

**2003 STATEWIDE NONRESIDENTIAL
AUDIT PROGRAM EVALUATION
APPENDICES**

Study ID# PGE0206.01

March 1, 2005

Prepared for California's Investor-Owned Utilities:

**Pacific Gas and Electric Company
San Diego Gas and Electric Company
Southern California Edison Company
Southern California Gas Company**

**2003 STATEWIDE NONRESIDENTIAL
AUDIT PROGRAM EVALUATION
APPENDICES**

Study ID# PGE0206.01

March 1, 2005

Measurement and Evaluation
Customer Energy Management Policy, Planning &
Support Section
Pacific Gas and Electric Company
San Francisco, California

Disclaimer of Warranties and Limitation of Liabilities

As part of its Customer Energy Management Programs, Pacific Gas and Electric Company (PG&E) has engaged consultants to conduct a series of studies designed to increase the certainty of and confidence in the energy savings delivered by the programs. This report describes one of those studies. It represents the findings and views of the consultant employed to conduct the study and not of PG&E itself.

Furthermore, the results of the study may be applicable only to the unique geographic, meteorological, cultural, and social circumstances existing within PG&E's service area during the time frame of the study. PG&E and its employees expressly disclaim any responsibility or liability for any use of the report or any information, method, process, results or similar item contained in the report for any circumstances other than the unique circumstances existing in PG&E's service area and any other circumstances described within the parameters of the study.

All inquiries should be directed to:

Jim Turnure
Revenue Requirements
Pacific Gas and Electric Company
P. O. Box 770000, Mail Code B9A
San Francisco, CA 94177

Copyright © 2005 Pacific Gas and Electric Company. All rights reserved.

Reproduction or distribution of the whole, or any part of the contents of, this document without written permission of PG&E is prohibited. The document was prepared by PG&E for the exclusive use of its employees and its contractors. Neither PG&E nor any of its employees makes any warranty, express or implied, or assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any data, information, method, product or process disclosed in this document, or represents that its use will not infringe any privately-owned rights, including but not limited to, patents, trademarks or copyrights.



***2003 STATEWIDE NONRESIDENTIAL AUDIT PROGRAM
EVALUATION***

FINAL APPENDICES

Prepared for

*Rafael Friedmann
Pacific Gas & Electric
245 Market Street
San Francisco, CA 94105*

Prepared by

*QUANTUM CONSULTING INC.
2001 Addison Street, Suite 300
Berkeley, CA 94704*

P2005-170

March 1, 2005

Appendix A.
Small and Very Small Customer Survey Results

APPENDIX A
SMALL AND VERY SMALL CUSTOMER SURVEY RESULTS TABLES

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
A1/A54. How did you first learn about the Energy Audit program?											
A utility representative came to my facility	17.9	-	7.8	9.1	1.2	36.1	27.3	13.7	-	-	-
Respondent approached contractor	1.1	1.9	-	-	-	2.0	-	1.6	-	-	-
Respondent approached utility on other matter	4.9	4.6	9.1	3.9	-	5.5	4.4	5.1	2.2	9.3	-
Contacted by utility representative	15.8	5.7	24.6	26.1	7.7	14.6	17.0	15.3	9.4	6.0	10.4
Contacted by contractor	1.0	1.8	3.3	1.9	-	-	-	1.5	-	-	-
Utility brochure in mail	24.2	56.7	19.5	23.9	24.5	15.3	22.0	25.1	37.5	34.9	38.4
Bill insert	12.5	20.5	3.3	9.7	33.5	7.3	7.1	14.9	22.2	21.7	22.3
Word of mouth - within company	4.7	3.7	2.0	9.2	6.4	3.8	7.3	3.6	5.8	-	7.7
Word of mouth - outside company	1.9	1.9	-	-	1.6	3.5	2.4	1.7	3.9	7.6	2.8
TV, radio, newspaper ad	0.3	-	-	1.9	-	-	-	0.5	6.5	3.0	7.7
Magazine or trade journal	-	-	-	-	-	-	-	-	-	-	-
Participation in previous years	0.3	-	-	1.9	-	-	-	0.5	-	-	-
Manufacturer information	-	-	-	-	-	-	-	-	-	-	-
Community organization	0.3	-	-	1.9	-	-	-	0.5	4.4	4.6	4.4
Called utility to complain about bill	2.1	-	3.8	1.9	3.2	2.0	0.7	2.8	-	-	-
Seminar	1.0	-	-	-	-	2.4	3.2	-	-	-	-
Utility website	4.1	1.9	5.2	6.5	14.6	-	3.0	4.6	1.9	-	2.5
In energy business/learned long ago	1.4	-	1.6	-	2.8	2.0	-	2.1	-	-	-
Other	-	-	-	-	-	-	-	-	2.5	-	3.3
Don't know	12.4	7.3	21.5	5.8	8.9	14.7	7.6	14.6	9.2	15.8	7.1
N	259	51	50	34	71	53	69	190	59	29	30

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
A2/A25. Are you aware of any programs or resources provided by your utility in 2003 that were designed to promote energy efficiency for businesses like yours?											
Yes	44.0	39.1	45.7	46.2	45.5	43.6	50.9	40.9	40.8	41.8	40.5
No	50.8	59.1	46.2	44.7	54.5	51.0	41.9	54.9	53.0	52.6	53.2
Don't know	5.2	1.8	8.2	9.1	-	5.4	7.3	4.3	6.1	5.6	6.3
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
		Participant Segment						Nonparticipant Segment			
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
A2A/A25A. What types of programs can you recall?											
Express Efficiency	6.0	5.9	-	4.2	7.1	8.6	3.4	7.5	16.6	8.8	19.3
Standard Performance Contracting (SPC)	2.2	-	-	9.9	3.5	-	6.2	-	1.8	2.1	1.7
Distributor incentives	-	-	-	-	-	-	-	-	1.2	-	1.7
Rebate (unspecified)	52.9	49.9	56.8	45.0	45.7	58.2	50.9	54.1	23.5	25.5	22.8
Business energy audits	5.6	9.6	17.0	-	13.3	-	5.2	5.9	7.5	3.4	9.0
Savings by Design	1.7	-	-	9.9	-	-	-	2.7	-	-	-
Demand response	3.2	4.8	-	4.2	13.3	-	2.8	3.4	1.2	-	1.7
Seminars/classes	6.3	-	4.3	9.9	-	9.4	11.1	3.5	-	-	-
Self generation	3.1	-	4.8	-	3.5	4.5	5.2	1.9	-	-	-
Borrow monitoring equipment	1.9	-	-	-	-	4.5	-	2.9	-	-	-
Energy conservation measures	-	-	-	-	-	-	-	-	8.2	11.6	7.0
Solar	-	-	-	-	-	-	-	-	2.0	2.1	2.0
Improve insulation	-	-	-	-	-	-	-	-	4.2	5.8	3.6
Other	2.4	-	-	4.2	-	4.1	-	3.8	-	-	-
Don't know	23.7	29.7	25.5	22.5	26.9	20.7	30.7	19.8	47.0	44.5	47.9
N	114	20	22	17	32	23	38	76	106	55	51

	2003 Small and Very Small Customer Survey Results								
	<i>Results are Shown in Percent</i>								
		Segment Description							
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
A5. Did the audit inform you of or refer you to the Express Efficiency rebate program?									
Yes	53.9	52.9	39.3	60.6	47.7	58.7	58.1	52.0	
No	20.8	18.2	24.3	20.1	14.6	22.7	22.1	20.2	
Don't know	25.3	28.9	36.4	19.3	37.7	18.6	19.8	27.8	
N	259	51	50	34	71	53	69	190	

A6. Did the audit inform you of or refer you to the Standard Performance Contracting (SPC) program?	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
	Segment Description							
	Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
Yes	27.8	24.1	20.5	43.7	30.0	24.5	25.3	28.9
No	29.1	33.2	37.7	22.0	27.2	28.3	23.1	31.9
Don't know	43.1	42.7	41.9	34.3	42.8	47.1	51.7	39.2
N	259	51	50	34	71	53	69	190

A55. What are the primary reasons you have not yet participated in your utility's energy audit program?	2003 Small and Very Small Customer Nonparticipant Survey Results		
	<i>Results are Shown in Percent</i>		
	Total	Small	Very Small
Have not had the time	36.5	25.0	40.2
Don't believe it would be worthwhile for us	17.1	9.4	19.6
Not interested in saving energy	18.1	11.9	20.1
Received audit service from another firm	0.7	3.0	-
Plan to participate soon	4.8	6.0	4.4
Participated in energy efficiency program	2.5	-	3.3
Tried to participate	6.6	18.6	2.8
Do not want to spend money	1.9	-	2.5
Not enough information/never contacted	3.7	4.8	3.3
Other	2.7	11.3	-
Don't know	8.7	13.7	7.1
N	59	29	30

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
L1. Since January 2003, have you made any changes in indoor lighting equipment at this location other than the routine replacement of burned out bulbs?											
Yes	32.4	30.3	35.7	31.2	33.2	32.1	40.6	28.7	17.1	19.5	16.2
No	66.5	69.7	64.3	68.8	64.3	66.1	56.9	70.8	81.1	78.0	82.1
Don't know	1.1	-	-	-	2.5	1.8	2.4	0.5	1.8	2.5	1.6
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
L3. What type of fixtures, ballasts or lighting controls were installed as part of the lighting retrofit?											
T8 fluorescent fixtures	26.6	6.2	22.9	41.9	3.7	36.0	36.6	20.1	23.3	26.1	22.2
T10 fluorescent fixtures	0.9	-	5.5	-	-	-	-	1.5	1.0	3.6	-
T12 fluorescent fixtures	1.4	-	4.6	-	4.8	-	1.9	1.1	5.6	7.2	5.0
High Intensity Discharge (HID) fixtures	0.7	-	-	-	4.8	-	-	1.1	-	-	-
Compact fluorescent - screw-in modular	27.1	20.1	31.9	35.6	32.0	22.3	34.0	22.6	21.5	10.2	26.0
Compact fluorescent - hardwire	2.2	-	-	-	-	5.3	-	3.6	5.2	8.0	4.1
Incandescent	0.8	6.2	-	-	-	-	-	1.3	-	-	-
Exit signs, compact fluorescent	-	-	-	-	-	-	-	-	-	-	-
Exit signs, LED	-	-	-	-	-	-	-	-	-	-	-
Halogen	0.8	6.2	-	-	-	-	-	1.3	4.6	3.6	5.0
Install reflectors	3.1	6.2	10.1	-	4.8	-	1.9	3.8	-	-	-
Electronic ballast	30.2	6.2	26.9	24.8	24.1	42.9	19.2	37.3	4.9	7.7	3.8
Magnetic ballast	-	-	-	-	-	-	-	-	-	-	-
Lighting controls - time clock	-	-	-	-	-	-	-	-	7.5	3.6	9.1
Lighting controls - occupancy sensor	6.1	-	4.6	14.7	4.8	5.6	7.8	4.9	1.0	3.6	-
Lighting controls - bypass timer	-	-	-	-	-	-	-	-	-	-	-
Lighting controls - photocell	-	-	-	-	-	-	-	-	-	-	-
Other fluorescent	4.2	12.4	9.2	-	8.6	-	-	6.9	11.6	11.6	11.5
Fat/thick tubes	1.6	7.7	-	-	4.8	-	-	2.7	3.5	-	5.0
Skinny/thin tubes	11.8	13.5	-	18.6	-	17.3	10.3	12.8	13.3	21.8	9.9
T5 fluorescent fixtures	0.7	-	4.6	-	-	-	1.9	-	-	-	-
Delamping fluorescent tubes	4.7	-	6.1	-	4.8	7.4	7.9	2.7	0.6	2.1	-
Delamping other bulbs	1.0	-	-	6.2	-	-	-	1.6	3.0	-	4.1
Other	7.6	6.2	15.3	20.9	7.5	-	7.3	7.8	9.4	8.0	9.9
Don't know	4.0	21.5	4.6	-	3.7	-	5.8	2.8	16.2	12.1	17.8
N	86	15	19	12	23	17	25	61	46	26	20

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
L5. Regarding the lighting equipment installed, how long are the fluorescent tubes?											
2 foot	6.5	-	-	-	-	12.7	-	12.6	4.1	10.1	-
4 foot	79.5	72.1	100.0	61.4	36.1	87.3	79.9	79.1	65.8	60.8	69.1
6 foot	1.3	-	-	-	27.9	-	2.7	-	21.6	8.0	30.9
8 foot	12.7	27.9	-	38.6	36.1	-	17.3	8.3	14.5	13.1	15.4
Don't know	-	-	-	-	-	-	-	-	5.9	14.5	-
N	27	4	6	6	3	8	12	15	20	14	6

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
L5d. Regarding the delamping, how long were the fluorescent tubes you removed?											
4 foot	35.0	-	100.0	-	100.0	-	-	100.0	100.0	100.0	-
6 foot	65.0	-	-	-	-	100.0	100.0	-	-	-	-
N	3	0	1	0	1	1	1	2	1	1	0

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
L6. How many fixtures were retrofitted or replaced as part of the installation of the lighting equipment?											
1 - 19	32.8	77.4	-	45.7	72.1	24.5	21.1	43.9	60.9	29.8	82.1
20 - 39	24.0	-	-	27.1	-	35.5	36.0	12.6	10.0	24.7	-
40 - 59	18.3	-	36.9	27.1	27.9	11.7	14.9	21.5	5.9	14.5	-
60 - 99	4.2	-	30.7	-	-	-	3.9	4.5	2.7	6.6	-
100 - 499	6.4	22.6	32.4	-	-	-	8.0	4.9	3.1	7.7	-
500 +	7.9	-	-	-	-	15.5	16.2	-	-	-	-
Don't know	6.5	-	-	-	-	12.7	-	12.6	26.6	16.7	33.3
N	27	4	6	6	3	8	12	15	20	14	6

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
L6d. How many fluorescent tubes did you remove?											
12	65.0	-	-	-	-	100.0	100.0	-	-	-	-
24	35.0	-	100.0	-	100.0	-	-	100.0	-	-	-
35	-	-	-	-	-	-	-	-	100.0	100.0	-
N	3	0	1	0	1	1	1	2	1	1	0

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
L7. How many fixtures did you install?											
1 - 10	41.7	63.6	54.7	50.0	59.2	22.7	19.6	51.2	42.4	42.7	42.3
11 - 50	36.8	36.4	32.9	50.0	30.9	36.3	48.7	31.7	29.9	60.3	20.9
51 - 100	14.5	-	7.2	22.1	-	23.3	21.2	11.6	28.0	-	36.3
101 - 250	2.2	-	13.1	-	-	-	7.4	-	1.0	4.3	-
251 - 500	1.6	-	-	-	9.9	-	3.1	1.0	-	-	-
501 +	4.2	-	-	-	-	9.7	14.0	-	-	-	-
Refused	3.5	-	-	-	-	8.0	-	4.9	-	-	-
Don't know	3.4	12.2	5.9	9.3	-	-	-	4.9	4.9	-	6.3
N	64	8	15	8	20	13	14	50	26	13	13

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
L9. On average, how many lamps are there per associated fixture?											
1	14.0	9.6	13.7	22.3	5.9	13.7	25.1	6.5	14.0	12.0	14.9
2	41.6	40.7	38.6	26.5	36.5	50.9	31.1	48.7	34.5	45.2	29.8
3	12.9	18.7	12.5	22.3	15.3	6.8	12.1	13.4	11.0	4.9	13.7
4	28.4	31.0	29.0	22.3	34.7	28.6	31.6	26.2	19.4	28.0	15.6
6	-	-	-	-	-	-	-	-	1.5	4.9	-
8	0.9	-	-	-	7.6	-	-	1.5	-	-	-
10	0.9	-	6.2	-	-	-	2.4	-	-	-	-
Refused	-	-	-	-	-	-	-	-	1.5	4.9	-
Don't know	3.9	9.6	6.2	6.6	5.9	-	1.7	5.4	19.6	4.9	26.0
N	63	10	14	11	14	14	20	43	32	19	13

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
Total		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
L10. Did you install the lighting equipment before or after the audit?								
Before	24.1	15.8	29.2	18.6	10.0	30.8	14.7	29.8
After	69.9	74.4	67.6	54.3	90.0	69.2	74.3	67.2
Don't know	9.4	9.8	9.6	27.1	-	5.6	17.3	4.6
N	81	12	18	12	22	17	22	59

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
Total		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
L12. Was the lighting equipment one of the recommendations made in the audit?								
Yes	61.7	37.1	63.5	66.7	56.2	67.7	65.1	59.1
No	18.0	42.0	15.8	18.1	30.9	7.5	16.7	19.1
Don't know	22.4	21.0	29.0	15.2	18.5	24.8	18.2	25.7
N	66	10	14	9	20	13	21	45

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
Total		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
L13. On a scale from 1 to 10, with 1 being not at all influential and 10 being very influential, how much did the audit influence you to install that lighting equipment?								
Influential (8-10)	45.3	18.8	39.4	43.8	50.6	53.2	44.5	45.9
Neutral (4-7)	34.3	27.7	44.8	30.5	19.7	39.4	40.4	29.5
Not influential (1-3)	26.4	62.9	24.1	25.7	33.9	14.9	23.6	28.7
N	66	10	14	9	20	13	21	45

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
L17. Did you receive a rebate for the purchase of the lighting equipment we just discussed?											
Yes	26.9	20.1	43.7	54.3	11.2	17.3	23.5	29.0	4.9	17.1	-
No	66.3	67.5	56.3	45.7	84.0	71.6	62.8	68.4	71.5	57.7	77.0
Don't know	6.9	12.4	-	-	4.8	11.2	13.6	2.6	23.7	25.2	23.0
N	86	15	19	12	23	17	25	61	46	26	20

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
L19. Was this rebate through the Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?											
Yes, Express Efficiency	7.6	30.9	10.5	-	33.3	-	16.5	2.9	-	-	-
Yes, SPC	15.0	-	10.5	11.4	-	32.4	25.3	9.7	-	-	-
Both	8.7	-	-	27.1	-	-	25.5	-	-	-	-
No	7.2	38.2	-	11.4	-	-	10.5	5.6	-	-	-
Don't know	61.4	30.9	79.0	50.0	66.7	67.6	22.2	81.8	100.0	100.0	-
N	23	3	8	6	3	3	8	15	5	5	0

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
L27. Besides the audit program, what or who else was influential in the decision to install the lighting equipment we just discussed?								
Energy equipment contractors	7.2	6.2	10.7	20.9	9.6	-	7.7	6.8
Energy service companies	1.0	-	-	6.2	-	-	-	1.6
Your utility	5.5	-	-	20.9	-	5.3	5.6	5.4
Equipment manufacturers	2.6	-	16.2	-	-	-	1.9	3.1
Corporate policies	8.1	6.2	-	-	-	17.7	5.9	9.5
Corporate management	14.2	7.7	4.6	-	13.4	25.7	21.7	9.4
Made decision on my own	34.8	41.3	35.5	18.6	51.3	33.2	39.3	31.9
In-house staff	8.6	13.9	-	27.1	-	6.1	8.5	8.6
Rebate	1.5	-	6.1	-	3.7	-	-	2.5
Equipment was old	6.7	12.4	-	-	3.7	11.2	9.3	5.1
Reduction in cost	7.4	6.2	26.9	6.2	9.6	-	2.3	10.7
Other	3.7	-	-	-	8.6	6.1	1.3	5.2
Don't know	3.1	6.2	-	-	-	5.6	8.0	-
N	86	15	19	12	23	17	25	61

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
L15. If you had not participated in the energy audit program, which of the following best describes what your company would have done?								
Not installed the lighting equipment	23.1	20.1	31.5	29.4	12.3	22.0	25.8	21.4
Installed the same lighting equipment	45.0	54.0	43.1	33.3	58.3	43.0	51.8	40.7
Chosen standard or less efficient option	8.7	7.7	4.6	18.6	12.3	5.6	8.6	8.7
Installed the same equipment, later	18.1	5.9	20.8	12.4	17.1	23.3	13.8	20.9
Other	2.5	-	-	-	-	6.1	-	4.1
Don't know	2.5	12.4	-	6.2	-	-	-	4.2
N	86	15	19	12	23	17	25	61

	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
L29. Were there any lighting equipment recommendations made in the audit that you decided not to install or that have not yet been installed?								
Yes	30.7	21.5	20.2	23.4	21.9	43.0	28.5	31.6
No	55.9	53.6	56.3	70.8	61.1	49.0	58.5	54.7
Don't know	13.4	24.9	23.5	5.8	17.1	8.1	12.9	13.7
N	259	51	50	34	71	53	69	190

	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
L35. What are the primary reasons you have not implemented these recommendations?								
Product was not available	0.8	8.8	-	-	-	-	2.9	-
Savings did not justify added cost	15.5	8.8	8.1	24.8	7.3	17.1	12.1	16.8
Other priorities for capital spending	12.5	8.8	10.8	-	-	18.2	18.5	10.1
Do not have enough money	28.8	35.1	51.5	66.9	17.0	17.8	37.6	25.2
Have not had enough time	19.0	30.4	8.1	47.3	20.3	12.7	22.2	17.7
Might not stay in building	20.8	-	21.5	-	35.0	26.2	21.9	20.4
Already implemented previously	0.8	8.3	-	-	-	-	-	1.1
Did not seem necessary	3.9	-	-	-	14.7	4.2	-	5.5
Other	4.3	-	-	-	18.7	4.2	1.9	5.2
Don't know	2.5	-	-	-	-	4.2	-	3.4
N	65	11	9	7	15	23	16	49

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
L36. Do you have any plans to install any high efficiency lighting equipment within the next year?											
Yes	13.5	21.8	10.8	19.3	17.4	8.1	10.3	14.9	12.1	16.1	10.8
No	78.0	73.5	85.9	65.0	75.3	82.8	76.6	78.7	81.3	73.4	83.8
Don't know	8.5	4.6	3.3	15.7	7.3	9.1	13.1	6.4	6.6	10.4	5.3
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
L37. What types of lighting equipment are you planning to install within the next year?											
T8 fluorescent fixtures	28.2	-	15.1	10.0	25.5	77.8	45.5	22.8	18.5	4.4	25.4
T10 fluorescent fixtures	-	-	-	-	-	-	-	-	-	-	-
T12 fluorescent fixtures	-	-	-	-	-	-	-	-	-	-	-
High Intensity Discharge (HID) fixtures	-	-	-	-	-	-	-	-	-	-	-
Compact fluorescent - screw-in modular	6.8	8.2	18.2	-	16.3	-	7.5	6.6	1.4	4.4	-
Compact fluorescent - hardwire	-	-	-	-	-	-	-	-	-	-	-
Incandescent	-	-	-	-	-	-	-	-	-	-	-
Exit signs, compact fluorescent	-	-	-	-	-	-	-	-	-	-	-
Exit signs, LED	6.1	-	-	-	-	24.2	-	8.0	1.4	4.4	-
Halogen	4.2	8.6	-	10.0	-	-	-	5.6	-	-	-
Install reflectors	2.4	-	-	10.0	-	-	-	3.1	-	-	-
Electronic ballast	9.5	-	15.1	-	9.2	24.2	6.8	10.3	-	-	-
Magnetic ballast	-	-	-	-	-	-	-	-	1.8	5.3	-
Lighting controls - time clock	-	-	-	-	-	-	-	-	-	-	-
Lighting controls - occupancy sensor	7.9	8.2	-	-	-	24.2	-	10.3	-	-	-
Lighting controls - bypass timer	-	-	-	-	-	-	-	-	-	-	-
Lighting controls - photocell	2.1	-	18.2	-	-	-	9.0	-	-	-	-
Other fluorescent	10.0	-	-	30.0	16.3	-	10.0	10.0	25.2	13.2	31.1
Fat/thick tubes	-	-	-	-	-	-	-	-	-	-	-
Skinny/thin tubes	1.3	-	-	-	7.1	-	-	1.6	-	-	-
T5 fluorescent fixtures	-	-	-	-	-	-	-	-	-	-	-
Delamping fluorescent tubes	4.0	-	-	10.0	9.2	-	-	5.2	-	-	-
Delamping other bulbs	-	-	-	-	-	-	-	-	-	-	-
Outdoor lighting	8.6	21.3	-	10.0	9.2	-	-	11.3	-	-	-
Other	5.3	10.6	15.1	-	7.1	-	5.3	5.4	12.1	16.5	9.9
Don't know	25.8	43.1	18.2	30.0	9.2	22.2	15.8	29.0	39.6	51.8	33.6
N	43	11	6	10	12	4	10	33	34	21	13

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
C1. Since January 2003, did you make any changes related to cooling at this location including air conditioning units, programmable thermostats, or HVAC controls?											
Yes	24.0	22.5	20.0	20.8	30.9	24.9	21.5	25.1	12.2	17.2	10.5
No	75.2	77.5	80.0	79.2	69.1	73.2	78.5	73.7	86.5	81.7	88.0
Don't know	0.8	-	-	-	-	2.0	-	1.2	1.4	1.1	1.5
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
C3. What types of equipment were installed as part of the cooling retrofit?											
Split system air conditioner	19.1	-	16.3	9.3	9.2	32.5	21.0	18.3	25.7	31.5	22.4
Packaged air conditioning systems	15.9	29.1	10.9	40.7	12.0	6.8	18.5	14.9	39.2	22.8	48.5
Packaged terminal AC	-	-	-	-	-	-	-	-	-	-	-
Remote condensing unit	1.6	-	-	-	9.2	-	3.3	1.0	1.4	4.0	-
Evaporative (swamp) coolers	8.8	29.1	8.2	-	4.0	7.9	8.4	8.9	9.9	4.8	12.8
Water chillers	2.0	10.3	-	-	4.0	-	4.7	1.0	-	-	-
Evaporative condenser	-	-	-	-	-	-	-	-	-	-	-
Cooling tower	2.2	10.3	-	-	5.2	-	4.7	1.3	-	-	-
Adjustable speed drives	-	-	-	-	-	-	-	-	2.2	6.1	-
Energy management system	0.9	-	-	-	5.2	-	3.3	-	-	-	-
Reflective window film	8.2	-	-	9.3	19.6	7.9	-	11.3	4.6	2.3	5.9
HVAC controls - bypass timer	1.3	-	-	9.3	-	-	4.8	-	-	-	-
HVAC controls - time clock	2.2	-	-	9.3	5.2	-	8.0	-	-	-	-
HVAC controls - thermostat	32.5	16.8	20.7	31.4	20.8	45.5	19.3	37.6	10.4	17.4	6.4
Thermal energy storage	1.1	8.4	-	-	-	-	3.8	-	0.8	2.3	-
Individual AC/heat pump units	11.4	8.4	35.4	9.3	9.2	7.2	20.6	7.9	13.9	20.6	10.2
Window/wall air conditioning units	7.2	18.7	8.2	22.1	4.0	-	22.1	1.5	1.4	4.0	-
Other	5.9	8.4	-	-	8.0	7.9	-	8.1	6.6	4.8	7.7
Don't know	5.0	-	27.5	-	9.2	-	2.5	5.9	4.9	2.3	6.4
N	63	11	9	8	22	13	19	44	38	24	14

	2003 Small and Very Small Customer Survey Results									
	<i>Results are Shown in Percent</i>									
		Segment Description							Small	Very Small
		Total	Mail	Phone	CD ROM	On-Line	On-Site			
CH1. How many new chillers were installed at this location?										
3	100.0	100.0	-	-	-	-	-	100.0	-	
N	1	1	-	-	-	-	-	1	-	

	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
CH3. What types of new chillers were installed?								
Water-cooled	100.0	100.0	-	-	-	-	100.0	-
N	1	1	-	-	-	-	1	-

	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
CH5. Were the new chillers high efficiency or standard efficiency?								
High efficiency	100.0	100.0	-	-	-	-	100.0	-
N	1	1	-	-	-	-	1	-

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
		Total	Participant Segment						Nonparticipant Segment		
			Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
C5. How many pieces of cooling equipment were installed at this location?											
1	58.0	100.0	66.2	77.9	53.8	39.1	72.8	52.0	58.7	36.8	71.0
2 - 10	36.2	-	48.8	-	41.8	54.0	15.3	44.6	37.5	59.0	25.3
11 - 100	13.0	-	11.3	22.1	11.4	14.7	15.3	12.1	3.4	9.3	-
101+	5.3	-	-	-	10.1	7.9	-	7.4	4.9	2.5	6.3
Other	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	4.4	-	11.3	22.1	-	-	15.3	-	5.2	-	8.2
N	60	11	8	8	20	13	18	42	35	22	13

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
C6. Please tell me the combined capacity, in tons, of all the new cooling equipment that was installed.											
1 - 5	16.6	51.8	13.1	18.6	13.2	-	44.2	6.8	20.0	6.6	26.1
6 - 10	4.7	-	13.1	-	17.1	-	-	6.4	16.6	22.6	13.8
11 - 20	1.7	-	-	-	13.2	-	6.7	-	2.5	8.0	-
21 - 100	8.4	-	-	-	-	25.8	-	11.4	-	-	-
101 +	3.2	18.4	-	-	-	-	-	4.4	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	68.5	48.2	73.9	81.4	56.6	74.2	61.5	71.0	63.0	69.4	60.1
N	28	6	7	4	7	4	9	19	23	13	10

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
C7. Was the cooling equipment you installed standard or high efficiency?											
Standard efficiency	7.3	22.4	-	-	26.4	-	14.9	4.4	6.2	18.2	-
High efficiency	54.4	27.6	85.0	37.2	43.4	65.1	24.2	66.2	70.2	57.2	76.8
Don't know	38.3	50.0	15.0	62.8	30.2	34.9	60.9	29.4	23.7	24.6	23.2
N	24	4	6	4	7	3	8	16	20	12	8

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
C9. Do you recall the efficiency rating of the cooling equipment?											
9000	6.4	-	23.5	-	-	-	-	7.8	-	-	-
10000	-	-	-	-	-	-	-	-	3.2	9.5	-
11300	4.8	-	17.7	-	-	-	-	5.8	-	-	-
12000	21.2	-	17.7	-	-	53.5	26.9	20.0	-	-	-
Don't know	67.6	100.0	41.2	100.0	100.0	46.5	73.1	66.4	96.8	90.5	100.0
N	16	2	5	2	5	2	4	12	15	9	6

	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
C10. Do you recall the units for the efficiency rating of the cooling equipment?								
SEER	80.3	-	60.1	-	-	100.0	100.0	76.9
EER	19.7	-	39.9	-	-	-	-	23.1
N	4	-	3	-	-	1	1	3

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
C11. How do you distinguish between an energy efficient air conditioner and a standard efficiency air conditioner?											
Contractor	38.3	100.0	100.0	-	18.9	-	48.0	36.0	52.3	9.5	73.7
SEER	6.5	-	-	-	24.4	-	-	8.1	3.2	9.5	-
Manufacturer information	54.3	55.3	57.1	50.0	18.9	100.0	74.0	49.6	8.4	-	12.6
Equipment performance	9.5	-	-	50.0	-	-	-	11.7	3.9	11.5	-
Size of equipment	-	-	-	-	-	-	-	-	3.2	9.5	-
Don't know	10.1	-	-	-	37.8	-	26.0	6.2	29.2	59.9	13.7
N	12	2	2	2	5	1	3	9	15	9	6

	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
C13. Did you install the cooling equipment before or after the audit?								
Before	24.6	10.3	26.3	9.3	11.4	38.3	8.1	31.2
After	77.0	100.0	73.7	68.6	88.6	69.6	88.4	72.5
Don't know	5.3	-	11.3	22.1	5.7	-	15.3	1.3
N	60	11	8	8	20	13	18	42

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
C15. Was the cooling equipment one of the recommendations made in the audit?								
Yes	40.3	56.2	30.6	10.3	50.4	43.7	22.4	50.1
No	49.7	33.5	54.1	69.2	54.3	44.9	69.2	39.2
Don't know	12.0	10.3	15.3	20.5	6.1	11.3	11.8	12.1
N	52	11	6	7	19	9	18	34

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
C16. On a scale from 1 to 10, with 1 being not at all influential and 10 being very influential, how much did the audit influence you to install that cooling equipment?								
Influential (8-10)	22.6	27.1	30.6	10.3	28.9	21.1	25.3	21.1
Neutral (4-7)	33.8	37.4	-	10.3	44.4	44.3	5.9	48.9
Not influential (1-3)	45.2	35.5	69.4	69.2	43.5	34.6	68.8	32.4
N	52	11	6	7	19	9	18	34

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
		Total	Participant Segment						Nonparticipant Segment		
			Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
C18. Did you receive a rebate for the purchase of the cooling equipment we just discussed?											
Yes	13.5	-	27.2	31.4	13.2	7.9	23.2	9.8	1.8	5.0	-
No	74.1	89.7	45.3	68.6	81.6	76.4	73.5	74.3	74.1	87.6	66.8
Don't know	12.4	10.3	27.5	-	5.2	15.7	3.3	15.9	24.1	7.4	33.2
N	63	11	9	8	22	13	19	44	37	23	14

C19. Was this rebate through the Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
Yes, Express Efficiency	61.1	-	30.0	70.4	30.4	100.0	75.0	48.3	-	-	-
Yes, SPC rebate	-	-	-	-	-	-	-	-	100.0	100.0	-
No	15.0	-	-	29.6	30.4	-	10.9	18.8	-	-	-
Don't know	23.9	-	70.0	-	39.3	-	14.1	32.9	-	-	-
N	9	0	3	2	3	1	5	4	1	1	0

C31. Besides the audit program, what or who else was influential in the decision to install the air conditioning equipment we just discussed?	2003 Small and Very Small Customer Survey Results								
	Results are Shown in Percent								
	Total	Segment Description						Small	Very Small
		Mail	Phone	CD ROM	On-Line	On-Site			
Energy equipment contractors	13.7	16.8	10.9	9.3	8.0	17.5	19.7	11.4	
Energy service companies	0.9	-	-	-	5.2	-	3.3	-	
Your utility	2.0	-	-	9.3	4.0	-	2.5	1.8	
Equipment manufacturers	0.9	-	-	-	5.2	-	-	1.3	
Corporate policies	9.5	10.3	-	-	8.0	15.7	2.5	12.2	
Corporate management	16.4	10.3	45.6	18.6	19.6	7.9	11.2	18.4	
Made decision on my own	26.0	43.8	24.5	9.3	18.4	29.8	14.5	30.4	
In-house staff	21.8	-	8.2	53.5	22.4	21.3	40.0	14.8	
Rebate	0.9	-	-	-	5.2	-	3.3	-	
Equipment was old	9.9	10.3	10.9	-	4.0	15.1	2.5	12.7	
Reduce cost	2.3	-	-	-	13.2	-	2.5	2.2	
Other	3.4	-	-	-	-	7.9	-	4.7	
Refused	-	-	-	-	-	-	-	-	
Don't know	1.1	8.4	-	-	-	-	3.8	-	
N	63	11	9	8	22	13	19	44	

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
C17. If you had not participated in the energy audit program, which of the following best describes what your company would have done?								
Not installed the cooling equipment	6.5	8.4	-	-	14.4	6.8	5.8	6.8
Installed exactly the same equipment	57.2	45.8	64.3	81.4	47.6	54.5	76.2	49.9
Chosen standard or less efficient option	8.0	8.4	8.2	-	14.4	7.9	6.3	8.6
Installed the same equipment, later	17.8	18.7	-	9.3	23.6	23.0	3.3	23.4
Other	1.3	-	-	9.3	-	-	-	1.8
Don't know	9.1	18.7	27.5	-	-	7.9	8.4	9.4
N	63	11	9	8	22	13	19	44

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
C33. Were there any cooling equipment recommendations made in the audit that you decided not to install or that have not yet been installed?								
Yes	11.3	19.7	15.6	15.7	22.0	2.0	15.2	9.6
No	74.0	48.9	62.0	72.7	62.5	90.4	77.5	72.4
Don't know	14.7	31.4	22.4	11.6	15.5	7.7	7.3	18.0
N	259	51	50	34	71	53	69	190

	2003 Small and Very Small Customer Survey Results								
	<i>Results are Shown in Percent</i>								
		Segment Description						Small	Very Small
		Total	Mail	Phone	CD ROM	On-Line	On-Site		
C35. What are the primary reasons you have not implemented these cooling equipment recommendations?									
Product was not available	15.4	-	10.5	58.3	-	-	36.9	-	
Savings did not justify added cost	8.3	-	10.5	12.4	12.9	-	5.0	10.7	
Other priorities for capital spending	2.2	9.5	-	-	-	-	-	3.8	
Do not have enough money	52.4	71.3	26.6	58.3	37.1	100.0	81.3	31.7	
Have not had enough time	4.9	11.8	10.5	-	-	-	5.0	4.7	
Might not stay in building	13.9	19.1	27.9	-	14.6	-	-	23.9	
Already implemented previously	4.9	-	-	-	18.5	-	3.6	5.9	
Recommendation not applicable	11.6	-	-	29.3	18.5	-	-	19.9	
Other	1.5	-	-	-	5.6	-	-	2.6	
Don't know	2.8	-	14.0	-	-	-	-	4.8	
N	38	10	8	3	16	1	13	25	

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
		Total	Participant Segment						Nonparticipant Segment		
			Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
C36. Do you have any plans to install any high efficiency cooling equipment within the next year?											
Yes	8.8	7.9	6.0	8.5	9.4	9.9	5.3	10.3	7.0	7.7	6.7
No	88.6	88.5	88.2	89.6	89.0	88.3	91.5	87.3	88.0	85.2	88.9
Don't know	2.6	3.7	5.8	1.9	1.6	1.8	3.1	2.4	5.0	7.1	4.4
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
C37. What types of cooling equipment do you plan to install within the next year?											
Split system air conditioner	20.1	29.5	36.3	22.9	-	19.7	-	24.8	15.5	14.5	15.9
Packaged air conditioning systems	22.1	23.9	-	54.3	17.1	17.1	15.2	23.7	13.0	5.4	15.9
Packaged terminal AC	1.9	-	-	-	13.2	-	-	2.4	-	-	-
Remote condensing unit	9.3	-	-	-	-	19.7	-	11.5	-	-	-
Evaporative (swamp) coolers	4.8	24.0	-	-	13.2	-	-	5.9	19.8	14.1	22.0
Water chillers	-	-	-	-	-	-	-	-	6.6	-	9.2
Evaporative condenser	-	-	-	-	-	-	-	-	-	-	-
Cooling tower	-	-	-	-	-	-	-	-	-	-	-
Adjustable speed drives	-	-	-	-	-	-	-	-	-	-	-
Energy management system	-	-	-	-	-	-	-	-	-	-	-
Reflective window film	2.5	-	-	-	17.1	-	-	3.1	-	-	-
HVAC controls - bypass timer	-	-	-	-	-	-	-	-	11.5	-	15.9
HVAC controls - time clock	-	-	-	-	-	-	-	-	11.5	-	15.9
HVAC controls - thermostat	17.6	22.7	-	22.9	13.2	19.7	-	21.7	11.5	-	15.9
Thermal energy storage	-	-	-	-	-	-	-	-	-	-	-
Individual AC/heat pump units	11.4	-	-	-	-	24.0	60.2	-	2.5	9.1	-
Window/wall air conditioning units	3.6	-	36.3	-	-	-	-	4.5	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Don't know	6.6	-	27.3	-	26.4	-	24.6	2.4	42.5	56.9	37.0
N	22	4	3	3	7	5	4	18	19	11	8

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
G1. Since January 2003, did you install any gas appliances at your facility, such as a boiler, water heater, furnace, or gas booster for dishwashers?											
Yes	8.7	12.5	6.1	15.7	8.2	5.9	13.9	6.4	8.8	8.5	8.9
No	91.1	87.5	93.9	84.3	90.2	94.1	86.1	93.3	90.6	91.5	90.3
Don't know	0.2	-	-	-	1.6	-	-	0.3	0.6	-	0.8
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
G3. What types of gas appliances were installed?											
Boilers	3.6	18.6	-	-	-	-	7.2	-	3.2	13.1	-
Water heaters	73.7	48.6	67.7	100.0	65.2	69.4	68.6	78.7	46.3	65.8	40.1
Furnaces	2.9	15.0	-	-	-	-	-	5.7	26.0	8.3	31.6
Gas boosters for dishwasher	-	-	-	-	-	-	-	-	1.2	4.9	-
Cooking equipment	14.1	18.6	-	-	15.2	30.6	17.4	10.9	10.8	22.8	6.9
Washers/dryers	2.7	14.3	-	-	-	-	-	5.4	10.8	21.0	7.6
Heater	-	-	-	-	-	-	-	-	12.6	-	16.7
Other	5.8	-	32.3	-	19.6	-	6.7	5.0	6.9	-	9.1
Refused	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-
N	21	6	3	3	6	3	7	14	23	12	11

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
G5. How many gas appliances did you install?											
1	78.0	85.7	100.0	100.0	80.4	40.6	82.6	73.5	58.7	47.9	62.2
2 - 15	22.0	-	-	-	-	30.6	17.4	-	43.5	61.5	37.8
16 +	-	-	-	-	-	-	-	-	4.0	16.5	-
N	21	6	3	3	6	3	7	14	23	12	11

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
G7. Was the gas appliance that you installed standard or high efficiency?											
Standard efficiency	28.6	18.6	32.3	58.3	34.8	-	41.6	15.8	1.2	4.9	-
High efficiency	71.4	81.4	67.7	41.7	65.2	100.0	58.4	84.2	73.8	76.8	72.8
Don't know	-	-	-	-	-	-	-	-	30.6	41.1	27.2
N	21	6	3	3	6	3	7	14	23	12	11

	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
G9. Do you recall the efficiency rating for the gas appliance?								
80000	3.9	22.4	-	-	-	-	-	8.0
99000	27.3	22.4	-	66.5	-	-	46.0	8.0
Don't know	72.7	77.6	100.0	33.5	100.0	100.0	54.0	92.0
N	14	4	2	2	4	2	5	9

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
		Total	Participant Segment						Nonparticipant Segment		
			Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
G11. How do you distinguish between an energy efficient and a standard efficiency gas appliance?											
Contractor	23.1	-	52.4	-	23.3	58.4	35.6	10.0	49.2	41.3	52.7
It's so new, so it's efficient	26.2	-	-	33.5	30.1	41.6	-	53.4	7.2	23.4	-
Energy Star label	7.9	44.7	-	-	-	-	-	16.0	7.2	23.4	-
EF - Energy Factor	2.6	-	-	-	23.3	-	-	5.4	-	-	-
RE - Recovery Efficiency	4.9	27.6	-	-	-	-	9.5	-	-	-	-
Efficiency rating	3.9	22.4	-	-	-	-	-	8.0	20.7	-	30.0
Utility recommendation/rebate	2.6	-	-	-	23.3	-	-	5.4	-	-	-
Label	-	-	-	-	-	-	-	-	5.7	19.6	-
Equipment performance	-	-	-	-	-	-	-	-	2.8	9.5	-
Other	4.9	27.6	-	-	-	-	-	9.9	-	-	-
Don't know	27.9	-	47.6	66.5	-	-	54.8	-	14.6	8.7	17.3
N	14	4	2	2	4	2	5	9	12	8	4

	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
G13. Did you install the gas appliance before or after the audit?								
Before	22.0	-	32.3	-	15.2	59.4	24.1	19.9
After	58.3	100.0	67.7	41.7	65.2	40.6	41.0	75.1
Don't know	19.7	-	-	58.3	19.6	-	34.9	5.0
N	21	6	3	3	6	3	7	14

	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
G15. Was the gas appliance one of the recommendations made in the audit?								
Yes	16.2	33.6	-	12.4	23.2	-	9.5	22.3
No	64.9	18.6	47.6	87.6	58.9	100.0	90.5	41.2
Don't know	19.0	47.9	52.4	-	17.9	-	-	36.5
N	17	6	2	3	5	1	5	12

	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
G16. On a scale from 1 to 10, with 1 being not at all influential and 10 being very influential, how much did the audit influence you to install the gas equipment?								
Influential (8-10)	24.0	29.3	-	29.3	41.1	-	-	46.3
Neutral (4-7)	28.6	18.6	52.4	12.4	-	100.0	30.5	26.8
Not influential (1-3)	47.4	52.1	47.6	58.3	58.9	-	69.5	26.9
Don't know	3.7	15.0	-	-	-	-	-	7.1
N	17	6	2	3	5	1	5	12

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
		Total	Participant Segment						Nonparticipant Segment		
			Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
G18. Did you receive a rebate for the purchase of the gas equipment we just discussed?											
Yes	10.0	32.8	-	12.4	-	-	7.2	12.6	2.4	10.0	-
No	90.0	67.2	100.0	87.6	100.0	100.0	92.8	87.4	86.0	79.9	88.0
Don't know	-	-	-	-	-	-	-	-	11.5	10.0	12.0
N	21	6	3	3	6	3	7	14	23	12	11

G19. Was this rebate through the Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment							Nonparticipant Segment		
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
Yes, Express Efficiency	36.6	-	-	100.0	-	-	-	57.1	-	-	-
Yes, SPC rebate	-	-	-	-	-	-	-	-	100.0	100.0	-
No	27.5	43.5	-	-	-	-	-	42.9	-	-	-
Don't know	35.8	56.5	-	-	-	-	100.0	-	-	-	-
N	3	2	0	1	0	0	1	2	1	1	0

