

# SJV DAC Data Gathering: Quantitative Survey

## Instrument Information

Table 1. Overview of Data Collection Activity

Descriptor	This Instrument
Instrument Type	Web survey
Estimated Time to Complete	20 minutes
Population Description	PG&E, SCE, and SCG Customers in Non-Pilot DAC Communities
Sampling Strata Definitions	Natural Gas Acct, No Natural Gas Acct, Small, Medium, Large Communities
Contact List Size	20,000
Completion Goal(s)	2,500
Contact List Source and Date	IOUs/Jan 2020
Type of Sampling	Stratified random
Contact Sought	Customers in Non-Pilot DAC Communities
COVID Additional Questions	Additional COVID questions or changes are highlighted in green

## Instrument

### Introduction

Thank you for helping us with this important research study. Your responses will help inform future programs and energy solutions for your community and customers like you. If you qualify and complete this survey, we will send you a \$25 Visa gift card.

Opinion Dynamics, an independent research firm, is administering this survey. If you have any questions or technical difficulties with the survey, you may contact Taylor Williams at Opinion Dynamics at 1-888-XXX-XXXX or [taylor.williams@opiniondynamics.com](mailto:taylor.williams@opiniondynamics.com).

We care about your privacy. Your responses will be collected and stored anonymously in a public database. Individual identification information will not be shared without your permission.

Please enter your Survey Access Code to begin the survey. This is the 7-digit PIN provided with the survey link on the letter you received. If you cannot complete the survey all at once, you can return to where you left off any time by going to this link and re-entering your access code.

Survey Access Code:

[opiniondynamics.com](https://www.opiniondynamics.com)

[WILL INCLUDE SPANISH ON INITIAL INTRODUCTION PAGE AS WELL AS ENGLISH]

[SEPARATE PAGE FOLLOWING LANDING PAGE]

Thank you again for taking the time to participate in this study. We understand that you may be experiencing hardships due to the situation surrounding COVID-19. The California Public Utilities Commission (CPUC), along with Pacific Gas and Electric (PG&E), Southern California Edison (SCE), and SoCalGas, are here to help you during this difficult time. If you need any assistance related to your electric or natural gas service, please call your utility's customer service help line.

PG&E: 1 (800) 743-5000

SCE: 1 (800) 655-4555

SoCalGas: 1 (909) 307-7070

For information about consumer protections the CPUC has put in place as a result of COVID 19, please see: <https://www.cpuc.ca.gov/covid19protections/>

Please click "Continue" to begin the survey.

[WILL INCLUDE SPANISH ON THIS PAGE AS WELL AS ENGLISH LIKE ON INTRO PAGE]

## Screening [ASK ALL]

[ASK ALL]

S1. First, what is your preferred language for this survey?

*Primero, ¿cuál es tu idioma preferido?*

1. English
2. Spanish (Español) [CONTINUE WITH SURVEY IN SPANISH]

[ASK ALL]

S1.1 Does your home have natural gas service?

[SINGLE RESPONSE]

1. Yes
2. No
98. Don't know [TERMINATE]

[IF S1.1=1]

S1.2 Who provides natural gas service to your home?

1. Pacific Gas and Electric Company (PG&E)
2. Southern California Gas (SoCalGas/SCG)
3. San Diego Gas & Electric (SDG&E)
  
96. Another provider, please specify: [OPEN-ENDED RESPONSE]
97. None/Don't have natural gas
98. Don't know

[THANK & TERMINATE IF S1.1 = 1 AND S1.2<>97 (YES) AND WAVE=1; OR IF S1.1= 1 AND S1.2<>97 (YES) AND WAVE=2 AND WAVE2 NG QUOTA=350]

[TERMINATION TEXT: We're sorry, but your household is not eligible to take the survey. We truly appreciate the time you took to help us.]

[ASK ALL]

S2. Which of the following best describes your home at <ADDRESS> in <CITY>?

1. Mobile or manufactured home
2. Single family detached home
3. Single family attached home (e.g. row house, duplex)
4. Multifamily with 2-4 units (e.g. townhome, condo, etc.)
5. Multifamily with 5+ units (e.g. apartment, etc.)
6. Boat, RV motorhome, or camper
0. Other, specify [OPEN END]
96. I no longer live at <ADDRESS>

[THANK & TERMINATE IF S2=5,96]

[TERMINATION TEXT: We're sorry, but your household is not eligible to take the survey. Thanks for your time.]

[ASK ALL]

S3. Are there other homes, households, or structures on your property that share your electric [IF S1.1=1 AND S1.2<>97 "or natural gas"] costs?

1. Yes
2. No
8. Unsure

[IF S3 = 1 or 8, DISPLAY: For the rest of this survey, please think only about your primary home on your property even if there are other structures that share energy bills, ELSE DISPLAY: First, we have a few questions about your home.]

[ASK IF S2=2]

- S4. Is this single family detached home a prefab, modular home? *A modular home is not a mobile home; it is simply a home that is built off-site, transported to the site, and placed on a permanent foundation, as opposed to being placed on a mobile foundation with wheels. These homes are often called factory-built, system-built or prefab (short for prefabricated) homes.*
1. Yes, modular home
  2. No
  8. Unsure

## Home Characteristics

[ASK ALL]

- Q1. Do you own or rent your home?
1. Own
  2. Rent
  0. Other, specify [OPEN END]

[ASK IF Q1=2,0]

- Q2. Do you pay your electric bill or is it included in your rent?
1. Pay this bill
  2. Included in rent
  8. Unsure

[ASK IF Q1=2,0 AND S1.1=1 AND S1.2<>97]

- Q3. Do you pay your natural gas bill or is it included in your rent?
1. Pay this bill
  2. Included in rent
  8. Unsure

[ASK ALL]

- Q4. Approximately when was your home built?
1. Before 1940
  2. 1940-1949
  3. 1950-1959
  4. 1960-1969
  5. 1970-1974
  6. 1975-1978
  7. 1979-1983
  8. 1984-1991

9. 1992-1999
10. 2000-2005
11. 2006-2012
12. 2013 or later
98. Unsure

[ASK ALL]

Q5. Now we have some questions about the size of your home. Approximately how many square feet is your home?

1. Less than 250 sq. ft.
2. Between 250 and 500 sq. ft.
3. Between 501 and 750 sq. ft.
4. Between 751 and 1,000 sq. ft.
5. Between 1,001 and 1,250 sq. ft.
6. Between 1,251 and 1,500 sq. ft.
7. Between 1,501 and 2,000 sq. ft.
8. Between 2,001 and 2,500 sq. ft.
9. Between 2,501 and 3,000 sq. ft.
10. Between 3,001 and 4,000 sq. ft.
11. Between 4,001 and 5,000 sq. ft.
12. Greater than 5,000 sq. ft.
98. Unsure

[ASK IF S2<>1 OR 6]

Q6. How many levels (or stories) is your home? (Please include all usable, finished living space including finished attic space. If you live in a unit in a building with other units, please tell us how many levels are in your unit alone.)

[NUMERIC RESPONSE, 1-5]

[ASK ALL]

Q7. How many bedrooms does your home have?

[NUMERIC RESPONSE, 0-10]

[ASK ALL]

Q8. How many bathrooms does your home have? [Allow for decimals]

[NUMERIC RESPONSE, 1-10]

TEXT. An important part of this study is collecting information about the types of equipment and appliances that you have in your home. We are also interested in all energy sources used in your home, including those that you use for heating, cooling, water heating, and cooking.

[ASK ALL]

Q9. In addition to electricity [IF S1.1=1 AND S1.2<>97: “and natural gas”], what other fuel sources do you use in your residence to heat your home, run your water heater, or cook? [1-Yes, 2-No, 8-Unsure]

- a. Propane?
- b. Wood?
- c. Wood Pellets?
- d. Kerosene?
- e. Diesel/gas generator?
- f. Other fuel source(s)?