G31. Besides the audit program, what or who else was influential in the decision to install the gas appliances we just discussed?	2003 Small and Very Small Customer Survey Results									
	Results are Shown in Percent									
	Total	Segment Description							Small	Very Small
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small		
Energy equipment contractors	8.5	15.0	35.5	-	15.2	-	-	-	16.7	
Energy service companies	2.9	15.0	-	-	-	-	-	-	5.7	
Your utility	-	-	-	-	-	-	-	-	-	
Equipment manufacturers	10.6	-	-	29.3	15.2	-	-	-	21.0	
Corporate management	20.0	-	-	-	-	71.1	40.6	-	-	
Made decision on my own	28.6	18.6	32.3	58.3	34.8	-	41.6	15.8	-	
In-house staff	22.2	37.1	32.3	12.4	-	28.9	13.9	30.4	-	
Rebate	2.7	14.3	-	-	-	-	-	-	5.4	
Equipment was old/broken	5.2	-	32.3	-	15.2	-	10.6	-	-	
Other	6.2	-	-	12.4	19.6	-	-	-	12.2	
N	21	6	3	3	6	3	7	14		

G17. If you had not participated in the energy audit program, which of the following best describes what your company would have done?	2003 Small and Very Small Customer Survey Results									
	Results are Shown in Percent									
	Total	Segment Description							Small	Very Small
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small		
Not installed this gas equipment	2.5	-	-	-	19.6	-	-	-	5.0	
Installed exactly the same equipment	92.1	85.0	100.0	100.0	60.7	100.0	100.0	84.4	-	
Chosen standard or less efficient option	2.5	-	-	-	19.6	-	-	-	5.0	
Don't know	2.9	15.0	-	-	-	-	-	-	5.7	
N	21	6	3	3	6	3	7	14		

	2003 Small and Very Small Customer Survey Results								
	<i>Results are Shown in Percent</i>								
	Total	Segment Description						Small	Very Small
Mail		Phone	CD ROM	On-Line	On-Site				
G33. Were there any gas appliance recommendations made in the audit that you decided not to install or that have not yet been installed?									
Yes	4.5	8.4	4.0	6.5	5.3	2.4	7.3	3.2	
No	82.8	68.8	75.6	78.5	82.4	91.5	78.2	84.8	
Don't know	12.7	22.7	20.4	14.9	12.2	6.1	14.4	12.0	
N	259	51	50	34	71	53	69	190	

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
	Total	Segment Description						Small
Mail		Phone	CD ROM	On-Line	On-Site			
G35. What are the primary reasons you have not implemented these gas equipment recommendations?								
Product was not available	-	-	-	-	-	-	-	-
Could not find a service provider	4.9	-	-	-	30.1	-	9.6	-
Savings did not justify added cost	34.8	55.3	50.0	29.6	46.6	-	26.6	43.3
Other priorities for capital spending	9.4	22.4	-	-	23.3	-	7.4	11.4
Do not have enough money	45.3	-	50.0	70.4	-	100.0	56.4	34.0
Have not had enough time	-	-	-	-	-	-	-	-
Other	5.6	22.4	-	-	-	-	-	11.4
N	13	4	2	2	4	1	6	7

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
	Total	Participant Segment						Nonparticipant Segment			
Mail		Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small	
G36. Do you have any plans to install any high efficiency gas appliances within the next year?											
Yes	9.6	10.2	8.3	28.0	6.9	3.5	6.6	11.0	4.2	4.6	4.0
No	88.5	88.0	88.4	72.0	91.8	94.1	90.2	87.8	87.9	89.3	87.4
Don't know	1.9	1.8	3.3	-	1.2	2.4	3.2	1.3	7.9	6.1	8.5
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
G37. What gas appliances do you plan to install within the next year?											
Boilers	22.3	-	-	46.5	-	-	-	28.4	23.4	15.3	26.4
Water heaters	40.8	40.3	50.0	23.3	23.2	100.0	50.7	38.1	48.6	63.3	43.1
Furnaces	3.3	-	-	6.9	-	-	-	4.2	9.3	33.9	-
Gas boosters for dishwasher	-	-	-	-	-	-	-	-	-	-	-
Cooking equipment	17.7	22.8	23.8	16.4	35.8	-	36.9	12.4	16.0	18.1	15.2
Washers/dryers	5.1	-	26.2	-	17.9	-	-	6.4	-	-	-
Heaters	7.5	36.9	-	-	23.2	-	12.3	6.2	-	-	-
Don't know	3.3	-	-	6.9	-	-	-	4.2	13.5	9.0	15.2
N	22	5	4	6	5	2	4	18	12	7	5

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
OT1. Besides what we have already covered, since January 2003, have you added or replaced other equipment that is expected to significantly affect overall energy consumption?											
Yes	20.0	22.3	9.1	33.8	21.1	17.2	16.3	21.6	11.6	13.8	10.8
No	78.3	77.7	90.9	66.2	77.6	79.2	81.4	77.0	86.3	83.3	87.3
Don't know	1.7	-	-	-	1.2	3.7	2.3	1.4	2.1	3.0	1.9
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
OT3. Which of the following types of equipment were installed since January 2003?											
Food service equipment	6.4	20.9	-	5.7	11.7	-	12.4	4.4	14.6	22.3	11.4
Water heating equipment	8.8	10.4	18.1	-	13.4	11.4	4.7	10.2	6.1	3.0	7.4
Outdoor lighting equipment	16.6	10.4	-	-	21.0	33.2	6.1	20.1	10.5	-	14.9
Refrigeration equipment	26.6	18.9	18.1	25.0	25.2	33.2	21.0	28.5	38.4	55.5	31.2
Motors	8.2	8.5	18.1	13.6	13.4	-	14.9	5.9	5.2	-	7.4
Office equipment (copier)	14.0	24.9	21.8	5.7	15.2	13.9	28.7	9.0	18.1	5.1	23.5
Washer/dryer	22.3	8.0	-	57.8	-	13.9	34.5	18.2	7.6	11.0	6.2
Rooftop AC	-	-	-	-	-	-	-	-	6.9	-	9.8
Controls	11.4	10.4	24.0	-	7.6	19.8	14.0	10.5	-	-	-
Other	6.7	8.4	-	5.7	26.9	-	4.3	7.6	7.0	6.1	7.4
Don't know	-	-	-	-	-	-	-	-	1.5	5.1	-
N	49	11	5	9	15	9	11	38	34	20	14

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
OT5. How many other pieces of equipment were installed?											
1	57.1	65.1	78.2	63.5	57.9	44.6	32.0	65.7	56.3	64.9	53.0
2 - 10	30.8	43.3	21.8	17.2	43.8	32.6	13.3	36.8	33.9	38.5	32.1
11 - 50	10.4	-	-	5.7	-	24.3	19.6	7.2	10.8	-	14.9
51 - 100	4.4	-	-	-	5.9	9.9	14.0	1.1	-	-	-
101 +	1.1	-	-	-	7.6	-	-	1.5	-	-	-
Refused	-	-	-	-	-	-	-	-	5.4	-	7.4
Don't know	10.8	10.4	-	27.2	11.7	-	35.9	2.3	5.4	-	7.4
N	49	11	5	9	15	9	11	38	32	18	14

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
OT7. Did you install the other equipment before or after the audit?								
Before	19.5	50.1	-	13.6	-	22.7	27.2	16.9
After	85.1	51.8	100.0	100.0	100.0	78.7	87.7	84.2
Don't know	5.7	8.5	-	-	5.9	9.9	-	7.6
N	49	11	5	9	15	9	11	38

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
OT9. Was the other equipment one of the recommendations made in the audit?								
Yes	30.0	-	42.1	11.4	40.3	47.5	-	39.9
No	63.9	100.0	57.9	75.0	47.9	52.5	83.0	57.6
Don't know	12.8	-	-	13.6	25.2	12.8	17.0	11.4
N	44	7	5	9	15	8	9	35

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
OT11. On a scale from 1 to 10, with 1 being not at all influential and 10 being very influential, how much did the audit influence you to install that equipment?								
Influential (8-10)	28.9	-	24.0	-	26.9	64.2	38.3	25.8
Neutral (4-7)	20.7	-	18.1	25.0	46.2	11.8	21.9	20.3
Not influential (1-3)	47.7	100.0	57.9	75.0	34.5	12.8	39.8	50.3
Don't know	7.3	14.0	-	-	11.7	11.1	-	9.6
N	44	7	5	9	15	8	9	35

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
OT18. Did you receive a rebate for the purchase of the equipment we just discussed?											
Yes	16.3	-	-	19.3	15.2	24.3	38.8	8.7	5.1	17.2	-
No	78.0	89.6	100.0	80.7	84.8	64.3	55.0	85.8	93.4	77.7	100.0
Don't know	5.7	10.4	-	-	-	11.4	6.1	5.5	1.5	5.1	-
N	49	11	5	9	15	9	11	38	34	20	14

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
OT19. Was this rebate through the Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?											
Yes, Express Efficiency	53.6	-	-	-	-	100.0	50.6	58.3	46.1	46.1	-
Yes, SPC rebate	29.9	-	-	70.4	50.0	-	49.4	-	-	-	-
No	16.5	-	-	29.6	50.0	-	-	41.7	36.3	36.3	-
Don't know	-	-	-	-	-	-	-	-	17.6	17.6	-
N	6	0	0	2	2	2	3	3	3	3	0

	2003 Small and Very Small Customer Survey Results									
	Results are Shown in Percent									
	Total	Segment Description							Small	Very Small
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small		
OT31. Besides the audit program, what or who else was influential in the decision to install the equipment we just discussed?										
Energy equipment contractors	9.2	10.4	-	-	-	21.3	6.1	10.3		
Your electric utility	3.8	-	-	13.6	-	-	14.9	-		
Equipment manufacturers	2.1	8.4	-	-	5.9	-	-	2.8		
Corporate management	6.1	-	-	-	42.1	-	8.6	5.2		
Made decision on my own	37.9	35.4	60.1	28.6	25.2	47.1	24.3	42.5		
In-house staff	11.8	18.9	-	13.6	7.6	11.4	21.0	8.7		
Equipment was old	4.0	18.4	18.1	-	-	-	4.7	3.7		
Reduced cost	0.8	-	-	-	5.9	-	-	1.1		
Health department	2.4	-	-	5.7	5.9	-	6.3	1.1		
Other	4.9	-	-	-	7.6	10.4	-	6.5		
Don't know	17.0	8.5	21.8	38.5	-	9.9	14.0	18.1		
N	49	11	5	9	15	9	11	38		

	2003 Small and Very Small Customer Survey Results								
	<i>Results are Shown in Percent</i>								
	Total	Segment Description						Small	Very Small
		Mail	Phone	CD ROM	On-Line	On-Site			
OT17. If you had not participated in the energy audit program, which of the following best describes what your company would have done?									
Not installed this equipment	11.4	-	24.0	19.3	5.9	9.9	14.9	10.2	
Installed exactly the same equipment	60.9	83.5	57.9	36.5	67.2	68.3	80.4	54.2	
Chosen standard or less efficient option	7.9	-	-	5.7	15.2	11.4	-	10.6	
Installed the same equipment, later	7.9	8.0	18.1	-	11.7	10.4	4.7	8.9	
Don't know	12.0	8.5	-	38.5	-	-	-	16.1	
N	49	11	5	9	15	9	11	38	

	2003 Small and Very Small Customer Survey Results								
	<i>Results are Shown in Percent</i>								
	Total	Segment Description						Small	Very Small
		Mail	Phone	CD ROM	On-Line	On-Site			
OT33. Besides what we've already discussed, were there any other recommendations made in the audit that have not yet been installed?									
Yes	10.2	4.2	2.2	12.3	2.8	16.5	11.9	9.4	
No	76.3	74.5	85.9	79.9	85.3	69.2	75.3	76.8	
Don't know	13.4	21.3	11.9	7.7	11.9	14.2	12.8	13.8	
N	259	51	50	34	71	53	69	190	

	2003 Small and Very Small Customer Survey Results								
	<i>Results are Shown in Percent</i>								
	Total	Segment Description						Small	Very Small
		Mail	Phone	CD ROM	On-Line	On-Site			
OT35. What are the primary reasons you have not implemented these other recommendations?									
Savings did not justify added cost	29.0	-	-	68.6	-	22.7	49.2	17.5	
Other priorities for capital spending	7.3	-	-	-	-	10.9	20.2	-	
Do not have enough money	33.8	-	100.0	-	43.6	42.8	44.0	27.9	
Have not had enough time	15.3	-	-	-	-	22.7	20.2	12.6	
Might not stay in building	36.0	-	-	15.7	56.4	45.3	20.2	44.9	
Other	6.2	55.3	-	15.7	-	-	-	9.7	
Don't know	2.5	44.7	-	-	-	-	6.8	-	
N	19	2	1	5	2	9	7	12	

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
OT36. Do you have any plans to install any other high efficiency equipment within the next year that we have not yet discussed?											
Yes	6.4	5.5	3.8	22.2	4.4	2.0	9.3	5.1	4.4	5.6	4.0
No	90.0	92.7	94.6	73.2	90.6	93.9	84.5	92.4	90.1	87.9	90.8
Don't know	3.7	1.9	1.6	4.6	5.0	4.2	6.2	2.5	5.5	6.5	5.2
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
OT37. Please describe the equipment you plan to install within the next year.											
Food service equipment	23.6	-	-	41.2	-	-	52.1	-	-	-	-
Water heating equipment	21.9	-	-	38.1	-	-	26.2	18.3	-	-	-
Outdoor lighting equipment	3.4	-	-	-	36.1	-	7.6	-	-	-	-
Refrigeration equipment	18.3	32.7	-	20.7	27.9	-	5.9	28.6	27.0	12.6	-
Motors	3.8	32.7	-	-	-	-	-	6.9	-	-	-
Windows	16.3	-	-	-	36.1	100.0	-	29.8	-	-	-
Fans	-	-	-	-	-	-	-	-	11.4	-	16.7
Air compressor	-	-	-	-	-	-	-	-	2.3	7.4	-
Kitchen equipment	-	-	-	-	-	-	-	-	4.0	12.6	-
Water pump	-	-	-	-	-	-	-	-	2.3	7.4	-
Other	12.7	34.6	100.0	-	-	-	8.3	16.4	52.9	20.0	68.1
N	14	3	2	5	3	1	5	9	15	10	5

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
CN1. Other than installing new equipment, have you taken any energy conservation actions since January 2003 to reduce your overall energy use?											
Yes	71.3	76.6	64.8	81.1	77.3	66.1	67.9	72.9	62.8	59.8	63.7
No	27.8	23.4	35.2	18.9	21.5	32.1	29.7	26.9	35.3	36.5	35.0
Don't know	0.9	-	-	-	1.2	1.8	2.4	0.2	1.9	3.7	1.3
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
CN3. What energy conservation actions have you taken?											
Turn off office equipment	16.0	17.6	8.4	36.0	23.2	5.4	5.7	20.2	24.7	18.0	26.8
Set thermostats lower - heating/higher - cooling	44.3	52.8	47.2	38.4	60.0	37.0	54.6	40.0	50.7	48.7	51.2
Schedule high energy processes during off peak	3.1	3.0	-	8.0	-	3.0	3.6	2.9	4.7	4.4	4.8
Turn off lights in unused areas	63.3	68.5	66.8	77.7	71.0	50.2	60.4	64.5	60.1	60.7	59.9
Turn down remaining lighting levels	13.7	11.0	2.5	8.0	9.4	22.8	9.3	15.5	12.0	6.1	13.9
Use dimmer switch to lower light	2.2	3.0	-	4.8	5.8	-	1.0	2.7	1.6	1.4	1.7
Set thermostat to pre-cool building during off peak	3.4	9.6	5.6	2.4	5.8	-	3.3	3.5	5.4	6.7	5.0
Alert employees of high demand days	0.4	-	3.0	-	-	-	-	0.6	-	-	-
Reprogram energy management system	0.8	-	6.1	-	-	-	1.4	0.6	0.6	2.5	-
Turn off computer when out of office	2.0	7.8	-	-	6.2	-	2.2	2.0	2.4	0.7	2.9
Set computer to low power or stand-by mode	2.3	5.4	2.5	4.8	2.1	-	1.1	2.8	6.0	-	7.9
Turn off personal appliances	1.7	-	5.0	2.4	4.2	-	1.0	2.0	8.8	2.4	10.7
Use email to distribute documents	0.8	2.3	-	2.4	-	-	1.1	0.6	1.8	-	2.3
Make copies double-sided	0.3	2.3	-	-	-	-	1.1	-	-	-	-
Turn off AC/other unnecessary equipment	13.8	16.5	-	10.4	17.9	17.7	13.5	14.0	9.2	13.2	7.9
Timers on lights	6.6	7.4	2.5	8.0	9.9	5.7	7.7	6.1	2.8	6.5	1.7
Delamping	3.0	2.5	3.4	-	-	5.7	1.2	3.8	-	-	-
Shorter work week/fewer hours	-	-	-	-	-	-	-	-	1.6	2.6	1.3
Seal windows/install window film	1.5	-	2.5	-	-	3.0	-	2.1	2.2	-	2.9
Use outside air/light	2.7	4.8	3.4	-	3.7	2.7	5.1	1.8	-	-	-
Close blinds/doors to keep heat in/out	2.0	-	-	2.4	3.2	2.7	3.6	1.3	-	-	-
Other	2.4	2.5	3.0	-	3.2	3.0	5.2	1.2	1.2	1.9	1.0
Refused	0.4	3.0	-	-	-	-	1.5	-	-	-	-
Don't know	0.4	-	3.0	-	-	-	1.4	-	0.4	1.8	-
N	190	39	34	27	55	35	51	139	164	82	82

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
CN17. By roughly how much do you think the conservation actions you have taken have reduced your overall energy usage?											
0 to 5 percent	37.9	27.2	36.9	46.4	27.4	42.1	52.6	31.7	30.9	26.8	32.2
6 to 10 percent	18.3	25.3	16.5	7.2	29.6	17.3	10.3	21.6	18.7	20.9	18.0
11 to 15 percent	10.0	7.4	10.6	20.8	7.4	6.6	7.4	11.1	8.2	6.4	8.8
16 to 20 percent	6.2	8.4	3.4	10.4	3.7	5.3	6.2	6.2	1.2	1.2	1.3
21 to 30 percent	5.4	4.9	5.6	2.4	9.4	5.4	3.0	6.4	6.0	6.2	5.9
More than 30 percent	4.3	5.5	-	5.7	9.4	2.7	3.7	4.5	1.2	5.1	-
Don't know	17.9	21.3	27.1	7.2	13.1	20.6	16.9	18.4	33.7	33.4	33.9
N	190	39	34	27	55	35	51	139	164	82	82

	2003 Small and Very Small Customer Survey Results								
	<i>Results are Shown in Percent</i>								
		Segment Description						Small	Very Small
		Total	Mail	Phone	CD ROM	On-Line	On-Site		
P3. What were the primary reasons your company participated in the 2003 energy audit program?									
To identify ways to save energy	34.2	38.2	29.4	22.0	38.2	38.1	40.8	31.2	
To save money on electric bills	53.0	63.7	44.7	66.9	57.4	45.6	39.8	59.0	
Program was sponsored by utility	3.3	-	10.7	-	-	4.2	5.3	2.4	
Utility rep offered to do audit for free	7.2	2.3	2.0	1.9	-	15.0	9.8	6.0	
Energy crisis	2.0	-	2.2	4.6	1.6	1.8	5.6	0.5	
Helping to protect the environment	1.4	-	4.2	4.6	-	-	0.9	1.6	
Recommended by utility representative	7.7	1.8	12.1	4.6	-	11.8	9.0	7.1	
Recommended by contractors	0.6	-	3.3	-	1.2	-	0.5	0.7	
Participation in previous years	0.2	-	-	-	1.6	-	-	0.3	
Looking for info about utility EE programs	2.8	5.6	2.0	6.5	-	1.7	4.9	1.9	
Called utility about EE rebate programs	3.0	-	7.2	-	3.2	3.5	5.7	1.7	
Was planning to complete EE project	1.1	-	-	1.9	-	1.8	-	1.6	
Curiosity/interest	4.7	7.9	3.6	3.9	6.9	3.8	7.1	3.7	
Other incentives (such as movie tickets)	2.6	-	-	-	7.8	3.6	3.5	2.1	
Other	1.6	-	2.2	1.9	1.6	1.8	-	2.3	
Don't know	7.8	7.4	11.8	-	7.3	9.7	4.6	9.2	
N	259	51	50	34	71	53	69	190	

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
		Total	Participant Segment						Nonparticipant Segment		
			Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
S1. On a scale from 1 to 10, where 1 is very unsatisfied and 10 is very satisfied, please rate your overall satisfaction with your utility.											
Satisfied (8-10)	66.0	65.0	50.4	70.3	68.4	69.2	64.7	66.5	60.9	55.1	62.8
Neutral (4-7)	30.1	29.5	46.4	29.7	30.0	24.9	33.8	28.5	30.4	34.4	29.1
Unsatisfied (1-3)	3.1	5.6	3.3	-	1.6	3.9	1.5	3.8	5.7	7.1	5.2
Don't know	0.8	-	-	-	-	2.0	-	1.2	3.0	3.4	2.9
Mean	8.01	7.77	7.20	8.26	8.18	8.23	8.21	7.92	7.54	7.32	7.62
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
		Participant Segment						Nonparticipant Segment			
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
S3A. Why do you give that satisfaction rating?											
Like account representative	1.1	-	-	6.5	-	-	2.4	0.5	3.9	3.9	3.9
Reliable	7.4	1.9	11.9	9.2	4.1	8.1	11.5	5.6	12.9	7.3	14.8
Responsive	10.7	8.3	9.9	18.9	11.7	8.2	6.2	12.8	9.2	7.5	9.8
Good EE classes/programs/info	0.9	2.3	1.6	-	2.8	-	-	1.4	1.0	0.7	1.1
No problems	35.0	48.9	21.6	39.6	39.6	31.9	29.8	37.4	38.9	34.6	40.3
High energy bills	17.5	14.9	18.0	14.9	17.4	19.3	22.4	15.3	17.2	24.8	14.7
Blackouts	3.6	1.9	3.8	-	3.2	5.7	4.6	3.1	5.6	5.9	5.5
Have had problems in the past	6.4	6.1	13.2	7.7	5.7	3.8	4.2	7.4	6.0	3.1	6.9
Poor communication	4.9	3.8	7.4	6.5	4.4	3.8	3.5	5.5	10.7	8.6	11.4
Room for improvement	3.2	7.4	3.6	3.9	1.6	1.8	1.7	3.8	9.6	13.9	8.2
Dissatisfaction with company	-	-	-	-	-	-	-	-	1.6	4.0	0.8
Average overall	7.2	3.7	5.6	5.8	11.7	8.1	9.5	6.2	2.8	3.7	2.5
Other	4.7	6.0	2.0	4.6	3.7	5.7	7.7	3.3	2.0	0.7	2.4
Refused	0.8	-	-	-	-	1.8	2.4	-	0.5	-	0.7
Don't know	2.5	4.2	5.5	1.9	-	1.8	0.8	3.2	2.2	2.1	2.2
N	258	51	50	34	71	52	69	189	253	128	125

	2003 Small and Very Small Customer Survey Results								
	Results are Shown in Percent								
		Segment Description							
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
S5a. On a scale from 1 to 10, where 1 is very unsatisfied and 10 is very satisfied, please rate your overall satisfaction with the 2003 energy audit program?									
Satisfied (8-10)	65.1	59.1	45.3	57.2	61.4	78.2	62.6	66.2	
Neutral (4-7)	27.4	15.4	43.3	33.1	32.4	21.8	30.0	26.2	
Unsatisfied (1-3)	4.6	16.2	7.6	5.8	2.5	-	6.1	3.9	
Don't know	3.0	9.3	3.8	3.9	3.7	-	1.4	3.7	
Mean	7.97	7.40	7.20	7.49	7.77	8.63	7.82	8.03	
N	259	51	50	34	71	53	69	190	

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
S6. Why do you give that satisfaction rating?								
Information confusing/too involved	2.9	2.0	6.4	4.8	1.7	1.7	8.5	0.3
Info was not specific/did not apply	13.4	19.2	12.0	18.9	20.7	7.9	9.7	15.2
Program did not help	3.4	4.5	7.5	2.0	3.0	2.4	5.0	2.7
Helpful - gave all info needed/learned a lot	56.2	46.6	44.3	61.5	53.5	61.7	48.1	59.9
Saved money	5.8	2.6	6.8	-	4.2	9.2	3.7	6.8
Increased efficiency	0.8	-	-	-	-	2.0	-	1.2
Did not make a difference	5.7	4.1	2.3	2.0	7.6	8.1	11.5	3.0
Room for improvement	3.9	6.7	2.1	2.0	-	5.5	6.9	2.5
Recommendations were difficult to follow	4.0	2.1	7.9	8.8	8.5	-	4.0	4.0
Do not remember much about program	1.7	4.5	6.4	-	1.7	-	2.1	1.6
Other	0.8	2.6	-	-	3.9	-	-	1.2
Refused	0.3	2.1	-	-	-	-	0.8	-
Don't know	6.9	5.1	12.5	2.0	1.3	9.1	5.5	7.6
N	247	46	48	32	68	53	67	180

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
S8. Was there anything about the energy audit program that you were dissatisfied with?								
Yes	7.3	5.2	12.1	7.8	16.5	3.8	4.3	8.8
No	89.3	89.5	84.7	92.2	79.6	92.4	88.5	89.8
Don't know	3.3	5.3	3.2	-	3.9	3.8	7.3	1.4
N	200	36	35	22	58	49	56	144

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
Total		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
S9. Can you please describe what you were dissatisfied with and why?								
Recommendations did not apply to us	13.6	-	26.7	33.3	9.2	-	14.8	13.2
Did not cover all areas	10.7	-	26.7	33.3	-	-	-	13.2
Difficult to get ahold of/get to come in person	27.7	-	20.0	33.3	18.4	51.4	66.0	18.6
Difficult to get rebates	20.5	-	-	-	27.6	48.6	14.8	21.8
Some recommendations difficult to implement	3.7	-	-	-	11.9	-	-	4.6
Did not save much energy	11.1	100.0	-	-	9.2	-	-	13.8
Report was confusing	6.5	-	-	-	21.1	-	-	8.1
Other	3.7	-	-	-	11.9	-	19.2	-
Don't know	5.3	-	26.7	-	-	-	-	6.6
N	21	2	4	3	10	2	3	18

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
Total		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
S11. On a scale from 1 to 10, where 1 is very unsatisfied and 10 is very satisfied, please rate your satisfaction with the overall quality of the energy audit report that you received.								
Satisfied (8-10)	69.8	67.1	52.9	68.8	64.1	78.8	60.4	74.0
Neutral (4-7)	19.0	17.6	25.4	21.5	25.2	14.1	25.7	16.0
Unsatisfied (1-3)	1.9	5.6	5.4	-	2.5	-	1.3	2.1
Don't know	9.4	9.8	16.3	9.7	8.2	7.1	12.6	7.9
Mean	8.37	8.07	7.64	8.37	7.97	8.81	8.08	8.49
N	259	51	50	34	71	53	69	190

S13. On a scale from 1 to 10, where 1 is not at all credible and 10 is very credible, please rate your satisfaction with the credibility of the recommendations that you received.	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
	Total	Segment Description						
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
Credible (8-10)	74.5	64.7	52.9	76.1	74.6	84.4	65.0	78.7
Neutral (4-7)	15.1	15.9	27.4	16.2	16.7	9.6	19.2	13.3
Not credible (1-3)	2.0	5.5	7.4	-	1.2	-	1.7	2.1
Don't know	8.5	14.0	12.3	7.7	7.4	6.0	14.2	5.9
Mean	8.51	8.13	7.60	8.40	8.48	8.98	8.12	8.68
N	259	51	50	34	71	53	69	190

S15a. Which of the following best describes the degree to which you found the recommendations customized and relevant to your particular needs?	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
	Total	Segment Description						
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
Very customized/relevant to my facility	18.4	19.6	9.3	6.5	6.9	29.6	13.8	20.4
Reasonably customized	38.2	23.8	34.1	62.5	33.4	36.2	46.2	34.5
Somewhat customized	20.1	17.6	29.8	15.5	34.5	14.7	18.0	21.1
Too general/not particularly relevant	10.4	17.7	12.1	11.6	13.0	6.1	9.9	10.6
Extremely general/not at all relevant	5.0	12.0	4.3	-	7.3	4.2	5.5	4.7
Other	0.8	-	-	-	-	2.0	-	1.2
Don't know	7.1	9.2	10.3	3.9	5.0	7.2	6.5	7.4
N	259	51	50	34	71	53	69	190

S25. How useful was the energy audit in helping you to make energy management decisions? Please rate on a scale from 1 to 10, where 1 is not at all useful and 10 is very useful.	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
	Total	Segment Description						
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
Useful (8-10)	46.1	38.0	27.6	45.6	43.9	56.1	41.2	48.3
Neutral (4-7)	31.6	34.6	43.1	37.0	42.3	21.1	36.3	29.6
Not useful (1-3)	16.4	21.8	21.2	13.5	12.6	15.4	16.9	16.2
Don't know	5.8	5.5	8.2	3.9	1.2	7.3	5.6	5.9
Mean	6.71	6.29	5.98	7.22	6.61	6.92	6.30	6.89
N	259	51	50	34	71	53	69	190

S26a. Besides the energy audit, what other sources of information do you use to make informed energy management decisions?	2003 Small and Very Small Customer Survey Results							
	Results are Shown in Percent							
	Total	Segment Description						
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small
None	31.0	25.1	30.0	34.5	19.2	35.7	32.0	30.5
Contractor/vendor	4.1	3.8	5.9	1.9	4.1	4.3	6.6	2.9
Consultant	1.8	-	-	4.6	-	2.4	5.6	-
Utility representative	3.9	2.3	5.4	13.8	3.7	-	5.4	3.2
Utility website/internet	9.0	3.8	8.3	12.3	19.8	6.1	6.5	10.2
Other utility source	5.9	3.8	9.9	6.5	3.7	5.6	7.2	5.3
Industry literature	8.6	9.4	5.8	16.9	9.8	5.7	12.8	6.7
Organization/association	1.4	4.2	3.6	-	2.5	-	3.3	0.6
Word of mouth - within company	3.1	7.4	5.8	-	4.1	1.7	0.9	4.1
Word of mouth - outside company	4.0	5.7	6.5	5.8	4.4	1.7	1.0	5.3
Made decision on my own	11.0	10.1	11.2	11.6	4.4	13.0	6.0	13.2
Manufacturer information	5.3	1.9	1.6	4.6	1.6	9.1	8.0	4.1
Energy bill	7.7	14.4	9.5	3.9	21.5	2.0	3.8	9.5
Monitor energy use	1.9	3.8	2.2	-	1.6	2.0	1.5	2.0
Newspaper/TV	11.1	8.8	19.2	10.4	11.4	9.2	10.3	11.4
Other	1.9	1.9	-	-	6.9	1.8	3.0	1.5
Refused	0.2	1.8	-	-	-	-	-	0.3
Don't know	8.5	8.9	2.2	3.9	2.8	14.2	10.8	7.4
N	259	51	50	34	71	53	69	190

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
S27a. Do you consider these other sources to be more useful, less useful, or the same as the audit?								
Energy audit it more useful	23.4	14.9	18.2	34.9	19.3	26.2	24.1	23.1
Energy audit is less useful	25.1	27.4	31.7	30.6	29.6	16.1	34.5	21.3
The same	46.9	43.4	46.9	34.5	47.4	54.1	34.8	51.9
Refused	0.4	-	-	-	2.1	-	-	0.5
Don't know	4.2	14.3	3.2	-	1.6	3.6	6.6	3.2
N	176	35	35	25	55	26	45	131

	2003 Small and Very Small Customer Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small
S27b. Why do you consider these sources more/less useful than the audit?								
Audit gives more specific information per site	22.7	10.3	30.6	38.0	15.6	19.8	30.8	19.5
Trust audit/happy with audit	6.1	9.4	9.3	-	8.7	4.9	7.7	5.4
Trust utility	2.0	3.2	6.0	-	3.3	-	4.5	1.0
Audit is one time only, other sources are updated	4.3	-	8.8	7.4	1.6	3.7	4.6	4.2
Audit was limited, gave generic information	4.3	10.1	6.3	-	10.9	-	2.0	5.3
Liked non-audit source	17.1	14.2	10.8	28.2	17.7	15.3	18.9	16.4
Both sources give good/new information	13.6	10.0	8.8	6.3	15.1	20.2	14.3	13.4
Both sources say the same thing	11.4	25.5	8.5	9.4	12.3	7.8	5.4	13.8
Neither source stands out	2.6	3.9	2.5	-	1.6	4.0	-	3.7
Other	12.5	6.2	5.0	10.6	10.9	20.2	9.9	13.5
Don't know	3.3	7.1	3.3	-	2.1	4.0	1.9	3.9
N	167	30	34	25	53	25	42	125

S28. How knowledgeable are you about energy efficient products that are available and how they'll perform? Please give me a rating on a scale from 1 to 10, where 1 is not at all knowledgeable and 10 is fully knowledgeable.	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
Knowledgeable (8-10)	30.1	36.0	23.2	31.2	26.8	31.3	35.3	27.8	22.0	18.4	23.2
Neutral (4-7)	61.2	46.8	73.2	66.9	65.9	57.8	59.1	62.1	49.7	48.7	50.1
Not knowledgeable (1-3)	6.7	13.5	3.6	1.9	7.3	7.2	2.5	8.6	25.0	28.0	24.0
Don't know	2.0	3.7	-	-	-	3.7	3.1	1.5	3.3	4.9	2.8
Mean	6.52	6.27	6.06	7.09	6.19	6.66	6.75	6.43	5.26	5.00	5.34
N	259	51	50	34	71	53	69	190	261	132	129

S29. On the same 1-10 scale, how knowledgeable were you about energy efficient products before participating in the energy audit program?	2003 Small and Very Small Customer Survey Results									
	Results are Shown in Percent									
	Total	Segment Description							Small	Very Small
		Mail	Phone	CD ROM	On-Line	On-Site				
Knowledgeable (8-10)	21.1	26.7	12.5	22.7	19.5	22.2	24.4	19.6		
Neutral (4-7)	57.4	50.6	67.7	64.9	50.8	55.1	60.9	55.9		
Not knowledgeable (1-3)	19.7	20.7	19.7	12.3	29.7	19.0	9.7	24.2		
Don't know	1.8	2.0	-	-	-	3.7	5.0	0.4		
Mean	5.56	5.73	5.21	5.93	4.94	5.69	5.85	5.43		
N	255	49	50	34	71	51	67	188		

S30. How likely will you be to actively consider energy efficient products when installing or replacing equipment for your business in the future? Please give me a rating on a scale from 1 to 10, where 1 is not at all likely and 10 is extremely likely.	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
Likely (8-10)	86.7	87.1	76.2	91.5	90.2	87.1	88.3	85.9	59.8	63.8	58.4
Neutral (4-7)	9.4	12.9	17.8	8.5	9.8	5.7	6.8	10.6	26.9	26.1	27.1
Not likely (1-3)	2.1	-	3.8	-	-	3.6	2.4	1.9	8.0	5.4	8.9
Don't know	1.8	-	2.2	-	-	3.6	2.4	1.6	5.3	4.7	5.5
Mean	9.00	8.92	8.43	9.23	9.19	9.07	8.97	9.02	7.69	8.04	7.57
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results								
	<i>Results are Shown in Percent</i>								
		Segment Description						Small	Very Small
		Total	Mail	Phone	CD ROM	On-Line	On-Site		
S31. Do you have any suggestions for improving the energy audit process, experience, or report?									
No suggestions	67.9	64.1	65.0	63.0	63.8	73.3	69.6	67.1	
Do audits more frequently	1.6	-	4.2	-	7.3	-	-	2.3	
Give info for cost to replace equipment	3.9	4.2	11.5	6.5	4.1	-	0.7	5.3	
Want results more quickly	2.0	6.1	-	-	3.2	1.8	2.4	1.8	
Be more site specific - not so general	10.0	15.9	3.6	11.6	11.4	9.2	3.5	12.9	
Email updates about rebates/EE info	4.8	1.9	5.5	-	3.7	7.8	6.9	3.9	
Make sure I receive the audit report	1.0	-	4.2	-	3.2	-	0.9	1.1	
More communication/information	2.2	2.3	-	10.4	1.2	-	4.5	1.2	
Would prefer in person	2.6	4.2	3.6	-	3.7	2.4	5.1	1.4	
Less information	2.2	3.7	-	4.6	1.6	1.8	5.6	0.7	
Other	2.4	-	5.8	-	-	3.7	1.8	2.6	
Don't know	1.2	1.9	2.2	3.9	-	-	-	1.8	
N	259	51	50	34	71	53	69	190	

	2003 Small and Very Small Customer Nonparticipant Survey Results		
	<i>Results are Shown in Percent</i>		
	Total	Small	Very Small
E90. Since January 2003, were there any opportunities to improve energy efficiency by installing energy saving equipment or reduce energy use through conservation at your facility that were identified but not undertaken?			
Yes	3.3	5.5	2.5
No	91.9	87.8	93.2
Refused	0.5	-	0.6
Don't know	4.4	6.7	3.6
N	261	132	129

	2003 Small and Very Small Customer Nonparticipant Survey Results		
	<i>Results are Shown in Percent</i>		
	Total	Small	Very Small
L35NP. What are the primary reasons you have not implemented these energy saving measures?			
Savings did not justify added cost	6.5	15.6	-
Other priorities for capital spending	42.9	-	73.6
Do not have enough money	29.8	71.5	-
Other	21.9	15.6	26.4
Don't know	5.4	12.9	-
N	10	7	3

	2003 Small and Very Small Customer Survey Results										
	<i>Results are Shown in Percent</i>										
	Total	Participant Segment						Nonparticipant Segment			
Mail		Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small	
F1. What is the total indoor square footage of your facility at this location?											
Less than 2,500 square feet	35.6	41.5	20.1	39.6	47.1	33.8	19.8	42.7	47.9	21.8	56.6
2,500 but less than 5,000 square feet	21.5	21.5	28.2	9.7	16.3	25.6	10.2	26.6	14.6	20.6	12.6
5,000 but less than 10,000 square feet	14.8	7.9	21.7	20.8	11.4	13.5	18.6	13.1	11.5	12.8	11.1
10,000 but less than 20,000 square feet	7.5	15.4	14.8	1.9	10.1	3.8	12.2	5.4	5.7	10.9	4.0
20,000 but less than 50,000 square feet	5.2	3.7	3.8	4.6	6.6	5.9	12.4	1.9	6.0	7.6	5.4
50,000 but less than 100,000 square feet	4.6	4.1	3.8	8.5	4.4	3.5	6.8	3.6	4.8	6.5	4.2
Over 100,000 square feet	4.4	2.3	-	13.1	2.8	3.8	9.9	2.0	1.2	3.1	0.6
Ag/nonfacility - outdoors	0.8	-	-	-	-	1.8	-	1.1	0.4	1.5	-
Refused	0.3	1.9	-	-	-	-	-	0.4	1.7	2.7	1.4
Don't know	5.4	1.8	7.6	1.9	1.2	8.5	10.1	3.3	6.1	12.5	4.0
N	259	51	50	34	71	53	69	190	261	132	129

F5. Which of the following categories describes the number of employees your firm has at this location?	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
1 to 5	43.3	34.9	37.2	28.5	48.5	52.2	26.8	50.7	47.8	29.7	53.9
6 to 10	20.7	25.7	17.8	31.9	17.9	16.6	12.5	24.4	19.7	15.3	21.2
11 to 20	14.9	15.2	17.9	7.7	17.7	15.6	20.4	12.4	14.5	20.3	12.6
21 to 50	9.9	12.0	13.0	10.4	9.8	7.9	17.7	6.4	10.6	22.2	6.8
51 to 100	4.7	6.1	10.5	8.5	1.6	1.7	7.6	3.3	1.2	5.0	-
Over 100	4.5	2.3	2.0	9.2	4.4	4.2	13.4	0.5	2.4	2.7	2.3
Refused	0.5	3.8	-	-	-	-	1.6	-	2.0	4.2	1.3
Don't know	1.6	-	1.6	3.9	-	1.8	-	2.4	1.6	0.7	2.0
N	259	51	50	34	71	53	69	190	261	132	129

F5. Which of the following categories describes the number of employees your firm has at this location?	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
1	74.6	75.4	67.8	80.4	82.1	71.9	72.7	75.4	70.4	58.9	74.2
2 to 4	12.5	14.9	13.9	13.1	13.5	10.8	11.3	13.1	12.3	16.8	10.9
5 to 10	4.1	6.1	3.6	-	2.8	5.7	3.9	4.2	4.5	8.2	3.2
11 to 25	2.4	1.8	4.2	-	-	3.8	2.4	2.4	3.7	4.8	3.4
Over 25	6.0	1.9	10.5	4.6	1.6	7.8	9.7	4.4	7.5	6.9	7.7
Refused	-	-	-	-	-	-	-	-	1.3	3.5	0.6
Don't know	0.3	-	-	1.9	-	-	-	0.5	0.2	0.9	-
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
F15. What is the main activity at your business?											
Office	12.5	28.9	9.8	10.4	18.3	7.1	7.1	14.9	13.7	6.9	15.9
Retail (non-food)	18.0	11.5	8.2	9.7	14.1	28.1	19.6	17.3	19.3	14.1	21.1
College/university	-	-	-	-	-	-	-	-	0.4	1.8	-
School	2.7	3.8	2.0	-	2.5	3.8	3.8	2.2	3.7	2.8	4.0
Grocery store	0.3	1.9	-	-	-	-	-	0.4	1.0	2.1	0.6
Convenience store	1.5	1.9	1.6	1.9	-	1.7	2.3	1.2	0.9	3.7	-
Restaurant	15.1	19.5	18.4	15.7	11.5	13.5	22.7	11.7	11.5	20.4	8.5
Health care/hospital	8.0	3.8	13.9	3.9	6.9	9.3	0.5	11.4	6.9	2.0	8.5
Hotel or motel	3.0	1.9	7.5	1.9	2.5	2.4	3.8	2.7	1.9	2.7	1.7
Warehouse	1.4	-	-	-	4.4	1.8	1.2	1.4	1.3	0.7	1.5
Personal service	10.8	7.2	6.1	24.6	11.0	8.1	4.7	13.6	10.5	6.1	11.9
Community service/church/temple	10.7	10.3	10.3	18.9	6.0	9.4	9.0	11.5	9.6	10.4	9.4
Industrial process/manufacturing/assembly	7.9	1.8	8.2	11.1	11.0	7.5	19.4	2.7	6.4	6.7	6.3
Condo association/apartment management	2.2	3.8	1.6	-	4.8	1.8	2.2	2.1	2.7	4.6	2.0
Agriculture	0.4	1.9	-	-	1.2	-	0.8	0.2	1.2	4.9	-
Art	2.2	-	4.2	-	5.7	2.0	1.0	2.7	1.5	-	2.0
Automotive repair/gas	3.0	1.9	6.0	1.9	-	3.8	0.8	4.0	5.4	6.3	5.1
Airport/planes	-	-	-	-	-	-	-	-	0.7	0.7	0.7
Other	-	-	-	-	-	-	-	-	0.7	0.4	0.8
Refused	0.3	-	2.2	-	-	-	1.0	-	0.7	2.7	-
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
	Total	Participant Segment						Nonparticipant Segment			
		Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small	Very Small
F20. Is a language other than English spoken at your business											
Yes	19.3	20.8	14.1	20.8	15.1	21.3	23.5	17.3	31.1	39.0	28.4
No	80.5	77.4	85.9	79.2	84.9	78.7	75.7	82.7	67.8	58.5	70.9
Refused	0.2	1.8	-	-	-	-	0.8	-	0.6	2.5	-
Don't know	-	-	-	-	-	-	-	-	0.5	-	0.7
N	259	51	50	34	71	53	69	190	261	132	129

	2003 Small and Very Small Customer Survey Results										
	Results are Shown in Percent										
		Participant Segment							Nonparticipant Segment		
		Total	Mail	Phone	CD ROM	On-Line	On-Site	Small	Very Small	Total	Small
F25. Other than English, what language is primarily spoken at your business?											
Spanish	90.8	80.3	100.0	90.7	56.5	100.0	97.7	86.6	68.7	78.9	64.1
Chinese	5.0	8.6	-	-	35.3	-	2.3	6.7	10.6	7.8	11.9
Korean	1.6	11.1	-	-	-	-	-	2.6	0.7	2.2	-
Vietnamese	1.7	-	-	9.3	-	-	-	2.7	5.1	1.8	6.6
Arabic	-	-	-	-	-	-	-	-	2.0	6.5	-
Armenian	-	-	-	-	-	-	-	-	2.8	2.8	2.8
Other	0.9	-	-	-	8.2	-	-	1.4	-	-	-
Refused	-	-	-	-	-	-	-	-	2.0	-	2.8
Don't know	-	-	-	-	-	-	-	-	8.1	-	11.8
N	47	10	7	8	11	11	14	33	86	48	38

Appendix B.
Medium and Large Customer Survey Results

APPENDIX B
MEDIUM AND LARGE CUSTOMER SURVEY RESULTS TABLES

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
A53. Are you aware of the utility sponsored energy audits?							
Yes	39.1	35.9	31.3	51.6	43.7	42.0	35.0
No	60.9	64.1	68.7	48.4	56.3	58.0	65.0
N	84	38	17	8	16	49	35

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
A55. What were the primary reasons you have not participated in the utility energy audit program?							
Have not had the time	34.0	5.9	37.6	60.4	44.7	23.5	51.2
Don't believe it would be worthwhile	16.5	14.9	24.9	33.3	14.5	22.0	7.5
Not interested in saving energy	2.5	-	16.1	-	-	-	6.5
Received audit from another firm	13.1	20.1	-	-	22.4	16.8	7.0
Participated in energy efficiency program	13.0	25.8	-	6.2	4.0	21.0	-
Tried to participate	3.3	7.2	-	-	-	1.0	7.0
Do not want to spend money	4.3	2.0	-	33.3	-	6.4	0.8
Other	17.0	24.7	21.5	-	14.5	14.8	20.7
N	33	15	6	4	6	20	13