[ASK IF Q9f=1]

Q9OE. What other fuel source(s) do you use in your residence (to heat your home, run your water heater, or cook)?

[OPEN END]

[TERMINATE IF ALL Q9a, Q9b, Q9c, Q9d, Q9e, Q9f == 8]

[TERMINATION TEXT: We’re sorry, but your household is not eligible to take the survey. Thanks for your time.]

Text. Thank you for answering our initial questions! You now qualify for this study. Once you complete the survey, we will confirm your mailing address and send you a \$25 Visa gift card as a thank you for your participation.

[ASK ALL]

Q10. Does your home have any of the following? [1-Yes, 2-No]

- a. Rooftop solar panels?
- b. Battery storage device that provides electricity to your whole home (often used during power outages)?

[ASK ALL]

Q11. Do you ever use an electricity generator at home? If so, which kind? [1-Yes, 2-No]

a. Whole home/standby generator: *A whole home/standby generator is permanently installed at the home (similar to a central air conditioning unit) and turns on automatically when the electricity goes out.*

b. Portable generator: *A portable generator can be moved from location to location and must be manually turned on for each use. You can plug common electrical devices into them.*

[ASK IF Q11B=1]

Q12. What type of fuel do you typically use to run your portable generator?

- 1. Propane gas
- 2. Natural gas

3. Gasoline
4. Diesel
0. Other, specify [OPEN END]

[ASK IF Q11B=1]

12B. What is the main use for your generator?  
[SINGLE RESPONSE]

1. Outages
2. Camping/recreation
3. Work
0. Other, specify: [OPEN-ENDED RESPONSE]

## Envelope / Roof Characteristics

The next set of questions are about your attic, crawl space, and insulation. Then we will ask a few more detailed questions about your home's heating, cooling, water heating, and appliances.

[ASK IF S2=2,3,4]

- Q13. Does your home have an attic?
1. Yes
  2. No
  8. Unsure

[ASK IF Q13=1]

- Q14. Is the attic insulated?
1. Yes
  2. No
  8. Unsure

[ASK IF S2=2,3,4]

- Q15. Does your home have a basement crawl space?
1. Yes
  2. No
  8. Unsure

[ASK IF Q15=1 OR S2=1]

- Q16. Is your home's crawl space [IF S2=1, DISPLAY: (or "underbelly")] insulated?
1. Yes
  2. No
  8. Unsure

[ASK ALL]

Q17. What is the condition of your roof? *Select all that apply.*

[MULTIPLE RESPONSE]

1. It has areas on the roof that leak
2. It is missing panels/shingles
3. It is in fairly good condition
4. It is in new or like new condition [EXCLUSIVE]
8. Unsure [EXCLUSIVE]

[ASK ALL]

Q18. On average, how much sun does your home get?

1. Full sun
2. Partial sun
3. Mostly shade
8. Unsure

## HVAC

[ASK ALL]

Now we have a few questions about how you heat your home.

We would like to understand your typical behavior prior to Governor Newsom's stay-at-home order. For many of the questions in this survey we would like to get a whole year's view of your energy use and behavior. For the remaining questions, please answer as if you were describing your household's typical behavior **in 2019**.

[ASK ALL]

Q19. Thinking about heating equipment, please select all heating systems you have in your home. *Select all that apply.* [MULTIPLE RESPONSE]

1. Furnace  
*Typically, a central unit is in a garage, basement, crawlspace, or closet, and heats the entire house by blowing hot air through ducts.*





2. Electric Baseboard

*Contains electric heating elements that generate heat for the room. They are individual units that heat individual rooms, require no central heating or duct work, and are typically located along the base of the wall. Do not mark this box if your baseboards use a fuel type other than electricity.*



3. Fireplace



4. Wood Stove



5. Portable Space Heater(s)



6. Wall Furnace:

Also known as a “gravity furnace,” these individual units are attached to the wall and provide heat to one or two individual rooms. Depending on the type you have, you can adjust the temperature setting using either a wall-mounted thermostat or by using controls located directly on the heating unit. Some units are tall (over five feet tall) and others are short (about two feet tall, located on the wall near the floor). They do not use ducts.