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
A1. How did you first learn about the Energy Audit program?							
Utility rep came to my facility	39.1	41.7	30.6	14.0	37.7	31.3	50.3
Respondent approached utility	3.1	0.9	9.1	-	-	3.4	2.7
Contacted by utility rep	44.8	55.7	21.7	72.0	35.2	55.2	30.0
Contacted by contractor	1.8	-	10.2	-	-	-	4.3
Utility brochure in mail	2.3	-	-	14.0	7.4	-	5.5
Bill insert	1.2	2.4	-	-	-	2.0	-
Word of mouth - outside company	1.2	-	-	-	7.4	-	2.9
Participation in previous years	5.8	8.2	9.1	3.2	-	9.8	-
Seminar	6.2	2.9	-	-	-	0.7	14.0
Other	1.6	-	9.1	-	-	2.7	-
Don't know	9.4	4.9	29.5	-	12.3	10.0	8.6
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
A54. How did you first learn about the utility audits?							
Respondent approached utility	3.3	7.2	-	-	-	1.0	7.0
Contacted by utility representative	50.5	46.7	16.1	100.0	63.2	55.0	43.1
Contacted by contractor	6.4	14.2	-	-	-	10.4	-
Utility brochure in mail	17.7	26.0	-	-	-	10.4	29.7
Bill insert	0.6	1.3	-	-	-	1.0	-
Word-of-mouth - within company	5.9	12.9	-	-	-	9.4	-
Word-of-mouth - outside company	17.6	25.8	21.5	-	14.5	24.2	6.7
TV, radio, newspaper ad	2.7	5.9	-	-	-	-	7.0
Participation in previous years	2.5	-	16.1	-	-	-	6.5
Utility website	7.3	-	21.5	-	22.4	11.7	-
Don't know	3.8	-	24.9	-	-	6.2	-
N	33	15	6	4	6	20	13

A2. Besides the audit program, are you aware of other programs or resources provided by your utility in 2003 that were designed to promote energy efficiency for businesses like yours?	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Yes	74.4	73.3	62.6	60.2	92.6	73.7	75.4
No	22.0	23.4	37.4	14.0	7.4	20.2	24.6
Don't know	3.6	3.3	-	25.8	-	6.1	-
N	84	47	11	7	12	52	32

A25. Are you aware of programs or resources provided by your utility in 2003 that were designed to promote energy efficiency for businesses like yours?	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Yes	57.2	69.2	54.6	65.6	35.6	65.1	45.9
No	42.8	30.8	45.4	34.4	64.4	34.9	54.1
N	86	39	18	8	16	49	37

A2A. Besides the audit program, what other programs or resources are you aware of that were provided by your utility in 2003 and that were designed to promote energy efficiency for businesses like yours?	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Express Efficiency	11.1	7.8	32.6	5.4	11.4	8.1	15.3
SPC*	7.2	11.2	-	5.4	8.0	9.7	3.8
Rebate (unspecified)	71.2	74.2	67.4	46.4	65.4	68.4	75.1
Savings by Design	6.2	6.7	-	48.2	-	10.6	-
Demand Response	9.4	6.1	-	-	32.7	8.4	10.9
Seminars/classes	6.9	12.8	5.7	-	-	9.6	3.2
Interruptible	4.8	6.7	-	5.4	-	6.0	3.2
Self generation	3.2	6.7	-	-	-	5.4	-
20/20	2.9	6.1	-	-	-	2.7	3.2
Borrow monitoring equipment	3.5	7.3	-	-	-	3.7	3.2
Other	2.6	-	16.3	-	-	0.3	5.7
Don't know	5.6	6.1	-	-	13.3	7.2	3.2
N	62	34	7	5	11	39	23

*Standard Performance Contract

A25A. What other programs are you aware of?	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Express Efficiency	23.5	17.9	50.6	47.5	-	24.3	21.7
SPC*	8.7	6.7	-	21.3	27.4	10.2	5.7
Business energy audits	1.9	0.4	10.4	-	-	-	5.9
Rebate (unspecified)	42.3	36.2	23.0	78.7	95.1	44.0	38.7
Savings by Design	3.2	-	2.2	26.2	4.9	4.8	-
Demand response	18.6	26.9	-	26.2	-	27.9	-
Seminars/classes	14.5	20.2	13.8	-	-	21.7	-
Other	11.8	16.6	10.4	-	-	6.7	22.0
Don't know	13.9	16.5	-	-	-	12.2	17.5
N	48	25	11	5	6	30	18

*Standard Performance Contracting

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
A5. Did the On-Site Audit inform you of the Express Efficiency rebate program?							
Yes	54.1	48.9	38.6	72.0	66.6	50.8	58.8
No	18.4	20.5	31.9	14.0	-	21.3	14.2
Don't know	27.5	30.6	29.5	14.0	33.4	27.9	27.0
N	84	47	11	7	12	52	32

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
A6. Did the On-Site Audit inform you of the Standard Performance Contracting (SPC) program?							
Yes	53.9	58.9	38.6	72.0	64.1	67.6	34.2
No	26.2	19.3	37.4	28.0	10.5	21.1	33.7
Don't know	19.9	21.8	24.0	-	25.4	11.3	32.1
N	84	47	11	7	12	52	32

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
P0. Does the facility at this location process or manufacture any products?							
Yes	53.4	93.1	9.1	-	24.6	65.2	36.5
No	46.6	6.9	90.9	100.0	75.4	34.8	63.5
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
P0. Does the facility at this address process or manufacture any products?							
Yes	50.8	85.0	18.9	-	31.1	61.2	36.0
No	49.2	15.0	81.1	100.0	68.9	38.8	64.0
N	86	39	18	8	16	49	37

P1. Since January 2002, have you made any changes to the industrial processing or manufacturing equipment at this location?	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Yes	53.6	60.4	100.0	-	-	51.3	59.4
No	44.6	37.4	-	-	100.0	48.7	34.0
Refused	1.9	2.2	-	-	-	-	6.6
N	51	44	1	-	2	36	15

P1. Since January 2002, have you made any changes to the industrial processing or manufacturing equipment at this facility?	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Yes	39.7	46.8	-	-	5.6	41.0	36.6
No	60.3	53.2	100.0	-	94.4	59.0	63.4
N	39	32	3	0	4	24	15

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
P12. Was the process equipment one of the recommendations made in the on-site audit?							
Yes	37.7	40.3	-	-	-	31.7	50.0
No	61.5	58.9	100.0	-	-	61.1	62.5
Don't know	20.5	21.9	-	-	-	24.4	12.5
N	24	23	1	-	-	16	8

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
P13. On a scale from 1 to 10, with 1 being not influential and 10 being very influential, how much did the on-site audit influence you to install that process equipment?							
Not influential (1-3)	64.7	62.2	100.0	-	-	65.8	62.5
Somewhat influential (4-7)	42.7	45.7	-	-	-	51.3	25.0
Very influential (8-10)	16.6	17.7	-	-	-	12.4	25.0
Don't know	4.1	4.4	-	-	-	-	12.5
N	24	23	1	-	-	16	8

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
P17. Did you receive a rebate for the purchase of any of the equipment we just discussed?							
Yes	35.8	37.9	-	-	-	32.0	44.4
No	64.2	62.1	100.0	-	-	68.0	55.6
N	28	27	1	-	-	19	9

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
P17. Did you receive a rebate for the purchase of the equipment we just discussed?							
Yes	12.9	11.7	-	-	100.0	17.7	-
No	58.7	59.5	-	-	-	50.7	80.5
Don't know	28.4	28.8	-	-	-	31.6	19.5
N	15	14	0	0	1	9	6

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					Large
Industrial		Office	Institutional	Other Commercial			
P19. Was this rebate through the utility Express Efficiency program or the Standard Performance Contracting program?							
Yes, SPC rebate	61.4	61.4	-	-	-	100.0	-
Other	9.7	9.7	-	-	-	-	25.0
Don't know	29.0	29.0	-	-	-	-	75.0
N	10	10	-	-	-	6	4

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					Large
Industrial		Office	Institutional	Other Commercial			
P19. Was this rebate through the Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?							
Rebate from gas company	10.8	-	-	-	100.0	10.8	-
Don't know	89.2	100.0	-	-	-	89.2	-
N	2	1	0	0	1	2	0

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
P21. Besides the audit program, what or who else was influential in the decision to install the equipment we just discussed?							
Contractor	3.5	3.7	-	-	-	-	11.1
Utility	16.6	17.6	-	-	-	14.0	22.2
Corporate management	34.4	30.6	100.0	-	-	39.9	22.2
Made decision on my own	14.6	15.4	-	-	-	16.2	11.1
In-house staff	42.6	45.1	-	-	-	41.8	44.4
Rebate	7.6	8.0	-	-	-	6.0	11.1
Energy savings	4.1	4.3	-	-	-	6.0	-
Price	3.5	3.7	-	-	-	-	11.1
Other	4.1	4.3	-	-	-	6.0	-
N	28	27	1	-	-	19	9

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
P23. If you had not participated in the Energy Audit program, which of the following best describes what your company would have done?							
Not installed this equipment	3.5	3.7	-	-	-	-	11.1
Installed exactly the same equipment	58.8	56.4	100.0	-	-	50.1	77.8
Chosen standard or less efficient option	4.1	4.3	-	-	-	6.0	-
Installed the same equipment, later	29.6	31.3	-	-	-	37.9	11.1
Don't know	4.1	4.3	-	-	-	6.0	-
N	28	27	1	-	-	19	9

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
P33. Were there any process or manufacturing equipment recommendations made in the On-Site Audit that have not yet been installed?							
Yes	17.5	18.1	-	-	-	18.9	14.1
No recommendations made	62.4	64.3	100.0	-	50.0	58.4	72.7
Don't know	20.0	17.6	-	-	50.0	22.7	13.2
N	51	44	1	-	2	36	15

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
P35. What are the primary reasons you have not implemented these other recommendations?							
Savings did not justify investment cost	37.1	29.0	-	-	-	32.4	53.2
Other priorities for capital spending	15.0	17.3	-	-	-	5.7	46.8
Do not have enough money	12.6	14.5	-	-	-	16.2	-
Haven't had enough time	17.0	19.6	-	-	-	22.0	-
State requirements are too strict	4.4	5.1	-	-	-	5.7	-
The store is closing	1.3	-	-	-	-	1.7	-
Waiting for equipment to fail	12.6	14.5	-	-	-	16.2	-
N	11	9	-	-	-	9	2

P36. Do you have any plans to install any high efficiency process or manufacturing equipment within the next year?	2002 Large Customer On-Site Audit Participant Survey Results							
	<i>Results are Shown in Percent</i>							
	Total	Segment Description					Large	Medium
		Industrial	Office	Institutional	Other Commercial			
Yes	36.6	34.9	-	-	100.0	38.0	33.0	
No	57.5	58.1	100.0	-	-	58.9	53.8	
Don't know	5.9	7.1	-	-	-	3.1	13.2	
N	51	44	1	-	2	36	15	

P36. Do you have any plans to install any high efficiency process or manufacturing equipment within the next year?	2002 Large Customer Nonparticipant Survey Results							
	<i>Results are Shown in Percent</i>							
	Total	Segment Description					Large	Medium
		Industrial	Office	Institutional	Other Commercial			
Yes	18.9	22.6	-	-	-	20.8	14.3	
No	81.1	77.4	100.0	-	100.0	79.2	85.7	
N	39	32	3	0	4	24	15	

C1. Since January 2002, did you make any changes related to cooling at this location, including air conditioning units, programmable thermostats, HVAC controls or window film?	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Yes	45.6	32.3	51.2	96.8	50.0	46.7	44.0
No Change	54.4	67.7	48.8	3.2	50.0	53.3	56.0
N	84	47	11	7	12	52	32

C1. Since January 2002, did you make any changes related to cooling at this facility, including air conditioning units, programmable thermostats, or HVAC controls?	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Yes	27.1	23.4	22.0	37.6	33.9	33.4	18.2
No Change	70.8	76.6	78.0	48.4	59.8	66.6	76.7
Don't know	2.1	-	-	14.0	6.3	-	5.1
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					Large
Industrial		Office	Institutional	Other Commercial			
C3. What types of equipment were installed as part of the cooling retrofit?							
Split system air conditioner	1.4	-	7.0	-	-	2.3	-
Packaged air conditioning system	33.6	24.2	37.6	41.1	64.1	37.4	27.9
Water chiller	18.1	-	35.4	67.8	-	26.0	6.0
Cooling tower	8.4	21.5	-	-	6.3	10.4	5.5
Adjustable speed drive	8.0	7.6	17.7	-	-	13.2	-
Energy management system	14.7	7.6	35.4	-	29.7	15.7	13.1
HVAC controls - time clock	10.4	-	-	-	-	-	26.3
Set-back programmable thermostat	23.1	28.0	19.9	32.2	24.6	23.9	21.8
Thermal energy storage	4.4	-	-	26.7	-	7.3	-
Individual AC/heat pump unit	3.9	-	19.9	-	-	-	9.8
Coils	4.3	12.7	-	-	-	-	11.0
Other controls	5.2	15.1	-	-	-	8.6	-
Other	15.4	7.6	-	14.4	-	4.3	32.3
N	35	15	6	6	6	23	12

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					Large
Industrial		Office	Institutional	Other Commercial			
C3. What types of equipment were installed as part of the cooling retrofit?							
Split system air conditioner	3.7	-	-	-	18.6	-	13.5
Packaged AC system	24.7	19.9	25.8	-	18.6	11.9	58.2
Water chillers	4.7	-	-	8.6	18.6	1.3	13.5
Cooling tower	4.9	-	-	45.7	-	6.8	-
Energy management system	6.6	-	5.5	-	28.8	9.1	-
Programmable thermostat	58.7	68.9	-	45.7	76.2	58.5	59.2
Individual AC/heat pump	8.2	9.1	-	-	5.1	5.9	14.1
Other controls	5.6	-	39.8	-	-	7.8	-
Other	7.6	2.0	-	8.6	28.8	10.5	-
Don't know	4.8	-	34.4	-	-	6.7	-
N	21	7	4	3	5	15	6

		2002 Large Customer On-Site Audit Participant Survey Results						
		<i>Results are Shown in Percent</i>						
		Segment Description						
		Total	Industrial	Office	Institutional	Other Commercial	Large	Medium
CH1. How many new chillers were installed?								
1		32.3	-	50.0	21.3	-	22.0	100.0
2		19.1	-	50.0	-	-	22.0	-
3		48.6	-	-	78.7	-	55.9	-
N		5	-	2	3	-	4	1

		2002 Large Customer Nonparticipant Survey Results						
		<i>Results are Shown in Percent</i>						
		Segment Description						
		Total	Industrial	Office	Institutional	Other Commercial	Large	Medium
CH1. How many new chillers were installed?								
1		19.7	-	-	100.0	-	100.0	-
2		80.3	-	-	-	100.0	-	100.0
N		2	0	0	1	1	1	1

2002 Large Customer On-Site Audit Participant Survey Results							
<i>Results are Shown in Percent</i>							
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
CH3. What types of new chillers were installed?							
Water-cooled	80.9	-	50.0	100.0	-	78.0	100.0
Air-cooled	19.1	-	50.0	-	-	22.0	-
N	5	-	2	3	-	4	1

2002 Large Customer Nonparticipant Survey Results							
<i>Results are Shown in Percent</i>							
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
CH3. What types of new chillers were installed?							
Water-cooled	100.0	-	-	100.0	100.0	100.0	100.0
N	2	0	0	1	1	1	1

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
CH5. Were the new chillers high efficiency or standard efficiency?							
High efficiency	80.9	-	50.0	100.0	-	78.0	100.0
Standard efficiency	19.1	-	50.0	-	-	22.0	-
N	5	-	2	3	-	4	1

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
CH5. Were the new chillers high efficiency or standard efficiency?							
High efficiency	100.0	-	-	100.0	100.0	100.0	100.0
N	2	0	0	1	1	1	1

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
CH9. How do you distinguish between high efficiency and standard efficiency?							
Contractor	19.1	-	50.0	-	-	22.0	-
Efficiency rating	24.3	-	-	39.3	-	28.0	-
KW/ton	19.1	-	50.0	-	-	22.0	-
Coefficient of performance/COP	19.1	-	50.0	-	-	22.0	-
Energy efficiency ratio/EER	43.4	-	50.0	39.3	-	50.0	-
Information on product	13.2	-	-	21.3	-	-	100.0
Don't know	19.1	-	50.0	-	-	22.0	-
N	5	-	2	3	-	4	1

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
CH9. How do you distinguish between high efficiency and standard efficiency?							
Contractor	19.7	-	-	100.0	-	100.0	-
Equipment performance	80.3	-	-	-	100.0	-	100.0
N	2	0	0	1	1	1	1

	2002 Large Customer Nonparticipant Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Industrial	Office	Institutional	Other Commercial	Large	Medium
CH11. What is the total combined capacity, in tons, of all the new chillers installed?								
100	19.7	-	-	100.0	-	100.0	-	
Don't know	80.3	-	-	-	100.0	-	100.0	
N	2	0	0	1	1	1	1	

	2002 Large Customer On-Site Audit Participant Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Industrial	Office	Institutional	Other Commercial	Large	Medium
CH13. Did you install the chillers before or after the on-site audit?								
Before	24.3	-	-	39.3	-	28.0	-	
After	75.7	-	100.0	60.7	-	72.0	100.0	
N	5	-	2	3	-	4	1	

	2002 Large Customer On-Site Audit Participant Survey Results							
	<i>Results are Shown in Percent</i>							
		Segment Description						
		Total	Industrial	Office	Institutional	Other Commercial	Large	Medium
Ch15. Was the cooling recommendation one of the recommendations made in the on-site audit?								
Yes	25.3	-	50.0	-	-	30.6	-	
No	74.7	-	50.0	100.0	-	69.4	100.0	
N	4	-	2	2	-	3	1	

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
CH16. Regarding the cooling recommendation, on a scale from 1 to 10, with 1 being not influential and 10 being very influential, how much did the on-site audit influence you to install that cooling equipment?							
1	74.7	-	50.0	100.0	-	69.4	100.0
2	25.3	-	50.0	-	-	30.6	-
N	4	-	2	2	-	3	1

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
CH11. What is the total combined capacity, in tons, of all the new chillers installed?							
15	13.2	-	-	21.3	-	-	100.0
30	24.3	-	-	39.3	-	28.0	-
100	19.1	-	50.0	-	-	22.0	-
1800	24.3	-	-	39.3	-	28.0	-
Don't know	19.1	-	50.0	-	-	22.0	-
N	5	-	2	3	-	4	1

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C5. How many pieces of cooling equipment were installed?							
1	28.9	31.4	-	44.8	60.5	31.3	26.2
2	15.0	19.2	30.9	-	-	19.0	10.4
3	17.5	16.7	-	69.8	14.8	11.4	25.0
4	14.5	2.9	30.9	44.8	24.6	12.4	16.8
5	20.6	7.6	30.9	-	-	5.8	38.4
8	8.8	6.9	38.3	-	-	11.5	5.8
12	6.1	8.2	-	31.0	-	6.1	6.0
13	3.3	8.2	-	-	-	6.1	-
25	0.7	-	-	10.3	-	1.3	-
30	3.3	8.2	-	-	-	6.1	-
Don't know	3.3	8.2	-	-	-	6.1	-
N	29	14	4	3	6	18	11

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C5. Regarding the cooling equipment, how many were installed at this location?							
1	18.2	9.1	91.7	45.7	-	14.5	27.2
2	19.0	31.1	-	8.6	18.6	15.4	27.7
3	14.4	-	-	45.7	-	7.3	31.6
4	9.0	19.9	-	-	-	12.7	-
5	1.1	-	-	-	5.1	1.5	-
6	10.0	-	-	-	47.4	8.6	13.5
8	18.0	39.9	-	-	-	25.5	-
10	3.4	-	-	-	-	4.8	-
25	6.1	-	-	-	28.8	8.6	-
200	6.1	-	-	-	28.8	8.6	-
Don't know	0.8	-	8.3	-	-	1.1	-
N	20	7	3	3	5	14	6

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C6. What is the combined capacity, in tons, of the new cooling equipment installed?							
3	13.0	-	-	-	38.4	23.8	-
5	7.2	-	-	100.0	-	-	15.9
8	2.8	11.1	-	-	-	5.0	-
9	7.9	-	-	-	23.2	-	17.4
15	18.3	26.4	34.6	-	-	-	40.6
25	7.8	31.3	-	-	-	14.2	-
30	11.8	-	34.6	-	-	-	26.1
32	10.4	-	30.7	-	-	19.0	-
60	13.0	-	-	-	38.4	23.8	-
Don't know	7.8	31.3	-	-	-	14.2	-
N	11	4	3	1	3	6	5

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C6. Please tell me the combined capacity, in tons, of all the new cooling equipment that were installed?							
3	10.2	-	100.0	-	-	-	15.3
9	11.0	31.3	-	-	-	-	16.5
10	21.1	-	-	-	100.0	-	31.5
20	24.6	-	-	-	-	-	36.8
85	24.1	68.7	-	-	-	72.7	-
Don't know	9.1	-	-	-	-	27.3	-
N	7	2	1	0	2	2	5

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C7. Was the cooling equipment you installed standard or high efficiency?							
High efficiency	100.0	100.0	100.0	100.0	100.0	100.0	100.0
N	11	4	3	1	3	6	5

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C7. Were the new cooling equipment that you installed standard or high efficiency?							
High efficiency	100.0	100.0	100.0	-	100.0	100.0	100.0
N	7	2	1	0	2	2	5

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C9. Do you recall the efficiency rating of the cooling equipment?							
15000	11.8	-	34.6	-	-	-	26.1
Don't know	88.2	100.0	65.4	100.0	100.0	100.0	73.9
N	11	4	3	1	3	6	5

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C11. How do you distinguish between an energy efficient air conditioner and a standard efficiency air conditioner?							
Contractor	55.2	38.4	100.0	-	61.6	49.9	66.8
Utility recommendation	20.4	62.6	-	-	-	28.4	-
Efficiency rating	28.6	38.4	-	-	38.4	27.7	30.4
Manufacturer information	4.0	16.1	-	-	-	5.9	-
Other	14.6	-	53.0	-	-	-	35.2
N	10	4	2	-	3	6	4

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C11. How do you distinguish between an energy efficient air conditioner and a standard efficiency air conditioner?							
Contractor	54.4	100.0	100.0	-	-	100.0	31.7
Energy Star label	10.5	-	-	-	50.0	-	15.8
Manufacturer information	24.6	-	-	-	-	-	36.8
Equipment performance	10.5	-	-	-	50.0	-	15.8
N	7	2	1	0	2	2	5

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
C13. Did you install the cooling equipment before or after the on-site audit?							
Before	19.5	15.1	-	41.1	39.5	24.4	12.6
After	69.7	84.9	100.0	58.9	60.5	75.6	61.2
Don't know	15.7	13.9	-	-	-	4.5	31.7
N	34	15	5	6	6	22	12

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
C15. Was the cooling recommendation one of the recommendations made in the on-site audit?							
Yes	28.7	35.6	48.5	30.2	10.3	28.2	29.3
No	66.2	56.2	54.3	69.8	89.7	54.3	81.9
Don't know	9.9	8.2	21.5	-	-	17.4	-
N	29	14	5	4	4	19	10

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
C16. One a scale from 1 to 10, with 1 being not influential and 10 being very influential, how much did the on-site audit influence you to install that cooling equipment?							
Not influential (1-3)	53.8	49.4	8.5	45.3	89.7	50.9	57.6
Somewhat influential (4-7)	23.8	23.2	70.0	5.7	-	20.1	28.7
Very influential (8-10)	19.2	19.2	21.5	49.1	10.3	23.3	13.7
Don't know	3.2	8.2	-	-	-	5.7	-
N	29	14	5	4	4	19	10

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C18. Did you receive a rebate for the purchase of any of the cooling equipment we just discussed?							
Yes	23.4	39.3	7.0	30.0	21.1	30.9	12.0
No	70.1	60.7	73.0	70.0	64.1	69.1	71.6
Don't know	6.5	-	19.9	-	14.8	-	16.4
N	35	15	6	6	6	23	12

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C18. Did you receive a rebate for the purchase of the cooling equipment we just discussed?							
Yes	3.7	-	-	-	18.6	-	13.5
No	82.5	100.0	60.2	54.3	81.4	81.0	86.5
Don't know	13.7	-	39.8	45.7	-	19.0	-
N	21	7	4	3	5	15	6

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C19. Was this rebate through the utility Express Efficiency program or the Standard Performance Contracting (SPC) program?							
Yes, Express Efficiency rebate	23.2	6.8	100.0	11.1	70.4	15.2	54.5
Yes, SPC rebate	51.8	57.7	-	88.9	-	65.1	-
Both	11.0	19.2	-	-	-	13.8	-
Don't know	14.0	16.2	-	-	29.6	5.9	45.5
N	11	6	1	2	2	9	2

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C19. Was this rebate through the utility Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?							
Yes, SPC rebate	100.0	-	-	-	100.0	-	100.0
N	1	0	0	0	1	0	1

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
C31. Besides the Audit program, what or who else was influential in the decision to install the cooling equipment just discussed?							
Energy equipment contractors/installers	25.5	13.9	17.7	-	39.5	17.2	38.3
Energy service companies (ESCOs)	2.6	-	-	-	14.8	-	6.6
Equipment manufacturer	2.6	7.6	-	-	-	4.3	-
Corporate policies	2.4	-	-	14.4	-	-	6.0
Corporate management	18.1	22.7	17.7	-	39.5	25.7	6.6
Made decision on my own	24.8	7.6	57.6	28.9	24.6	20.3	31.6
In-house staff	31.2	60.7	-	56.7	6.3	44.4	11.0
Rebate	2.2	6.4	-	-	-	-	5.5
Equipment was old	6.1	13.9	7.0	-	-	6.5	5.5
Reduce cost	4.8	13.9	-	-	-	4.3	5.5
Other	10.4	-	-	-	-	-	26.3
Don't know	0.9	2.7	-	-	-	1.5	-
N	35	15	6	6	6	23	12

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
C17. If you had not participated in the Energy Audit program, which of the following best describes what your company would have done:							
Not installed the cooling equipment	3.5	10.2	-	-	-	5.8	-
Installed exactly the same cooling equipment	78.7	60.7	62.4	96.7	100.0	74.7	84.7
Chosen standard or less efficient option	6.5	7.6	19.9	-	-	4.3	9.8
Installed the same cooling equipment, later	9.2	15.1	17.7	3.3	-	15.2	-
Other	2.2	6.4	-	-	-	-	5.5
N	35	15	6	6	6	23	12

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C33. Were there any cooling equipment recommendations made in the On-Site Audit that you decided not to install or that have not yet been installed?							
Yes	12.6	14.4	13.8	3.2	18.0	9.2	17.3
No	75.2	73.8	86.2	79.6	62.3	77.5	72.0
Don't know	12.2	11.8	-	17.2	19.7	13.2	10.7
N	84	47	11	7	12	52	32

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C35. What are the primary reasons you have not implemented these cooling equipment recommendations?							
Savings did not justify investment costs	11.2	20.3	-	-	-	7.6	13.9
Other priorities for capital spending	5.0	-	26.0	-	-	11.5	-
Do not have enough money	49.4	65.3	-	-	58.7	74.0	30.6
Might not stay in the building	17.1	-	74.0	100.0	-	6.9	24.9
Other	17.3	14.3	-	-	41.3	-	30.6
N	14	7	2	1	3	8	6

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C36. Do you have any plans to install any high efficiency cooling equipment within the next year?							
Yes	16.6	23.7	10.2	29.0	7.4	19.8	12.0
No	83.4	76.3	89.8	71.0	92.6	80.2	88.0
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C36. Do you have any plans to install any high efficiency cooling equipment within the next year?							
Yes	12.5	9.4	6.9	20.4	25.8	14.3	10.0
No	85.0	90.6	93.1	62.4	72.4	83.3	87.4
Don't know	2.5	-	-	17.2	1.7	2.4	2.6
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C37. What cooling equipment do you plan to install within the next year?							
Split system air conditioner	7.1	10.3	-	-	-	10.1	-
Packaged air conditioning system	46.6	39.7	100.0	11.1	100.0	32.4	80.0
Water chiller	21.3	31.0	-	-	-	30.3	-
Adjustable speed drives	14.2	20.6	-	-	-	20.2	-
Coils	6.0	8.7	-	-	-	-	20.0
Other	12.0	-	-	88.9	-	17.2	-
N	14	10	1	2	1	10	4

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
C37. What types of cooling equipment do you plan to install within the next year?							
Split system air conditioner	8.5	22.6	-	-	-	-	25.7
Packaged AC system	31.2	49.7	-	-	37.8	46.6	-
Remote condensing unit	1.9	5.1	-	-	-	2.8	-
Water chillers	14.6	-	-	15.8	37.8	21.8	-
Evaporative condenser	2.0	-	-	15.8	-	3.0	-
Energy management system	9.8	-	17.5	-	24.4	2.5	24.6
Programmable thermostat	7.9	-	82.5	-	-	-	23.9
Individual AC/heat pump	17.7	-	-	84.2	-	26.3	-
Other	10.7	-	-	84.2	-	15.9	-
Don't know	8.5	22.6	-	-	-	-	25.7
N	12	4	2	2	3	8	4

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
L1. Since January 2002, did you make any changes in indoor lighting equipment at this location other than the routine replacement of burned out bulbs?							
Yes	44.3	44.8	53.5	57.0	49.4	35.7	56.6
No	54.7	53.2	46.5	43.0	50.6	64.3	41.0
Don't know	1.0	2.1	-	-	-	-	2.4
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
L1. Since January 2002, have you made any changes in indoor lighting equipment at this facility other than the routine replacement of burned out bulbs?							
Yes	27.4	25.5	13.8	23.7	50.0	28.6	25.7
No	68.6	74.5	78.7	62.4	40.2	68.2	69.2
Don't know	4.0	-	7.6	14.0	9.8	3.2	5.1
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					Large
Industrial		Office	Institutional	Other Commercial			
L3. What type of fixtures, ballasts, or lighting controls were installed as part of the lighting retrofit?							
T8 fluorescent fixtures	46.4	56.7	38.2	54.7	30.0	49.9	43.3
T12 fixtures	9.6	5.5	-	-	24.9	15.0	4.8
HID (High Intensity Discharge) Fixtures	8.0	10.9	-	-	15.0	11.2	5.1
Compact fluorescent, screw-in modular	9.0	-	19.1	5.7	24.9	10.6	7.6
Compact fluorescent, hardwire	4.0	-	19.1	-	-	-	7.6
Exit signs, compact fluorescent	1.4	-	6.7	-	-	3.0	-
Exit signs, LED	5.9	-	-	5.7	30.0	1.2	10.2
Install reflectors	0.9	1.9	-	-	-	2.0	-
Electronic ballast	33.5	40.4	16.9	24.5	30.0	39.4	28.2
Lighting controls, time clock	9.4	19.3	-	-	-	5.6	12.8
Lighting controls, occupancy sensor	22.6	14.8	36.0	24.5	30.0	22.6	22.5
Lighting controls, photocell	6.7	-	19.1	-	15.0	-	12.7
Fixtures for skinny/thin tubes	4.0	-	19.1	-	-	-	7.6
T5 fluorescent fixtures	3.6	7.4	-	-	-	7.6	-
Other	7.2	5.5	-	45.3	-	15.1	-
Don't know	7.6	10.1	-	-	15.0	5.6	9.4
N	39	22	6	4	6	20	19

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					Large
Industrial		Office	Institutional	Other Commercial			
L3. What type of fixtures, ballasts or lighting controls were installed as part of the lighting retrofit?							
T8 fluorescent fixtures	32.9	26.6	91.3	-	42.6	35.5	28.7
T12 fluorescent fixtures	8.5	18.3	-	-	-	13.9	-
Compact fluorescent, screw-in	16.6	18.3	50.0	-	12.6	15.1	18.9
Compact fluorescent, hardwire	0.9	-	-	13.6	-	1.5	-
Exit sign, compact fluorescent	3.6	-	41.3	-	-	-	9.3
Exit sign, LED	3.6	-	41.3	-	-	-	9.3
Electronic ballast	28.5	18.3	41.3	13.6	23.0	26.4	31.7
Magnetic ballast	4.9	-	-	72.7	-	7.9	-
Controls - occupancy sensor	0.9	-	-	13.6	-	1.5	-
Controls - photocell	8.5	18.3	-	-	-	13.9	-
Fixtures for other fluorescent	3.9	8.3	-	-	-	-	10.0
Fat/thick tubes	3.7	-	-	-	12.6	-	9.6
Skinny/thin tubes	17.1	8.3	-	-	44.8	9.4	29.3
T5 fixtures	0.9	1.9	-	-	-	1.4	-
Other	3.7	-	-	-	12.6	-	9.6
N	23	8	4	3	7	14	9

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
L5. How long are the fluorescent tubes?							
4 feet	70.0	80.0	100.0	100.0	27.3	66.3	75.5
8 feet	18.2	8.5	-	-	45.3	22.4	11.9
Other	6.8	11.5	-	-	-	11.3	-
N	22	14	1	3	3	14	8

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
L5. How long were the fluorescent tubes?							
2 feet	14.7	-	45.2	-	18.6	-	39.5
4 feet	92.8	100.0	54.8	-	100.0	100.0	80.5
N	12	4	3	0	5	7	5

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
L6. How many fixtures were retrofitted or replaced as part of the installation?							
10-100	49.6	47.2	100.0	10.3	45.3	55.2	41.3
101-200	23.9	32.7	-	44.8	-	25.1	22.0
201-500	16.5	11.5	-	44.8	27.3	11.3	24.1
>500	5.0	8.5	-	-	-	8.4	-
Refused/don't know	10.1	8.5	-	-	27.3	8.4	12.6
N	22	14	1	3	3	14	8

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
L6. How many fixtures were retrofitted or replaced as part of the installation of the lighting equipment?							
0 - 99	56.1	39.1	-	-	18.6	27.3	20.1
100 - 499	13.6	-	-	-	18.6	-	20.1
500 - 749	11.6	-	45.2	-	-	-	19.5
750 +	17.1	-	45.2	-	-	-	19.5
Don't know	1.5	-	9.6	-	-	2.4	-
N	12	4	3	0	5	7	5

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
L7. How many lighting fixtures did you install?							
1-50	41.5	60.4	38.2	7.5	21.5	39.8	43.3
51-100	23.3	19.7	16.9	-	42.9	15.7	30.8
101-500	19.4	5.2	19.1	32.5	57.1	16.0	22.7
501-1500	9.6	7.3	23.7	-	-	19.3	-
>1500	8.4	7.3	19.1	-	-	6.7	10.0
Refused/don't know	17.3	14.7	19.1	60.0	-	24.9	10.0
N	31	17	6	3	4	17	14

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
L7. How many lighting fixtures did you install?							
0 - 99	41.6	11.7	45.2	-	-	-	27.4
100 - 399	19.4	-	45.2	-	-	-	44.9
400 - 999	14.0	-	-	-	35.4	12.6	-
1000 +	7.9	11.7	-	-	-	-	14.2
Don't know	18.4	25.6	-	72.7	-	29.4	-
N	16	5	3	3	4	10	6

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
L9. On average, how many lamps are there per associated fixture?							
1	16.2	10.5	8.3	24.5	35.3	11.9	21.2
2	36.9	57.1	-	24.5	47.0	46.5	26.0
3	22.9	7.7	44.5	-	35.3	14.7	32.3
4	21.6	24.7	47.2	5.7	-	16.2	27.8
6	3.4	7.7	-	-	-	6.3	-
Don't know	10.3	10.5	-	45.3	-	19.2	-
N	31	16	5	4	5	18	13

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
L9. On average, how many lamps were there per associated fixture?							
1	1.7	-	8.7	13.6	-	2.7	-
2	20.7	16.7	41.3	13.6	28.7	3.2	48.6
3	0.8	-	8.7	-	-	1.2	-
4	62.6	65.0	41.3	72.7	51.7	69.6	51.4
8	14.3	18.3	-	-	19.5	23.2	-
N	23	8	4	3	7	14	9

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
L10. Did you install the lighting equipment before or after the on-site audit?							
Before	13.9	6.1	-	75.5	17.7	17.3	10.8
After	83.7	88.8	100.0	24.5	82.3	82.7	84.5
Don't know	11.0	23.3	-	-	-	17.8	4.7
N	36	20	6	4	5	19	17

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
L12. Was the lighting equipment one of the recommendations made in the on-site audit?							
Yes	63.5	62.0	57.3	100.0	64.4	50.6	74.8
No	29.0	26.1	25.8	100.0	35.6	32.7	25.7
Don't know	22.3	24.8	36.0	-	-	31.1	14.7
N	31	19	6	1	4	16	15

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
L13. On a scale from 1 to 10, with 1 being not influential and 10 being very influential, how much did the on-site audit influence you to install that lighting equipment?							
Not influential (1-3)	33.7	26.1	42.7	-	57.1	42.3	26.3
Somewhat influential (4-7)	25.7	43.2	-	-	21.5	35.8	16.8
Very influential (8-10)	50.6	43.6	57.3	100.0	42.9	36.3	63.2
Don't know	8.4	6.5	19.1	-	-	7.2	9.4
N	31	19	6	1	4	16	15

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
L17. Did you receive a rebate for the purchase of any of the lighting equipment we just discussed?							
Yes	46.6	51.3	19.1	69.8	60.1	52.6	41.2
No	50.7	48.7	80.9	30.2	24.9	47.4	53.7
Don't know	2.7	-	-	-	15.0	-	5.1
N	39	22	6	4	6	20	19

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
L17. Did you receive a rebate for the purchase of the lighting equipment we just discussed?							
Yes	29.5	20.1	58.7	27.3	44.8	30.1	28.5
No	59.9	79.9	41.3	-	35.7	52.6	71.5
Don't know	10.6	-	-	72.7	19.5	17.3	-
N	23	8	4	3	7	14	9

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
L19. Was the rebate through your utility's Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?							
Yes, Express Efficiency rebate	28.7	10.6	-	-	100.0	10.6	49.5
Yes, SPC rebate	57.7	63.9	100.0	100.0	-	81.8	29.8
Don't know	13.6	25.5	-	-	-	7.5	20.7
N	18	11	1	2	4	10	8

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
L19. Was this rebate through the Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?							
Yes, Express Efficiency rebate	28.8	90.7	-	-	-	46.0	-
Yes, SPC rebate	18.6	9.3	-	50.0	28.2	9.6	33.7
Both	12.2	-	70.3	-	-	-	32.6
Don't know	40.3	-	29.7	50.0	71.8	44.3	33.7
N	10	2	3	2	3	7	3

	2002 Large Customer On-Site Audit Participant Survey Results						
	Results are Shown in Percent						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
L27. Besides the audit program, what or who else was influential in the decision to install the lighting equipment we just discussed?							
Contractors	2.7	-	-	-	15.0	-	5.1
Utility	18.4	14.7	38.2	5.7	15.0	6.8	28.9
Equipment manufacturer	0.9	1.9	-	-	-	2.0	-
Corporate management	30.1	21.0	36.0	-	54.9	33.6	26.9
Made decision on my own	23.2	29.4	19.1	49.1	-	20.7	25.5
In-house staff	19.3	27.5	6.7	45.3	-	31.3	8.5
Other	10.6	15.5	-	30.2	-	12.4	8.9
Don't know	2.7	-	-	-	15.0	-	5.1
N	39	22	6	4	6	20	19

	2002 Large Customer On-Site Audit Participant Survey Results						
	Results are Shown in Percent						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
L15. If you had not participated in the energy audit program, which of the following best describes what your company would have done:							
Not installed the lighting equipment	22.3	15.5	57.3	-	15.0	11.2	32.2
Installed exactly the same lighting equipment	50.2	43.4	42.7	94.3	60.1	50.3	50.1
Chosen standard or less efficient option	9.6	5.5	-	-	24.9	15.0	4.8
Installed the same lighting equipment, later	17.9	35.6	-	5.7	-	23.6	12.8
N	39	22	6	4	6	20	19

	2002 Large Customer On-Site Audit Participant Survey Results						
	Results are Shown in Percent						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
L33. Were there any lighting equipment recommendations made in the on-site audit that you decided not to install or that have not yet been installed?							
Yes	36.3	33.7	24.0	68.8	18.0	33.1	41.0
No	51.3	52.0	66.9	17.2	69.7	49.4	54.0
Don't know	12.4	14.3	9.1	14.0	12.3	17.5	5.0
N	84	47	11	7	12	52	32

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
L35. What are the primary reasons you have not implemented these lighting recommendations?							
Product was not available	3.0	-	-	20.3	-	-	6.4
Savings did not justify investment costs	32.5	36.7	-	-	-	30.5	34.9
Other priorities for capital spending	18.5	15.9	57.5	-	-	20.3	16.4
Do not have enough money	21.4	26.7	-	-	58.7	23.6	18.8
Have not had enough time	21.2	27.9	-	37.5	41.3	28.4	12.9
Other	21.2	13.4	85.0	37.5	-	16.3	27.0
N	31	17	3	4	3	20	11

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
L36. Do you have any plans to install any high efficiency lighting equipment within the next year?							
Yes	28.0	27.1	29.5	39.8	26.0	31.0	23.8
No	66.7	68.0	60.3	60.2	66.6	65.0	69.0
Don't know	5.3	4.9	10.2	-	7.4	4.0	7.2
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
L36. Do you have any plans to install any high efficiency lighting equipment within the next year?							
Yes	11.2	11.4	20.8	20.4	1.7	15.6	5.0
No	84.7	86.4	79.2	62.4	98.3	81.0	89.8
Don't know	4.1	2.1	-	17.2	-	3.4	5.2
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
L37. What types of lighting equipment are you planning to install within the next year?							
T8 fluorescent fixtures	46.1	40.9	100.0	35.1	12.0	29.1	77.7
HID (High Intensity Discharge) Fixtures	4.9	-	-	-	12.0	7.5	-
Incandescent	1.8	-	-	-	12.0	2.7	-
Exit signs, LED	4.2	9.0	-	-	-	6.5	-
Install reflectors	4.2	9.0	-	-	-	6.5	-
Electronic ballast	10.5	9.0	34.6	-	-	6.5	18.1
Lighting controls, occupancy sensor	1.8	-	-	-	12.0	2.7	-
T5 fluorescent fixtures	21.0	16.6	-	-	47.4	26.8	10.1
Metal halide	19.0	30.3	-	-	12.0	29.2	-
Other	16.4	19.8	-	64.9	-	19.7	10.1
Don't know	4.2	-	-	-	28.6	-	12.1
N	24	13	3	2	4	16	8

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
L37. What types of lighting equipment are you planning to install within the next year?							
T8 fluorescent fixtures	20.8	40.7	-	-	-	25.5	-
T12 fluorescent fixtures	20.8	40.7	-	-	-	25.5	-
Compact fluorescent, screw-in	2.5	-	-	-	100.0	3.1	-
Install reflectors	20.8	40.7	-	-	-	25.5	-
Electronic ballast	41.3	40.7	63.7	-	-	39.8	48.1
Lighting controls, time clock	20.8	40.7	-	-	-	25.5	-
Controls - occupancy sensor	23.0	40.7	-	15.8	-	28.2	-
Controls - photocell	20.8	40.7	-	-	-	25.5	-
T5 fixtures	20.8	40.7	-	-	-	25.5	-
Mercury vapor	9.5	18.6	-	-	-	-	51.9
Other	11.9	-	-	84.2	-	14.6	-
Don't know	11.7	-	36.3	-	-	14.3	-
N	9	3	3	2	1	7	2

G1. Since January 2002, did you install any gas appliances at your facility, such as a boiler, water heater, furnace, or gas booster for dishwashers?	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Yes	24.2	-	11.2	14.0	30.3	12.1	33.7
No Change	72.4	100.0	78.8	86.0	69.7	80.2	66.3
Don't know	3.4	-	10.0	-	-	7.7	-
N	33	3	10	7	10	16	17

G1. Since January, 2002, did you install any gas appliances at your facility, such as a boiler, water heater, furnace, or gas booster for dishwashers?	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Yes	12.2	14.2	7.0	34.4	11.7	12.9	11.6
No change	83.5	85.8	93.0	51.6	79.2	87.1	80.4
Don't know	4.3	-	-	14.0	9.2	-	8.0
N	47	7	15	8	12	25	22

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
G3. What types of gas appliances were installed?							
Boilers	35.9	-	100.0	100.0	32.5	-	46.0
Water heaters	46.6	-	-	-	13.7	20.3	54.0
Furnaces	9.6	-	-	100.0	-	-	12.3
Gas boosters for dishwasher	4.4	-	-	-	13.7	20.3	-
Cooking equipment	17.5	-	-	-	53.8	79.7	-
Washers/dryers	9.6	-	-	100.0	-	-	12.3
N	6	-	1	1	3	2	4

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
G3. What types of gas appliances were installed?							
Boilers	22.2	-	-	50.0	-	45.2	-
Water heaters	55.5	-	100.0	50.0	78.3	45.2	65.3
Cooking equipment	4.7	-	-	-	21.7	9.5	-
Other	17.7	100.0	-	-	-	-	34.7
N	6	1	1	2	2	3	3

		2002 Large Customer On-Site Audit Participant Survey Results						
		<i>Results are Shown in Percent</i>						
		Segment Description						
		Total	Industrial	Office	Institutional	Other Commercial	Large	Medium
G5. How many gas appliances did you install?								
1		4.4	-	-	-	13.7	20.3	-
2		15.8	-	100.0	-	-	-	20.2
3		42.2	-	-	-	-	-	54.0
5		10.5	-	-	-	32.5	-	13.5
6		9.6	-	-	100.0	-	-	12.3
15		17.5	-	-	-	53.8	79.7	-
N		6	-	1	1	3	2	4

		2002 Large Customer Nonparticipant Survey Results						
		<i>Results are Shown in Percent</i>						
		Segment Description						
		Total	Industrial	Office	Institutional	Other Commercial	Large	Medium
G5. How many gas appliances did you install?								
1		55.7	100.0	100.0	-	100.0	9.5	100.0
2		22.2	-	-	50.0	-	45.2	-
6		22.2	-	-	50.0	-	45.2	-
N		6	1	1	2	2	3	3

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
G7. Was the gas appliance that you installed standard or high efficiency?							
Standard efficiency	27.1	-	-	100.0	53.8	79.7	12.3
High efficiency	66.8	-	-	100.0	46.2	20.3	79.8
Don't know	15.8	-	100.0	-	-	-	20.2
N	6	-	1	1	3	2	4

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
G7. Was the gas appliance that you installed standard or high efficiency?							
Standard efficiency	39.8	100.0	-	50.0	-	45.2	34.7
High efficiency	38.6	-	100.0	50.0	-	45.2	32.2
Don't know	21.6	-	-	-	100.0	9.5	33.2
N	6	1	1	2	2	3	3

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
G9. Do you recall the efficiency rating for the gas appliance?							
85000	15.8	-	-	-	70.4	-	16.9
Don't know	84.2	-	-	100.0	29.6	100.0	83.1
N	4	-	-	1	2	1	3

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
G11. How do you distinguish between an energy efficient and a standard efficiency gas appliance?							
Contractor	81.4	-	-	-	-	-	81.4
Efficiency rating	25.0	-	-	100.0	100.0	100.0	18.6
N	3	-	-	1	1	1	2

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
G11. How do you distinguish between an energy efficient and a standard efficiency gas appliance?							
Contractor	36.5	-	-	50.0	-	50.0	-
Efficiency rating	36.5	-	-	50.0	-	50.0	-
Label	27.0	-	100.0	-	-	-	100.0
N	3	0	1	2	0	2	1

2002 Large Customer On-Site Audit Participant Survey Results							
<i>Results are Shown in Percent</i>							
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
G13. Did you install the gas appliance before or after the audit?							
Before	14.1	-	-	100.0	13.7	20.3	12.3
After	100.0	-	100.0	100.0	100.0	100.0	100.0
N	6	-	1	1	3	2	4

2002 Large Customer On-Site Audit Participant Survey Results							
<i>Results are Shown in Percent</i>							
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
G15. Was the gas appliance one of the recommendations made in the on-site audit?							
Yes	-	-	-	-	-	-	-
No	90.4	-	100.0	-	100.0	100.0	87.7
Don't know	9.6	-	-	100.0	-	-	12.3
N	6	-	1	1	3	2	4

2002 Large Customer On-Site Audit Participant Survey Results							
<i>Results are Shown in Percent</i>							
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
G16. On a scale from 1 to 10, with 1 being not influential and 10 being very influential, how much did the on-site audit influence you to install the gas appliance?							
Not influential (1-3)	95.6	-	100.0	100.0	86.3	79.7	100.0
Somewhat Influential (4-7)	4.4	-	-	-	13.7	20.3	-
Very Influential (8-10)	-	-	-	-	-	-	-
N	6	-	1	1	3	2	4

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					Large
Industrial		Office	Institutional	Other Commercial			
G18. Did you receive a rebate for the purchase of any of the gas equipment we just discussed?							
Yes	17.5	-	-	-	53.8	79.7	-
No	72.0	-	100.0	100.0	13.7	20.3	86.5
Don't know	10.5	-	-	-	32.5	-	13.5
N	6	-	1	1	3	2	4

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					Large
Industrial		Office	Institutional	Other Commercial			
G18. Did you receive a rebate for the purchase of the gas equipment we just discussed?							
No	77.8	100.0	100.0	50.0	100.0	54.8	100.0
Don't know	22.2	-	-	50.0	-	45.2	-
N	6	1	1	2	2	3	3

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					Large
Industrial		Office	Institutional	Other Commercial			
G19. Was the rebate through the Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?							
Yes	-	-	-	-	-	-	-
No	100.0	-	-	-	100.0	100.0	-
N	1	-	-	-	1	1	-

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
G31. Besides the audit program, what or who else was influential in the decision to install the gas appliances we just discussed?							
Contractors	15.8	-	100.0	-	-	-	20.2
Utility	10.5	-	-	-	32.5	-	13.5
Corporate management	17.5	-	-	-	53.8	79.7	-
Made decision on my own	4.4	-	-	-	13.7	20.3	-
In-house staff	42.2	-	-	-	-	-	54.0
Don't know	9.6	-	-	100.0	-	-	12.3
N	6	-	1	1	3	2	4

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
G17. If you had not participated in the energy audit program, which of the following best describes what your company would have done:							
Installed exactly the same gas equipment	100.0	-	100.0	100.0	100.0	100.0	100.0
N	6	-	1	1	3	2	4

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
G33. Were there any gas appliance recommendations made in the on-site audit that you decided not to install or that have not yet been installed?							
Yes	0.5	-	-	3.2	-	1.2	-
No	86.4	64.8	90.0	53.8	100.0	74.3	95.9
Don't know	13.1	35.2	10.0	43.0	-	24.4	4.1
N	33	3	10	7	10	16	17

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
G35. What are the primary reasons you have not implemented these gas equipment recommendations?							
Possible state takeover	100.0	-	-	100.0	-	100.0	-
N	1	-	-	1	-	1	-

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
G36. Do you have any plans to install any high efficiency gas appliances within the next year?							
Yes	4.7	-	-	28.0	-	-	8.3
No	91.5	100.0	88.8	72.0	100.0	100.0	84.9
Don't know	3.8	-	11.2	-	-	-	6.8
N	33	3	10	7	10	16	17

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
G36. Do you have any plans to install any high efficiency gas appliances within the next year?							
Yes	5.9	-	-	37.6	-	12.8	-
No	89.0	100.0	100.0	45.2	97.5	81.0	95.9
Don't know	5.1	-	-	17.2	2.5	6.2	4.1
N	47	7	15	8	12	25	22

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					Large
Industrial		Office	Institutional	Other Commercial			
G37. What high efficiency gas appliances do you plan to install within the next yer?							
Boilers	50.0	-	-	50.0	-	-	50.0
Water heaters	50.0	-	-	50.0	-	-	50.0
Furnaces	50.0	-	-	50.0	-	-	50.0
Gas boosters for dishwasher	50.0	-	-	50.0	-	-	50.0
Cooking equipment	50.0	-	-	50.0	-	-	50.0
N	2	-	-	2	-	-	2

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					Large
Industrial		Office	Institutional	Other Commercial			
G37. What high efficiency gas appliance do you plan to install within the next year?							
Boilers	100.0	-	-	100.0	-	100.0	-
N	3	0	0	3	0	3	0

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
OT1. Besides what we have already covered, since January 2002, have you added or replaced other equipment that is expected to significantly affect overall energy consumption?							
Yes	10.6	13.2	-	39.8	7.4	10.8	10.3
No	89.4	86.8	100.0	60.2	92.6	89.2	89.7
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
OT1. Besides what we have already covered, since January 2002, have you added or replaced other equipment that is expected to significantly affect overall energy consumption?							
Yes	12.0	14.5	-	3.2	27.6	15.0	7.6
No	85.9	85.5	100.0	68.8	72.4	85.0	87.1
Don't know	2.2	-	-	28.0	-	-	5.3
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
OT3. What other equipment was installed since January 2002?							
Food service equipment	37.7	25.1	-	100.0	-	56.5	18.0
Water heating equipment	34.4	18.5	-	100.0	-	49.9	18.0
Motors	17.5	34.2	-	-	-	18.5	16.4
Office equipment	14.3	-	100.0	-	-	-	29.4
Windows	8.7	-	-	35.1	-	-	18.0
New tenants use less energy	8.0	15.6	-	-	-	-	16.4
Other	29.1	6.6	-	64.9	100.0	38.0	19.7
N	11	7	1	2	1	6	5

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
OT3. What other equipment was installed since January 2002?							
Food service equipment	8.9	14.6	-	-	-	-	33.8
Water heating equipment	19.5	32.1	-	-	-	26.4	-
Outdoor lighting equipment	13.2	-	-	-	35.4	17.9	-
Refrigeration equipment	10.9	-	-	-	29.2	3.2	32.4
Motors	-	-	-	-	-	-	-
Steam generator	2.0	3.3	-	-	-	2.7	-
Photo voltaic	2.1	-	-	100.0	-	2.8	-
Air conditioner	8.5	-	-	-	22.9	-	32.4
Other	43.5	50.0	-	-	35.4	47.0	33.8
Refused	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-
N	11	6	0	1	4	8	3

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
OT5. How many pieces of equipment were installed?							
1	41.0	37.1	-	64.9	-	68.4	-
2	3.9	6.6	-	-	-	6.5	-
3	10.2	-	-	35.1	-	-	25.5
4	11.1	18.5	-	-	-	18.5	-
6	11.2	-	-	-	100.0	-	27.9
15	9.3	15.6	-	-	-	-	23.3
25	9.3	15.6	-	-	-	-	23.3
300	10.2	-	-	35.1	-	-	25.5
Refused	9.3	15.6	-	-	-	-	23.3
Don't know	3.9	6.6	-	-	-	6.5	-
N	10	7	-	2	1	6	4

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
OT5. How many pieces of equipment were installed?							
1	45.8	61.4	-	-	22.9	26.4	100.0
2	21.5	35.4	-	-	-	29.1	-
4	13.2	-	-	-	35.4	17.9	-
10	2.0	3.3	-	-	-	2.7	-
20	2.0	3.3	-	-	-	2.7	-
40	13.2	-	-	-	35.4	17.9	-
Don't know	17.6	-	-	100.0	41.7	23.9	-
N	11	6	0	1	4	8	3

2002 Large Customer On-Site Audit Participant Survey Results							
<i>Results are Shown in Percent</i>							
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
OT7. Did you install the equipment before or after the on-site audit?							
Before	30.0	-	-	64.9	100.0	31.4	27.9
After	70.0	100.0	-	35.1	-	68.6	72.1
N	10	7	-	2	1	6	4

2002 Large Customer On-Site Audit Participant Survey Results							
<i>Results are Shown in Percent</i>							
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
OT9. Was the equipment one of the recommendations made in the on-site audit?							
Yes	43.8	34.2	-	100.0	-	27.0	67.7
No	78.6	74.9	-	100.0	-	63.5	100.0
Don't know	5.6	6.6	-	-	-	9.5	-
N	8	7	-	1	-	5	3

2002 Large Customer On-Site Audit Participant Survey Results							
<i>Results are Shown in Percent</i>							
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
OT11. On a scale from 1 to 10, with 1 being not influential and 10 being very influential, how much did the on-site audit influence you to install that equipment?							
Not influential (1-3)	64.0	74.9	-	-	-	63.5	64.7
Somewhat influential (4-7)	64.0	40.7	-	200.0	-	36.5	103.0
Very influential (8-10)	-	-	-	-	-	-	-
N	8	7	-	1	-	5	3

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
OT18. Did you receive a rebate for the purchase of any of the equipment we just discussed?							
Yes	33.8	25.1	-	64.9	-	56.5	-
No	62.2	68.3	-	35.1	100.0	37.0	100.0
Don't know	3.9	6.6	-	-	-	6.5	-
N	10	7	-	2	1	6	4

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
OT18. Did you receive a rebate for the purchase of the equipment we just discussed?							
Yes	17.6	-	-	100.0	41.7	23.9	-
No	82.4	100.0	-	-	58.3	76.1	100.0
N	11	6	0	1	4	8	3

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
OT19. Was this rebate through the Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?							
Yes, SPC rebate	55.7	-	-	100.0	-	55.7	-
No	11.6	26.1	-	-	-	11.6	-
Don't know	32.7	73.9	-	-	-	32.7	-
N	3	2	-	1	-	3	-

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
OT19. Was this rebate through the Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?							
Yes, SPC rebate	11.9	-	-	100.0	-	11.9	-
No	13.4	-	-	-	15.2	13.4	-
Don't know	74.8	-	-	-	84.8	74.8	-
N	3	0	0	1	2	3	0

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
OT31. Besides the audit program, what or who else was influential in the decision to install the equipment we just discussed?							
Contractors	9.3	15.6	-	-	-	-	23.3
Utility	11.2	-	-	-	100.0	-	27.9
Equipment manufacturer	15.1	6.6	-	-	100.0	6.5	27.9
Corporate policies	21.4	-	-	35.1	100.0	-	53.4
Corporate management	22.2	37.1	-	-	-	37.0	-
In-house staff	41.0	37.1	-	64.9	-	68.4	-
Other	13.3	22.2	-	-	-	6.5	23.3
N	10	7	-	2	1	6	4

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
OT17. If you had not participated in the energy audit program, which of the following best describes what your company would have done:							
Installed exactly the same equipment	74.8	74.9	-	64.9	100.0	75.0	74.5
Chosen standard or less efficient option	3.9	6.6	-	-	-	6.5	-
Installed the same gas equipment, later	21.3	18.5	-	35.1	-	18.5	25.5
N	10	7	-	2	1	6	4

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
OT19. Was this rebate through the Express Efficiency rebate program or the Standard Performance Contracting (SPC) program?							
Yes, SPC rebate	11.9	-	-	100.0	-	11.9	-
No	13.4	-	-	-	15.2	13.4	-
Don't know	74.8	-	-	-	84.8	74.8	-
N	3	0	0	1	2	3	0

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
OT33. Besides what we have already discussed, were there any other recommendations made in the on-site audit that have not yet been installed?							
Yes	12.0	12.3	24.0	3.2	10.5	9.0	16.3
No	76.3	75.5	66.9	79.6	77.1	73.0	81.0
Don't know	11.6	12.2	9.1	17.2	12.3	17.9	2.6
N	84	47	11	7	12	52	32

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
OT35. What are the primary reasons you have not implemented these other recommendations?							
Savings did not justify investment cost	16.9	23.7	15.0	-	-	19.6	14.8
Other priorities for capital spending	14.7	-	42.5	-	-	-	26.4
Do not have enough money	41.8	56.4	-	-	100.0	53.6	32.4
Might not stay in building	11.9	-	-	100.0	70.4	4.7	17.7
Other	9.8	19.8	-	-	-	22.1	-
Don't know	23.0	16.7	42.5	-	-	-	41.2
N	12	6	3	1	2	7	5

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
OT36. Do you have any plans to install any other high efficiency equipment within the next year that we have not yet discussed?							
Yes	1.2	2.4	-	-	-	2.0	-
No	97.8	95.5	100.0	100.0	100.0	98.0	97.6
Don't know	1.0	2.1	-	-	-	-	2.4
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
OT36. Do you have any plans to install any other high efficiency equipment within the next year that we have not yet discussed?							
Yes	9.0	7.0	23.9	17.2	-	11.4	5.5
No	88.8	90.8	76.1	82.8	98.3	86.6	91.9
Don't know	2.2	2.1	-	-	1.7	2.0	2.6
N	86	39	18	8	16	49	37

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
OT37. What other high efficiency equipment do you plan to install within the next year?							
Photo voltaic	2.8	-	-	18.7	-	3.7	-
Motors	14.6	-	31.7	-	-	19.5	-
Window film	14.6	-	31.7	-	-	19.5	-
Variable frequency drives	2.3	-	5.0	-	-	3.1	-
Reflective roof	14.6	-	31.7	-	-	19.5	-
Transistors	11.8	30.2	-	-	-	-	46.8
Other	13.4	3.6	-	81.3	-	-	53.2
Don't know	25.9	66.2	-	-	-	34.6	-
N	9	3	4	2	0	6	3

CN1. Other than installing new equipment, have you taken any energy conservation actions since January 2002 to reduce your overall energy use, such as routinely turning off lights or setting the thermostat higher when using the air conditioner?	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Yes	69.2	76.7	71.7	60.2	63.1	62.3	79.1
No	30.8	23.3	28.3	39.8	36.9	37.7	20.9
N	84	47	11	7	12	52	32

CN1. Other than installing new equipment, have you taken any energy conservation actions since January 2002 to reduce your overall energy use?	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Yes	54.9	48.1	38.3	68.8	77.6	51.9	59.2
No	44.0	51.9	61.7	17.2	22.4	48.1	38.2
Don't know	1.1	-	-	14.0	-	-	2.6
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
CN3. What energy conservation actions have you taken?							
Turn off office equipment	11.5	13.9	12.7	-	-	18.6	3.5
Set thermostats lower when heating/ higher when using AC	58.5	62.6	55.4	71.4	59.8	56.1	61.2
Schedule high energy-use processes during off-peak	14.9	19.8	5.0	-	23.5	18.9	10.3
Turn off lights when not being used	64.7	63.3	55.4	94.6	59.8	58.8	71.4
Turn down remaining lighting levels	9.4	10.2	12.7	-	11.8	11.8	6.7
Use dimmer switches to lower lights	2.3	4.3	-	-	-	4.3	-
Set AC thermostats to pre-cool areas during off-peak	0.6	1.1	-	-	-	1.1	-
Establish system to alert employees of high demand days	1.7	3.2	-	-	-	3.2	-
Reprogram energy management system (EMS)	10.4	13.4	14.3	-	5.0	12.1	8.5
Set computer to low power standby mode	1.7	3.2	-	-	-	3.2	-
Educate employees on energy conservation	10.5	9.1	14.3	42.8	-	12.2	8.5
Delamping	4.6	3.2	14.3	5.4	-	3.9	5.5
Other	6.9	3.8	26.9	-	-	5.4	8.5
N	63	36	8	5	9	35	28

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
CN3. What energy conservation actions have you taken?							
Turn off office equipment	18.6	29.7	14.8	20.3	8.1	16.1	21.9
Set thermostat lower-heating/higher-cooling	23.0	28.2	-	50.0	25.2	30.8	13.1
Schedule high energy use processes during off peak	1.7	3.0	3.1	-	-	3.0	-
Turn off lights not being used	56.7	62.0	34.5	50.0	46.0	49.0	66.2
Turn down remaining lighting levels	2.9	-	-	-	12.6	5.2	-
Set AC thermostat to pre-cool area during off peak	3.8	-	-	20.3	8.1	-	8.6
Reprogram energy management system	1.6	-	-	-	-	2.9	-
Turn off computer when out of office	8.8	10.2	19.7	20.3	-	11.9	5.0
Turn off personal appliances	1.8	-	14.8	-	-	-	4.0
Use email to distribute documents instead of faxes	1.9	-	-	-	8.1	-	4.2
Turn off AC/other equipment when not in use	22.3	23.9	14.8	-	25.2	15.4	31.0
Use timers on lights	15.3	9.7	67.3	-	12.6	17.8	12.1
Delamping	1.8	-	14.8	-	-	-	4.0
Other	7.5	9.7	3.1	29.7	-	13.5	-
N	50	21	8	6	11	28	22

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
Industrial		Office	Institutional	Other Commercial	Large	Medium	
CN5. Which of these conservation actions would you say you started as a result of the On-Site Audit?							
Set thermostats lower when heating/ higher when using AC	4.4	7.4	-	-	-	-	6.6
Schedule high energy-use processes during off-peak	9.6	7.4	-	-	29.2	-	14.5
Turn off lights when not being used	48.3	36.8	69.3	-	58.5	1.6	72.3
Turn down remaining lighting levels	16.4	16.1	30.7	-	-	35.6	6.6
Set AC thermostats to pre-cool areas during off-peak	1.8	3.1	-	-	-	5.4	-
Reprogram energy management system (EMS)	14.3	20.6	-	-	12.3	42.2	-
Set computer to low power standby mode	5.2	8.7	-	-	-	15.2	-
N	22	14	3	-	4	9	13

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
CN17. By roughly how much do you think the conservation actions you've taken have reduced your overall energy usage?							
0 to 5 percent	52.2	59.3	71.5	5.4	28.5	57.7	46.1
6 to 10 percent	21.1	14.9	14.3	94.6	28.5	17.1	25.5
11 to 15 percent	6.5	9.1	-	-	11.8	6.4	6.7
16 to 20 percent	3.2	1.1	14.3	-	-	1.1	5.5
21 to 30 percent	5.7	5.9	-	-	-	8.0	3.0
More than 30 percent	0.6	1.1	-	-	-	1.1	-
Don't know	10.7	8.6	-	-	31.3	8.6	13.2
N	63	36	8	5	9	35	28

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
CN17. By roughly how much do you think the conservation actions you've taken have reduced your overall energy usage?							
0 to 5 percent	32.3	40.0	3.1	9.4	40.0	36.4	27.1
6 to 10 percent	25.7	33.2	-	45.3	23.0	28.6	22.2
11 to 15 percent	12.8	-	14.8	45.3	28.9	9.5	16.8
16 to 20 percent	0.4	1.0	-	-	-	0.8	-
21 to 30 percent	0.9	2.0	-	-	-	1.6	-
Refused	0.4	-	3.1	-	-	0.7	-
Don't know	27.5	23.8	78.9	-	8.1	22.5	33.9
N	50	21	8	6	11	28	22

E90. Since January 2002, were there any opportunities to improve energy efficiency by installing energy saving equipment or reduce energy use through conservation at your facility that were identified but not undertaken?	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Yes	10.8	13.1	-	17.2	17.8	12.7	8.0
No	83.7	82.2	94.3	68.8	80.4	81.3	87.0
Don't know	5.6	4.7	5.7	14.0	1.7	5.9	5.0
N	86	39	18	8	16	49	37

SA1. On a scale from 1 to 10, where 1 is very unsatisfied and 10 is very satisfied, please rate your overall satisfaction with your utility	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Satisfied (8-10)	72.9	71.7	77.1	60.2	96.9	73.9	71.5
Neutral (4-7)	25.9	25.9	22.9	39.8	3.1	24.1	28.5
Unsatisfied (1-3)	1.2	2.4	-	-	-	2.0	-
Mean	8.08	7.81	8.34	7.60	9.05	8.04	8.14
N	84	47	11	7	12	52	32

SA1. On a scale from 1 to 10, where 1 is very unsatisfied and 10 is very satisfied, please rate your overall satisfaction with your utility.	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Satisfied (8-10)	58.5	54.7	73.0	37.6	70.7	63.9	50.7
Neutral (4-7)	30.7	30.8	20.1	45.2	23.0	24.7	39.3
Unsatisfied (1-3)	7.5	9.9	6.9	17.2	-	7.4	7.5
Refused/don't know	3.3	4.7	-	-	6.3	4.0	2.5
Mean	7.43	7.08	8.10	6.20	8.39	7.58	7.23
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
SA3. Why do you give that satisfaction rating?							
Like account representative	32.8	25.0	48.8	29.0	51.8	34.2	30.8
Reliable	19.9	24.1	18.1	-	32.0	26.7	10.1
Responsive	20.1	17.2	30.6	43.0	19.7	17.9	23.3
Good energy efficiency classes/programs/info	17.0	16.8	9.1	3.2	14.8	11.8	24.6
No problems	8.9	11.1	9.1	25.8	-	10.1	7.2
High energy bills	13.8	14.8	18.1	-	14.8	14.0	13.3
Blackouts	4.9	7.4	-	17.2	-	3.1	7.5
Have had problems in the past	5.4	7.3	-	-	6.3	9.2	-
Poor communication	2.6	2.4	3.6	3.2	3.1	4.3	-
Room for improvement	4.0	5.8	-	14.0	-	4.9	2.6
Other	7.7	9.9	10.2	-	-	4.7	11.9
Don't know	2.2	-	-	-	7.4	-	5.3
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
SA3. Why do you give that satisfaction rating?							
Like account representative	6.3	10.3	5.7	3.2	-	9.1	2.5
Reliable	10.0	5.2	14.4	14.0	23.9	9.6	10.5
Responsive	18.2	12.3	26.5	14.0	19.0	14.0	24.0
Good energy efficiency classes/programs/info	4.2	-	1.2	20.4	-	3.2	5.6
No problems	25.2	20.1	40.9	-	44.8	28.7	20.2
High energy bills	15.6	19.7	6.9	14.0	6.7	9.5	24.1
Blackouts	14.8	22.3	1.2	3.2	-	19.3	8.5
Have had problems in the past	8.0	8.1	13.2	-	10.4	10.1	5.1
Poor communication	7.4	7.2	5.7	31.2	1.9	3.3	13.1
Room for improvement	10.2	15.2	15.1	-	-	17.5	-
Other	5.1	7.6	-	17.2	-	6.9	2.6
Don't know	1.0	-	5.7	-	-	-	2.5
N	84	38	18	8	15	48	36

S25. How useful was the energy audit in helping you to make energy management decisions? Please rate on a scale from 1 to 10, where 1 is not useful at all and 10 is very useful.	2002 Large Customer On-Site Audit Participant Survey Results						
	Results are Shown in Percent						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Useful (8-10)	34.4	39.1	19.3	31.2	60.5	28.5	42.8
Neutral (4-7)	44.5	41.7	51.2	54.8	39.5	53.3	31.9
Unuseful (1-3)	16.4	19.2	9.1	-	-	18.1	14.0
Refused/don't know	4.6	-	20.4	14.0	-	-	11.3
Mean	6.09	6.18	6.09	7.16	7.11	5.92	6.36
N	84	47	11	7	12	52	32

S25A. Why do you give that usefulness rating?	2002 Large Customer On-Site Audit Participant Survey Results						
	Results are Shown in Percent						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Made us aware of what we can do	29.4	28.0	28.8	50.0	37.7	24.8	37.0
Recommendations were helpful	12.9	7.3	12.8	3.7	12.3	9.8	17.9
Utility is consistent and helpful	2.5	4.9	-	-	-	4.0	-
Reinforced our prior decisions	13.4	14.8	22.8	30.0	3.1	18.3	5.4
No new info/would have made decision anyway	17.1	15.5	24.2	-	27.1	18.7	14.5
Not many recommendations	7.0	6.9	11.4	-	-	9.6	2.7
Recommendations did not apply to us/not feasible	7.9	13.5	-	-	-	6.0	10.9
Other	13.6	18.9	-	16.3	12.3	13.5	13.8
Don't know	1.2	-	-	-	7.4	-	3.3
N	81	47	9	6	12	52	29

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
S26A. Besides the energy audit, what other sources of information do you use to make informed energy management decisions?							
None	14.2	17.2	10.2	14.0	12.3	14.0	14.5
Contractor/vendor	17.0	2.1	38.6	29.0	7.4	9.2	28.2
Consultant	5.5	7.3	-	25.8	-	9.4	-
Utility representative	15.4	7.4	22.9	-	42.6	14.0	17.3
Utility website/internet	17.4	21.7	10.2	29.0	7.4	19.5	14.4
Other utility source	8.9	11.4	-	29.0	7.4	9.8	7.7
Industry literature	22.6	24.6	48.8	3.2	-	20.7	25.3
Organization/association	11.0	14.7	-	-	24.6	18.7	-
Word of mouth - within company	6.4	10.6	-	-	-	8.9	2.7
Word of mouth - outside company	9.5	7.3	-	-	7.4	6.0	14.4
Made decision on my own	6.2	6.9	-	-	12.3	8.8	2.4
Manufacturer information	9.6	14.4	9.1	14.0	-	9.4	9.9
Energy bill	2.7	2.1	-	-	10.5	0.8	5.3
Monitor energy use	4.6	4.9	12.7	-	-	7.7	-
Other	5.6	5.4	-	14.0	12.3	6.0	5.0
Refused	1.2	2.4	-	-	-	2.0	-
Don't know	1.1	-	-	14.0	-	-	2.6
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
S26A. What sources of information do you use to make informed energy management decisions?							
None	14.6	12.0	13.2	17.2	16.1	12.0	18.3
Contractor/vendor	16.4	14.5	28.9	6.4	22.4	19.3	12.2
Consultant	4.4	-	-	14.0	6.3	-	10.5
Utility representative	6.1	5.1	18.9	3.2	-	7.0	4.8
Utility website/internet	20.2	23.0	13.2	31.2	19.6	21.9	17.8
Other utility source	12.8	14.6	8.8	14.0	17.8	10.9	15.4
Industry literature	13.5	19.2	2.4	17.2	13.3	19.3	5.2
Organization/association	1.3	2.6	-	-	-	0.4	2.6
Word of mouth - within company	12.7	20.8	13.2	-	-	18.1	5.0
Word of mouth - outside company	12.5	5.1	14.4	51.6	21.3	17.8	5.0
Manufacturer information	6.8	6.8	5.7	-	-	4.0	10.7
Energy bill	2.2	2.4	5.7	-	-	-	5.3
Monitor energy use	3.4	4.7	-	14.0	-	4.0	2.6
Corporate office/manager	11.8	7.3	13.2	31.2	16.1	13.0	10.1
Other	3.9	5.1	-	17.2	-	6.6	-
Don't know	2.0	2.1	5.7	-	-	-	5.0
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
S27. Do you consider these other sources to be more useful, less useful, or the same as the audit?							
Energy audit is more useful	23.3	39.2	-	3.7	22.5	29.4	14.7
Energy audit is less useful	29.2	18.5	54.3	3.7	29.0	14.3	50.1
They are the same	41.6	33.7	41.7	76.2	48.6	50.3	29.4
Don't know	6.0	8.6	4.0	16.3	-	6.0	5.9
N	71	38	10	6	11	44	27

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
S27B. Why do you make this comparison between the audit and the other sources?							
Audit gives more specific information per site	16.6	29.0	-	-	14.0	17.8	15.0
Trust audit/happy with audit	11.8	16.1	11.9	4.5	12.0	11.7	11.9
Trust utility	3.7	-	11.9	-	8.5	-	9.0
Audit is one time only, other sources are updated	13.4	7.3	11.9	4.5	8.5	4.2	26.3
Audit was limited, gave generic information	4.7	10.6	-	-	-	6.0	3.0
Liked non-audit source	7.6	6.1	10.5	19.4	8.5	5.9	9.9
Both sources give good information	17.5	16.8	21.0	-	34.5	20.6	13.2
Both sources say the same thing	9.5	6.1	22.4	35.8	-	10.2	8.4
Neither source stands out	5.1	3.3	-	-	-	6.3	3.4
Other	2.6	3.3	-	-	-	4.4	-
Refused	5.0	-	-	35.8	14.0	8.5	-
Don't know	2.5	1.2	10.5	-	-	4.3	-
N	66	35	9	5	11	41	25

S28. How knowledgeable are you about energy efficient products that are available and how they will perform? Please give a rating from 1 to 10, where 1 means you aren't knowledgeable at all, and 10 means you are fully knowledgeable.	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Knowledgeable (8-10)	21.9	19.7	29.5	25.8	32.0	22.4	21.2
Neutral (4-7)	65.7	72.1	51.2	60.2	60.5	65.3	66.3
Not knowledgeable (1-3)	12.4	8.2	19.3	14.0	7.4	12.3	12.6
Mean	6.14	6.16	6.20	6.10	6.97	6.10	6.20
N	84	47	11	7	12	52	32

S28. How knowledgeable are you about energy efficient products that are available and how they will perform? Please give a rating from 1 to 10, where 1 is not knowledgeable at all and 10 is fully knowledgeable.	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Knowledgeable (8-10)	24.6	32.2	5.7	45.2	9.8	28.6	18.7
Neutral (4-7)	56.8	55.7	60.3	37.6	56.9	60.7	51.3
Not knowledgeable (1-3)	18.1	11.6	34.0	17.2	31.6	9.8	30.0
Refused/don't know	0.5	0.5	-	-	1.7	0.9	-
Mean	5.85	6.36	4.69	6.67	4.80	6.26	5.28
N	86	39	18	8	16	49	37

S29. How about your energy efficiency knowledge before participating in the energy audit program, using the same 10 point scale?	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Knowledgeable (8-10)	15.2	9.4	20.4	25.8	32.0	16.1	13.9
Neutral (4-7)	55.3	62.3	51.2	46.2	60.5	57.5	52.1
Not knowledgeable (1-3)	28.5	28.3	28.3	14.0	7.4	26.4	31.4
Refused/don't know	1.1	-	-	14.0	-	-	2.6
Mean	4.95	4.98	4.76	5.62	6.24	5.17	4.62
N	84	47	11	7	12	52	32

S30. How likely will you be to actively consider energy-efficient products when installing or replacing equipment for your business in the future? Please give me a rating from 1 to 10, where 1 is extremely unlikely and 10 is extremely likely to consider energy efficient products.	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Likely (8-10)	89.8	88.6	89.8	100.0	92.6	91.0	88.0
Neutral (4-7)	10.2	11.4	10.2	-	7.4	9.0	12.0
Unlikely (1-3)	-	-	-	-	-	-	-
Mean	8.97	8.82	9.04	8.92	9.23	8.94	9.02
N	84	47	11	7	12	52	32

S30. How likely will you be to actively consider energy-efficient products when installing or replacing equipment for your business in the future? Please give a rating from 1 to 10, where 1 is extremely unlikely and 10 is extremely likely to consider energy efficient products.	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
	Total	Segment Description					
		Industrial	Office	Institutional	Other Commercial	Large	Medium
Likely (8-10)	76.6	82.6	46.6	100.0	85.6	85.0	64.5
Neutral (4-7)	16.1	11.8	32.7	-	14.4	7.8	28.0
Unlikely (1-3)	5.5	5.7	15.1	-	-	5.7	5.2
Refused/don't know	1.9	-	5.7	-	-	1.5	2.4
Mean	8.11	8.23	6.67	9.17	8.33	8.31	7.81
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
S31. Do you have any suggestions for improving the energy audit process, experience, or report?							
No suggestions	80.5	83.1	79.6	71.0	100.0	82.6	77.4
Do audits more frequently	2.4	4.9	-	-	-	4.0	-
Give price info for cost to replace equipment	5.0	-	-	3.2	-	0.4	11.5
Want results more quickly	2.8	2.1	10.2	-	-	-	6.7
Be more site specific - not so general	8.3	7.3	-	-	-	6.0	11.5
Less beauracracy	0.4	0.9	-	-	-	0.7	-
Email updates about rebates/energy efficiency info	1.8	-	10.2	-	-	-	4.3
Provide an option for entire building, not just retrofits	2.0	-	-	25.8	-	3.4	-
Advocate companies that remove metal halide lamps	0.4	0.9	-	-	-	0.7	-
Make sure I receive the audit report	0.9	-	-	-	-	1.5	-
Show example of company with successful improvements	0.4	0.9	-	-	-	0.7	-
N	84	47	11	7	12	52	32

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
F1. What would you estimate the total indoor square footage of your facility at this location to be?							
Less than 2,500 square feet	1.0	-	-	-	-	-	2.4
2,500 but less than 5,000 square feet	1.1	-	-	14.0	-	-	2.6
5,000 but less than 10,000 square feet	1.1	-	-	-	-	-	2.7
10,000 but less than 20,000 square feet	3.2	6.6	-	-	-	2.0	4.8
20,000 but less than 50,000 square feet	16.8	21.3	10.2	-	-	10.7	25.5
50,000 but less than 100,000 square feet	29.5	25.8	49.9	-	39.5	23.8	37.8
Over 100,000 square feet	43.8	41.4	39.9	86.0	53.1	59.6	21.2
Ag/nonfacility - outdoors	2.4	4.9	-	-	-	4.0	-
Don't know	1.2	-	-	-	7.4	-	2.9
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
F1. What is the total square footage of your facility at this location?							
Less than 2,500 square feet	2.5	0.5	-	-	-	0.4	5.5
2,500 but less than 5,000 square feet	6.7	2.1	18.9	-	-	2.2	13.1
5,000 but less than 10,000 square feet	3.4	2.1	-	17.2	6.3	2.3	5.0
10,000 but less than 20,000 square feet	14.0	23.2	-	-	-	12.3	16.4
20,000 but less than 50,000 square feet	28.7	31.9	43.5	14.0	25.9	24.4	35.0
50,000 but less than 100,000 square feet	19.6	14.0	6.9	31.2	44.8	19.3	20.0
Over 100,000 square feet	19.2	19.1	17.5	37.6	23.0	30.9	2.6
Ag/nonfacility - outdoors	3.5	7.0	-	-	-	6.0	-
Refused	1.3	-	7.6	-	-	2.2	-
Don't know	1.0	-	5.7	-	-	-	2.4
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
F5. How many employees does your firm have at this location?							
1 to 5	8.1	-	40.9	-	-	-	19.7
6 to 10	0.6	-	3.6	-	-	1.1	-
11 to 20	2.8	2.4	9.1	-	-	4.7	-
21 to 50	13.0	16.4	18.1	14.0	-	13.5	12.3
51 to 100	20.8	17.2	19.3	-	19.7	16.9	26.3
Over 100	54.7	63.9	9.1	86.0	80.3	63.8	41.7
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
F5. Which of the following categories describes the number of employees your firm has at this location?							
1 to 5	9.0	1.9	33.3	-	-	6.4	12.6
6 to 10	2.8	1.0	13.2	-	-	3.0	2.4
11 to 20	13.1	8.5	13.2	-	25.8	7.6	20.9
21 to 50	23.1	30.0	6.9	45.2	6.3	18.9	29.1
51 to 100	20.7	25.5	12.6	31.2	20.7	19.4	22.5
Or over 100	28.8	32.7	13.2	23.7	40.9	42.0	10.0
Refused	1.0	-	-	-	6.3	-	2.5
Don't know	1.6	0.5	7.6	-	-	2.6	-
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
F10. How many locations does your firm have in California?							
1	33.2	42.3	9.1	65.6	32.0	35.5	29.9
2 to 4	37.3	39.3	39.7	28.0	22.3	28.1	50.5
5 to 10	13.5	8.2	18.1	3.2	26.0	19.0	5.6
11 to 25	7.9	7.8	13.8	-	-	8.7	6.7
Over 25	5.7	-	19.3	3.2	12.3	6.7	4.3
Don't know	2.4	2.4	-	-	7.4	2.0	2.9
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
F10. How many locations does your firm have in California?							
1	36.4	36.6	39.7	-	54.6	31.4	43.4
2 to 4	21.3	33.5	12.6	6.4	11.5	25.4	15.4
5 to 10	9.9	5.2	7.6	14.0	1.7	3.5	19.0
11 to 25	8.7	10.3	14.4	-	6.3	11.3	4.9
Over 25	21.5	14.5	12.6	79.6	25.9	26.1	15.0
Refused	1.3	-	7.6	-	-	2.2	-
Don't know	1.0	-	5.7	-	-	-	2.4
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
F15. What is the main activity at your business?							
Office	12.6	4.9	52.4	-	7.4	10.4	15.8
Retail (non-food)	5.1	2.1	-	-	7.4	3.0	8.0
School	1.8	-	10.2	-	-	-	4.3
Grocery store	7.1	2.1	-	-	7.4	0.2	16.8
Health care/hospital	4.2	-	-	54.8	-	7.2	-
Hotel or motel	4.8	-	-	-	30.3	4.2	5.8
Warehouse	1.7	-	-	-	10.5	0.8	2.9
Personal service	1.1	-	-	14.0	-	-	2.6
Community service/church/temple	1.8	-	9.1	3.2	-	3.1	-
Industrial process/manufacturing/assembly	47.3	91.0	9.1	-	12.3	60.2	28.9
Condo association/apartment management	1.6	-	9.1	-	-	2.7	-
Agriculture	1.9	-	-	-	-	1.5	2.4
Other	9.0	-	10.2	28.0	24.6	6.7	12.3
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
F15. What is the main activity at your business?							
Office	11.3	-	59.1	-	6.3	7.4	16.8
Retail (non-food)	3.3	0.5	-	-	8.1	3.9	2.5
College/university	0.3	-	-	3.2	-	0.4	-
School	7.3	-	-	93.6	-	6.8	7.9
Restaurant	2.4	-	-	-	-	-	5.8
Health care/hospital	4.3	-	11.4	3.2	12.6	0.4	9.7
Hotel or motel	1.6	-	-	-	9.8	1.0	2.5
Warehouse	0.3	-	-	-	1.7	0.5	-
Personal service	2.1	2.1	-	-	6.3	-	5.0
Community service/church/temple	1.0	-	5.7	-	-	-	2.4
Industrial process/manufacturing/assembly	48.5	90.6	-	-	19.5	60.6	31.2
Condo association/apartment management	1.3	-	7.6	-	-	2.2	-
Other	16.6	6.8	16.3	-	35.6	16.8	16.3
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
F20. Is a language other than English predominantly spoken at your business?							
Yes	25.8	24.1	10.2	-	22.9	21.9	31.5
No	74.2	75.9	89.8	100.0	77.1	78.1	68.5
N	84	47	11	7	12	52	32

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
Total		Industrial	Office	Institutional	Other Commercial	Large	Medium
F20. Is a language other than English primarily spoken at your business?							
Yes	46.7	55.6	18.9	31.2	52.8	39.3	57.3
No	53.3	44.4	81.1	68.8	47.2	60.7	42.7
N	86	39	18	8	16	49	37

	2002 Large Customer On-Site Audit Participant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
F25. Other than English, what language is primarily spoken at your business?							
Spanish	83.3	79.8	100.0	-	46.2	66.4	100.0
Chinese	4.6	10.1	-	-	-	9.1	-
Vietnamese	7.6	-	-	-	53.8	15.3	-
Japanese	4.6	10.1	-	-	-	9.1	-
N	19	11	1	-	3	11	8

	2002 Large Customer Nonparticipant Survey Results						
	<i>Results are Shown in Percent</i>						
		Segment Description					
		Total	Industrial	Office	Institutional	Other Commercial	Large
F25. Other than English, what language is primarily spoken at your business?							
Spanish	94.9	100.0	100.0	100.0	100.0	100.0	90.0
Other	5.1	-	-	-	-	-	10.0
N	36	21	3	2	8	15	21

Appendix C.
Other Miscellaneous Equipment Adoptions

**Small and Very Small Participants
Other Miscellaneous Equipment Adoptions**

Technology Category	Self-Reported Measure Description	Self-Reported Efficiency*	Quantity*
Refrigeration Equipment	Refrigerator / freezer	High Efficiency	1
	Refrigerator / freezer	High Efficiency	1
	Refrigerator / freezer	High Efficiency	2
	Refrigerator	High Efficiency	1
	Refrigerator		1
	Refrigerator	High Efficiency	1
	Refrigerator - 15 cubic feet		1
	Refrigerator - commercial reach-in		2
	Refrigerator	High Efficiency	1
	Beverage Air refrigeration unit		1
	Small freezer	High Efficiency	1
	Arctic Air commercial freezer		
	Two-door cooler	High Efficiency	1
	Sandwich bar - 4 foot refrigerator	High Efficiency	1
	Compressors - Cooling Towers and Heat exchanger	High Efficiency	
	Condensor with compressor (pipes refrigerant to cold)		1
One sandwich keeper and one regular refrigerator		2	
Food Service Equipment	3/4 HP pump used for recirculation of water in the	High Efficiency	.
	Industrial convection oven	High Efficiency	1
	Machine that bakes tortillas and a fryer	Standard Efficiency	1
Motors	Electric pump	High Efficiency	1
	Blower for the furnace	High Efficiency	1
	Motor for hair dryer		1
	Pumps		
	Vertical pumps		1
	Refrigeration motors		1
	Compressor - larger than before - big enough for 7-10		1
Office equipment	Computers		2
	Computers		3
	Computers		1
	Computers		2
	Computers		10
	Computer	High Efficiency	2
	Copier	High Efficiency	1
	Letter sorters		3
Outdoor Lighting Equipment	Compact fluorescent bulbs	High Efficiency	200
	Malibu brand lights		60
	Parking lot illumination		4
	Motion sensor lights	High Efficiency	4
	9 watt electronic energy saving bulbs, street	High Efficiency	50
	High efficiency ballast	High Efficiency	
	Motion Sensors	High Efficiency	3
Machines	CNC (computer numerical control) lathe and mill		4
	Film processors	High Efficiency	1
Washer/dryer	Top loading, high efficiency speed queen washers	High Efficiency	25
	Washer/dryer		1
	Maytag washing machines		4
	Water pumps	High Efficiency	6
Water Heating Equipment	Electric 50 gal tank		1
	Water Heater - 40 Gallon	High Efficiency	1
	Hot Water Heater		1
	A seven day back up timer		1
	Hot water storage - 80 gallon	High Efficiency	1
Controls	A switch that turns the motor on and off when the	High Efficiency	1
	Air filter timers		2
Other	Space heater/ Fan	Standard Efficiency	1
Solar Power	22 Photovoltaic Panels	High Efficiency	22
Insulation	Fiberglass insulation in rolls	High Efficiency	

*Missing quantity or efficiency indicates respondent did not provide information

**Small and Very Small Nonparticipants
Other Miscellaneous Equipment Adoptions**

Technology Category	Self-Reported Measure Description	Self-Reported Efficiency*	Quantity*
Refrigeration Equipment	Freezer		2
	Freezer		2
	Freezer		1
	Freezer	High Efficiency	2
	Freezer	High Efficiency	1
	Big four door freezer	High Efficiency	1
	Refrigerator	High Efficiency	1
	Refrigerator		2
	Refrigerator		1
	Refrigerator	High Efficiency	2
	Refrigerators	High Efficiency	3
	Softdrink dispensing unit		1
	Custom made coolers		6
	Refrigeration compressor		1
	Freezer compressors		
	Ice machine and countertop refrigeration unit		1
Office Equipment	Minolta Copier		1
	Canon Copier	High Efficiency	1
	High volume copier	High Efficiency	2
	Computer	High Efficiency	6
Food Service Equipment	CNR router		1
	Toaster		1
	LSI		
	Stove		1
Motors	Pump for the well		1
	Air compressor/rotary vacuum pump		1
	Air compressors - 80 gal tank, 5 HP electric		2
Washer/dryer	Maytag		1
	GE profile front loading washer	High Efficiency	1
	30 lb. stack dryers - Dexter brand	High Efficiency	6
Water Heating Equipment	Electric water heater - 5 gallon		1
Outdoor Lighting Equipmen	Energy efficient lighting in the canopy outside	High Efficiency	12
Machines	15 HP Kia brand lathe and 25 HP Enshu brand		1

*Missing quantity or efficiency indicates respondent did not provide information

**Medium and Large Participants
Other Miscellaneous Equipment Adoptions**

Technology Category	Self-Reported Measure Description	Self-Reported Efficiency*	Quantity*
Food Service Equipment	Complete new kitchen	High Efficiency	
	Chiller for food processing equipment - 75 ton		1
	Boiler for water used in processing - Parker brand		1
	Low pressure steam boiler		2
	Oven		1
	Fryer		1
	Stove		1
Motors	motor solid state relays/starters	High Efficiency	15
	Variable speed with AC inverters	High Efficiency	25
	150 HP variable speed air compressor	High Efficiency	1
Windows	Dual Pane Insulated Windows	High Efficiency	300
Solar Power	766kw Solar array, 3 arrays 190w per panel, Sanyo brand	High Efficiency	4,033 panels
Other	Replaced combustion engine (propane) driven forklifts with electric units		6

*Missing quantity or efficiency indicates respondent did not provide information

**Medium and Large Nonparticipants
Other Miscellaneous Equipment Adoptions**

Technology Category	Self-Reported Measure Description	Self-Reported Efficiency	Quantity*
Generators	Back up generator		1
	Steam generator - 50 million BTUH		20
	Steam generator	High Efficiency	2
Refrigeration Equipment	ammonia based industrial refrigeration equipment	High Efficiency	
	Don't remember the particulars, the IT dept. would know...		1
Machines	Plastic extruders (makes plastic equipment)		1
	Oil wells, steel		10
Outdoor Lighting Equipment	Solar-powered street lamps	High Efficiency	40
Food Service Equipment	Hot air oven, electric	Standard Efficiency	1
Water Heating Equipment	Hydro-therm high efficiency water heater	High Efficiency	2
Transformers	Power Distribution transformers		4
Photovoltaic	Panels on the roof	High Efficiency	

*Missing quantity or efficiency indicates respondent did not provide information

Appendix D.
PY2002 NRA Statewide Tracking Data Summary

**PY 2002 Statewide Nonresidential Audit
Summary of Tracking Database Contents**

Utility and Delivery	Tracking System Records	Account Numbers	Contact Name	Contact Phone
SCE				
On-Site	7,660	4,080	7,627	7,578
Phone	42	42	42	42
Mail	588	0	0	0
Online	1,337	0	0	0
CD	202	173	197	197
Total	9,829	4,295	7,866	7,817
SCG				
On-Site	1,512	1,512	1,277	0
Phone	78	78	0	0
Mail	743	743	0	0
Online	4,497	0	1,436	0
CD-ROM	294	0	0	281
Total	7,124	2,333	2,713	281
SDG&E				
On-Site	736	0	0	736
Mail	120	0	0	120
Online	3,046	0	130	0
CD ROM	58	0	58	58
Total	3,960	0	188	856
PG&E				
On-Site	1,097	994	1,085	1,085
Phone	2,126	2,019	2,105	2,105
Mail	1,500	1,485	1,173	1,500
Online	1,028	0	0	0
CD	561	544	0	561
Total	6,312	5,042	4,363	5,251
Statewide				
On-Site	11,005	6,586	9,989	9,399
Phone	2,246	2,139	2,147	2,147
Mail	2,951	2,228	1,173	1,620
Online	9,908	0	1,566	0
CD	1,115	717	255	1,097
Total	27,225	11,670	15,130	14,205

* Tracking system records obtained from utilities for use on the evaluation.

Appendix E.
Small and Very Small Participant Survey Instrument

Small and Very Small Customer Participant Survey 2003 Statewide Nonresidential Audit Program Evaluation

PARTICIPANT INTRODUCTION

Q1. Hello, this is <INTERVIEWER NAME> calling from Quantum Consulting on behalf of &UTILITY. This is not a sales call. May I please speak with &PROGRAM_CONTACT? [IF NEEDED]: my understanding is that &PROGRAM_CONTACT is responsible for making energy-related decisions for your firm at &SERV_ADDR – may I please speak with him/her?

1	No, this person no longer works here	Q1B
2	No, this person is not available right now	appoint
4	Yes	Q1C
77	No, Other reason (specify)	Q1B
88	Refused	Q1B
99	Don't know	Q1B

[IF &PROGRAM_CONTACT WILL NOT EVER BE AVAILABLE]

Q1B. May I please speak with the person most knowledgeable about recent changes of cooling, lighting, or other energy-related equipment for your firm at &SERV_ADDR.

[IF NEEDED] We're calling to do a follow-up survey about your firm's participation in the 2003 &UTILITY Audit program. The purpose of the survey is to assess how well the Audit program met the needs of your company and to make improvements to better meet those needs in the future.

[IF NEEDED] This is a very important fact-finding survey among firms that have recently participated in an energy efficiency program sponsored by &UTILITY. We are NOT interested in selling anything, and responses will not be connected with your firm in any way. &UTILITY wants to understand how businesses think about and manage their energy consumption.

[IF NEEDED] The four investor-owned utilities in California are cooperating on this important study, authorized by the California Public Utilities Commission, to better understand how businesses like yours think about and manage their energy consumption. Your input is very important to the utilities and to the Commission.

77	There is no one here with information on that address/wrong address	T&T
1	Address correct/Continue Q1B until you find appropriate contact person	S3

[IF &PROGRAM_CONTACT IS AVAILABLE]

Q1C. Hello Mr/Mrs &PROGRAM_CONTACT, this is <INTERVIEWER NAME> calling from Quantum Consulting on behalf of &UTILITY. Our records show that you participated in the &UTILITY 2003 Energy Audit program, involving an &SURV_TYPE conducted by &UTILITY for &SERV_ADDR on &SURV_DATE. Is this correct?

[IF NEEDED] We're calling to do a follow-up survey about your firm's participation in the 2003 &UTILITY Audit program.

[IF NEEDED] This is a very important fact-finding survey among firms that have recently participated in an energy efficiency program sponsored by &UTILITY. We are NOT interested in selling anything, and responses will not be connected with your firm in any way. &UTILITY wants to understand how businesses think about and manage their energy consumption.

[IF NEEDED] The four investor-owned utilities in California are cooperating on this important study, authorized by the California Public Utilities Commission, to better understand how businesses like yours think about and manage their energy consumption. Your input is very important to the utilities and to the Commission.

1	Yes, we participated in the program, and address is correct	S3
2	There is no one here with information on that address/wrong address	T&T
3	Do not recall participating in the program	S27

Screener

Before we get started, let me just ask you a few questions to see if you qualify for our survey:

If &SURV_TYPE = "CD Rom" then ask, else skip to S13

S3. Do you recall receiving an energy audit CD Rom disk from &UTILITY on or around &SURV_DATE? [IF NEEDED: this was a computer disk with software for your computer that analyzes information you input about your facility. Do you remember this CD Rom disk?]

1	Yes	S5
2	No	S27
88	Refused	S27
99	Don't know	S27

S5. Did you run the energy audit software program using the CD Rom disk?

1	Yes	S29
2	No	S7
88	Refused	T&T
99	Don't know	T&T

S7. Why didn't you run the audit software program on your computer?

77	Record Verbatim	T&T
88	Refused	T&T
99	Don't know	T&T

If &SURV_TYPE = "On-Line" then ask, else skip to S15

S13. Do you recall visiting &UTILITY's website on or around &SURV_DATE, answering questions about your facility, and receiving energy efficiency recommendations? [IF NEEDED: the website has an energy audit where you provide information about your facility and your energy using equipment, and receive energy saving recommendations. Do you remember doing this audit?]

1	Yes	S29
2	No	S27
88	Refused	S27
99	Don't know	S27

If &SURV_TYPE = "Phone" then ask, else skip to S19

S15. Do you recall completing an energy survey about your facility with an &UTILITY representative over the phone on or about &SURV_DATE? [IF NEEDED: the survey gathered information about your facility and your energy using equipment, and was used to generate a report that was mailed to you with energy saving information and recommendations. Do you remember doing this phone call survey?]

1	Yes	S17
2	No	S27
88	Refused	S27
99	Don't know	S27

S17. Based on this phone survey, did you or someone else at your company receive a written report with energy saving recommendations from &UTILITY on or about &SURV_DATE?

1	Yes	S29
2	No	T&T
88	Refused	T&T
99	Don't know	T&T

If &SURV_TYPE = "mail" then ask:

S19. Do you recall filling out an energy survey about your facility and mailing it to &UTILITY on or about &SURV_DATE? [IF NEEDED: this survey was a paper form which gathered information about your facility

and your energy using equipment, and was used to generate a report that was mailed to you with energy saving information and recommendations. Do you remember completing the survey?]

1	Yes	S21
2	No	S27
88	Refused	S27
99	Don't know	S27

S21. Based on this mail survey, did you or someone else at your company receive a written report with energy saving recommendations from &UTILITY on or about &SURV_DATE?

1	Yes	S29
2	No	T&T
88	Refused	T&T
99	Don't know	T&T

If &SURV_TYPE = "On Site" then ask

S23. Do you recall an &UTILITY representative visiting your facility and completing an energy survey on or about &SURV_DATE? [IF NEEDED: this survey involved a auditor coming to you facility and examining your equipment and asking questions about your energy use and your equipment. The auditor would have left energy saving information at the time of the audit and/or mailed you a written report with energy saving recommendations. Do you remember this survey?]

1	Yes	S25
2	No	S27
88	Refused	S27
99	Don't know	S27

S25. Based on this on-site survey, did you or someone else at your facility receive a written report with energy saving recommendations on or about &SURV_DATE from &UTILITY?

1	Yes	S29
2	No	T&T
88	Refused	T&T
99	Don't know	T&T

S27. It sounds like someone else at your location may be more familiar with your firms participation in this energy management program? IF YES: Can you tell me who that person might be?

[Q3a-1999 Part Survey]

[2002 : Part, NP]

1	Yes, it was probably [NEW CONTACT NAME]	Q1
77	No	T&T
88	Refused	T&T
99	Don't know	T&T

S29. Does your business own or lease the facility?

1	Own	A1
2	Lease/Rent	A1
88	Refused	A1
99	Don't Know	A1

Most of questions concern the &SURV_TYPE conducted by &UTILITY for &SERV_ADDR on &SURV_DATE. Throughout the remainder of this survey we will refer to this utility audit and the resulting energy efficiency recommendations as "the 2003 Energy Audit program" or Energy Audit."

[INTERVIEWERS SHOULD RE-READ THIS STATEMENT AS NEEDED THROUGHOUT THE SURVEY TO REMIND THE RESPONDENTS]

Audit Marketing / Sources of Awareness

A1. How did you first learn about the Energy Audit program? [ACCEPT MULTIPLES]

[2002 : Part, NP]

2	A utility representative came to my facility and offered to do an audit	A2
3	Respondent approached contractor/ESCO/A&E firm/other 3 rd party	A2
4	Respondent approached utility concerning another matter and learned about the program	A2
5	Contacted by utility rep	A2
6	Contacted by contractor/ESCO/A&E firm/other 3 rd party	A2
7	Utility brochure in mail	A2
8	Bill insert	A2
9	Word-of-mouth from friend or co-workers within the company	A2
10	Word-of-mouth from friends or other business associates outside the company	A2
11	Television, radio, newspaper ad	A2
12	Magazine or trade journal	A2
13	Participation in previous years	A2
14	Manufacturer information/suggestion	A2
15	Community organization such as Chamber of Commerce	A2
16	Respondent called their utility to complain about their electric or gas bill	A2
77	Other (SPECIFY)	A2
88	Refused	A2
99	Don't know	A2

A2. Besides the Audit program, are you aware of other programs or resources provided by [UTILITY] in 2003 that were designed to promote energy efficiency for businesses like yours. [IF YES] What types of programs can you recall? [RECORD ALL MENTIONS] [After each response prompt with "Can you recall any others?"]

[Q5a-1999 Part Survey]

[2002 : Part, NP]

1	Express Efficiency	A5
2	SPC / Stanford Performance Contracting	A5
3	Business energy audits	A5
4	Distributor incentives	A5
5	Rebate (unspecified)	A5
6	No, not aware of any programs	A5
77	Other programs (SPECIFY) _____	A5
88	Refused	A5
99	Don't know	A5

A5. Did the &SURV_TYPE Audit inform you of (or refer you to) the Express Efficiency rebate program?

1	Yes	A6
2	No	A6
99	Refused/Don't Know	A6

A6. Did the &SURV_TYPE Audit inform you of (or refer you to) the Standard Performance Contracting (SPC) program?

1	Yes	L1
2	No	L1
99	Refused/Don't Know	L1

HE Equipment

One way that businesses can reduce their energy use is to install more energy efficient equipment. Since one of the factors that influences energy use is the kind of lighting, cooling, and other equipment a business has, we would like to ask you about any equipment purchases

you have made since January 2003.

L1. Since January 2003, have you made any changes in indoor lighting equipment at &SERV_ADDR other than the routine replacement of burned out bulbs? This would include changes to fixtures or ballasts, and the addition of reflectors or lighting controls.

[BR020-P923]

[2002 : NP]

1	Yes		L3
2	No Change		L29
88	Refused		L29
99	Don't Know		L29

IF L1 = 1

L3. What type of fixtures, ballasts or lighting controls were installed as part of the lighting retrofit? [SELECT ALL THAT APPLY, AFTER EACH RESPONSE, PROMPT WITH,] Did you install any other reflectors, lighting controls, or lighting fixtures since January 2003?" [**SELECT ALL THAT APPLY**] [DO NOT READ]

[BR099-P923]

[2002 : NP]

L_Tech1B Definition

1	T8 fluorescent fixtures (1" diameter bulbs)	Fixtures	L5
2	T10 fluorescent fixtures	Fixtures	L5
3	T12 Fixtures (1.5" diameter bulbs)	Fixtures	L5
4	HID (High Density Discharge) Fixtures, Compact	Fixtures	L7
5	Compact Fluorescent, Screw-in Modular	Lamps	L7
6	Compact Fluorescent, Hardwire	Lamps	L7
7	Incandescent	Lamps	L7
8	Exit Signs, Compact Fluorescent	Fixtures	L7
9	Exit Signs, LED	Fixtures	L7
10	Halogen	Fixtures	L7
11	Install Reflectors	Reflectors	L7
12	Electronic Ballast	Ballasts	L7
13	Magnetic Ballast	Ballasts	L7
14	Lighting Controls, Time Clock	Timers	L7
15	Lighting Controls, Occupancy Sensor	Sensors	L7
16	Lighting Controls, Bypass/Delay Timers	Timers	L7
17	Lighting Controls, Photocell	Photocells	L7
18	Other Fluorescent	Fixtures	L7
19	Fat/Thick Tubes	Fixtures	L5
20	Skinny/Thin Tubes	Fixtures	L5
21	T5 Fixtures (5/8" diameter)	Fixtures	L5
77	Other (PLEASE SPECIFY)	-	L7
88	Refused	-	L29
99	Don't know	IF ONLY 99 THEN SKIP TO L29	L29

For the first two lighting measures mentioned, loop through to (and including) L13.

If L3 in (1, 2, 3, 19, 20, 21) ASK L5 and L6, ELSE SKIP to L7

L5. Regarding LIGHTING_Tech1 how long are the fluorescent tubes, 2 feet, 4 feet, 6 feet, or 8 feet long?

[IF MULTIPLE LENGTHS ENTER IN "OTHER SPECIFY" CATEGORY]

1	2 foot		L6
2	4 foot		L6
3	6 foot		L6
4	8 foot		L6

5	Other (SPECIFY)		L6
88	Refused		L6
99	Don't Know		L6

L6. How many fixtures were retrofitted or replaced as part of the installation of Lighting_Tech1?

1	Number		L9
77	Other (SPECIFY)		L9
88	Refused		L9
99	Don't Know		L9

L7. Regarding LIGHTING_TECH1 how many &L_TECH1B did you install? [RECORD NUMBER]
[PROBE: IMPORTANT THAT WE GET AT LEAST A ROUGH ESTIMATE OF THE NUMBER OF FIXTURES, LAMPS, SENSORS, BALLASTS, OR OTHER UNITS DESCRIBED BY THE RESPONDENT]

1	Number		L9
77	Other (SPECIFY)		L9
88	Refused		L9
99	Don't Know		L9

If LIGHTING_MEASURE 1 ne (5, 6, 7, 14, 15, 16, 17)

L9.Regarding LIGHTING_TECH1 on average how many lamps are there per associated &L_TECH1B?

1	Number		L10
77	Other (SPECIFY)		L10
88	Refused		L10
99	Don't Know		L10

L10. Did you install LIGHTING_TECH1 before or after the &SURV_TYPE on &SURV_DATE?

1	Before		L17
2	After		L12
77	Other (SPECIFY)		L12
88	Refused		L12
99	Don't Know		L12

L12. Was LIGHTING_TECH1] one of the recommendations made in the &SURV_TYPE audit?

1	Yes		L13
2	No		L13
77	Other (SPECIFY)		L13
88	Refused		L13
99	Don't Know		L13

L13. Regarding LIGHTING_TECH1, on a scale of 1-10, with 1 being *NOT* Influential and 10 being *VERY* Influential, how much did the &SURV_TYPE audit influence you to install that lighting equipment?

1	Rating	L17
77	Other (SPECIFY)	L17
88	Refused	L17
99	Don't Know	L17

END OF LOOP FOR INDIVIDUAL LIGHTING EQUIPMENT PURCHASES

Thank you for discussing each lighting purchase that you've made since January 2003. Please consider all of those lighting purchases when answering these next questions.

L17. Did you receive a Rebate for the purchase of the lighting equipment we just discussed?

1	Yes	L19
2	No	L21
77	Other (SPECIFY)	L21
88	Refused	L21
99	Don't Know	L21

L19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	L27
2	Yes, SPC rebate	L27
3	No	L27
99	Refused/Don't Know	L27

L27. Besides the Audit program, what or who else was influential in the decision to install the lighting equipment we just discussed?

[DO NOT READ] [SELECT ALL THAT APPLY]

1	Energy Equipment Contractors and Installers (e.g. lighting, HVAC)	L15
2	Energy Service Companies, often referred to as ESCOs	L15
3	Your electric utility (e.g. PG&E, SCE, SDG&E)	L15
4	Equipment Manufacturers	L15
5	Corporate policies	L15
6	Corporate management	L15
7	Made decision on my own	L15
8	In-house staff	L15
77	Other (SPECIFY)	L15
88	Refused or not applicable	L15
99	Don't Know	L15

NET IMPACT QUESTION

L15. If you had not participated in the Energy Audit program, which of the following best describes what your company would have done:

[Q58-1999 Part Survey] [READ ALL]

[2002 : PART, NP]

1	NOT installed the lighting equipment we just discussed	L29
2	Installed exactly the same lighting equipment	L29
3	Chosen standard or less efficient options	L29
4	Installed the same lighting equipment, but at a later date	L29
77	Other (SPECIFY)	L29
88	Refused	L29
99	Don't know	L29

L29. Were there any lighting equipment recommendations made in &SURV_TYPE audit that you decided not to install or that have not yet been installed?

1	Yes	L35
2	No	L36
77	Other (SPECIFY)	L36
88	Refused	L36
99	Don't Know	L36

L35. What are the primary reasons you have not implemented these lighting recommendations (to date)?
(CHECK ALL THAT APPLY) [DO NOT READ]

1	Product was not available	L36
---	---------------------------	-----

2	Could not find a service provider	L36
3	Amount of savings did not justify added investment costs	L36
4	Other priorities for capital spending	L36
5	Do not have enough money	L36
77	Other (SPECIFY)	L36
88	Refused or not applicable	L36
99	Don't Know	L36

L36. Do you have any plans to install any high efficiency lighting equipment within the next year?

1	Yes	L37
2	No	C1
99	Refused/Don't Know	C1

L37. What types of lighting equipment are you planning to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any other reflectors, lighting controls, or lighting fixtures that you plan to install within the next year?"

1	T8 fluorescent fixtures (1" diameter bulbs)	C1
2	T10 fluorescent fixtures	C1
3	T12 Fixtures (1.5" diameter bulbs)	C1
4	HID (High Density Discharge) Fixtures, Compact	C1
5	Compact Fluorescent, Screw-in Modular	C1
6	Compact Fluorescent, Hardwire	C1
7	Incandescent	C1
8	Exit Signs, Compact Fluorescent	C1
9	Exit Signs, LED	C1
10	Halogen	C1
11	Install Reflectors	C1
12	Electronic Ballast	C1
13	Magnetic Ballast	C1
14	Lighting Controls, Time Clock	C1
15	Lighting Controls, Occupancy Sensor	C1
16	Lighting Controls, Bypass/Delay Timers	C1
17	Lighting Controls, Photocell	C1
18	Other Fluorescent	C1
19	Fat/Thick Tubes	C1
20	Skinny/Thin Tubes	C1
21	T5 Fixtures (5/8" diameter)	C1
77	Other (PLEASE SPECIFY)	C1
88	Refused	C1
99	Don't know	C1

COOLING

C1. Since January 2003, did you make any changes related to cooling at &SERV_ADDR, including air conditioning units, programmable thermostats, or HVAC controls?

[CR020-P923]

[2002 : NP]

1	Yes	C3
2	No Change	C33
88	Refused	C33
99	Don't Know	C33

C3. What types of equipment were installed as part of the cooling retrofit?
 [CR099-P923] [SELECT ALL THAT APPLY] [AFTER EACH RESPONSE PROMPT WITH, "Were there any other types of cooling equipment installed at &SERV_ADDR since January 2003?"]
 [DO NOT READ]
 [2002 : NP]

C_Tech1B Definition

1	Split system air conditioners (two components; compressor is separate from the supply air fan)	Units	C5
2	Packaged air conditioning systems (one component)	Units	C5
3	Package Terminal A/C (e.g., Hotel/Motel units)	Units	C5
4	Remote Condensing Unit	Units	C5
5	Evaporative coolers (swamp coolers)	Units	C5
6	Water Chiller(s)	-	CH1
7	Evaporative Condenser	Units	C5
8	Cooling Tower	Towers	C5
9	Adjustable Speed Drives	Drives	C5
10	Energy Management System	-	C17
11	Reflective Window Film	Square feet of window film	C5
12	HVAC Controls: Bypass Timer	Timers	C5
13	HVAC Controls: Time Clock	Timers	C5
14	HVAC Controls: Set-Back Programmable Thermostat	Thermostats	C5
15	Thermal Energy Storage (Ice Storage, Chilled Water Storage) System	-	
77	Other (SPECIFY)	-	C5
71	Individual A/C or Heat Pump Units (e.g., Rooftop units, Unitary Equipment, Central A/C with multiple/single unit) NOTE:(ask if split or package system)	Units	C5
72	Window/Wall Air-Conditioning Units	Units	C5
99	Don't know/refused	IF <u>ONLY</u> 99 THEN SKIP TO C33	C33

ASK IF C3=6; ELSE SKIP TO C5

CH1. How many new chillers were installed at &SERV_ADDR?

#	NUMBER	CH3
77	Other (SPECIFY)	CH3
88	Refused	CH3
99	Don't Know	CH3

CH3. What types of new chillers were installed? Are they... [READ CATEGORIES]?

1	Water-cooled	CH5
2	Air-cooled	CH5
77	Other (specify)	CH5
88	Refused	CH5
99	Don't Know	CH5

CH5. Were the new chillers high efficiency or standard efficiency?

1	High Efficiency	CH7
2	Standard Efficiency	CH7
77	Other (SPECIFY)	CH7
88	Refused	CH13
99	Don't Know	CH13

CH7. Do you recall the efficiency rating of the new chiller(s)? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as kW/ton)) [RECORD VALUE]

&VAL	Rating SPECIFY)	CH8
77	Other (specify)	CH9
88	Refused	CH9
99	Don't Know	CH9

CH8. Do you recall the units for the efficiency rating of the new chiller(s)? [RECORD UNITS]

&UNITS	Units (SPECIFY)	CH9
77	Other (specify)	CH9
88	Refused	CH9
99	Don't Know	CH9

CH9. How do you distinguish between high efficiency and standard efficiency?

1	Contractor	CH13
2	Utility recommendation	CH13
3	Efficiency rating	CH13
4	KW/ton	CH13
5	Coefficient of performance / COP	CH13
6	Energy efficiency ratio / EER	CH13
7	Supplier	CH13
8	Manufacturer	CH13
77	Other (SPECIFY)	CH13
99	Don't Know	CH13

CH13. Did you install the CHILLER(S) before or after the On-Site Audit on &SURV_DATE?

1	Before	CH11
2	After	CH15
77	Other (SPECIFY)	CH15
88	Refused	C5
99	Don't Know	C5

CH15. Was COOLING_TECH1 one of the recommendations made in the On-Site Audit?

1	Yes	CH16
2	No	CH16
88	Refused	CH16
99	Don't Know	CH16

CH16. Regarding COOLING_TECH1, on a scale of 1-10, with 1 being *NOT* Influential and 10 being *VERY* Influential, how much did the On-Site Audit influence you to install that cooling equipment?

1	Rating	CH11
77	Other (SPECIFY)	CH11
88	Refused	CH11
99	Don't Know	CH11

CH11. What is the total combined capacity, in tons, of all the new chillers installed? [IF NEEDED: PLEASE TELL ME THE CAPACITY IN TONS]

#	NUMBER	C5
8888	Refused	C5
9999	Don't Know	C5

Besides chillers (where COOLING_TECH1=6), for the first two other cooling measures mentioned, loop through to (and including) C16.

ASK IF C3= 1, 2, 3, 4, 5, 7, 8, 9, 11, 71, 72, 12, 13, 14, 71, 72; ELSE SKIP TO C13

C5. Regarding the COOLING_TECH1 how many &C_TECH1B were installed at &SERV_ADDR?

#	NUMBER	C6
777	Other (SPECIFY)	C6
888	Refused	C6
999	Don't Know	C6

ASK IF C3 = 1,2,3,5,71,72; else skip to C13

C6. Please tell me the combined capacity, in tons, of all the new COOLING_TECH1 that were installed?

#	NUMBER	C7
777	Other (SPECIFY)	C7
888	Refused	C7
999	Don't Know	C7

IF C3 = 1, 2, 3, 71, 72

C7. Was/were the COOLING_TECH1 that you installed standard or high efficiency?

[CR080-P923]

[2002 : NP]

1	Standard efficiency	C9
2	High efficiency	C9
77	Other (SPECIFY)	C9
88	Refused	C13
99	Don't know	C13

If C3 = 1,2,3,71,72

C9. Do you recall the efficiency rating of COOLING_TECH1? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as EER)) [RECORD VALUE]

&VAL	Value	C10
77	Other (SPECIFY)	C11
88	Refused	C11
99	Don't know	C11

C10. Do you recall the units for the efficiency rating of COOLING_TECH1 (such as EER)? [RECORD UNITS]

&UNITS	Units	C13
77	Other (SPECIFY)	C11
88	Refused	C11
99	Don't know	C11

If does not recall the value and units...

C11. How do you distinguish between an energy efficient air conditioner and a standard efficiency air conditioner? [DON'T READ]

1	Contractor		C13
2	SEER/ Seasonal Energy Efficiency Rating		C13
3	Utility recommendation, rebate		C13
4	EER/Energy Efficiency Rating		C13
5	Energy Star Label		C13
77	Other (SPECIFY)		C13
88	Refused		C13
99	Don't know		C13

C13. Did you install COOLING_Tech1 before or after the &SURV_TYPE audit on &SURV_DATE?

1	Before		C18
2	After		C15
77	Other (SPECIFY)		C15
88	Refused		C15
99	Don't Know		C15

C15. Was COOLING_Tech1 one of the recommendations made in the &SURV_TYPE audit?

1	Yes		C16
2	No		C16
88	Refused		C16
99	Don't Know		C16

C16. Regarding COOLING_Tech1, on a scale of 1-10, with 1 being *NOT* Influential and 10 being *VERY* Influential, how much did the &SURV_TYPE audit influence you to install that cooling equipment?

1	Rating		C18
77	Other (SPECIFY)		C18
88	Refused		C18
99	Don't Know		C18

END OF LOOP FOR INDIVIDUAL COOLING EQUIPMENT PURCHASES

Thank you for discussing each cooling equipment purchase that you've made since January 2003. Please consider all of these cooling equipment purchases when answering these next questions.

C18. Did you receive a Rebate for the purchase of the cooling equipment we just discussed?

1	Yes		C19
2	No		C31
77	Other (SPECIFY)		C31
88	Refused		C31
99	Don't Know		C31

C19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate		C31
2	Yes, SPC rebate		C31
3	No		C31
77	Other (SPECIFY)		C31
88	Refused		C31
99	Don't Know		C31

C31. Besides the Audit program, what or who else was influential in the decision to install the air conditioning equipment we just discussed?
 [CR40-P923] [DO NOT READ] [SELECT ALL THAT APPLY]
 [2002 : NP]

1	Energy Equipment Contractors and Installers (e.g. lighting, HVAC)	C17
2	Energy Service Companies, often referred to as ESCOs	C17
3	Your electric utility (e.g. PG&E, SCE, SDG&E)	C17
4	Equipment Manufacturers	C17
5	Corporate policies	C17
6	Corporate management	C17
7	Made decision on my own	C17
8	In-house staff	C17
77	Other (SPECIFY)	C17
88	Refused or not applicable	C17
99	Don't Know	C17

OPTIONAL NET QUESTION

C17. If you had not participated in the Energy Audit program, which of the following best describes what your company would have done:
 [Q58-1999 Part Survey] [READ ALL]
 [2002 : PART, NP]

1	NOT installed the cooling equipment we just discussed	C33
2	Installed exactly the same cooling equipment	C33
3	Chosen standard or less efficient options	C33
4	Installed the same cooling equipment, but at a later date	C33
77	Other (SPECIFY)	C33
88	Refused	C33
99	Don't know	C33

C33. Were there any cooling equipment recommendations made in &SURV_TYPE audit that you decided not to install or that have not yet been installed??

1	Yes	C35
2	No	C36
77	Other (SPECIFY)	C36
88	Refused	C36
99	Don't Know	C36

C35 What are the primary reasons you have not implemented these cooling equipment recommendations (to date)? (CHECK ALL THAT APPLY) [DO NOT READ]

1	Product was not available	C36
2	Could not find a service provider	C36
3	Amount of savings did not justify added investment costs	C36
4	Other priorities for capital spending	C36
5	Do not have enough money	C36
77	Other (SPECIFY)	C36
88	Refused or not applicable	C36
99	Don't Know	C36

C36. Do you have any plans to install any high efficiency cooling equipment within the next year?

1	Yes	C37
2	No	G1
77	Other (SPECIFY)	G1
88	Refused	G1
99	Don't Know	G1

C37. What are the cooling equipment that you plan to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any other cooling equipment you plan to install within the next year?"

1	Split system (two components; compressor is separate from the supply air fan)		G1
2	Packaged systems (one component)		G1
3	Package Terminal A/C (e.g., Hotel/Motel units)		G1
4	Remote Condensing Unit		G1
5	Evaporative coolers (swamp coolers)		G1
6	Water Chiller		G1
7	Evaporative Condenser		G1
8	Cooling Tower		G1
9	Adjustable Speed Drives		G1
10	Energy Management System		G1
11	Reflective Window Film		G1
12	HVAC Controls: Bypass Timer		G1
13	HVAC Controls: Time Clock		G1
14	HVAC Controls: Set-Back Programmable Thermostat		G1
15	Thermal Energy Storage (Ice Storage, Chilled Water Storage) System		G1
71	Individual A/C or Heat Pump Units (e.g., Rooftop units, Unitary Equipment, Central A/C with multiple/single unit) NOTE:(ask if split or package system)		G1
72	Window/Wall Air-Conditioning Units		G1
77	Other (SPECIFY)		G1

GAS APPLIANCES

G1. Since January 2003, did you install any gas appliances at your facility, such as a boiler, water heater, furnace, or gas booster for dishwashers?

[GS020-P923]

[2002 : NP]

1	Yes	G3
2	No Change	G33
88	Refused	G33
99	Don't Know	G33

G3. What types of gas appliances were installed? [DO NOT READ] [AFTER EACH RESPONSE, PROMPT WITH, "Did you install any other gas appliances at your facility since January 2003?"]
 [GS099-P923]
 [2002 : NP]

[SELECT ALL THAT APPLY]

1	Boilers	G5
2	Water heaters	G5
3	Furnaces	G5
4	Gas boosters for dishwasher	G5
77	Other (specify)	G5
99	Don't know /refused	IF <u>ONLY</u> 99 THEN SKIP TO G33 G33

For the first two gas appliances mentioned, ask G5 through G16

G5 How many GASAPP1 did you install?

&num	Number	G7
99	Don't know /refused	G7

G7. Was GASAPP1 that you installed standard or high efficiency?

[GS080-P923]

[2002 : NP]

1	Standard efficiency	G9
2	High efficiency	G9
88	Refused	G13
99	Don't know	G13

IF G3 in (1,2,3)

G9 Do you recall an efficiency rating for GASAPP1? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as AFUE)) [RECORD VALUE]

&VAL	Rating (SPECIFY)	G10
77	Other (SPECIFY)	G11
88	Refused	G11
99	Don't Know	G11

G10 Do you recall the units for the efficiency rating of GASAPP1 (such as AFUE)? [RECORD UNITS]

&UNIT	Units (SPECIFY)	G13
77	Other (SPECIFY)	G11
88	Refused	G11
99	Don't Know	G11

If does not recall value and units

G11. How do you distinguish between an energy efficient and a standard efficiency GASAPP1? [DON'T READ]

1	Contractor		G13
2	It's new, so efficient		G13
3	AFUE (Annual Fuel Utilization Efficiency)		G13
4	Energy Star Label		G13
5	EF/Energy Factor		G13
6	RE/Recovery Efficiency		G13
7	Efficiency Rating		G13
8	Utility recommendation, rebate		G13
77	Other (specify)		G13
88	Refused		G13
99	Don't know		G13

G13 Did you install GASAPP 1] before or after the &SURV_TYPE audit on &SURV_DATE?

1	Before		G18
2	After		G15
77	Other (SPECIFY)		G15
88	Refused		G15
99	Don't Know		G15

G15. Was GASAPP 1 one of the recommendations made in the &SURV_TYPE audit?

1	Yes		G16
2	No		G16
77	Other (SPECIFY)		G16
88	Refused		G16
99	Don't Know		G16

G16. Regarding GASAPP1, on a scale of 1-10, with 1 being *NOT* Influential and 10 being *VERY* Influential, how much did the &SURV_TYPE audit influence you to install that gas equipment?

1	Rating		G18
88	Refused		G18
99	Don't Know		G18

END OF LOOP FOR INDIVIDUAL GAS PURCHASES

Thank you for discussing each gas appliance purchase that you've made since January 2003. Please consider all of these gas appliance purchases when answering these next questions.

G18. Did you receive a Rebate for the purchase of the gas equipment we just discussed?

1	Yes		G19
2	No		G31
77	Other (SPECIFY)		G31
88	Refused		G31
99	Don't Know		G31

G19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate		G31
2	Yes, SPC rebate		G31
3	No		G31
77	Other (SPECIFY)		G31
88	Refused		G31
99	Don't Know		G31

G31. Besides the Audit program, what or who else was influential in the decision to install the gas appliance(s) we just discussed?

[CR40-P923] [DO NOT READ] [SELECT ALL THAT APPLY]

[2002 : NP]

1	Energy Equipment Contractors and Installers (e.g. lighting, HVAC)	G17
2	Energy Service Companies, often referred to as ESCOs	G17
3	Your electric utility (e.g. PG&E, SCE, SDG&E)	G17
4	Equipment Manufacturers	G17
5	Corporate policies	G17
6	Corporate management	G17
7	Made decision on my own	G17
8	In-house staff	G17
77	Other (SPECIFY)	G17
88	Refused or not applicable	G17
99	Don't Know	G17

NET QUESTION

G17. If you had not participated in the Energy Audit program, which of the following best describes what your company would have done:

[Q58-1999 Part Survey] [READ ALL]

[2002 : PART, NP]

1	NOT installed this gas equipment	G33
2	Installed exactly the same gas equipment	G33
3	Chosen standard or less efficient options	G33
4	Installed the same gas equipment, but at a later date	G33
77	Other (SPECIFY)	G33
88	Refused	G33
99	Don't know	G33

G33. Were there any gas appliance recommendations made in &SURV_TYPE audit that you decided not to install or that have not yet been installed??

1	Yes	G35
2	No	G36
77	Other (SPECIFY)	G36
88	Refused	G36
99	Don't Know	G36

G35. What are the primary reasons you have not implemented these gas equipment recommendations (to date)? (CHECK ALL THAT APPLY) [DO NOT READ]

1	Product was not available	G36
2	Could not find a service provider	G36
3	Amount of savings did not justify added investment costs	G36
4	Other priorities for capital spending	G36
5	Do not have enough money	G36
77	Other (specify)	G36
88	Refused or not applicable	G36
99	Don't Know	G36

G36. Do you have any plans to install any high efficiency gas appliances within the next year?

1	Yes	G37
2	No	OT1
77	Other (SPECIFY)	OT1

88	Refused	OT1
99	Don't Know	OT1

G37. What gas appliance do you plan to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any other gas appliances you plan to install within the next year?"

[SELECT ALL THAT APPLY]

1	Boiler	OT1
2	Water heater	OT1
3	Furnace	OT1
4	Gas booster for dishwasher	OT1
77	Other (specify)	OT1
99	Don't know/refused	OT1

OTHER CHANGES

OT1. Besides what we have already covered, since January 2003, have you added or replaced other equipment that is expected to significantly affect overall energy consumption?

[OTH20-P923]

[2002 : NP]

1	Yes	OT3
2	No	OT33
88	Refused	OT33
99	Don't know	OT33

IF OT1 = 1

OT3. Which of the following types of equipment were installed since January 2003? (READ FIRST FIVE THEN ASK FOR OTHER)

[OTH5-P923]

[2002 : NP]

1	Food Service Equipment	OT5
2	Water Heating Equipment	OT5
3	Outdoor Lighting Equipment	OT5
4	Refrigeration Equipment	OT5
5	Motors	OT5
77	Other (SPECIFY) – 1 st mention	OT5
78	Other (SPECIFY) – 2 nd mention	OT5
79	Other (SPECIFY) – 3 rd mention	OT5
88	Refused	OT33
99	Don't Know	OT33

IF ONLY 99 THEN SKIP TO OT33

For the first two equipment mentioned, ask OT5 through OT11

OT5_1. Please describe the type(s) of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT5_2
99	Refused/Don't Know	OT5_2

OT5_2. Please describe the quantity(s) of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT5_3
99	Refused/Don't Know	OT5_3

OT5_3. Please describe the efficiency level of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT7
99	Refused/Don't Know	OT7

OT7. Did you install &OTHEREQUIP1 before or after the &SURV_TYPE audit on &SURV_DATE?

1	Before	OT18
2	After	OT9
77	Other (SPECIFY)	OT9
88	Refused	OT9
99	Don't Know	OT9

OT9. Was &OTHEREQUIP1 one of the recommendations made in the &SURV_TYPE audit?

1	Yes	OT11
2	No	OT11
77	Other (SPECIFY)	OT11
88	Refused	OT11
99	Don't Know	OT11

OT11. Regarding OTHEREQUIP1, on a scale of 1-10, with 1 being *NOT* Influential and 10 being *VERY* Influential, how much did the &SURV_TYPE audit influence you to install that equipment?

&rat	Rating (SPECIFY)	OT18
99	Refused/Don't Know	OT18

END OF LOOP FOR INDIVIDUAL OTHER EQUIPMENT PURCHASES

Thank you for discussing these additional purchases that you've made since January 2003. Please consider all of these purchases together when answering these next questions.

OT18. Did you receive a Rebate for the purchase of the equipment we just discussed?

1	Yes	OT19
2	No	OT31
77	Other (SPECIFY)	OT31
88	Refused	OT31
99	Don't Know	OT31

OT 19. Was this rebate though &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	OT31
2	Yes, SPC rebate	OT31
3	No	OT31
77	Other (SPECIFY)	OT31
99	Refused	OT31
99	Don't Know	OT31

OT31. Besides the Audit program, what or who else was influential in the decision to install the equipment we just discussed?

[CR40-P923] [DO NOT READ]

[2002 : NP]

1	Energy Equipment Contractors and Installers (e.g. lighting, HVAC)	OT17
2	Energy Service Companies, often referred to as ESCOs	OT17
3	Your electric utility (e.g. PG&E, SCE, SDG&E)	OT17
4	Equipment Manufacturers	OT17
5	Corporate policies	OT17
6	Corporate management	OT17

7	Made decision on my own	OT17
8	In-house staff	OT17
77	Other (SPECIFY)	OT17
88	Refused or not applicable	OT17
99	Don't Know	OT17

NET QUESTIONS

OT17. If you had not participated in the Energy Audit program, which of the following best describes what your company would have done:

[Q58-1999 Part Survey] [READ ALL]

[2002 : PART, NP]

1	NOT installed this equipment	OT33
2	Installed exactly the same equipment	OT33
3	Chosen standard or less efficient options	OT33
4	Installed the same equipment, but at a later date	OT33
77	Other (SPECIFY)	OT33
88	Refused	OT33
99	Don't know	OT33

OT33. Besides what we've already discussed, were there any other recommendations made in &SURV_TYPE audit that have not yet been installed??

1	Yes	OT35
2	No	OT36
77	Other (SPECIFY)	OT36
88	Refused	OT36
99	Don't Know	OT36

OT35. What are the primary reasons you have not implemented these other recommendations (to date)?
[Check all that apply] [DO NOT READ]

1	Product was not available	OT36
2	Could not find a service provider	OT36
3	Amount of savings did not justify added investment costs	OT36
4	Other priorities for capital spending	OT36
5	Do not have enough money	OT36
77	Other (specify)	OT36
88	Refused or not applicable	OT36
99	Don't Know	OT36

OT36. Do you have any plans to install any other high efficiency equipment within the next year that we have not yet discussed?

1	Yes	OT37
2	No	CN1
77	Other (SPECIFY)	CN1
88	Refused	CN1
99	Don't Know	CN1

OT37. Please describe the equipment you plan to install within the next year.

[Record Multiple] PROMPT AFTER EACH RESPONSE WITH "Is there any other high efficiency equipment you plan to install within the next year?"

77	Other (SPECIFY) 1	CN1
78	Other (SPECIFY) 2	CN1
79	Other (SPECIFY) 3	CN1
88	Refused	CN1
99	Don't Know	CN1

Conservation

I'm going to continue by discussing any actions your business may have taken to reduce or manage your energy use. We're going to start with energy conservation actions that you do every day to reduce your overall energy usage without changing or adding new equipment

CN1. Other than installing new equipment, have you taken any energy conservation actions since January 2003 to reduce your overall energy use, such as routinely turning off lights or setting the thermostat higher when using the air conditioner?

[CON10-P923]
[2002 : PART, NP]

1	Yes	CN3
2	No	P3
88	Refused	P3
99	Don't know	P3

CN3. What energy conservation actions have you taken? [SELECT ALL THAT APPLY] [DO NOT READ] [PROMPT AFTER EACH RESPONSE WITH, "Have you taken any other energy conservation actions?"]

[CON20-P923]
[2002 : PART, NP]

1	Turn off office equipment such as PCs, monitors, printers and copiers when not in not at night and during the weekend	CN5
2	Set thermostats lower when heating and higher when using the air conditioning	CN5
3	Schedule high electrical energy-use processes during off-peak periods where feasible.	CN5
4	Turn off any lights that are not being used, for example, unused offices and conference	CN5
5	Turn down the remaining lighting levels if you can	CN5
6	(If available) Use dimmer switches to lower lights	CN5
7	Set air conditioning thermostats to pre-cool spaces at off-peak times	CN5
8	Establish a system to alert employees of expected high demand days including, but not limited to E-mail, voice mail, or public address announcement to all employees	CN5
9	Reprogram energy management system (EMS) schedule	CN5
10	Turn off your computer if you are out of the office for more than a few minutes	CN5
11	Set computer to low power standby mode	CN5
12	Turn off personal appliances , such as coffee pots and radios	CN5
13	Use e-mail to distribute documents instead of faxes and copiers	CN5
14	Make copies double-sided	CN5
15	Wear comfortable business attire. Dress appropriately for warmer temperatures	CN5
16	Run backup generator at times of peak demand	CN5
17	Other (SPECIFY)	CN5

If consmeas not null, else skip to P3

CN5. Which of these conservation actions would you say you **started** as a result of the &SURV_TYPE audit on &SURV_DATE? [READ **BOLD** DESCRIPTION ABOVE AND SELECT ALL THAT APPLY]

1	&Cons1	CN17
2	&Cons2	CN17
3	&Cons3	CN17
4	&Cons4	CN17
5	&Cons5	CN17
6	&Cons6	CN17
88	Refused	CN17
99	Don't Know	CN17

If CN1=1

CN17. By roughly how much do you think the conservation actions you've taken have reduced your overall energy usage?

[CON25-P923]

[2002 : PART, NP]

1	0 to 5 percent	P3
2	6 to 10 percent	P3
3	11 to 15 percent	P3
4	16 to 20 percent	P3
5	21 to 30 percent	P3
6	More than 30 percent	P3
88	Refused	P3
99	Don't know	P3

Participation and Satisfaction

P3. What were the primary reasons your company participated in the 2003 Energy Audit program? [DO NOT READ CATEGORIES; ACCEPT MULTIPLES]

[Q17-1999 Part Survey]

[2002 : PART]

1	To identify ways to save energy	S1
3	To Save money on electric bills	S1
4	Because the program was sponsored by a utility	S1
5	Because a utility rep showed up and offered to do the audit for free	S1
6	Energy crisis	S1
7	Helping protect the environment	S1
8	Previous experience with other utility programs	S1
9	Recommended by utility account reps	S1
10	Recommended by contractors	S1
11	Participation in previous years	S1
12	Was looking for information about utility energy efficiency programs	S1
13	Called &UTILITY to learn more about energy efficiency rebate programs	S1
14	Was planning to complete an energy efficiency project and found out about the energy audit program	S1
77	Other (SPECIFY)	S1
88	Refused	S1
99	Don't know	S1

S1. On a scale of 1 to 10, where 1 is very unsatisfied and 10 is very satisfied, please rate your overall satisfaction with &UTILITY?

#	Rating	S3
77	Other (verbal characterization)	S5
88	Refused	S5
99	Don't know	S5

S3. Why do you say that?

#	Record Verbatim	S5
88	Refused	S5
99	Don't know	S5

S5. On a scale of 1 to 10, where 1 is very unsatisfied and 10 is very satisfied, please rate your overall satisfaction with the 2003 Energy Audit program?

#	Rating	S6
77	Other (verbal characterization)	S11
88	Refused	S11
99	Don't know	S11

S6. Why do you say that?

#	Record Verbatim	S8
88	Refused	S8
99	Don't know	S8

OPTIONAL

If S5 greater than or equal to 6 then ask, else skip to S11

S8. Was there anything about the energy audit program that you were dissatisfied with?

1	Yes	S9
2	No	S11
88	Refused	S11
99	Don't know	S11

S9. Can you please describe what you were dissatisfied with and why? [ALLOW MULTIPLE, PROBE AFTER EACH RESPONSE: "Was there anything else?"]

1	Record Verbatim	S11
88	Refused	S11
99	Don't know	S11

S11. As part of the 2003 Energy Audit program a set of energy efficiency recommendations are provided to participating customers, often in a written or electronic report. On a scale from 1 to 10 where 10 is VERY SATISFIED, please rate your satisfaction with the overall QUALITY of the energy audit REPORT that you received?

#	Rating	S13
77	Other (verbal characterization)	S13
88	Refused	S13
99	Don't know	S13

S13. On a scale from 1 to 10, where 1 is NOT CREDIBLE and 10 is VERY CREDIBLE please rate your satisfaction with the CREDIBILITY of the recommendations that you received? [IF NEEDED: In other words, how RELIABLE did you find the recommendations and the associated costs and savings estimates?]

#	Rating	S15
77	OTHER (verbal characterization)	S15
88	Refused	S15
99	Don't Know	S15

S15. Which of the following best describes the degree to which you found the recommendations, CUSTOMIZED and RELEVANT to your particular needs...
[READ OPTIONS]

1	Very customized and relevant to my facility and energy use	S25
2	Reasonably Customized.	S25
3	Somewhat Customized	S25
4	Too General, didn't seem particularly relevant	S25
5	Extremely general, didn't seem relevant at all	S25
77	OTHER (verbal characterization)	S25
88	Refused	S25
99	Don't Know	S25

S25. How useful was the Energy Audit in helping you to make energy management decisions. Please rate on a scale from 1 to 10, where 1 is NOT USEFUL AT ALL and 10 is VERY USEFUL.

#	Rating	S26
77	Other (verbal characterization)	S26
88	Refused	S26
99	Don't know	S26

S26. Besides the Energy Audit, what other sources of information do you use to inform energy management decisions?

77	Other (SPECIFY) – 1 st mention	S27
78	Other (SPECIFY) – 2 nd mention	S27
79	Other (SPECIFY) – 3 rd mention	S27
88	Refused	S27
99	Don't Know IF <u>ONLY</u> 99 THEN SKIP TO OT33	S27

S27. Do you consider these other sources to be more useful, less useful or the same as the audit?

1	Energy audit is MORE USEFUL	S27b
2	Energy audit is LESS USEFUL	S27b
3	The SAME	S27b
77	Other (SPECIFY)	S27b
88	Refused	S28
99	Don't Know IF <u>ONLY</u> 99 THEN SKIP TO OT33	S28

S27b. Why do you say that?

1	Record Verbatim	S28
88	Refused	S28
99	Don't know	S28

S28. How knowledgeable are you about energy efficient products that are available and how they'll perform? Please give me a rating from 1 to 10, where 1 means you aren't knowledgeable at all, and 10 means you are fully knowledgeable.

[DM108-P861]

[2002 : PART, NP]

#	Rating	S29
77	Other (or verbal characterization)	S29
88	Refused	S29
99	Don't Know	S29

S29. How about your energy efficiency knowledge BEFORE participating the Energy Audit program? [IF NEC: using the same 10 point scale?]

#	Rating	S30
77	Other (or verbal characterization)	S30
88	Refused	S30
99	Don't Know	S30

S30. How likely will you be to actively consider energy-efficient products when installing or replacing equipment for your business in the future? Please give me a rating from 1 to 10, where 10 means you're EXTREMELY likely to consider energy-efficient products.

[Q49-1999 Part survey]

[2002 : PART, NP]

#	Rating	S31
77	Other (or verbal characterization)	S31
88	Refused	S31
99	Don't Know	S31

S31. Do you have any suggestions for improving the Energy Audit process, experience or report? [IF YES: What are they?]

1	NONE	F1
77	Record Verbatim	F1
88	Refused	F1
99	Don't know	F1

FIRMOGRAPHICS

F1. What would you estimate the total indoor square footage of your facility at this location to be...?

[Q84-P923]

[2002 : PART, NP]

1	Less than 2,500 square feet	F5
2	2,500 but less than 5,000 square feet	F5
3	5,000 but less than 10,000 square feet	F5
4	10,000 but less than 20,000 square feet	F5
5	20,000 but less than 50,000 square feet	F5
6	50,000 but less than 100,000 square feet	F5
7	Ag/Non-facility – Outdoors	F5
99	Don't know	F5

F5. Which of the following categories describes the number of employees your firm has at this location?

[Q83-P923]

[2002 : PART, NP]

1	1 to 5	F10
2	6 to 10	F10
3	11 to 20	F10
4	21 to 50	F10
5	51 to 100	F10
6	Or, over 100	F10
88	[DO NOT READ:] Refused	F10
99	[DO NOT READ:] Don't know	F10

F10. How many locations does your firm have in California?

[Q91-P923]

[2002 : PART, NP]

1	1	F15
2	2 to 4	F15
3	5 to 10	F15
4	11 to 25	F15
5	Over 25	F15
88	[DO NOT READ:] Refused	F15
99	[DO NOT READ:] Don't know	F15

F15. What is the main activity at your business?

[Q0-P923]

[2002 : PART, NP]

1	Office	F20
2	Retail (non-food)	F20
3	College/university	F20
4	School	F20
5	Grocery store	F20
6	Convenience store	F20
7	Restaurant	F20
8	Health care/hospital	F20

9	Hotel or motel	F20
10	Warehouse	F20
11	Personal Service	F20
12	Community Service/Church/Temple/Municipality	F20
13	Industrial Process/Manufacturing/Assembly	F20
14	Condo Assoc/Apartment Mgmt	F20
15	Agriculture	F20
77	Other (SPECIFY)	F20
88	Refused	F20
99	Don't Know	F20

F20. Is a language other than English spoken at your business?
[2002 : PART, NP]

1	Yes	F25
2	No	End
88	Refused	End
99	Don't know	End

F25. Other than English, what language is primarily spoken at your business? [ACCEPT ONE ANSWER]
[2002 : PART, NP]

1	Spanish	End
2	Chinese	End
3	Korean	End
4	Vietnamese	End
5	Japanese	End
6	Indian	End
77	Other (SPECIFY)	End
88	Refused	End
99	Don't know	End

End. On behalf of &UTILITY, thank you very much for you time today.

Appendix F.
Small and Very Small Nonparticipant Survey Instrument

Small and Very Small Customer Nonparticipant Survey 2003 Statewide Nonresidential Audit Program Evaluation

NONPARTICIPANT INTRODUCTION

Q1. Hello, this is <INTERVIEWER NAME> calling from Quantum Consulting on behalf of [&UTILITY].

May I please speak with the person at your location who is most knowledgeable about decisions affecting your energy using equipment such as cooling and lighting systems?

1	No, this person is not available right now	appoint
2	Yes	S1
77	No, Other reason (specify)	Q2
88	Refused	T&T
99	Don't know	T&T

This is a fact-finding survey only – we are NOT interested in selling anything, and responses will not be connected with your firm in any way. Your electric utility, wants to better understand how businesses think about and manage their energy consumption.

The four investor-owned utilities in California are cooperating on this important study, authorized by the California Public Utilities Commission, to better understand how businesses like yours think about and manage their energy consumption. Your input is very important to the utilities and to the Commission.

[DO NOT RECORD INFORMATION FOR INDIVIDUAL AT SOME OTHER BUILDING OR LOCATION. WE WANT THE INDIVIDUAL MOST KNOWLEDGEABLE ABOUT THIS LOCATION, EVEN IF BUILDING IS OWNED BY OFF-SITE MANAGER.]

[WHEN CORRECT RESPONDENT IS ON-LINE (REPEAT AS NEEDED WHEN CURRENT INDIVIDUAL IS BEST CONTACT):]

Q2. Hello, this is <INTERVIEWER NAME> calling from Quantum Consulting on behalf of [UTILITY]. I understand you are the person at your location that is most knowledgeable about decisions affecting the energy using equipment, such as cooling and lighting.

Today we're conducting a very important study on the needs and perceptions of firms like yours, how businesses like yours think about and manage their energy consumption. This survey should take no more than about 15 or 20 minutes, and it's an important opportunity to make sure your views are represented. We believe you'll find it quite interesting.

[IF NEEDED:] Can I confirm that you're responsible for making energy-related decisions for your firm at [ADDRESS]??

[IF NEEDED:] The four investor-owned utilities in California are cooperating on this important study, authorized by the California Public Utilities Commission, to better understand how businesses like yours think about and manage their energy consumption. Your input is very important to the utilities and to the Commission.

1	Current individual is best contact	S1
2	Transferred to best contact	Repeat Q2 w/best contact
3	Given best contact's name and number	Record for future contact
99	Don't know /refused	Thank & terminate

Screener

Before we get started, let me just ask you a few questions to see if you qualify for our survey:

If & UTILITY ne SoCalGas

S1. What is the name of your electric utility company?

[2002 : Part, NP]

1	PG&E	S3
2	SCE/Edison	S3
3	SDG&E	S3
77	Other (specify)	T&T
88	Refused	T&T
99	Don't know	T&T

S3. To the best of your knowledge, has the facility located at [ADDRESS] received a [UTILITY]-sponsored energy audit within the past 3 years?

1	Yes	T&T
2	No	R5
88	Refused	R5
99	Don't know	R5

R5. Does your business own or lease the facility?

[Q3-P923]

[2002 : PART, NP]

1	Own	A25
2	Lease/rent	A25
99	DK/NA/refused	A25

Audit Marketing / Sources of Awareness

A25. Are you aware of programs or resources provided by [UTILITY] in 2003 that were designed to promote energy efficiency for businesses like yours. [IF YES] What types of programs can you recall? [RECORD ALL MENTIONS] [After each response prompt with "Can you recall any others?"]

[Q5a-1999 Part Survey]

[2002 : Part, NP]

1	Express Efficiency	A53
2	SPC / Stanford Performance Contracting	A53
3	Business energy audits	A54
4	Distributor incentives	A53
5	Rebate (unspecified)	A53
6	No, not aware of any programs	A53
77	Other programs (SPECIFY) _____	A53
88	Refused	A53
99	Don't know	A53

Ask if A25 ne 3, else go to A54

A53. Are you aware of [UTILITY]-sponsored energy audits? [IF NEEDED] An audit involves answering questions about your business and its energy use, then receiving a set of energy efficiency recommendations.

[2002 : Part, NP]

1	Yes	A54
2	No	L1
88	Refused	L1
99	Don't know	L1

A54. How did you first learn about the [UTILITY] audits? [ACCEPT MULTIPLES]
[2002 : Part, NP]

1	Respondent approached contractor/ESCO/A&E firm/other 3 rd party	A55
2	Respondent approached utility concerning another matter and learned about the program	A55
3	Contacted by utility rep	A55
4	Contacted by contractor/ESCO/A&E firm/other 3 rd party	A55
5	Utility brochure in mail	A55
6	Bill insert	A55
7	Word-of-mouth from friend or co-workers within the company	A55
8	Word-of-mouth from friends or other business associates outside the company	A55
9	Television, radio, newspaper ad	A55
10	Magazine or trade journal	A55
11	Participation in previous years	A55
12	Manufacturer information/suggestion	A55
77	Other (SPECIFY) _____	A55
88	Refused	A55
99	Don't know	A55

IF AWARE:

A55. What are the primary reasons you have not yet participated in the &Utility Energy Audit program?
[DO NOT READ CATEGORIES; ACCEPT MULTIPLES]

1	Have not had time	L1
2	Don't believe it would be worthwhile use of time	L1
3	Not interested in Saving energy	L1
4	Received Audit service from another firm	L1
5	Plan to participate soon	L1
77	Other (SPECIFY) _____	L1
88	Refused	L1
99	Don't know	L1

HE Equipment

One way that businesses can reduce their energy use is to install more energy efficient equipment. Since one of the factors that influences energy use is the kind of lighting, cooling, and other equipment a business has, we would like to ask you about any equipment purchases you have made since January 2003.

LIGHTING

L1. Since January 2003, have you made any changes in indoor lighting equipment at &SERV_ADDR other than the routine replacement of burned out bulbs? This would include changes to fixtures or ballasts, and the addition of reflectors or lighting controls.

[BR020-P923]

[2002 : NP]

1	Yes	L3
2	No Change	L36
88	Refused	L36
99	Don't Know	L36

IF L1 = 1

L3. What type of fixtures, ballasts or lighting controls were installed as part of the lighting retrofit? [SELECT ALL THAT APPLY, AFTER EACH RESPONSE, PROMPT WITH,] Did you install any other reflectors, lighting controls, or lighting fixtures since January 2003?" [SELECT ALL THAT APPLY] [DO NOT READ]

[BR099-P923]

[2002 : NP]

L_Tech1B Definition

1	T8 fluorescent fixtures (1" diameter bulbs)	Fixtures	L5
2	T10 fluorescent fixtures	Fixtures	L5
3	T12 Fixtures (1.5" diameter bulbs)	Fixtures	L5
4	HID (High Density Discharge) Fixtures, Compact	Fixtures	L7
5	Compact Fluorescent, Screw-in Modular	Lamps	L7
6	Compact Fluorescent, Hardwire	Lamps	L7
7	Incandescent	Lamps	L7
8	Exit Signs, Compact Fluorescent	Fixtures	L7
9	Exit Signs, LED	Fixtures	L7
10	Halogen	Fixtures	L7
11	Install Reflectors	Reflectors	L7
12	Electronic Ballast	Ballasts	L7
13	Magnetic Ballast	Ballasts	L7
14	Lighting Controls, Time Clock	Timers	L7
15	Lighting Controls, Occupancy Sensor	Sensors	L7
16	Lighting Controls, Bypass/Delay Timers	Timers	L7
17	Lighting Controls, Photocell	Photocells	L7
18	Other Fluorescent	Fixtures	L7
19	Fat/Thick Tubes	Fixtures	L5
20	Skinny/Thin Tubes	Fixtures	L5
21	T5 Fixtures (5/8" diameter)	Fixtures	L5
22	Delamping – Fluorescent tubes	Bulbs	L5_D
23	Delamping – Other Lighting	Bulbs	L6_B
77	Other (PLEASE SPECIFY)	-	L7
88	Refused	-	L17
99	Don't know	IF <u>ONLY</u> 99 THEN SKIP TO L29	L17

For the first two lighting measures mentioned, loop through to (and including) L9.

If L3 in (1, 2, 3, 19, 20, 21) ASK L5 and L6, ELSE SKIP to L7

L5. Regarding LIGHTING_Tech1 how long are the fluorescent tubes, 2 feet, 4 feet, 6 feet, or 8 feet long?

[IF MULTIPLE LENGTHS ENTER IN "OTHER SPECIFY" CATEGORY]

1	2 foot		L6
2	4 foot		L6
3	6 foot		L6
4	8 foot		L6
5	Other (SPECIFY)		L6
88	Refused		L6
99	Don't Know		L6

L6. How many fixtures were retrofitted or replaced as part of the installation of Lighting_Tech1?

1	Number		L9
77	Other (SPECIFY)		L9
88	Refused		L9
99	Don't Know		L9

L7. Regarding LIGHTING_TECH1 how many &L_TECH1B did you install? [RECORD NUMBER]
 [PROBE: IMPORTANT THAT WE GET AT LEAST A ROUGH ESTIMATE OF THE NUMBER OF
 FIXTURES, LAMPS, SENSORS, BALLASTS, OR OTHER UNITS DESCRIBED BY THE RESPONDENT]

1	Number		L9
77	Other (SPECIFY)		L9
88	Refused		L9
99	Don't Know		L9

If LIGHTING_MEASURE 1 ne (5, 6, 7, 14, 15, 16, 17)

L9.Regarding LIGHTING_TECH1 on average how many lamps are there per associated &L_TECH1B?

1	Number		L17
77	Other (SPECIFY)		L17
88	Refused		L17
99	Don't Know		L17

If LIGHTING_MEASURE =22 ASK L5_D and L6_D

L5_D. Regarding the DELAMPING, how long were the fluorescent tubes you removed? ...were they...??
 [IF MULTIPLE LENGTHS ENTER IN "OTHER SPECIFY" CATEGORY]

1	2 foot		L6_D
2	4 foot		L6_D
3	6 foot		L6_D
4	8 foot		L6_D
5	Other (SPECIFY)		L6_D
88	Refused		L6_D
99	Don't Know		L6_D

L6_D. How many fluorescent tubes did you remove?

1	Number		L17
77	Other (SPECIFY)		L17
88	Refused		L17
99	Don't Know		L17

If LIGHTING_MEASURE =23 ASK L6_D

L6_B. How many bulbs did you remove?

1	Number		L17
77	Other (SPECIFY)		L17
88	Refused		L17
99	Don't Know		L17

END OF LOOP FOR INDIVIDUAL LIGHTING EQUIPMENT PURCHASES

Thank you for discussing each lighting purchase that you've made since January 2003. Please consider all of those lighting purchases when answering these next questions.

L17. Did you receive a Rebate for the purchase of the lighting equipment we just discussed?

1	Yes		L19
2	No		L36
77	Other (SPECIFY)		L36
88	Refused		L36
99	Don't Know		L36

L19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	L36
2	Yes, SPC rebate	L36
3	No	L36
77	Other (specify)	L36
88	Refused	L36
99	Don't Know	L36

L36. Do you have any plans to install any high efficiency lighting equipment within the next year?

1	Yes	L37
2	No	C1
88	Refused	C1
99	Don't Know	C1

L37. What types of lighting equipment are you planning to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any other reflectors, lighting controls, or lighting fixtures that you plan to install within the next year?"

1	T8 fluorescent fixtures (1" diameter bulbs)	C1
2	T10 fluorescent fixtures	C1
3	T12 Fixtures (1.5" diameter bulbs)	C1
4	HID (High Density Discharge) Fixtures, Compact	C1
5	Compact Fluorescent, Screw-in Modular	C1
6	Compact Fluorescent, Hardwire	C1
7	Incandescent	C1
8	Exit Signs, Compact Fluorescent	C1
9	Exit Signs, LED	C1
10	Halogen	C1
11	Install Reflectors	C1
12	Electronic Ballast	C1
13	Magnetic Ballast	C1
14	Lighting Controls, Time Clock	C1
15	Lighting Controls, Occupancy Sensor	C1
16	Lighting Controls, Bypass/Delay Timers	C1
17	Lighting Controls, Photocell	C1
18	Other Fluorescent	C1
19	Fat/Thick Tubes	C1
20	Skinny/Thin Tubes	C1
21	T5 Fixtures (5/8" diameter)	C1
77	Other (PLEASE SPECIFY)	C1
88	Refused	C1
99	Don't know	C1

COOLING

C1. Since January 2003, did you make any changes related to cooling at &SERV_ADDR, including air conditioning units, programmable thermostats, or HVAC controls?

[CR020-P923]

[2002 : NP]

1	Yes	C3
2	No Change	C36
88	Refused	C36
99	Don't Know	C36

C3. What types of equipment were installed as part of the cooling retrofit?
 [CR099-P923] [SELECT ALL THAT APPLY] [AFTER EACH RESPONSE PROMPT WITH, "Were there any other types of cooling equipment installed at &SERV_ADDR since January 2003?"]
 [DO NOT READ]
 [2002 : NP]

C_Tech1B Definition

1	Split system air conditioners (two components; compressor is separate from the supply air fan)	Units	C5
2	Packaged air conditioning systems (one component)	Units	C5
3	Package Terminal A/C (e.g., Hotel/Motel units)	Units	C5
4	Remote Condensing Unit	Units	C5
5	Evaporative coolers (swamp coolers)	Units	C5
6	Water Chiller(s)	-	CH1
7	Evaporative Condenser	Units	C5
8	Cooling Tower	Towers	C5
9	Adjustable Speed Drives	Drives	C5
10	Energy Management System	-	C17
11	Reflective Window Film	Square feet of window film	C5
12	HVAC Controls: Bypass Timer	Timers	C5
13	HVAC Controls: Time Clock	Timers	C5
14	HVAC Controls: Set-Back Programmable Thermostat	Thermostats	C5
15	Thermal Energy Storage (Ice Storage, Chilled Water Storage) System	-	
77	Other (SPECIFY)	-	C5
71	Individual A/C or Heat Pump Units (e.g., Rooftop units, Unitary Equipment, Central A/C with multiple/single unit) NOTE:(ask if split or package system)	Units	C5
72	Window/Wall Air-Conditioning Units	Units	C5
88	Refused	IF <u>ONLY</u> 88/99 THEN SKIP TO C36	C36
99	Don't know	IF <u>ONLY</u> 88/99 THEN SKIP TO C36	C36

ASK IF C3=6; ELSE SKIP TO C5

CH1. How many new chillers were installed at &SERV_ADDR?

#	NUMBER	CH3
77	Other (SPECIFY)	CH3
88	Refused	CH3
99	Don't Know	CH3

CH3. What types of new chillers were installed? Are they... [READ CATEGORIES]?

1	Water-cooled	CH5
2	Air-cooled	CH5
77	Other (specify)	CH5
88	Refused	CH5
99	Don't Know	CH5

CH5. Were the new chillers high efficiency or standard efficiency?

1	High Efficiency	CH7
2	Standard Efficiency	CH7
77	Other (SPECIFY)	CH7
88	Refused	CH11
99	Don't Know	CH11

CH7. Do you recall the efficiency rating of the new chiller(s)? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as kW/ton)) [RECORD VALUE]

&VAL	Rating SPECIFY	CH8
77	Other (specify)	CH9
88	Refused	CH9
99	Don't Know	CH9

CH8. Do you recall the units for the efficiency rating of the new chiller(s)? [RECORD UNITS]

&UNITS	Units (SPECIFY)	CH11
77	Other (specify)	CH9
88	Refused	CH9
99	Don't Know	CH9

If does not recall the value and units...

CH9. How do you distinguish between high efficiency and standard efficiency?

1	Contractor	CH11
2	Utility recommendation	CH11
3	Efficiency rating	CH11
4	KW/ton	CH11
5	Coefficient of performance / COP	CH11
6	Energy efficiency ratio / EER	CH11
77	Other (SPECIFY)	CH11
99	Don't Know	CH11

CH11. What is the total combined capacity, in tons, of all the new chillers installed? [IF NEEDED: PLEASE TELL ME THE CAPACITY IN TONS]

#	NUMBER	C5
8888	Refused	C5
9999	Don't Know	C5

Besides chillers (where COOLING_TECH1=6), for the first two other cooling measures mentioned, loop through to (and including) C11.

ASK IF C3= 1, 2, 3, 4, 5, 7, 8, 9, 11, 71, 72, 12, 13, 14, 71, 72; ELSE SKIP TO C18

C5. Regarding the COOLING_TECH1 how many &C_TECH1B were installed at &SERV_ADDR?

#	NUMBER	C6
777	Other (SPECIFY)	C6
888	Refused	C6

999	Don't Know	C6
-----	------------	----

ASK IF C3 = 1,2,3,5,71,72; else skip to C18

C6. Please tell me the combined capacity, in tons, of all the new COOLING_TECH1 that were installed?

#	NUMBER	C7
777	Other (SPECIFY)	C7
888	Refused	C7
999	Don't Know	C7

IF C3 = 1, 2, 3, 71, 72

C7. Was/were the COOLING_TECH1 that you installed standard or high efficiency?

[CR080-P923]

[2002 : NP]

1	Standard efficiency	C9
2	High efficiency	C9
77	Other (SPECIFY)	C9
88	Refused	C18
99	Don't know	C18

If C3 = 1,2,3,71,72

C9. Do you recall the efficiency rating of COOLING_TECH1? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as EER)) [RECORD VALUE]

&VAL	Value	C10
77	Other (SPECIFY)	C11
88	Refused	C11
99	Don't know	C11

C10. Do you recall the units for the efficiency rating of COOLING_TECH1 (such as EER)? [RECORD UNITS]

&UNITS	Units	C18
77	Other (SPECIFY)	C11
88	Refused	C11
99	Don't know	C11

If does not recall the value and units...

C11. How do you distinguish between an energy efficient air conditioner and a standard efficiency air conditioner? [DON'T READ]

1	Contractor	C18
2	SEER/ Seasonal Energy Efficiency Rating	C18
3	Utility recommendation, rebate	C18
4	EER/Energy Efficiency Rating	C18
5	Energy Star Label	C18
77	Other (SPECIFY)	C18
88	Refused	C18
99	Don't know	C18

END OF LOOP FOR INDIVIDUAL COOLING EQUIPMENT PURCHASES

Thank you for discussing each cooling equipment purchase that you've made since January 2003. Please consider all of these cooling equipment purchases when answering these next questions.

C18. Did you receive a Rebate for the purchase of the cooling equipment we just discussed?

1	Yes	C19
2	No	C36
77	Other (SPECIFY)	C36
88	Refused	C36
99	Don't Know	C36

C19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	C36
2	Yes, SPC rebate	C36
3	No	C36
77	Other (SPECIFY)	C36
88	Refused	C36
99	Don't Know	C36

C36. Do you have any plans to install any high efficiency cooling equipment within the next year?

1	Yes	C37
2	No	G1
77	Other (SPECIFY)	G1
88	Refused	G1
99	Don't Know	G1

C37. What types of cooling equipment do you plan to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any other types of cooling equipment you plan to install within the next year?"

1	Split system (two components; compressor is separate from the supply air fan)	G1
2	Packaged systems (one component)	G1
3	Package Terminal A/C (e.g., Hotel/Motel units)	G1
4	Remote Condensing Unit	G1
5	Evaporative coolers (swamp coolers)	G1
6	Water Chiller	G1
7	Evaporative Condenser	G1
8	Cooling Tower	G1
9	Adjustable Speed Drives	G1
10	Energy Management System	G1
11	Reflective Window Film	G1
12	HVAC Controls: Bypass Timer	G1
13	HVAC Controls: Time Clock	G1
14	HVAC Controls: Set-Back Programmable Thermostat	G1
15	Thermal Energy Storage (Ice Storage, Chilled Water Storage) System	G1
71	Individual A/C or Heat Pump Units (e.g., Rooftop units, Unitary Equipment, Central A/C with multiple/single unit) NOTE:(ask if split or package system)	G1
72	Window/Wall Air-Conditioning Units	G1
77	Other (SPECIFY)	G1

GAS APPLIANCES

G1. Since January 2003, did you install any gas appliances at your facility, such as a boiler, water heater, furnace, or gas booster for dishwashers?

[GS020-P923]

[2002 : NP]

1	Yes		G3
2	No Change		G36
88	Refused		G36
99	Don't Know		G36

G3. What types of gas appliances were installed? [DO NOT READ] [AFTER EACH RESPONSE, PROMPT WITH, "Did you install any other gas appliances at your facility since January 2003?"]

[GS099-P923]

[2002 : NP]

[SELECT ALL THAT APPLY]

1	Boilers		G5
2	Water heaters		G5
3	Furnaces		G5
4	Gas boosters for dishwasher		G5
77	Other (specify)		G5
88	Refused	IF <u>ONLY</u> 88/99 THEN SKIP TO G33	G36
99	Don't know	IF <u>ONLY</u> 88/99 THEN SKIP TO G33	G36

For the first two gas appliances mentioned, ask G5 through G11

G5 How many GASAPP1 did you install?

&num	Number		G7
99	Don't know/refused		G7

G7. Was GASAPP1 that you installed standard or high efficiency?

[GS080-P923]

[2002 : NP]

1	Standard efficiency		G9
2	High efficiency		G9
88	Refused		G18
99	Don't know		G18

IF G3 in (1,2,3)

G9 Do you recall an efficiency rating for GASAPP1? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as AFUE)) [RECORD VALUE]

&VAL	Rating (SPECIFY)		G10
77	Other (SPECIFY)		G11
88	Refused		G11
99	Don't Know		G11

G10 Do you recall the units for the efficiency rating of GASAPP1 (such as AFUE)? [RECORD UNITS]

&UNIT	Units (SPECIFY)		G18
77	Other (SPECIFY)		G11
88	Refused		G11
99	Don't Know		G11

If does not recall value and units

G11. How do you distinguish between an energy efficient and a standard efficiency GASAPP1? [DON'T READ]

1	Contractor		G18
2	It's new, so efficient		G18
3	AFUE (Annual Fuel Utilization Efficiency)		G18
4	Energy Star Label		G18
5	EF/Energy Factor		G18
6	RE/Recovery Efficiency		G18
7	Efficiency Rating		G18
8	Utility recommendation, rebate		G18
77	Other (specify)		G18
88	Refused		G18
99	Don't know		G18

END OF LOOP FOR INDIVIDUAL GAS PURCHASES

Thank you for discussing each gas appliance purchase that you've made since January 2003. Please consider all of these gas appliance purchases when answering these next questions.

G18. Did you receive a Rebate for the purchase of the gas equipment we just discussed?

1	Yes		G19
2	No		G36
77	Other (SPECIFY)		G36
88	Refused		G36
99	Don't Know		G36

G19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate		G36
2	Yes, SPC rebate		G36
3	No		G36
77	Other (SPECIFY)		G36
88	Refused		G36
99	Don't Know		G36

G36. Do you have any plans to install any high efficiency gas appliances within the next year?

1	Yes		G37
2	No		OT1
77	Other (SPECIFY)		OT1
88	Refused		OT1
99	Don't Know		OT1

G37. What gas appliance do you plan to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any other gas appliances you plan to install within the next year?"

[SELECT ALL THAT APPLY]

1	Boiler		OT1
2	Water heater		OT1
3	Furnace		OT1
4	Gas booster for dishwasher		OT1
77	Other (specify)		OT1
99	Don't know /refused		OT1

OTHER CHANGES

OT1. Besides what we have already covered, since January 2003, have you added or replaced other equipment that is expected to significantly affect overall energy consumption?

[OTH20-P923]

[2002 : NP]

1	Yes	OT3
2	No	OT36
88	Refused	OT36
99	Don't know	OT36

IF OT1 = 1

OT3. Which of the following types of equipment were installed since January 2003? (READ FIRST FIVE THEN ASK FOR OTHER)

[OTH5-P923]

[2002 : NP]

1	Food Service Equipment	OT5
2	Water Heating Equipment	OT5
3	Outdoor Lighting Equipment	OT5
4	Refrigeration Equipment	OT5
5	Motors	OT5
77	Other (SPECIFY) – 1 st mention	OT5
78	Other (SPECIFY) – 2 nd mention	OT5
79	Other (SPECIFY) – 3 rd mention	OT5
88	Refused	IF ONLY 88/99 THEN SKIP TO OT36 OT36
99	Don't Know	IF ONLY 88/99 THEN SKIP TO OT36 OT36

For the first two equipment mentioned, ask OT5_1 through OT5_3

OT5_1. Please describe the type(s) of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT5_2
99	Refused/Don't Know	OT5_2

OT5_2. Please describe the quantity(s) of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT5_3
99	Refused/Don't Know	OT5_3

OT5_3. Please describe the efficiency level of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT18
99	Refused/Don't Know	OT18

END OF LOOP FOR INDIVIDUAL OTHER EQUIPMENT PURCHASES

Thank you for discussing these additional purchases that you've made since January 2003. Please consider all of these purchases together when answering these next questions.

OT18. Did you receive a Rebate for the purchase of the equipment we just discussed?

1	Yes	OT19
2	No	OT36
77	Other (SPECIFY)	OT36
88	Refused	OT36
99	Don't Know	OT36

OT 19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	OT36
2	Yes, SPC rebate	OT36
3	No	OT36
77	Other (SPECIFY)	OT36
99	Refused	OT36
99	Don't Know	OT36

OT36. Do you have any plans to install any other high efficiency equipment within the next year that we have not yet discussed?

1	Yes	OT37
2	No	CN1
77	Other (SPECIFY)	CN1
88	Refused	CN1
99	Don't Know	CN1

OT37. Please describe the equipment you plan to install within the next year.

[Record Multiple] PROMPT AFTER EACH RESPONSE WITH "Is there any other high efficiency equipment you plan to install within the next year?"

77	Other (SPECIFY) 1	CN1
78	Other (SPECIFY) 2	CN1
79	Other (SPECIFY) 3	CN1
88	Refused	CN1
99	Don't Know	CN1

CONSERVATION MEASURES

I'm going to continue by discussing any actions your business may have taken to reduce or manage your energy use. We're going to start with energy conservation actions that you do every day to reduce your overall energy usage without changing or adding new equipment

CN1. Other than installing new equipment, have you taken any energy conservation actions since January 2003 to reduce your overall energy use, such as routinely turning off lights or setting the thermostat higher when using the air conditioner?

[CON10-P923]
[2002 : PART, NP]

1	Yes	CN3
2	No	E90
88	Refused	E90
99	Don't know	E90

CN3. What energy conservation actions have you taken? [SELECT ALL THAT APPLY] [DO NOT READ] [PROMPT AFTER EACH RESPONSE WITH, "Have you taken any other energy conservation actions?"]

[CON20-P923]
[2002 : PART, NP]

1	Turn off office equipment such as PCs, monitors, printers and copiers when not in not at night and during the weekend	CN17
2	Set thermostats lower when heating and higher when using the air conditioning	CN17
3	Schedule high electrical energy-use processes during off-peak periods	CN17

	where feasible.	
4	Turn off any lights that are not being used, for example, unused offices and conference	CN17
5	Turn down the remaining lighting levels if you can	CN17
6	(If available) Use dimmer switches to lower lights	CN17
7	Set air conditioning thermostats to pre-cool spaces at off-peak times	CN17
8	Establish a system to alert employees of expected high demand days including, but not limited to E-mail, voice mail, or public address announcement to all employees	CN17
9	Reprogram energy management system (EMS) schedule	CN17
10	Turn off your computer if you are out of the office for more than a few minutes	CN17
11	Set computer to low power standby mode	CN17
12	Turn off personal appliances , such as coffee pots and radios	CN17
13	Use e-mail to distribute documents instead of faxes and copiers	CN17
14	Make copies double-sided	CN17
15	Wear comfortable business attire. Dress appropriately for warmer temperatures	CN17
16	Run backup generator at times of peak demand	CN17
17	Other (SPECIFY)	CN17

If CN1=1

CN17. By roughly how much do you think the conservation actions you've taken have reduced your overall energy usage?

[CON25-P923]

[2002 : PART, NP]

1	0 to 5 percent	E90
2	6 to 10 percent	E90
3	11 to 15 percent	E90
4	16 to 20 percent	E90
5	21 to 30 percent	E90
6	More than 30 percent	E90
88	Refused	E90
99	Don't know	E90

Barriers to Energy Efficient Measure Adoption

E90. Since January 2003, were there any opportunities to improve energy efficiency by installing energy saving equipment or reduce energy use through conservation at your facility that were identified but not undertaken?

[Q54-P923]

[2002 : NP]

1	Yes	L35np
2	No	Sa1
88	Refused	Sa1
99	Don't know	Sa1

L35np. What are the primary reasons you have not implemented these energy saving measures (to date)? (CHECK ALL THAT APPLY) [DO NOT READ]

1	Product was not available	Sa1
2	Could not find a service provider	Sa1
3	Amount of savings did not justify added investment costs	Sa1
4	Other priorities for capital spending	Sa1
5	Do not have enough money	Sa1
77	Other (SPECIFY)	Sa1
88	Refused or not applicable	Sa1
99	Don't Know	Sa1

EE Market Characteristics

Sa1. On a scale of 1 to 10, where 1 is very unsatisfied and 10 is very satisfied, please rate your overall satisfaction with &UTILITY?

#	Rating	Sa3
77	Other (verbal characterization)	S26np
88	Refused	S26np
99	Don't know	S26np

Sa3. Why do you say that?

#	Record Verbatim	S26np
88	Refused	S26np
99	Don't know	S26np

ASK IF A54 NOT MISSING, ELSE SKIP TO S28

S26np. What sources of information do you use to inform energy management decisions?

77	Other (SPECIFY) – 1 st mention	S28
78	Other (SPECIFY) – 2 nd mention	S28
79	Other (SPECIFY) – 3 rd mention	S28
88	Refused	S28
99	Don't Know	S28

S28. How knowledgeable are you about energy efficient products that are available and how they'll perform? Please give me a rating from 1 to 10, where 1 means you aren't knowledgeable at all, and 10 means you are fully knowledgeable.

[DM108-P861]

[2002 : PART, NP]

#	Rating	S30
77	Other (or verbal characterization)	S30
88	Refused	S30
99	Don't Know	S30

S30. How likely will you be to actively consider energy-efficient products when installing or replacing equipment for your business in the future? Please give me a rating from 1 to 10, where 10 means you're EXTREMELY likely to consider energy-efficient products.

[Q49-1999 Part survey]

[2002 : PART, NP]

#	Rating	F1
77	Other (or verbal characterization)	F1
88	Refused	F1
99	Don't Know	F1

FIRMOGRAPHICS

F1. What would you estimate the total indoor square footage of your facility at this location to be...?

[Q84-P923]

[2002 : PART, NP]

1	Less than 2,500 square feet	F5
2	2,500 but less than 5,000 square feet	F5
3	5,000 but less than 10,000 square feet	F5
4	10,000 but less than 20,000 square feet	F5
5	20,000 but less than 50,000 square feet	F5
6	50,000 but less than 100,000 square feet	F5

7	Ag/Non-facility – Outdoors	F5
99	Don't know	F5

F5. Which of the following categories describes the number of employees your firm has at this location?

[Q83-P923]

[2002 : PART, NP]

1	1 to 5	F10
2	6 to 10	F10
3	11 to 20	F10
4	21 to 50	F10
5	51 to 100	F10
6	Or, over 100	F10
88	[DO NOT READ:] Refused	F10
99	[DO NOT READ:] Don't know	F10

F10. How many locations does your firm have in California?

[Q91-P923]

[2002 : PART, NP]

1	1	F15
2	2 to 4	F15
3	5 to 10	F15
4	11 to 25	F15
5	Over 25	F15
88	[DO NOT READ:] Refused	F15
99	[DO NOT READ:] Don't know	F15

F15. What is the main activity at your business?

[Q0-P923]

[2002 : PART, NP]

1	Office	F20
2	Retail (non-food)	F20
3	College/university	F20
4	School	F20
5	Grocery store	F20
6	Convenience store	F20
7	Restaurant	F20
8	Health care/hospital	F20
9	Hotel or motel	F20
10	Warehouse	F20
11	Personal Service	F20
12	Community Service/Church/Temple/Municipality	F20
13	Industrial Process/Manufacturing/Assembly	F20
14	Condo Assoc/Apartment Mgmt	F20
15	Agriculture	F20
77	Other (SPECIFY)	F20
88	Refused	F20
99	Don't Know	F20

F20. Is a language other than English spoken at your business?

[2002 : PART, NP]

1	Yes	F25
2	No	End
88	Refused	End
99	Don't know	End

F25. Other than English, what language is primarily spoken at your business? [ACCEPT ONE ANSWER]
[2002 : PART, NP]

1	Spanish	End
2	Chinese	End
3	Korean	End
4	Vietnamese	End
5	Japanese	End
6	Indian	End
77	Other (SPECIFY)	End
88	Refused	End
99	Don't know	End

End. On behalf of &UTILITY, thank you very much for you time today.

Appendix G.
Medium and Large Participant Survey Instrument

**LONGER-TERM MEDIUM/LARGE COMPANY PARTICIPANT SURVEY
2003 STATEWIDE NONRESIDENTIAL AUDIT STUDY**

PARTICIPANT INTRODUCTION

Q1. Hello, this is <INTERVIEWER NAME> calling from Quantum Consulting on behalf of [&UTILITY]. May I please speak with [&PROGRAM_CONTACT]?

[IF NEEDED]: my understanding is that [&PROGRAM_CONTACT] is responsible for making energy-related decisions for your firm at &SERV_ADDR – may I please speak with him/her?

1	No, this person no longer works here	Q1A
2	No, this person is not available right now	appoint
4	Yes	A5
77	No, Other reason (specify)	T&T
88	Refused	T&T
99	Don't know	T&T

[IF &PROGRAM_CONTACT WILL NOT EVER BE AVAILABLE]

Q1B. Hello, this is <INTERVIEWER NAME> calling from Quantum Consulting on behalf of [&UTILITY]. I need to speak with the person most knowledgeable about recent changes of cooling, lighting, or other energy-related equipment for your firm at &SERV_ADDR.

We're calling to do a follow-up survey about your firm's participation in the 2002 [&UTILITY] Audit program. The purpose of the survey is to assess how well the Audit program met the needs of your company and to make improvements to better meet those needs in the future.

This is a very important fact-finding survey among firms that have recently participated in an energy efficiency program sponsored by [&UTILITY]. We are NOT interested in selling anything, and responses will not be connected with your firm in any way. [&UTILITY] wants to understand how businesses think about and manage their energy consumption.

[IF NEEDED] The four investor-owned utilities in California are cooperating on this important study, authorized by the California Public Utilities Commission, to better understand how businesses like yours think about and manage their energy consumption. Your input is very important to the utilities and to the Commission.

77	There is no one here with information on that address/wrong address	T&T
1	Address correct/Continue	S2

Screeners

Before we get started, let me just ask you a simple question to see if you qualify for our survey:

S2. We are interested in discussing with you the energy management recommendations that were made during a On-Site Audit conducted by &UTILITY for &SERV_ADDR on &SURV_DATE . These recommendations were made as part of a &UTILITY energy management information program. Do you recall having participated in this energy management survey at this location OR having received the follow-up report?

[WHERE &SERV_ADDR= service address, &SURV_DATE = date of energy management survey]

1	Yes	R5
2	No	S4
88	Refused	S4

99	Don't know	S4
----	------------	----

S4. Is it possible that someone else at your location was the primary contact for this energy management survey? Can you tell me who that person might be?

[Q3a-1999 Part Survey]

[2002 : Part, NP]

1	Yes, it was probably [NEW CONTACT NAME]	Q1B
77	No	T&T
88	Refused	T&T
99	Don't know	T&T

R5. Does your business own or lease the facility?

[Q3-P923]

[2002 : PART, NP]

1	Own	A1
2	Lease/rent	A1
88	Refused	A1
99	Don't Know	A1

A1. How did you first learn about the Energy Audit program? [ACCEPT MULTIPLES]

[2002 : Part, NP]

2	A utility representative came to my facility and offered to do an audit	A2
3	Respondent approached contractor/ESCO/A&E firm/other 3 rd party	A2
4	Respondent approached utility concerning another matter and learned about the program	A2
5	Contacted by utility rep	A2
6	Contacted by contractor/ESCO/A&E firm/other 3 rd party	A2
7	Utility brochure in mail	A2
8	Bill insert	A2
9	Word-of-mouth from friend or co-workers within the company	A2
10	Word-of-mouth from friends or other business associates outside the company	A2
11	Television, radio, newspaper ad	A2
12	Magazine or trade journal	A2
13	Participation in previous years	A2
14	Manufacturer information/suggestion	A2
15	Community organization such as Chamber of Commerce	A2
16	Respondent called their utility to complain about their electric or gas bill	A2
77	Other (SPECIFY)	A2
88	Refused	A2
99	Don't know	A2

A2. Besides the Audit program, are you aware of other programs or resources provided by [UTILITY] in 2003 that were designed to promote energy efficiency for businesses like yours. [IF YES] What types of programs can you recall? [RECORD ALL MENTIONS] [After each response prompt with "Can you recall any others?"]

[Q5a-1999 Part Survey]

[2002 : Part, NP]

1	Express Efficiency	A5
2	SPC / Stanford Performance Contracting	A5
3	Business energy audits	A5
4	Distributor incentives	A5
5	Rebate (unspecified)	A5
6	No, not aware of any programs	A5

77	Other programs (SPECIFY) _____	A5
88	Refused	A5
99	Don't know	A5

A5. Did the On-Site Audit inform you of (or refer you to) the Express Efficiency rebate program?
 [IF NECESSARY: Express Efficiency is a program offered by your utility where businesses like yours receive a rebate for installing one or more energy-efficient products.]

1	Yes	A6
2	No	A6
99	Refused/Don't Know	A6

A6. Did the On-Site Audit inform you of (or refer you to) the Standard Performance Contracting (SPC) program? [IF NECESSARY: The SPC program is offered by your utility and provides financial incentives for customers that implement larger energy efficiency retrofit projects.]

1	Yes	P0
2	No	P0
99	Refused/Don't Know	P0

HE Equipment

One way that businesses can reduce their energy use is to install more energy efficient equipment. Since one of the factors that influences energy use is the kind of manufacturing, lighting and cooling equipment a business has, we would like to ask you about any equipment purchases you have made since January 2002.

PROCESS CHANGES

P0. Does the facility at &SERVADDR process or manufacture any products?

1	Yes	P1
2	No	C1
88	Refused	C1
99	Don't know	C1

P1. Since January 2002, have you made any changes to the industrial processing or manufacturing equipment at &SERVADDR ?

1	Yes	P3
2	No	P33
88	Refused	P33
99	Don't know	P33

IF P1 = 1

P3. Please describe in detail the types of changes that were made to the industrial processing or manufacturing equipment Prompt after each response: Were there any other changes made to the processing or manufacturing equipment?
 [OTH5-P923]
 [2002 : NP]

1	Change #1 [Record VERBATIM.]	P5
2	Change #2 [Record VERBATIM.]	P5
3	Change #3 [Record VERBATIM.]	P5
4	Change #4 [Record VERBATIM.]	P5

88	Refused	P33
99	Don't Know	IF ONLY 99 THEN SKIP TO P33 P33

For the first two equipment mentioned, ask P5 through P13

P5, Please describe the type(s) of &PROCESS_EQUIP1 that was (were) installed?

77	Record Verbatim	P7
88	Refused	P7
99	Don't Know	P7

P7. Please describe the quantity(s) of &PROCESS_EQUIP1 that was (were) installed?

77	Record Verbatim	P9
88	Refused	P9
99	Don't Know	P9

P9. Please describe the efficiency level of &PROCESS_EQUIP1 that was (were) installed?

77	Record Verbatim	P10
99	Refused/Don't Know	P10

P10. Did you install &PROCESS_EQUIP1 before or after the On-Site Audit on &SURV_DATE?

1	Before	P17
2	After	P12
77	Other (SPECIFY)	P17
88	Refused	P17
99	Don't Know	P17

P12. Was &PROCESS_EQUIP1 one of the recommendations made in the On-Site audit?

1	Yes	P13
2	No	P13
77	Other (SPECIFY)	P13
88	Refused	P13
99	Don't Know	P13

P13. Regarding &PROCESS_EQUIP1, on a scale of 1-10, with 1 being *NOT* Influential and 10 being *VERY* Influential, how much did the On-Site audit influence you to install that equipment?

&rat	Rating (SPECIFY)	P17
88	Refused	P17
99	Don't Know	P17

END OF LOOP FOR INDIVIDUAL PROCESS CHANGES

Thank you for discussing these changes to the processing and manufacturing equipment that you've made since January 2002. Please consider all of these purchases together when answering these next questions.

P17. Did you receive a Rebate for the purchase of any of the equipment we just discussed?

1	Yes	P19
2	No	P21
77	Other (SPECIFY)	P21
88	Refused	P21
99	Don't Know	P21

P19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	P21
2	Yes, SPC rebate	P21
3	Both	P21

3	No	P21
88	Refused	P21
99	Don't Know	P21

P21. Besides the Audit program, what or who else was influential in the decision to install the equipment we just discussed?

[CR40-P923] [DO NOT READ] [SELECT ALL THAT APPLY]

[2002 : NP]

1	Energy Equipment Contractors and Installers (e.g. lighting, HVAC)	P23
2	Energy Service Companies, often referred to as ESCOs	P23
3	Your electric utility (e.g. PG&E, SCE, SDG&E)	P23
4	Equipment Manufacturers	P23
5	Corporate policies	P23
6	Corporate management	P23
7	Made decision on my own	P23
8	In-house staff	P23
77	Other (SPECIFY)	P23
88	Refused or not applicable	P23
99	Don't Know	P23

NET IMPACT QUESTION

P23. If you had not participated in the Energy Audit program, which of the following best describes what your company would have done:

[Q58-1999 Part Survey] [READ ALL]

[2002 : PART, NP]

1	NOT installed this equipment	P33
2	Installed exactly the same equipment	P33
3	Chosen standard or less efficient options	P33
4	Installed the same equipment, but at a later date	P33
77	Other (SPECIFY)	P33
88	Refused	P33
99	Don't know	P33

P33. Were there any process or manufacturing equipment recommendations made in On-Site Audit that have not yet been installed??

1	Yes	P35
2	No	P36
77	Other (SPECIFY)	P35
88	Refused	P36
99	Don't Know	P36

P35. What are the primary reasons you have not implemented these other recommendations (to date)?

[Check all that apply] [DO NOT READ]

1	Product was not available	P36
2	Could not find a service provider	P36
3	Amount of savings did not justify added investment costs	P36
4	Other priorities for capital spending	P36
5	Do not have enough money	P36
6	Haven't had enough time	P36
77	Other (specify)	P36
88	Refused or not applicable	P36
99	Don't Know	P36

P36. Do you have any plans to install any high efficiency process or manufacturing equipment within the next year?

1	Yes	P37
2	No	C1
77	Other (SPECIFY)	C1
88	Refused	C1
99	Don't Know	C1

P37. Please describe the process or manufacturing equipment you plan to install within the next year.
[Record Multiple] PROMPT AFTER EACH RESPONSE WITH "Is there any other high efficiency equipment you plan to install within the next year?"

77	Other (SPECIFY) 1	C1
78	Other (SPECIFY) 2	C1
79	Other (SPECIFY) 3	C1
88	Refused	C1
99	Don't Know	C1

COOLING

C1. Since January 2002, did you make any changes related to cooling at &SERV_ADDR, including air conditioning units, programmable thermostats, HVAC controls or window film?

[CR020-P923]

[2002 : NP]

1	Yes	C3
2	No Change	C33
88	Refused	C33
99	Don't Know	C33

C3. What types of equipment were installed as part of the cooling retrofit?

[CR099-P923] [SELECT ALL THAT APPLY] [AFTER EACH RESPONSE PROMPT WITH, "Were there any other types of cooling equipment installed at &SERV_ADDR since January 2002?"]

[DO NOT READ]

[2002 : NP]

C_Tech1B Definition

1	Split system air conditioners (two components; compressor is separate from the supply air fan)	Units	C5
2	Packaged air conditioning systems (one component)	Units	C5
3	Package Terminal A/C (e.g., Hotel/Motel units)	Units	C5
4	Remote Condensing Unit	Units	C5
5	Evaporative coolers (swamp coolers)	Units	C5
6	Water Chiller(s)	-	CH1
7	Evaporative Condenser	Units	C5
8	Cooling Tower	Towers	C5
9	Adjustable Speed Drives	Drives	C5
10	Energy Management System	-	C17
11	Reflective Window Film	Square feet of window film	C5
12	HVAC Controls: Bypass Timer	Timers	C5
13	HVAC Controls: Time Clock	Timers	C5
14	HVAC Controls: Set-Back Programmable Thermostat	Thermostats	C5
15	Thermal Energy Storage (Ice Storage, Chilled Water Storage) System	-	
77	Other (SPECIFY)	-	C5
71	Individual A/C or Heat Pump Units (e.g.,	Units	C5

	Rooftop units, Unitary Equipment, Central A/C with multiple/single unit) NOTE:(ask if split or package system)		
72	Window/Wall Air-Conditioning Units	Units	C5
99	Don't know/refused	IF <u>ONLY</u> 99 THEN SKIP TO C33	C33

ASK IF C3=6; ELSE SKIP TO C5

CH1. How many new chillers were installed at &SERV_ADDR?

#	NUMBER	CH3
77	Other (SPECIFY)	CH3
88	Refused	CH3
99	Don't Know	CH3

CH3. What types of new chillers were installed? Are they... [READ CATEGORIES]?

1	Water-cooled	CH5
2	Air-cooled	CH5
77	Other (specify)	CH5
88	Refused	CH5
99	Don't Know	CH5

CH5. Were the new chillers high efficiency or standard efficiency?

1	High Efficiency	CH7
2	Standard Efficiency	CH7
77	Other (SPECIFY)	CH7
88	Refused	CH13
99	Don't Know	CH13

CH7. Do you recall the efficiency rating of the new chiller(s)? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as kW/ton)) [RECORD VALUE]

&VAL	Rating SPECIFY)	CH8
77	Other (specify)	CH9
88	Refused	CH9
99	Don't Know	CH9

CH8. Do you recall the units for the efficiency rating of the new chiller(s)? [RECORD UNITS]

&UNITS	Units (SPECIFY)	CH9
77	Other (specify)	CH9
88	Refused	CH9
99	Don't Know	CH9

CH9. How do you distinguish between high efficiency and standard efficiency?

1	Contractor	CH13
2	Utility recommendation	CH13
3	Efficiency rating	CH13
4	KW/ton	CH13
5	Coefficient of performance / COP	CH13
6	Energy efficiency ratio / EER	CH13
7	Supplier	CH13
8	Manufacturer	CH13
77	Other (SPECIFY)	CH13
99	Don't Know	CH13

CH13. Did you install the CHILLER(S) before or after the On-Site Audit on &SURV_DATE?

1	Before	CH11
2	After	CH15
77	Other (SPECIFY)	CH15

88	Refused		C15
99	Don't Know		C15

CH15. Was COOLING_TECH1 one of the recommendations made in the On-Site Audit?

1	Yes		CH16
2	No		CH16
88	Refused		CH16
99	Don't Know		CH16

CH16. Regarding COOLING_TECH1, on a scale of 1-10, with 1 being *NOT* Influential and 10 being *VERY* Influential, how much did the On-Site Audit influence you to install that cooling equipment?

1	Rating		CH11
77	Other (SPECIFY)		CH11
88	Refused		CH11
99	Don't Know		CH11

CH11. What is the total combined capacity, in tons, of all the new chillers installed? [IF NEEDED: PLEASE TELL ME THE CAPACITY IN TONS]

#	NUMBER		C5
8888	Refused		C5
9999	Don't Know		C5

Besides chillers (where COOLING_TECH1=6), for the first two other cooling measures mentioned, loop through to (and including) C16.

ASK IF C3= 1, 2, 3, 4, 5, 7, 8, 9, 11, 71, 72, 12, 13, 14, 71, 72; ELSE SKIP TO C13

C5. Regarding the COOLING_TECH1 how many &C_TECH1B were installed at &SERV_ADDR?

#	NUMBER		C6
777	Other (SPECIFY)		C6
888	Refused		C6
999	Don't Know		C6

ASK IF C3 = 1,2,3,5,71,72; else skip to C13

C6. Please tell me the combined capacity, in tons, of all the new COOLING_TECH1 that were installed?

#	NUMBER		C7
777	Other (SPECIFY)		C7
888	Refused		C7
999	Don't Know		C7

IF C3 = 1, 2, 3, 71, 72

C7. Was/were the COOLING_TECH1 that you installed standard or high efficiency?

[CR080-P923]

[2002 : NP]

1	Standard efficiency		C9
2	High efficiency		C9
77	Other (SPECIFY)		C9
88	Refused		C13
99	Don't know		C13

If C3 = 1,2,3,71,72

C9. Do you recall the efficiency rating of COOLING_TECH1? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as EER)) [RECORD VALUE]

&VAL	Value		C10
77	Other (SPECIFY)		C11
88	Refused		C11

99	Don't know		C11
----	------------	--	-----

C10. Do you recall the units for the efficiency rating of COOLING_TECH1 (such as EER)? [RECORD UNITS]

&UNIT S	Units		C13
77	Other (SPECIFY)		C11
88	Refused		C11
99	Don't know		C11

If does not recall the value and units...

C11. How do you distinguish between an energy efficient air conditioner and a standard efficiency air conditioner? [DON'T READ]

1	Contractor		C13
2	SEER/ Seasonal Energy Efficiency Rating		C13
3	Utility recommendation, rebate		C13
4	EER/Energy Efficiency Rating		C13
5	Energy Star Label		C13
77	Other (SPECIFY)		C13
88	Refused		C13
99	Don't know		C13

C13. Did you install COOLING_TECH1 before or after the On-Site Audit on &SURV_DATE?

1	Before		C18
2	After		C15
77	Other (SPECIFY)		C15
88	Refused		C15
99	Don't Know		C15

C15. Was COOLING_TECH1 one of the recommendations made in the On-Site Audit?

1	Yes		C16
2	No		C16
88	Refused		C16
99	Don't Know		C16

C16. Regarding COOLING_TECH1, on a scale of 1-10, with 1 being *NOT* Influential and 10 being *VERY* Influential, how much did the On-Site Audit influence you to install that cooling equipment?

1	Rating		C18
77	Other (SPECIFY)		C18
88	Refused		C18
99	Don't Know		C18

END OF LOOP FOR INDIVIDUAL COOLING EQUIPMENT PURCHASES

Thank you for discussing each cooling equipment purchase that you've made since January 2002. Please consider all of these cooling equipment purchases when answering these next questions.

C18. Did you receive a Rebate for the purchase of any of the cooling equipment we just discussed?

1	Yes		C19
2	No		C31
88	Refused		C31
99	Don't Know		C31

C19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	C31
2	Yes, SPC rebate	C31
3	Both	C31
4	No	C31
88	Refused	C31
99	Don't Know	C31

C31. Besides the Audit program, what or who else was influential in the decision to install the cooling equipment we just discussed?

[CR40-P923] [DO NOT READ] [SELECT ALL THAT APPLY]

[2002 : NP]

1	Energy Equipment Contractors and Installers (e.g. lighting, HVAC)	C17
2	Energy Service Companies, often referred to as ESCOs	C17
3	Your electric utility (e.g. PG&E, SCE, SDG&E)	C17
4	Equipment Manufacturers	C17
5	Corporate policies	C17
6	Corporate management	C17
7	Made decision on my own	C17
8	In-house staff	C17
77	Other (SPECIFY)	C17
88	Refused or not applicable	C17
99	Don't Know	C17

NET IMPACT QUESTION

C17. If you had not participated in the Energy Audit program, which of the following best describes what your company would have done:

[Q58-1999 Part Survey] [READ ALL]

[2002 : PART, NP]

1	NOT installed the cooling equipment we just discussed	C33
2	Installed exactly the same cooling equipment	C33
3	Chosen standard or less efficient options	C33
4	Installed the same cooling equipment, but at a later date	C33
77	Other (SPECIFY)	C33
88	Refused	C33
99	Don't know	C33

C33. Were there any cooling equipment recommendations made in On-Site Audit that you decided not to install or that have not yet been installed??

1	Yes	C35
2	No	C36
77	Other (SPECIFY)	C36
88	Refused	C36
99	Don't Know	C36

C35 What are the primary reasons you have not implemented these cooling equipment recommendations (to date)? (CHECK ALL THAT APPLY) [DO NOT READ]

1	Product was not available	C36
2	Could not find a service provider	C36
3	Amount of savings did not justify added investment costs	C36
4	Other priorities for capital spending	C36
5	Do not have enough money	C36
77	Other (SPECIFY)	C36

88	Refused or not applicable	C36
99	Don't Know	C36

C36. Do you have any plans to install any high efficiency cooling equipment within the next year?

1	Yes	C37
2	No	L1
77	Other (SPECIFY)	L1
88	Refused	L1
99	Don't Know	L1

C37. What high efficiency cooling equipment do you plan to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any types of other cooling equipment you plan to install within the next year?"

1	Split system (two components; compressor is separate from the supply air fan)	L1
2	Packaged systems (one component)	L1
3	Package Terminal A/C (e.g., Hotel/Motel units)	L1
4	Remote Condensing Unit	L1
5	Evaporative coolers (swamp coolers)	L1
6	Water Chiller	L1
7	Evaporative Condenser	L1
8	Cooling Tower	L1
9	Adjustable Speed Drives	L1
10	Energy Management System	L1
11	Reflective Window Film	L1
12	HVAC Controls: Bypass Timer	L1
13	HVAC Controls: Time Clock	L1
14	HVAC Controls: Set-Back Programmable Thermostat	L1
15	Thermal Energy Storage (Ice Storage, Chilled Water Storage) System	L1
71	Individual A/C or Heat Pump Units (e.g., Rooftop units, Unitary Equipment, Central A/C with multiple/single unit) NOTE:(ask if split or package system)	L1
72	Window/Wall Air-Conditioning Units	L1
77	Other (SPECIFY)	L1

LIGHTING

L1. Since January 2002, have you made any changes in indoor lighting equipment at &SERV_ADDR other than the routine replacement of burned out bulbs? This would include changes to fixtures or ballasts, and the addition of reflectors or lighting controls.

[BR020-P923]

[2002 : NP]

1	Yes	L3
2	No Change	L33
88	Refused	L33
99	Don't Know	L33

IF L1 = 1

L3. What type of fixtures, ballasts or lighting controls were installed as part of the lighting retrofit? [SELECT ALL THAT APPLY, AFTER EACH RESPONSE, PROMPT WITH,] Did you install any other reflectors, lighting controls, or lighting fixtures since January 2002? [SELECT ALL THAT APPLY] [DO NOT READ]

[BR099-P923]

[2002 : NP]

L_Tech1B Definition

1	T8 fluorescent fixtures (1" diameter bulbs)	Fixtures	L5
2	T10 fluorescent fixtures	Fixtures	L5
3	T12 Fixtures (1.5" diameter bulbs)	Fixtures	L5
4	HID (High Density Discharge) Fixtures, Compact	Fixtures	L7
5	Compact Fluorescent, Screw-in Modular	Lamps	L7
6	Compact Fluorescent, Hardwire	Lamps	L7
7	Incandescent	Lamps	L7
8	Exit Signs, Compact Fluorescent	Fixtures	L7
9	Exit Signs, LED	Fixtures	L7
10	Halogen	Fixtures	L7
11	Install Reflectors	Reflectors	L7
12	Electronic Ballast	Ballasts	L7
13	Magnetic Ballast	Ballasts	L7
14	Lighting Controls, Time Clock	Timers	L7
15	Lighting Controls, Occupancy Sensor	Sensors	L7
16	Lighting Controls, Bypass/Delay Timers	Timers	L7
17	Lighting Controls, Photocell	Photocells	L7
18	Other Fluorescent	Fixtures	L7
19	Fat/Thick Tubes	Fixtures	L5
20	Skinny/Thin Tubes	Fixtures	L5
21	T5 Fixtures (5/8" diameter)	Fixtures	L5
77	Other (PLEASE SPECIFY)	-	L7
88	Refused	-	L33
99	Don't know	IF ONLY 99 THEN SKIP TO L33	L33

For the first two lighting measures mentioned, loop through to (and including) L13.

If L3 in (1, 2, 3, 19, 20, 21) ASK L5 and L6, ELSE SKIP to L7

L5. Regarding LIGHTING_Tech1 how long are the fluorescent tubes, 2 feet, 4 feet, 6 feet, or 8 feet long? [IF MULTIPLE LENGTHS ENTER IN "OTHER SPECIFY" CATEGORY]

1	2 foot		L6
2	4 foot		L6
3	6 foot		L6
4	8 foot		L6
5	Other (SPECIFY)		L6
88	Refused		L6
99	Don't Know		L6

L6. How many fixtures were retrofitted or replaced as part of the installation of Lighting_Tech1?

1	Number		L9
77	Other (SPECIFY)		L9
88	Refused		L9
99	Don't Know		L9

L7. Regarding LIGHTING_TECH1 how many &L_TECH1B did you install? [RECORD NUMBER]
 [PROBE: IMPORTANT THAT WE GET AT LEAST A ROUGH ESTIMATE OF THE NUMBER OF
 FIXTURES, LAMPS, SENSORS, BALLASTS, OR OTHER UNITS DESCRIBED BY THE RESPONDENT]

1	Number		L9
77	Other (SPECIFY)		L9
88	Refused		L9
99	Don't Know		L9

If LIGHTING_MEASURE 1 ne (5, 6, 7, 14, 15, 16, 17)

L9.Regarding LIGHTING_TECH1 on average how many lamps are there per associated &L_TECH1B?

1	Number		L10
77	Other (SPECIFY)		L10
88	Refused		L10
99	Don't Know		L10

L10. Did you install LIGHTING_TECH1 before or after the On-Site Audit on &SURV_DATE?

1	Before		L17
2	After		L12
77	Other (SPECIFY)		L12
88	Refused		L12
99	Don't Know		L12

L12. Was LIGHTING_TECH1] one of the recommendations made in the On-Site Audit?

1	Yes		L13
2	No		L13
77	Other (SPECIFY)		L13
88	Refused		L13
99	Don't Know		L13

L13. Regarding LIGHTING_TECH1, on a scale of 1-10, with 1 being *NOT* Influential and 10 being *VERY* Influential, how much did the On-Site audit influence you to install that lighting equipment?

1	Rating	L17
77	Other (SPECIFY)	L17
88	Refused	L17
99	Don't Know	L17

END OF LOOP FOR INDIVIDUAL LIGHTING EQUIPMENT PURCHASES

Thank you for discussing each lighting purchase that you've made since January 2002. Please consider all of those lighting purchases when answering these next questions.

L17. Did you receive a Rebate for the purchase of any of the lighting equipment we just discussed?

1	Yes	L19
2	No	L21
77	Other (SPECIFY)	L21
88	Refused	L21
99	Don't Know	L21

L19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	L27
2	Yes, SPC rebate	L27

3	Both	L27
4	No	L27
88	Refused	L27
99	Refused/Don't Know	L27

L27. Besides the Audit program, what or who else was influential in the decision to install the lighting equipment we just discussed?

[DO NOT READ] [SELECT ALL THAT APPLY]

1	Energy Equipment Contractors and Installers (e.g. lighting, HVAC)	L15
2	Energy Service Companies, often referred to as ESCOs	L15
3	Your electric utility (e.g. PG&E, SCE, SDG&E)	L15
4	Equipment Manufacturers	L15
5	Corporate policies	L15
6	Corporate management	L15
7	Made decision on my own	L15
8	In-house staff	L15
77	Other (SPECIFY)	L15
88	Refused or not applicable	L15
99	Don't Know	L15

NET IMPACT QUESTION

L15. If you had not participated in the Energy Audit program, which of the following best describes what your company would have done:

[Q58-1999 Part Survey] [READ ALL]

[2002 : PART, NP]

1	NOT installed the lighting equipment we just discussed	L33
2	Installed exactly the same lighting equipment	L33
3	Chosen standard or less efficient options	L33
4	Installed the same lighting equipment, but at a later date	L33
77	Other (SPECIFY)	L33
88	Refused	L33
99	Don't know	L33

L33. Were there any lighting equipment recommendations made in On-Site audit that you decided not to install or that have not yet been installed?

1	Yes	L35
2	No	L36
77	Other (SPECIFY)	L36
88	Refused	L36
99	Don't Know	L36

L35. What are the primary reasons you have not implemented these lighting recommendations (to date)?
(CHECK ALL THAT APPLY) [DO NOT READ]

1	Product was not available	L36
2	Could not find a service provider	L36
3	Amount of savings did not justify added investment costs	L36
4	Other priorities for capital spending	L36
5	Do not have enough money	L36
77	Other (SPECIFY)	L36
88	Refused or not applicable	L36
99	Don't Know	L36

L36. Do you have any plans to install any high efficiency lighting equipment within the next year?

1	Yes	L37
2	No	G1
99	Refused/Don't Know	G1

L37. What types of lighting equipment are you planning to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any other reflectors, lighting controls, or lighting fixtures that you plan to install within the next year?"

1	T8 fluorescent fixtures (1" diameter bulbs)	G1
2	T10 fluorescent fixtures	G1
3	T12 Fixtures (1.5" diameter bulbs)	G1
4	HID (High Density Discharge) Fixtures, Compact	G1
5	Compact Fluorescent, Screw-in Modular	G1
6	Compact Fluorescent, Hardwire	G1
7	Incandescent	G1
8	Exit Signs, Compact Fluorescent	G1
9	Exit Signs, LED	G1
10	Halogen	G1
11	Install Reflectors	G1
12	Electronic Ballast	G1
13	Magnetic Ballast	G1
14	Lighting Controls, Time Clock	G1
15	Lighting Controls, Occupancy Sensor	G1
16	Lighting Controls, Bypass/Delay Timers	G1
17	Lighting Controls, Photocell	G1
18	Other Fluorescent	G1
19	Fat/Thick Tubes	G1
20	Skinny/Thin Tubes	G1
21	T5 Fixtures (5/8" diameter)	G1
77	Other (PLEASE SPECIFY)	G1
88	Refused	G1
99	Don't know	G1

**ASK IF P0=1 then skip to OT1, ELSE ASK OT1
GAS APPLIANCES**

G1. Since January 2002, did you install any gas appliances at your facility, such as a boiler, water heater, furnace, or gas booster for dishwashers?

[GS020-P923]

[2002 : NP]

1	Yes	G3
2	No Change	G33
88	Refused	G33
99	Don't Know	G33

G3. What types of gas appliances were installed? [DO NOT READ] [AFTER EACH RESPONSE, PROMPT WITH, "Did you install any other gas appliances at your facility since January 2002?"]

[GS099-P923]

[2002 : NP]

[SELECT ALL THAT APPLY]

1	Boilers	G5
2	Water heaters	G5

3	Furnaces		G5
4	Gas boosters for dishwasher		G5
77	Other (specify)		G5
99	Don't know/refused	IF ONLY 99 THEN SKIP TO G33	G33

For the first two gas appliances mentioned, ask G5 through G16

G5 How many GASAPP1 did you install?

&num	Number		G7
99	Don't know/refused		G7

G7. Was GASAPP1 that you installed standard or high efficiency?

[GS080-P923]

[2002 : NP]

1	Standard efficiency		G9
2	High efficiency		G9
88	Refused		G13
99	Don't know		G13

IF G3 in (1,2,3)

G9 Do you recall an efficiency rating for GASAPP1? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as AFUE)) [RECORD VALUE]

&VAL	Rating (SPECIFY)		G10
77	Other (SPECIFY)		G11
88	Refused		G11
99	Don't Know		G11

G10 Do you recall the units for the efficiency rating of GASAPP1 (such as AFUE)? [RECORD UNITS]

&UNIT	Units (SPECIFY)		G13
77	Other (SPECIFY)		G11
88	Refused		G11
99	Don't Know		G11

If does not recall value and units

G11. How do you distinguish between an energy efficient and a standard efficiency GASAPP1? [DON'T READ]

1	Contractor		G13
2	It's new, so efficient		G13
3	AFUE (Annual Fuel Utilization Efficiency)		G13
4	Energy Star Label		G13
5	EF/Energy Factor		G13
6	RE/Recovery Efficiency		G13
7	Efficiency Rating		G13
8	Utility recommendation, rebate		G13
77	Other (specify)		G13
88	Refused		G13
99	Don't know		G13

G13 Did you install GASAPP 1] before or after the On-Site Audit on &SURV_DATE?

1	Before		G18
2	After		G15
77	Other (SPECIFY)		G15
88	Refused		G15
99	Don't Know		G15

G15. Was GASAPP 1 one of the recommendations made in the On-Site Audit?

1	Yes	G16
2	No	G16
77	Other (SPECIFY)	G16
88	Refused	G16
99	Don't Know	G16

G16. Regarding GASAPP1, on a scale of 1-10, with 1 being *NOT* Influential and 10 being *VERY* Influential, how much did the On-Site Audit influence you to install that gas equipment?

1	Rating	G18
88	Refused	G18
99	Don't Know	G18

END OF LOOP FOR INDIVIDUAL GAS PURCHASES

Thank you for discussing each gas appliance purchase that you've made since January 2002. Please consider all of these gas appliance purchases when answering these next questions.

G18. Did you receive a Rebate for the purchase of any of the gas equipment we just discussed?

1	Yes	G19
2	No	G31
77	Other (SPECIFY)	G31
88	Refused	G31
99	Don't Know	G31

G19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	G31
2	Yes, SPC rebate	G31
3	Both	G31
4	No	G31
88	Refused	G31
99	Don't Know	G31

G31. Besides the Audit program, what or who else was influential in the decision to install the gas appliance(s) we just discussed?

[CR40-P923] [DO NOT READ] [SELECT ALL THAT APPLY]
[2002 : NP]

1	Energy Equipment Contractors and Installers (e.g. lighting, HVAC)	G18
2	Energy Service Companies, often referred to as ESCOs	G18
3	Your electric utility (e.g. PG&E, SCE, SDG&E)	G18
4	Equipment Manufacturers	G18
5	Corporate policies	G18
6	Corporate management	G18
7	Made decision on my own	G18
8	In-house staff	G18
77	Other (SPECIFY)	G18
88	Refused or not applicable	G18
99	Don't Know	G18

NET IMPACT QUESTION

G17. If you had not participated in the Energy Audit program, which of the following best describes what your company would have done:

[Q58-1999 Part Survey] [READ ALL]

[2002 : PART, NP]

1	NOT installed this gas equipment	G33
2	Installed exactly the same gas equipment	G33
3	Chosen standard or less efficient options	G33
4	Installed the same gas equipment, but at a later date	G33
77	Other (SPECIFY)	G33
88	Refused	G33
99	Don't know	G33

G33. Were there any gas appliance recommendations made in On-Site Audit that you decided not to install or that have not yet been installed??

1	Yes	G35
2	No	G36
77	Other (SPECIFY)	G36
88	Refused	G36
99	Don't Know	G36

G35. What are the primary reasons you have not implemented these gas equipment recommendations (to date)? (CHECK ALL THAT APPLY) [DO NOT READ]

1	Product was not available	G36
2	Could not find a service provider	G36
3	Amount of savings did not justify added investment costs	G36
4	Other priorities for capital spending	G36
5	Do not have enough money	G36
77	Other (specify)	G36
88	Refused or not applicable	G36
99	Don't Know	G36

G36. Do you have any plans to install any high efficiency gas appliances within the next year?

1	Yes	G37
2	No	OT1
77	Other (SPECIFY)	OT1
88	Refused	OT1
99	Don't Know	OT1

G37. What high efficiency gas appliance(s) do you plan to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any other gas appliances you plan to install within the next year?"

[SELECT ALL THAT APPLY]

1	Boiler	OT1
2	Water heater	OT1
3	Furnace	OT1
4	Gas booster for dishwasher	OT1
77	Other (specify)	OT1
99	Don't know/refused	OT1

OTHER CHANGES

OT1. Besides what we have already covered, since January 2002, have you added or replaced other equipment that is expected to significantly affect overall energy consumption?

[OTH20-P923]

[2002 : NP]

1	Yes	OT3
2	No	OT33

88	Refused	OT33
99	Don't know	OT33

IF OT1 = 1

OT3. Which of the following types of equipment were installed since January 2002? (READ FIRST FIVE THEN ASK FOR OTHER)

[OTH5-P923]

[2002 : NP]

1	Food Service Equipment	OT5
2	Water Heating Equipment	OT5
3	Outdoor Lighting Equipment	OT5
4	Refrigeration Equipment	OT5
5	Motors	OT5
77	Other (SPECIFY) – 1 st mention	OT5
78	Other (SPECIFY) – 2 nd mention	OT5
79	Other (SPECIFY) – 3 rd mention	OT5
88	Refused	OT33
99	Don't Know	IF ONLY 99 THEN SKIP TO OT33 OT33

For the first two equipment mentioned, ask OT5 through OT11

OT5_1. Please describe the type(s) of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT5_2
99	Refused/Don't Know	OT5_2

OT5_2. Please describe the quantity(s) of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT5_3
99	Refused/Don't Know	OT5_3

OT5_3. Please describe the efficiency level of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT7
99	Refused/Don't Know	OT7

OT7. Did you install &OTHEREQUIP1 before or after the On-Site Audit on &SURV_DATE?

1	Before	OT18
2	After	OT9
77	Other (SPECIFY)	OT9
88	Refused	OT9
99	Don't Know	OT9

OT9. Was &OTHEREQUIP1 one of the recommendations made in the On-Site Audit?

1	Yes	OT11
2	No	OT11
77	Other (SPECIFY)	OT11
88	Refused	OT11
99	Don't Know	OT11

OT11. Regarding OTHHEREQUIP1, on a scale of 1-10, with 1 being *NOT* Influential and 10 being *VERY* Influential, how much did the On-Site Audit influence you to install that equipment?

&rat	Rating (SPECIFY)	OT18
99	Refused/Don't Know	OT18

END OF LOOP FOR INDIVIDUAL OTHER EQUIPMENT PURCHASES

Thank you for discussing these additional purchases that you've made since January 2002.

Please consider all of these purchases together when answering these next questions.

OT18. Did you receive a Rebate for the purchase of any of the equipment we just discussed?

1	Yes	OT19
2	No	OT31
88	Refused	OT31
99	Don't Know	OT31

OT 19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	OT31
2	Yes, SPC rebate	OT31
3	Both	OT31
4	No	OT31
99	Refused	OT31
99	Don't Know	OT31

OT31. Besides the Audit program, what or who else was influential in the decision to install the equipment we just discussed?

[CR40-P923] [DO NOT READ] [SELECT ALL THAT APPLY]

[2002 : NP]

1	Energy Equipment Contractors and Installers (e.g. lighting, HVAC)	OT17
2	Energy Service Companies, often referred to as ESCOs	OT17
3	Your electric utility (e.g. PG&E, SCE, SDG&E)	OT17
4	Equipment Manufacturers	OT17
5	Corporate policies	OT17
6	Corporate management	OT17
7	Made decision on my own	OT17
8	In-house staff	OT17
77	Other (SPECIFY)	OT17
88	Refused or not applicable	OT17
99	Don't Know	OT17

NET IMPACT QUESTION

OT17. If you had not participated in the Energy Audit program, which of the following best describes what your company would have done:

[Q58-1999 Part Survey] [READ ALL]

[2002 : PART, NP]

1	NOT installed this equipment	OT33
2	Installed exactly the same equipment	OT33
3	Chosen standard or less efficient options	OT33
4	Installed the same equipment, but at a later date	OT33
77	Other (SPECIFY)	OT33
88	Refused	OT33
99	Don't know	OT33

OT33. Besides what we've already discussed, were there any other recommendations made in On-Site Audit that have not yet been installed??

1	Yes	OT35
2	No	OT36
77	Other (SPECIFY)	OT36
88	Refused	OT36
99	Don't Know	OT36

OT35. What are the primary reasons you have not implemented these other recommendations (to date)?
 [Check all that apply] [DO NOT READ]

1	Product was not available	OT36
2	Could not find a service provider	OT36
3	Amount of savings did not justify added investment costs	OT36
4	Other priorities for capital spending	OT36
5	Do not have enough money	OT36
77	Other (specify)	OT36
88	Refused or not applicable	OT36
99	Don't Know	OT36

OT36. Do you have any plans to install any other high efficiency equipment within the next year that we have not yet discussed?

1	Yes	OT37
2	No	CN1
77	Other (SPECIFY)	CN1
88	Refused	CN1
99	Don't Know	CN1

OT37. Please describe the equipment you plan to install within the next year.

[Record Multiple] PROMPT AFTER EACH RESPONSE WITH "Is there any other high efficiency equipment you plan to install within the next year?"

77	Other (SPECIFY) 1	CN1
78	Other (SPECIFY) 2	CN1
79	Other (SPECIFY) 3	CN1
88	Refused	CN1
99	Don't Know	CN1

Conservation

I'm going to continue by discussing any actions your business may have taken to reduce or manage your energy use. We're going to start with energy conservation actions that you do every day to reduce your overall energy usage without changing or adding new equipment

CN1. Other than installing new equipment, have you taken any energy conservation actions since January 2002 to reduce your overall energy use, such as routinely turning off lights or setting the thermostat higher when using the air conditioner?

[CON10-P923]
 [2002 : PART, NP]

1	Yes	CN3
2	No	Sa1
88	Refused	Sa1
99	Don't know	Sa1

CN3. What energy conservation actions have you taken? [SELECT ALL THAT APPLY] [DO NOT READ]
 [PROMPT AFTER EACH RESPONSE WITH, "Have you taken any other energy conservation actions?"]

[CON20-P923]
 [2002 : PART, NP]

1	Turn off office equipment such as PCs, monitors, printers and copiers when not in not at night and during the weekend	CN5
2	Set thermostats lower when heating and higher when using the air conditioning	CN5
3	Schedule high electrical energy-use processes during off-peak periods	CN5

	where feasible.	
4	Turn off any lights that are not being used, for example, unused offices and conference	CN5
5	Turn down the remaining lighting levels if you can	CN5
6	(If available) Use dimmer switches to lower lights	CN5
7	Set air conditioning thermostats to pre-cool spaces at off-peak times	CN5
8	Establish a system to alert employees of expected high demand days including, but not limited to E-mail, voice mail, or public address announcement to all employees	CN5
9	Reprogram energy management system (EMS) schedule	CN5
10	Turn off your computer if you are out of the office for more than a few minutes	CN5
11	Set computer to low power standby mode	CN5
12	Turn off personal appliances , such as coffee pots and radios	CN5
13	Use e-mail to distribute documents instead of faxes and copiers	CN5
14	Make copies double-sided	CN5
15	Wear comfortable business attire. Dress appropriately for warmer temperatures	CN5
16	Run backup generator at times of peak demand	CN5
17	Other (SPECIFY)	CN5

If consmeas not null, else skip to P3

CN5. Which of these conservation actions would you say you started as a result of the On-Site Audit on &SURV_DATE? [READ BOLD DESCRIPTION ABOVE AND SELECT ALL THAT APPLY]

1	&Cons1	CN17
2	&Cons2	CN17
3	&Cons3	CN17
4	&Cons4	CN17
5	&Cons5	CN17
6	&Cons6	CN17
88	Refused	CN17
99	Don't Know	CN17

If CN1=1

CN17. By roughly how much do you think the conservation actions you've taken have reduced your overall energy usage?

[CON25-P923]

[2002 : PART, NP]

1	0 to 5 percent	Sa1
2	6 to 10 percent	Sa1
3	11 to 15 percent	Sa1
4	16 to 20 percent	Sa1
5	21 to 30 percent	Sa1
6	More than 30 percent	Sa1
88	Refused	Sa1
99	Don't know	Sa1

EE Market Characteristics and Program Influence

Sa1. On a scale of 1 to 10, where 1 is very unsatisfied and 10 is very satisfied, please rate your overall satisfaction with &UTILITY?

#	Rating	Sa3
77	Other (verbal characterization)	S25
88	Refused	S25
99	Don't know	S25

Sa3. Why do you say that?

#	Record Verbatim	S25
88	Refused	S25
99	Don't know	S25

S25. How useful was the Energy Audit in helping you to make energy management decisions. Please rate on a scale from 1 to 10, where 1 is NOT USEFUL AT ALL and 10 is VERY USEFUL.

#	Rating	S25a
77	Other (verbal characterization)	S25a
88	Refused	S26
99	Don't know	S26

S25a. Why do you say that?

#	Record Verbatim	S26
88	Refused	S26
99	Don't know	S26

S26. Besides the Energy Audit, what other sources of information do you use to inform energy management decisions?

77	Other (SPECIFY) – 1 st mention	S27
78	Other (SPECIFY) – 2 nd mention	S27
79	Other (SPECIFY) – 3 rd mention	S27
88	Refused	S28
99	Don't Know	S28

S27. Do you consider these other sources to be more useful, less useful or the same as the audit?

1	Energy audit is MORE USEFUL	S27b
2	Energy audit is LESS USEFUL	S27b
3	The SAME	S27b
77	Other (SPECIFY)	S27b
88	Refused	S28
99	Don't Know	S28

S27b. Why do you say that?

1	Record Verbatim	S28
88	Refused	S28
99	Don't know	S28

S28. How knowledgeable are you about energy efficient products that are available and how they'll perform? Please give me a rating from 1 to 10, where 1 means you aren't knowledgeable at all, and 10 means you are fully knowledgeable.

[DM108-P861]

[2002 : PART, NP]

#	Rating	S29
77	Other (or verbal characterization)	S29
88	Refused	S29
99	Don't Know	S29

S29. How about your energy efficiency knowledge BEFORE participating the Energy Audit program? [IF NEC: using the same 10 point scale?

#	Rating	S30
77	Other (or verbal characterization)	S30
88	Refused	S31
99	Don't Know	S31

S30. How likely will you be to actively consider energy-efficient products when installing or replacing equipment for your business in the future? Please give me a rating from 1 to 10, where 10 means you're EXTREMELY likely to consider energy-efficient products.

[Q49-1999 Part survey]

[2002 : PART, NP]

#	Rating	
77	Other (or verbal characterization)	S31
88	Refused	S31
99	Don't Know	S31

S31. Do you have any suggestions for improving the Energy Audit process, experience or report? [IF YES: What are they?]

1	NONE	F1
77	Record Verbatim	F1
88	Refused	F1
99	Don't know	F1

Firmographics

F1. What would you estimate the total indoor square footage of your facility at this location to be...?

[Q84-P923]

[2002 : PART, NP]

1	Less than 2,500 square feet	F5
2	2,500 but less than 5,000 square feet	F5
3	5,000 but less than 10,000 square feet	F5
4	10,000 but less than 20,000 square feet	F5
5	20,000 but less than 50,000 square feet	F5
6	50,000 but less than 100,000 square feet	F5
7	Ag/Non-facility – Outdoors	F5
99	Don't know	F5

F5. Which of the following categories describes the number of employees your firm has at this location?

[Q83-P923]

[2002 : PART, NP]

1	1 to 5	F10
2	6 to 10	F10
3	11 to 20	F10
4	21 to 50	F10
5	51 to 100	F10
6	Or, over 100	F10
88	[DO NOT READ:] Refused	F10
99	[DO NOT READ:] Don't know	F10

F10. How many locations does your firm have in California?

[Q91-P923]

[2002 : PART, NP]

1	1	F15
2	2 to 4	F15
3	5 to 10	F15
4	11 to 25	F15
5	Over 25	F15
88	[DO NOT READ:] Refused	F15
99	[DO NOT READ:] Don't know	F15

F15. What is the main activity at your business?

[Q0-P923]

[2002 : PART, NP]

1	Office	F20
2	Retail (non-food)	F20
3	College/university	F20
4	School	F20
5	Grocery store	F20
6	Convenience store	F20
7	Restaurant	F20
8	Health care/hospital	F20
9	Hotel or motel	F20
10	Warehouse	F20
11	Personal Service	F20
12	Community Service/Church/Temple/Municipality	F20
13	Industrial Process/Manufacturing/Assembly	F20
14	Condo Assoc/Apartment Mgmt	F20
15	Agriculture	F20
77	Other (SPECIFY)	F20
88	Refused	F20
99	Don't Know	F20

F20. Is a language other than English predominantly spoken at your business?

[2002 : PART, NP]

1	Yes	F25
2	No	End
88	Refused	End
99	Don't know	End

F25. Other than English, what language is primarily spoken at your business? [ACCEPT ONE ANSWER]

[2002 : PART, NP]

1	Spanish	End
2	Chinese	End
3	Korean	End
4	Vietnamese	End
5	Japanese	End
6	Indian	End
77	Other (SPECIFY)	End
88	Refused	End
99	Don't know	End

End. On behalf of &UTILITY, thank you very much for you time today.

Appendix H.
Medium and Large Nonparticipant Survey Instrument

**LONGER-TERM MEDIUM/LARGE COMPANY NONPARTICIPANT SURVEY
2003 STATEWIDE NONRESIDENTIAL AUDIT STUDY**

NONPARTICIPANT INTRODUCTION

Q1. Hello, this is <INTERVIEWER NAME> calling from Quantum Consulting on behalf of [&UTILITY].

May I please speak with the person at this location who is most knowledgeable about decisions affecting your energy using equipment such as cooling and lighting systems?

1	No, this person is not available right now	appoint
2	Yes	A5
77	No, Other reason (specify)	T&T
88	Refused	T&T
99	Don't know	T&T

This is a fact-finding survey only – we are NOT interested in selling anything, and responses will not be connected with your firm in any way. Your regulated electric utility, wants to better understand how businesses think about and manage their energy consumption.

The four investor-owned utilities in California are cooperating on this important study, authorized by the California Public Utilities Commission, to better understand how businesses like yours think about and manage their energy consumption. Your input is very important to the utilities and to the Commission.

[DO NOT RECORD INFORMATION FOR INDIVIDUAL AT SOME OTHER BUILDING OR LOCATION. WE WANT THE INDIVIDUAL MOST KNOWLEDGEABLE ABOUT THIS LOCATION, EVEN IF BUILDING IS OWNED BY OFF-SITE MANAGER.]

[WHEN CORRECT RESPONDENT IS ON-LINE (REPEAT **AS NEEDED** WHEN CURRENT INDIVIDUAL IS BEST CONTACT):]

Q2. Hello, this is <INTERVIEWER NAME> calling from Quantum Consulting on behalf of [UTILITY]. I understand you are the person at this location who is most knowledgeable about decisions affecting the energy using equipment, such as cooling and lighting, at this location.

Today we're conducting a very important study on the needs and perceptions of firms like yours, how businesses like yours think about and manage their energy consumption. This survey should take no more than about 15 or 20 minutes, and it's an important opportunity to make sure your views are represented in the future design of programs that will help you reduce your energy consumption. We believe you'll find it quite interesting.

[IF NEEDED:] Can I confirm that you're responsible for making energy-related decisions for your firm at [&SERVADDR]??

[IF NEEDED:] The four investor-owned utilities in California are cooperating on this important study, authorized by the California Public Utilities Commission, to better understand how businesses like yours think about and manage their energy consumption. Your input is very important to the utilities and to the Commission.

1	Current individual is best contact	S1
2	Transferred to best contact	Repeat Q2 w /best contact
3	Given best contact's name and number	Record for future contact
99	Don't know /refused	Thank & terminate

Screener

Before we get started, let me just ask you a simple question to see if you qualify for our survey:

If &UTILITY ne SoCalGas

1. What is the name of your electric utility company?

[2002 : Part, NP]

1	PG&E	S3
2	SCE/Edison	S3
77	Other (specify)	T&T
88	Refused	T&T
99	Don't know	T&T

S3. To the best of your knowledge, has the facility located at &addr received a [UTILITY]-sponsored energy audit within the past 3 years?

1	Yes	T&T
2	No	R5
88	Refused	R5
99	Don't know	R5

R5. Does your business own or lease the facility?

[Q3-P923]

[2002 : PART, NP]

1	Own	R25
2	Lease/rent	R10
99	DK/NA/refused	R25

Audit Marketing/Sources of Awareness

A25. Are you aware of programs or resources provided by [UTILITY] in 2003 that were designed to promote energy efficiency for businesses like yours. [IF YES] What types of programs can you recall?

[RECALL ALL MENTIONS]

[Q5a-1999 Part Survey]

[2002 : Part, NP]

1	Express Efficiency	A53
2	SPC / Stanford Performance Contracting	A53
3	Business energy audits	A54
4	Distributor incentives	A53
5	Rebate (unspecified)	A53
6	No, not aware of any programs	A53
77	Other programs (SPECIFY) _____	A53
88	Refused	A53
99	Don't know	A53

Ask if A25 ne 3, else go to A54

A53. Are you aware of [UTILITY]-sponsored energy audits? [IF NEEDED] An audit involves answering questions about your business and its energy use, then receiving a set of recommendations.

[2002 : Part, NP]

1	Yes	A54
2	No	P0

88	Refused	P0
99	Don't know	P0

A54. How did you first learn about the [UTILITY] audits? [ACCEPT MULTIPLES]
[2002 : Part, NP]

1	Respondent approached contractor/ESCO/A&E firm/other 3 rd party	A55
2	Respondent approached utility concerning another matter and learned about the program	A55
3	Contacted by utility rep	A55
4	Contacted by contractor/ESCO/A&E firm/other 3 rd party	A55
5	Utility brochure in mail	A55
6	Bill insert	A55
7	Word-of-mouth from friend or co-workers within the company	A55
8	Word-of-mouth from friends or other business associates outside the company	A55
9	Television, radio, newspaper ad	A55
10	Magazine or trade journal	A55
11	Participation in previous years	A55
12	Manufacturer information/suggestion	A55
77	Other (SPECIFY) _____	A55
88	Refused	A55
99	Don't know	A55

IF AWARE,

A55.What were the primary reasons you have not participated in the &Utility Energy Audit program? [DO NOT READ CATEGORIES; ACCEPT MULTIPLES]

1	Have not had time	P0
2	Don't believe it would be worthwhile use of time	P0
3	Not interested in Saving energy	P0
4	Received Audit service from another firm	P0
5	Plan to participate soon	P0
77	Other (SPECIFY)	P0
88	Refused	P0
99	Don't know	P0

HE Equipment

One way that businesses can reduce their energy use is to install more energy efficient equipment. Since one of the factors that influences energy use is the kind of manufacturing, lighting, and cooling equipment a business has, we would like to ask you about any equipment purchases you have made since January 2002.

PROCESS CHANGES

P0. Does the facility at &SERVADDR process or manufacture any products?

1	Yes	P1
2	No	C1
88	Refused	C1
99	Don't know	C1

P1. Since January 2002, have you made any changes to the industrial processing or manufacturing equipment at &SERVADDR ?

1	Yes	P3
2	No	P33
88	Refused	P33
99	Don't know	P33

IF P1 = 1

P3. Please describe the types of changes that were made to the industrial processing or manufacturing equipment. [Prompt after each response: "Were there any other changes made to the processing or manufacturing equipment? "]

1	Change #1 [Record VERBATIM.]	P5
2	Change #2 [Record VERBATIM.]	P5
3	Change #3 [Record VERBATIM.]	P5
4	Change #4 [Record VERBATIM.]	P5
88	Refused	P36
99	Don't Know IF ONLY 99 THEN SKIP TO P36	P36

For the first two equipment mentioned, ask P5 through P13

P5. Please describe the type(s) of &PROCESS_EQUIP1 that was (were) installed?

77	Record Verbatim	P7
88	Refused	P7
99	Don't Know	P7

P7. Please describe the quantity(s) of &PROCESS_EQUIP1 that was (were) installed?

77	Record Verbatim	P9
88	Refused	P9
99	Don't Know	P9

P9. Please describe the efficiency level of &PROCESS_EQUIP1 that was (were) installed?

77	Record Verbatim	P17
99	Refused/Don't Know	P17

END OF LOOP FOR INDIVIDUAL PROCESS CHANGES

Thank you for discussing these changes to the processing and manufacturing equipment that you've made since January 2002. Please consider all of these purchases together when answering these next questions.

P17. Did you receive a Rebate for the purchase of the equipment we just discussed?

1	Yes	P19
2	No	P36
77	Other (SPECIFY)	P36
88	Refused	P36
99	Don't Know	P36

P19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	P36
2	Yes, SPC rebate	P36
3	No	P36
77	Other (SPECIFY)	P36
99	Refused	P36
99	Don't Know	P36

P36. Do you have any plans to install any high efficiency process or manufacturing equipment within the next year?

1	Yes	P37
---	-----	-----

2	No	C1
77	Other (SPECIFY)	C1
88	Refused	C1
99	Don't Know	C1

P37. Please describe the process or manufacturing equipment you plan to install within the next year.
[Record Multiple] PROMPT AFTER EACH RESPONSE WITH "Is there any other high efficiency equipment you plan to install within the next year?"

77	Other (SPECIFY) 1	C1
78	Other (SPECIFY) 2	C1
79	Other (SPECIFY) 3	C1
88	Refused	C1
99	Don't Know	C1

COOLING

C1. Since January 2002, did you make any changes related to cooling at &SERV_ADDR, including air conditioning units, programmable thermostats, or HVAC controls?

[CR020-P923]

[2002 : NP]

1	Yes	C3
2	No Change	C36
88	Refused	C36
99	Don't Know	C36

C3. What types of equipment were installed as part of the cooling retrofit?

[CR099-P923] [SELECT ALL THAT APPLY] [AFTER EACH RESPONSE PROMPT WITH, "Were there any other types of cooling equipment installed at &SERV_ADDR since January 2002?"]

[DO NOT READ]

[2002 : NP]

C_Tech1B Definition

1	Split system air conditioners (two components; compressor is separate from the supply air fan)	Units	C5
2	Packaged air conditioning systems (one component)	Units	C5
3	Package Terminal A/C (e.g., Hotel/Motel units)	Units	C5
4	Remote Condensing Unit	Units	C5
5	Evaporative coolers (swamp coolers)	Units	C5
6	Water Chiller(s)	-	CH1
7	Evaporative Condenser	Units	C5
8	Cooling Tower	Towers	C5
9	Adjustable Speed Drives	Drives	C5
10	Energy Management System	-	C17
11	Reflective Window Film	Square feet of window film	C5
12	HVAC Controls: Bypass Timer	Timers	C5
13	HVAC Controls: Time Clock	Timers	C5
14	HVAC Controls: Set-Back Programmable Thermostat	Thermostats	C5
15	Thermal Energy Storage (Ice Storage, Chilled Water Storage) System	-	C17
77	Other (SPECIFY)	-	C5
71	Individual A/C or Heat Pump Units (e.g.,	Units	C5

	Rooftop units, Unitary Equipment, Central A/C with multiple/single unit) NOTE:(ask if split or package system)		
72	Window/Wall Air-Conditioning Units	Units	C5
88	Refused	IF <u>ONLY</u> 88/99 THEN SKIP TO C36	C36
99	Don't know	IF <u>ONLY</u> 88/99 THEN SKIP TO C36	C36

ASK IF C3=6; ELSE SKIP TO C5

CH1. How many new chillers were installed at &SERV_ADDR?

#	NUMBER	CH3
77	Other (SPECIFY)	CH3
88	Refused	CH3
99	Don't Know	CH3

CH3. What types of new chillers were installed? Are they... [READ CATEGORIES]?

1	Water-cooled	CH5
2	Air-cooled	CH5
77	Other (specify)	CH5
88	Refused	CH5
99	Don't Know	CH5

CH5. Were the new chillers high efficiency or standard efficiency?

1	High Efficiency	CH7
2	Standard Efficiency	CH7
77	Other (SPECIFY)	CH7
88	Refused	CH11
99	Don't Know	CH11

CH7. Do you recall the efficiency rating of the new chiller(s)? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as kW/ton)) [RECORD VALUE]

&VAL	Rating SPECIFY)	CH8
77	Other (specify)	CH9
88	Refused	CH9
99	Don't Know	CH9

CH8. Do you recall the units for the efficiency rating of the new chiller(s)? [RECORD UNITS]

&UNITS	Units (SPECIFY)	CH9
77	Other (specify)	CH9
88	Refused	CH9
99	Don't Know	CH9

CH9. How do you distinguish between high efficiency and standard efficiency?

1	Contractor	CH11
2	Utility recommendation	CH11
3	Efficiency rating	CH11
4	KW/ton	CH11
5	Coefficient of performance / COP	CH11
6	Energy efficiency ratio / EER	CH11
77	Other (SPECIFY)	CH11
99	Don't Know	CH11

CH11. What is the total combined capacity, in tons, of all the new chillers installed? [IF NEEDED: PLEASE TELL ME THE CAPACITY IN TONS]

#	NUMBER	C5
8888	Refused	C5
9999	Don't Know	C5

Besides chillers (where COOLING_TECH1=6), for the first two other cooling measures mentioned, loop through to (and including) C16.

ASK IF C3= 1, 2, 3, 4, 5, 7, 8, 9, 11, 71, 72, 12, 13, 14, 71, 72; ELSE SKIP TO C13

C5. Regarding the COOLING_TECH1 how many &C_TECH1B were installed at &SERV_ADDR?

#	NUMBER	C6
777	Other (SPECIFY)	C6
888	Refused	C6
999	Don't Know	C6

ASK IF C3 = 1,2,3,5,71,72; else skip to C13

C6. Please tell me the combined capacity, in tons, of all the new COOLING_TECH1 that were installed?

#	NUMBER	C7
777	Other (SPECIFY)	C7
888	Refused	C7
999	Don't Know	C7

IF C3 = 1, 2, 3, 71, 72

C7. Was/were the COOLING_TECH1 that you installed standard or high efficiency?

[CR080-P923]

[2002 : NP]

1	Standard efficiency	C9
2	High efficiency	C9
77	Other (SPECIFY)	C9
88	Refused	C18
99	Don't know	C18

If C3 = 1,2,3,71,72

C9. Do you recall the efficiency rating of COOLING_TECH1? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as EER)) [RECORD VALUE]

&VAL	Value	C10
77	Other (SPECIFY)	C11
88	Refused	C11
99	Don't know	C11

C10. Do you recall the units for the efficiency rating of COOLING_TECH1 (such as EER)? [RECORD UNITS]

&UNITS	Units	C18
77	Other (SPECIFY)	C11
88	Refused	C11
99	Don't know	C11

If does not recall the value and units...

C11. How do you distinguish between an energy efficient air conditioner and a standard efficiency air conditioner? [DON'T READ]

1	Contractor	C18
2	SEER/ Seasonal Energy Efficiency Rating	C18
3	Utility recommendation, rebate	C18
4	EER/Energy Efficiency Rating	C18
5	Energy Star Label	C18
77	Other (SPECIFY)	C18
88	Refused	C18
99	Don't know	C18

END OF LOOP FOR INDIVIDUAL COOLING EQUIPMENT PURCHASES

Thank you for discussing each cooling equipment purchase that you've made since January 2002. Please consider all of these cooling equipment purchases when answering these next questions.

C18. Did you receive a Rebate for the purchase of the cooling equipment we just discussed?

1	Yes	C19
2	No	C36
77	Other (SPECIFY)	C36
88	Refused	C36
99	Don't Know	C36

C19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	C36
2	Yes, SPC rebate	C36
3	No	C36
77	Other (SPECIFY)	C36
88	Refused	C36
99	Don't Know	C36

C36. Do you have any plans to install any high efficiency cooling equipment within the next year?

1	Yes	C37
2	No	L1
77	Other (SPECIFY)	L1
88	Refused	L1
99	Don't Know	L1

C37. What types of cooling equipment do you plan to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any other types of cooling equipment you plan to install within the next year?"

1	Split system (two components; compressor is separate from the supply air fan)	L1
2	Packaged systems (one component)	L1
3	Package Terminal A/C (e.g., Hotel/Motel units)	L1
4	Remote Condensing Unit	L1
5	Evaporative coolers (swamp coolers)	L1
6	Water Chiller	L1
7	Evaporative Condenser	L1
8	Cooling Tower	L1
9	Adjustable Speed Drives	L1
10	Energy Management System	L1
11	Reflective Window Film	L1
12	HVAC Controls: Bypass Timer	L1
13	HVAC Controls: Time Clock	L1
14	HVAC Controls: Set-Back Programmable Thermostat	L1
15	Thermal Energy Storage (Ice Storage, Chilled Water Storage) System	L1
71	Individual A/C or Heat Pump Units (e.g.,	L1

	Rooftop units, Unitary Equipment, Central A/C with multiple/single unit) NOTE:(ask if split or package system)		
72	Window/Wall Air-Conditioning Units		L1
77	Other (SPECIFY)		L1

LIGHTING

Now I'd like to talk with you a bit about the lighting at &SERV_ADDR.

L1. Since January 2002, have you made any changes in indoor lighting equipment at &SERV_ADDR other than the routine replacement of burned out bulbs? This would include changes to fixtures or ballasts, and the addition of reflectors or lighting controls.

[BR020-P923]

[2002 : NP]

1	Yes		L3
2	No Change		L36
88	Refused		L36
99	Don't Know		L36

IF L1 = 1

L3. What type of fixtures, ballasts or lighting controls were installed as part of the lighting retrofit? [SELECT ALL THAT APPLY, AFTER EACH RESPONSE, PROMPT WITH,] Did you install any other reflectors, lighting controls, or lighting fixtures since January 2002?" [**SELECT ALL THAT APPLY**] [DO NOT READ]

[BR099-P923]

[2002 : NP]

L_TECH1B Definition

1	T8 fluorescent fixtures (1" diameter bulbs)	Fixtures	L5
2	T10 fluorescent fixtures	Fixtures	L5
3	T12 Fixtures (1.5" diameter bulbs)	Fixtures	L5
4	HID (High Density Discharge) Fixtures, Compact	Fixtures	L7
5	Compact Fluorescent, Screw-in Modular	Lamps	L7
6	Compact Fluorescent, Hardwire	Lamps	L7
7	Incandescent	Lamps	L7
8	Exit Signs, Compact Fluorescent	Fixtures	L7
9	Exit Signs, LED	Fixtures	L7
10	Halogen	Fixtures	L7
11	Install Reflectors	Reflectors	L7
12	Electronic Ballast	Ballasts	L7
13	Magnetic Ballast	Ballasts	L7
14	Lighting Controls, Time Clock	Timers	L7
15	Lighting Controls, Occupancy Sensor	Sensors	L7
16	Lighting Controls, Bypass/Delay Timers	Timers	L7
17	Lighting Controls, Photocell	Photocells	L7
18	Other Fluorescent	Fixtures	L7
19	Fat/Thick Tubes	Fixtures	L5
20	Skinny/Thin Tubes	Fixtures	L5
21	T5 Fixtures (5/8" diameter)	Fixtures	L5
77	Other (PLEASE SPECIFY)	-	L7
88	Refused	-	L17
99	Don't know	IF <u>ONLY</u> 99 THEN SKIP TO L29	L17

For the first two lighting measures mentioned, loop through to (and including) L13.

If L3 in (1, 2, 3, 19, 20, 21) ASK L5 and L6, ELSE SKIP to L7

L5. Regarding LIGHTING_TECH1 how long are the fluorescent tubes, 2 feet, 4 feet, 6 feet, or 8 feet long?
[IF MULTIPLE LENGTHS ENTER IN "OTHER SPECIFY" CATEGORY]

1	2 foot		L6
2	4 foot		L6
3	6 foot		L6
4	8 foot		L6
5	Other (SPECIFY)		L6
88	Refused		L6
99	Don't Know		L6

L6. How many fixtures were retrofitted or replaced as part of the installation of Lighting_Tech1?

1	Number		L9
77	Other (SPECIFY)		L9
88	Refused		L9
99	Don't Know		L9

L7. Regarding LIGHTING_TECH1 how many &L_TECH1B did you install? [RECORD NUMBER]
[PROBE: IMPORTANT THAT WE GET AT LEAST A ROUGH ESTIMATE OF THE NUMBER OF
FIXTURES, LAMPS, SENSORS, BALLASTS, OR OTHER UNITS DESCRIBED BY THE RESPONDENT]

1	Number		L9
77	Other (SPECIFY)		L9
88	Refused		L9
99	Don't Know		L9

If LIGHTING_MEASURE 1 ne (5, 6, 7, 14, 15, 16, 17)

L9. Regarding LIGHTING_TECH1 on average how many lamps are there per associated &L_TECH1B?

1	Number		L17
77	Other (SPECIFY)		L17
88	Refused		L17
99	Don't Know		L17

END OF LOOP FOR INDIVIDUAL LIGHTING EQUIPMENT PURCHASES

Thank you for discussing each lighting purchase that you've made since January 2002. Please consider all of those lighting purchases when answering these next questions.

L17. Did you receive a Rebate for the purchase of the lighting equipment we just discussed?

1	Yes		L19
2	No		L36
77	Other (SPECIFY)		L36
88	Refused		L36
99	Don't Know		L36

L19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate		L36
2	Yes, SPC rebate		L36
3	No		L36
99	Refused/Don't Know		L36

L36. Do you have any plans to install any high efficiency lighting equipment within the next year?

1	Yes		L37
---	-----	--	-----

2	No	G1
99	Refused/Don't Know	G1

L37. What types of lighting equipment are you planning to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any other reflectors, lighting controls, or lighting fixtures that you plan to install within the next year?"

1	T8 fluorescent fixtures (1" diameter bulbs)	G1
2	T10 fluorescent fixtures	G1
3	T12 Fixtures (1.5" diameter bulbs)	G1
4	HID (High Density Discharge) Fixtures, Compact	G1
5	Compact Fluorescent, Screw-in Modular	G1
6	Compact Fluorescent, Hardwire	G1
7	Incandescent	G1
8	Exit Signs, Compact Fluorescent	G1
9	Exit Signs, LED	G1
10	Halogen	G1
11	Install Reflectors	G1
12	Electronic Ballast	G1
13	Magnetic Ballast	G1
14	Lighting Controls, Time Clock	G1
15	Lighting Controls, Occupancy Sensor	G1
16	Lighting Controls, Bypass/Delay Timers	G1
17	Lighting Controls, Photocell	G1
18	Other Fluorescent	G1
19	Fat/Thick Tubes	G1
20	Skinny/Thin Tubes	G1
21	T5 Fixtures (5/8" diameter)	G1
77	Other (PLEASE SPECIFY)	G1
88	Refused	G1
99	Don't know	G1

**ASK IF P0=1 then skip to OT1, ELSE ASK G1
GAS APPLIANCES**

G1. Since January 2002, did you install any gas appliances at your facility, such as a boiler, water heater, furnace, or gas booster for dishwashers?

[GS020-P923]

[2002 : NP]

1	Yes	G3
2	No Change	G36
88	Refused	G36
99	Don't Know	G36

G3. What types of gas appliances were installed? [DO NOT READ] [AFTER EACH RESPONSE, PROMPT WITH, "Did you install any other gas appliances at your facility since January 2002?"]

[GS099-P923]

[2002 : NP]

[SELECT ALL THAT APPLY]

1	Boilers	G5
2	Water heaters	G5
3	Furnaces	G5
4	Gas boosters for dishwasher	G5

77	Other (specify)		G5
88	Refused	IF <u>ONLY</u> 88/99 THEN SKIP TO G33	G36
99	Don't know	IF <u>ONLY</u> 88/99 THEN SKIP TO G33	G36

For the first two gas appliances mentioned, ask G5 through G16

G5 How many GASAPP1 did you install?

&num	Number		G7
99	Don't know/refused		G7

G7. Was GASAPP1 that you installed standard or high efficiency?

[GS080-P923]

[2002 : NP]

1	Standard efficiency		G9
2	High efficiency		G9
88	Refused		G18
99	Don't know		G18

IF G3 in (1,2,3)

G9 Do you recall an efficiency rating for GASAPP1? (IF NECESSARY: Please indicate the efficiency rating and the units for that rating (such as AFUE)) [RECORD VALUE]

&VAL	Rating (SPECIFY)		G10
77	Other (SPECIFY)		G11
88	Refused		G11
99	Don't Know		G11

G10 Do you recall the units for the efficiency rating of GASAPP1 (such as AFUE)? [RECORD UNITS]

&UNIT	Units (SPECIFY)		G18
77	Other (SPECIFY)		G11
88	Refused		G11
99	Don't Know		G11

If does not recall value and units

G11. How do you distinguish between an energy efficient and a standard efficiency GASAPP1? [DON'T READ]

1	Contractor		G18
2	It's new, so efficient		G18
3	AFUE (Annual Fuel Utilization Efficiency)		G18
4	Energy Star Label		G18
5	EF/Energy Factor		G18
6	RE/Recovery Efficiency		G18
7	Efficiency Rating		G18
8	Utility recommendation, rebate		G18
77	Other (specify)		G18
88	Refused		G18
99	Don't know		G18

END OF LOOP FOR INDIVIDUAL GAS PURCHASES

Thank you for discussing each gas appliance purchase that you've made since January 2002. Please consider all of these gas appliance purchases when answering these next questions.

G18. Did you receive a Rebate for the purchase of the gas equipment we just discussed?

1	Yes	G19
2	No	G36
77	Other (SPECIFY)	G36
88	Refused	G36
99	Don't Know	G36

G19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	G36
2	Yes, SPC rebate	G36
3	No	G36
77	Other (SPECIFY)	G36
88	Refused	G36
99	Don't Know	G36

G36. Do you have any plans to install any high efficiency gas appliances within the next year?

1	Yes	G37
2	No	OT1
77	Other (SPECIFY)	OT1
88	Refused	OT1
99	Don't Know	OT1

G37. What high efficiency gas appliance do you plan to install within the next year? [SELECT ALL THAT APPLY][DO NOT READ] AFTER EACH RESPONSE, PROMPT WITH, "Are there any other gas appliances you plan to install within the next year?"

[SELECT ALL THAT APPLY]

1	Boiler	OT1
2	Water heater	OT1
3	Furnace	OT1
4	Gas booster for dishwasher	OT1
77	Other (specify)	OT1
99	Don't know/refused	OT1

OTHER CHANGES

OT1. Besides what we have already covered, since January 2002, have you added or replaced other equipment that is expected to significantly affect overall energy consumption?

[OTH20-P923]

[2002 : NP]

1	Yes	OT3
2	No	OT36
88	Refused	OT36
99	Don't know	OT36

IF OT1 = 1

OT3. Which of the following types of equipment were installed since January 2002? (READ FIRST FIVE THEN ASK FOR OTHER)

[OTH5-P923]

[2002 : NP]

1	Food Service Equipment	OT5
2	Water Heating Equipment	OT5
3	Outdoor Lighting Equipment	OT5

4	Refrigeration Equipment	OT5
5	Motors	OT5
77	Other (SPECIFY) – 1 st mention	OT5
78	Other (SPECIFY) – 2 nd mention	OT5
79	Other (SPECIFY) – 3 rd mention	OT5
88	Refused	IF <u>ONLY</u> 88/99 THEN SKIP TO OT36
99	Don't Know	IF <u>ONLY</u> 88/99 THEN SKIP TO OT36

For the first two equipment mentioned, ask OT5 through OT11

OT5_1. Please describe the type(s) of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT5_2
99	Refused/Don't Know	OT5_2

OT5_2. Please describe the quantity(s) of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT5_3
99	Refused/Don't Know	OT5_3

OT5_3. Please describe the efficiency level of &OTHEREQUIP1 that was (were) installed?

77	Record Verbatim	OT18
99	Refused/Don't Know	OT18

END OF LOOP FOR INDIVIDUAL OTHER EQUIPMENT PURCHASES

Thank you for discussing these additional purchases that you've made since January 2002. Please consider all of these purchases together when answering these next questions.

OT18. Did you receive a Rebate for the purchase of the equipment we just discussed?

1	Yes	OT19
2	No	OT36
77	Other (SPECIFY)	OT36
88	Refused	OT36
99	Don't Know	OT36

OT 19. Was this rebate through &UTILITY Express Efficiency Rebate Program or the Standard Performance Contracting (SPC) program?

1	Yes, Express Efficiency Rebate	OT36
2	Yes, SPC rebate	OT36
3	No	OT36
77	Other (SPECIFY)	OT36
99	Refused	OT36
99	Don't Know	OT36

OT36. Do you have any plans to install any other high efficiency equipment within the next year that we have not yet discussed?

1	Yes	OT37
2	No	CN1
77	Other (SPECIFY)	CN1
88	Refused	CN1
99	Don't Know	CN1

OT37. Please describe the high efficiency equipment you plan to install within the next year.

[Record Multiple] PROMPT AFTER EACH RESPONSE WITH "Is there any other high efficiency equipment you plan to install within the next year?"

77	Other (SPECIFY) 1	CN1
78	Other (SPECIFY) 2	CN1

79	Other (SPECIFY) 3	CN1
88	Refused	CN1
99	Don't Know	CN1

Conservation

I'm going to continue by discussing any actions your business may have taken to reduce or manage your energy use. We're going to start with energy conservation actions that you do every day to reduce your overall energy usage without changing or adding new equipment

CN1. Other than installing new equipment, have you taken any energy conservation actions since January 2002 to reduce your overall energy use, such as routinely turning off lights or setting the thermostat higher when using the air conditioner?

[CON10-P923]
[2002 : PART, NP]

1	Yes	SA1
2	No	SA1
88	Refused	SA1
99	Don't know	SA1

CN3. What energy conservation actions have you taken? [SELECT ALL THAT APPLY] [DO NOT READ] [PROMPT AFTER EACH RESPONSE WITH, "Have you taken any other energy conservation actions?"]

[CON20-P923]
[2002 : PART, NP]

1	Turn off office equipment such as PCs, monitors, printers and copiers when not in not at night and during the weekend	CN17
2	Set thermostats lower when heating and higher when using the air conditioning	CN17
3	Schedule high electrical energy-use processes during off-peak periods where feasible.	CN17
4	Turn off any lights that are not being used, for example, unused offices and conference	CN17
5	Turn down the remaining lighting levels if you can	CN17
6	(If available) Use dimmer switches to lower lights	CN17
7	Set air conditioning thermostats to pre-cool spaces at off-peak times	CN17
8	Establish a system to alert employees of expected high demand days including, but not limited to E-mail, voice mail, or public address announcement to all employees	CN17
9	Reprogram energy management system (EMS) schedule	CN17
10	Turn off your computer if you are out of the office for more than a few minutes	CN17
11	Set computer to low power standby mode	CN17
12	Turn off personal appliances , such as coffee pots and radios	CN17
13	Use e-mail to distribute documents instead of faxes and copiers	CN17
14	Make copies double-sided	CN17
15	Wear comfortable business attire. Dress appropriately for warmer temperatures	CN17
16	Run backup generator at times of peak demand	CN17
17	Other (SPECIFY)	CN17

If CN1=1

CN17. By roughly how much do you think the conservation actions you've taken have reduced your overall energy usage?

[CON25-P923]
[2002 : PART, NP]

1	0 to 5 percent	E90
---	----------------	-----

2	6 to 10 percent	E90
3	11 to 15 percent	E90
4	16 to 20 percent	E90
5	21 to 30 percent	E90
6	More than 30 percent	E90
88	Refused	E90
99	Don't know	E90

Barriers to Energy Efficient Measure Adoption

E90. Since January 2002, were there any opportunities to improve energy efficiency by installing energy saving equipment or reduce energy use through conservation at your facility that were identified but not undertaken?

[Q54-P923]

[2002 : NP]

1	Yes	L35np
2	No	Sa1
88	Refused	Sa1
99	Don't know	Sa1

L35np. What are the primary reasons you have not implemented these energy saving measures (to date)?
(CHECK ALL THAT APPLY) [DO NOT READ]

1	Product was not available	Sa1
2	Could not find a service provider	Sa1
3	Amount of savings did not justify added investment costs	Sa1
4	Other priorities for capital spending	Sa1
5	Do not have enough money	Sa1
77	Other (SPECIFY)	Sa1
88	Refused or not applicable	Sa1
99	Don't Know	Sa1

EE Market Characteristics and Program Influence

Sa1. On a scale of 1 to 10, where 1 is very unsatisfied and 10 is very satisfied, please rate your overall satisfaction with &UTILITY?

#	Rating	Sa3
77	Other (verbal characterization)	S26np
88	Refused	S26np
99	Don't know	S26np

Sa3. Why do you say that?

#	Record Verbatim	S26np
88	Refused	S26np
99	Don't know	S26np

ASK IF A54 NOT MISSING, ELSE SKIP TO S28

S26np. What sources of information do you use to inform energy management decisions?

77	Other (SPECIFY) – 1 st mention	S28
----	---	-----

78	Other (SPECIFY) – 2 nd mention	S28
79	Other (SPECIFY) – 3 rd mention	S28
88	Refused	S28
99	Don't Know	S28

S28. How knowledgeable are you about energy efficient products that are available and how they'll perform? Please give me a rating from 1 to 10, where 1 means you aren't knowledgeable at all, and 10 means you are fully knowledgeable.

[DM108-P861]

[2002 : PART, NP]

#	Rating	S30
77	Other (or verbal characterization)	S30
88	Refused	S30
99	Don't Know	S30

S30. How likely will you be to actively consider energy-efficient products when installing or replacing equipment for your business in the future? Please give me a rating from 1 to 10, where 10 means you're EXTREMELY likely to consider energy-efficient products.

[Q49-1999 Part survey]

[2002 : PART, NP]

#	Rating	F1
77	Other (or verbal characterization)	F1
88	Refused	F1
99	Don't Know	F1

Firmographics

F1. What would you estimate the total indoor square footage of your facility at this location to be...?

[Q84-P923]

[2002 : PART, NP]

1	Less than 2,500 square feet	F5
2	2,500 but less than 5,000 square feet	F5
3	5,000 but less than 10,000 square feet	F5
4	10,000 but less than 20,000 square feet	F5
5	20,000 but less than 50,000 square feet	F5
6	50,000 but less than 100,000 square feet	F5
7	Ag/Non-facility – Outdoors	F5
99	Don't know	F5

F5. Which of the following categories describes the number of employees your firm has at this location?

[Q83-P923]

[2002 : PART, NP]

1	1 to 5	F10
2	6 to 10	F10
3	11 to 20	F10
4	21 to 50	F10
5	51 to 100	F10
6	Or, over 100	F10
88	[DO NOT READ:] Refused	F10
99	[DO NOT READ:] Don't know	F10

F10. How many locations does your firm have in California?

[Q91-P923]

[2002 : PART, NP]

1	1	F15
2	2 to 4	F15
3	5 to 10	F15
4	11 to 25	F15
5	Over 25	F15
88	[DO NOT READ:] Refused	F15
99	[DO NOT READ:] Don't know	F15

F15. What is the main activity at your business?

[Q0-P923]

[2002 : PART, NP]

1	Office	F20
2	Retail (non-food)	F20
3	College/university	F20
4	School	F20
5	Grocery store	F20
6	Convenience store	F20
7	Restaurant	F20
8	Health care/hospital	F20
9	Hotel or motel	F20
10	Warehouse	F20
11	Personal Service	F20
12	Community Service/Church/Temple/Municipality	F20
13	Industrial Process/Manufacturing/Assembly	F20
14	Condo Assoc/Apartment Mgmt	F20
15	Agriculture	F20
77	Other (SPECIFY)	F20
88	Refused	F20
99	Don't Know	F20

F20. Is a language other than English the primary language spoken at your business?

[2002 : PART, NP]

1	Yes	F25
2	No	End
88	Refused	End
99	Don't know	End

F25. Other than English, what language is primarily spoken at your business? [ACCEPT ONE ANSWER]

[2002 : PART, NP]

1	Spanish	End
2	Chinese	End
3	Korean	End
4	Vietnamese	End
5	Japanese	End
6	Indian	End
77	Other (SPECIFY)	End
88	Refused	End
99	Don't know	End

End. On behalf of &UTILITY, thank you very much for you time today.

Appendix I.
Program Manager Interview Guide

**2003 NORESIDENTIAL AUDIT EVALUATION
PROGRAM MANAGER INTERVIEW GUIDE**

INTRODUCTION

Quantum Consulting is conducting a market assessment and evaluation (MA&E) study of The Statewide Nonresidential Audit program. The goal of this conference call is to assess best practices in **on-site** audits.

- **Objectives** of the best practices task are to:
 - Identify what should be included in an audit versus what is less important
 - Review IOU audit reports
 - Review steps and procedures for performing an on-site energy assessment
 - Identify differences between audits for large and small customers
 - Identify best practices in:
 - .. audit procedures
 - .. tools
 - .. audit report content

- **Data Sources** for the best practices task are:
 - on-site audit reports
 - staff interviews
 - on-site audit procedures and process documentation

QUESTIONS REGARDING THE ON-SITE AUDIT PROGRAM PROCESS

Types of On-site Audits Offered in 2004

1. What kinds of on-site audits do you offer customers?
 - IOU representative goes door to door
 - Contractor goes door to door
 - IOU representative makes appointment for on-site audit with customer
 - Contractor makes appointment for on-site audit with customer
 - Other

2. Do you target customers based on their energy usage or demand (i.e. focus on large instead of small)?

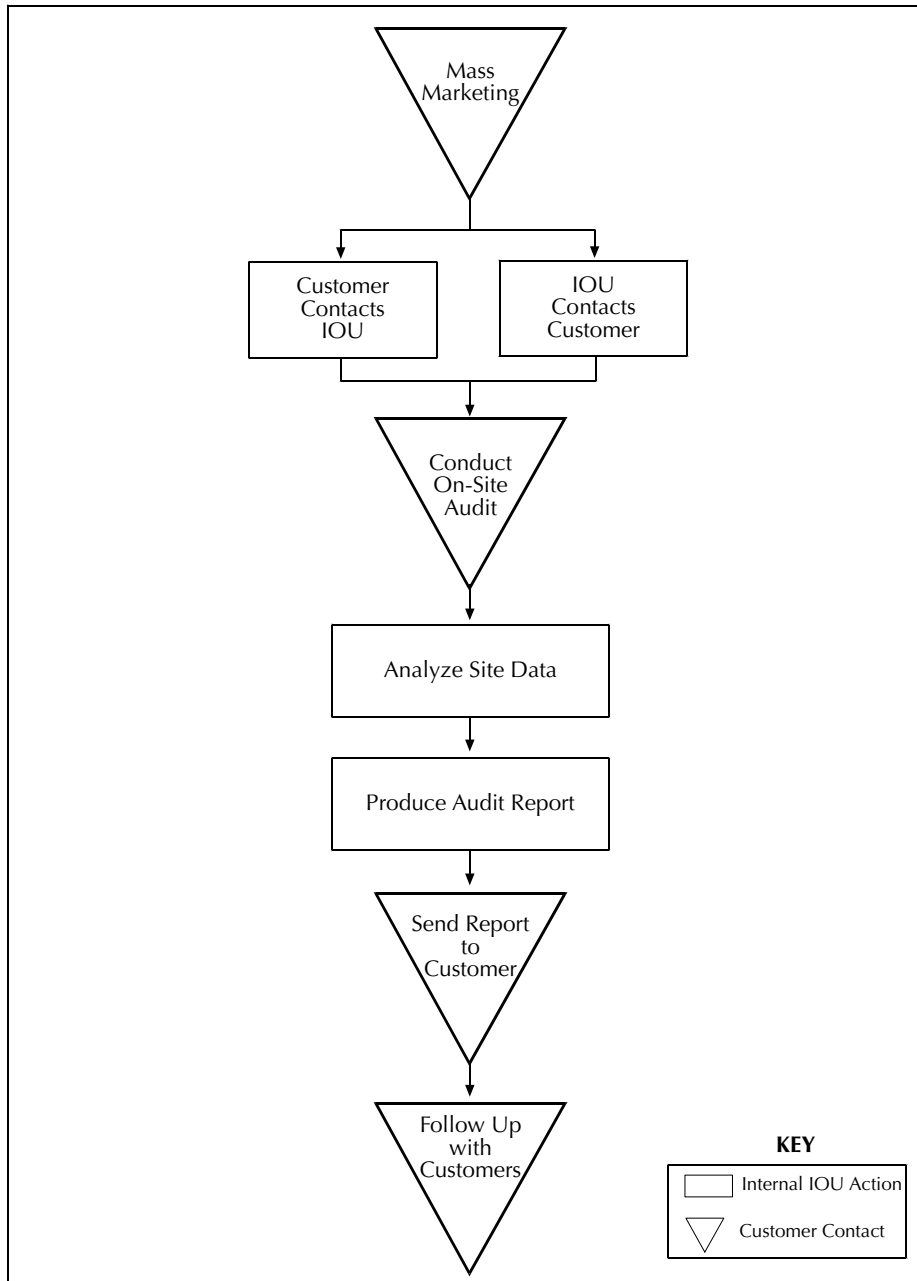
3. Do you offer a range of audits from simple to comprehensive?

4. Does the scope of the audit depend on the size of a customer?

Review Process Flow Chart

- 5. Is our impression of the program's steps accurate? What are we missing?
- 6. What are the key differences along the way between large and small customers?
- 7. Are more time and resources spent on large customers (i.e. outreach, face time, follow up)?

**Nonresidential On-Site Audit
Process Flow Diagram**



Marketing (how IOUs reach out to customers)

- Small Customers
 8. Do you use the following mass marketing methods:
 - bill inserts
 - mailers
 - community events
 - advertisements in business publications
 - email
 - other
 9. How do customers get in touch with you to have an on-site audit done?
- Large Customers
 10. Do you develop lists of potential sites?
 11. How do you contact customers?

Facility Agrees to Site Visit

12. How do you decide to perform on-site audit instead of another type (such as Online or Phone audit)?
13. Do you drive a certain type of customer to a particular type of audit (i.e. CD, online, on-site)?

Perform Energy Assessment

14. Does the IOU representative pitch the programs to the customer during the walk-through?
 - a. Do you hand out literature on rebate programs (i.e. Express, SPC)? If so, what literature? Can you provide that information?
15. How are IOU representatives trained to interact with customers? What are representatives trained to say and not say?
 - a. How are customer concerns addressed (“If some of my equipment is not working properly, will you expose that to management and make me look bad?”). How do you ensure that a facility manager does not feel threatened by an audit?
16. How do you collect information (i.e. pen and paper, laptop, recording device, photographs) during the walk-through inspection to assess site for potential cost-effective energy savings and demand reduction?
17. Are standardized forms used? If so, are they different for large and small customers?

18. How is an on-site audit of a small customer site different from site visit to a large customer facility?

Produce Audit Report

19. Who creates the report?
 - a. Is it the same individual that audits the site?
 - b. Is it a one-person job, or do multiple people contribute? If so, what are their roles?
20. Do you use customer utility bill information?
21. If yes, do you request records from the billing department, or do you have direct access to billing data?
22. What analysis tools are used to develop savings estimates, measure cost info (i.e. do you use an Excel spreadsheet)?
23. What is the turnaround time between a site visit and report delivery?
24. What do you think are the most important items to include in an on-site audit report?
25. What items do you think are not very useful to customers?
26. In your experience, what parts of an on-site audit report are most successful in leading people to follow through on the energy efficiency recommendations and participate in your rebate programs?
27. Have you received feedback from customers about what they find valuable? What feedback have customers given you?

Customer Presentation/Report Delivery

28. How does a customer receive an audit report (i.e. in person, mail, email)
29. How do you promote rebates?

Audit Follow-up

30. Do you follow up with customers?
31. What percentage of on-site audit participants have you followed up with?
32. Do you hand off an audit lead to a rebate program manager?
33. Do you re-contact customer if no action is taken?
 - a. How do you meet with a customer (i.e.. phone, mail, in-person)
 - b. Do you use a script (i.e. are you going to adopt measure or not; what's keeping you from doing it; did we make it clear that you can get a rebate?)

Review of IOU Audit Report

34. If you were the customer receiving this report, what would you like and dislike about it?
35. Is there something else you might want customers to have?

**Appendix J.
References**

REFERENCES

2002 Statewide Nonresidential Cross-Program Evaluation, Study ID Number PGE0182.01 (SW066). Prepared for Rafael Friedman Pacific Gas and Electric Co. Prepared by Quantum Consulting September 2004.

Individual 2002 statewide nonresidential evaluations for Audits, Express Efficiency and SPC; Study ID Numbers PGE0158.01 (SW066), PGE0162.01 and SCE0138.01; 2004.

Statewide Study of Program Cost-Effectiveness: Targeting Small Versus Medium/Large Nonresidential Customers Phase I. Prepared for Pacific Gas and Electric Co. Study ID Number PGE0155.01, April 2004.

Statewide Small/Medium Nonresidential Customer Needs and Wants Study, California State Level Market Assessment and Evaluation Study ID Number SW039B. Prepared for Chris Ann Dickerson Pacific Gas and Electric Co. Prepared by Quantum Consulting and XENERGY, Inc. December 2001

Evaluation of PG&E's 1996 Commercial EMS Programs, PG&E Study ID#: 358 Process Report, May 6 1998, Submitted to Mary O'Drain Market planning and Research Pacific Gas and Electric Co. Prepared by Quantum Consulting, Inc.

Impact Evaluation of Pacific Gas and Electric Company's 1996 Commercial Sector Energy Management Services Program PG&E Study ID number: 358, March 1, 1998

1998 Express Efficiency Market Transformation Study (Small/Medium Commercial Focus) Final Report Prepared for Pacific Gas & Electric Company, Prepared by XENERGY, Inc. and Quantum Consulting, Inc. and Megdal and Associates, June 30, 1999.

Statewide Small Industrial Customer Wants and Needs Study, Prepared for Rafael Friedmann, Pacific Gas and Electric, Prepared by Quantum Consulting, Inc. February 2003

Business Energy Management Services (BEMS) Small/Medium C/I Market Effects Study, Final Report, Prepared for Betsy Wilkins, Pacific Gas and Electric Company, Prepared by Quantum Consulting, Inc.

Business Energy Management Services (BEMS) Small/Medium C/I Market Effects Study, Final Report, Prepared for Betsy Wilkins, Pacific Gas and Electric Company, Prepared by Quantum Consulting, Inc.

1996 Commercial Energy Efficiency Incentive Program Evaluation, Final Report, Submitted to Mary O'Drain Market planning and Research Pacific Gas and Electric Co. Prepared by Quantum Consulting, Inc.

Appendix K.
Glossary

GLOSSARY

A glossary of terms used in this report is presented below.

AC	Air conditioner
ASD	Adjustable Speed Drive
Adoption	Customer follow-through in installing or implementing an energy efficiency recommendation.
C/I	Commercial/Industrial
CEC	California Energy Commission
CIS	Utility customer information systems that contain customer billing records and other information.
Demographics	Describing the distribution of customers by size, location, and operating characteristics.
Energy audit	The identification of economically-justified operating cost reduction opportunities associated with end-use equipment and systems . Typically these opportunities result in significantly lowered electric, natural gas, steam, water, and sewer costs.
ESCO	Energy Services Company
Express Efficiency	Nonresidential prescriptive rebate program offered by California IOUs that offers financial incentives for installing energy-efficient equipment. The Express Efficiency program offers rebates for qualifying lighting, refrigeration, air conditioning, LED, motor, agricultural, and gas equipment. The program is targeted to the small/medium nonresidential market. Eligible nonresidential electric customers are those whose monthly, aggregated maximum demand does not exceed 500 kW and who are on applicable rate schedules. Eligible nonresidential gas customers are those whose monthly gas usage does not exceed 20,800 therms or who are currently served under a core gas rate.
HVAC	Heating, Ventilation, and Air Conditioning
Industrial Assessment Center (IAC)	The Industrial Assessment Centers program enables eligible small and medium-sized manufacturers to have comprehensive industrial assessments performed at no cost to the manufacturer. Teams of engineering faculty and students from the centers, located at 26 universities around the country, conduct energy audits or industrial assessments and provide recommendations to manufacturers to help them identify opportunities to improve productivity, reduce waste, and save energy.

GLOSSARY - CONTINUED

IOUs	Investor-owned utilities. In California they are; Pacific Gas & Electric, Southern California Edison, Southern California Gas, and San Diego Gas & Electric
kWh	Kilowatt hour. Merriam-Webster's definition: a unit of work or energy equal to that expended by one kilowatt (1000 watts) in one hour or to 3.6 million joules
Measures	Change in behavior or equipment that reduces energy or demand
Medium customers	Those with annual usage between 500 and 1,500 MWh
MWh	Megawatt hour. Energy expended by one million watts in one hour.
PG&E	Pacific Gas and Electric Company
Practices	End-user behavioral changes that result in energy savings, such as turning off lights.
Program tracking data	Data collected by a utility that contains customer program participation information
Retrofits	To furnish a premise with new or modified parts or equipment
SCE	Southern California Edison
SCG (SoCalGas)	Southern California Gas Company
SDG&E	San Diego Gas and Electric Company
Small customers	Those with annual electrical usage of less than 500 MWh
Standard Performance Contracting (SPC)	Standard Performance Contract (SPC) program, offered statewide by the California IOUs, pays financial incentives for energy saved from energy efficient retrofits of existing nonresidential facilities (small, medium and large commercial, industrial and agricultural customers are eligible). Unlike the Express program, in which dollars are paid for installing specific items from a pre-approved list of energy-savings equipment, SPC offers financial incentives based on verified energy savings for custom-designed projects. Retrofit projects must save at least 5,000 kWh of electricity or 500 gas therms per year to qualify under SPC. Similar projects at like facilities or multiple measures at one facility can be aggregated under one SPC project application.
Suppliers	Companies that supply equipment
Therms	Merriam-Webster's definition: a unit used to measure quantity of heat that equals 100,000 British thermal units
Vendors	Companies that sell energy-using equipment or services