7. Floor Furnace

Typically found in older, smaller homes, floor furnaces have just a single large vent that provides heat for the entire home. The vent is typically located in a common area or central hallway and people using floor furnaces must keep their bedroom doors open in order to keep bedrooms warm when using a floor furnace to heat the entire home.



8. Electric Wall Heater

Also known as “cadet” heaters, these individual units are attached to the wall (often a few feet below a light switch) and use electricity to blow hot air to heat individual rooms. You can adjust the amount of heat that comes out using a knob or digital thermostat that is located directly on the heating unit. They do not use ducts.



9. Buddy Heater or similar camping-style heat source



10. Boiler

Heats water to create either steam or hot water that is then distributed throughout your home through radiators, baseboard heaters, or radiant heating. Typically, a central unit used to heat multiple rooms.



11. Heat Pump

*Heat pumps can be used for heating and cooling.*

*Air source heat pumps are typically central units used to heat multiple rooms. They transfer heat from outside to inside the home or vice versa. They are sometimes called reverse-cycle air conditioners. Heat pumps can also include indoor wall-mounted units that typically heat and cool one room.*



0. Other, specify [OPEN END]

96. I do not have a heat source [EXCLUSIVE]

98. Unsure [EXCLUSIVE]

[ASK IF Q19=96]

Q20. If you do not have a heating source, is this by choice or for another reason? What barriers are there, if any, to having a heating source in your home?

[OPEN END, Unsure]

[ASK IF THE NUMBER OF RESPONSES IN Q19>1]

Q21. **Thinking back to 2019**, which heating system would you normally use as the **main** source for heating your home?

[SINGLE RESPONSE, SHOW RESPONSES SELECTED IN Q19]

1. Furnace
2. Electric Baseboard
3. Fireplace
4. Wood Stove
5. Portable Space Heater
6. Wall Furnace

7. Floor Furnace
8. Electric Wall Heater
9. Buddy Heater or camping style heater
10. Boiler
11. Heat Pump
12. [Q19 OPEN END READ IN]
96. I use them equally
98. Unsure

[REPEAT FOR Q19 = 1, 3, 4, 6, 7, 9, 10, 12, 98]

Q22. What fuel does your [Q19 READ IN OR "heating system" FOR 98] use?

[SINGLE RESPONSE, LIMIT BASED ON HEATING TYPE]

1. [ASK IF Q19= 1,2,5,6,7,8,9,10,11,12,98] Electricity
2. [ASK IF Q19= 1,3,6,7,10,12,98] Natural Gas
3. [ASK IF Q19= 1,3,6,7,9,10,12,98] Propane Gas
4. [ASK IF Q19= 3,4,12,98] Wood
5. [ASK IF Q19= 3,4,12,98] Wood Pellets
6. [ASK IF Q19=9,12,98] Kerosene
0. Other, specify [OPEN END]

[ASK IF Q19<>96 AND S2=3,4]

Q23. Is this system or any of your other heating systems shared with other units or is this a dedicated system used by only your household?

1. Yes, this is a shared system
2. No, this is a dedicated system used by only my household
8. Unsure

[ASK ALL]

Q24. Which of the following do you have to **cool** your home? *Select all that apply.*

[MULTIPLE RESPONSE]

1. Central Air Conditioning
2. Window Air Conditioner(s)
3. Portable Room Air Conditioner(s)
4. Evaporative or Swamp Cooler
5. Heat Pump
6. Ceiling Fan(s)
7. Portable Fan(s)
0. Other, specify [OPEN END]
96. I do not have any source for cooling [EXCLUSIVE]

[ASK IF THE NUMBER OF RESPONSES IN Q24>1]

Q25. **Thinking back to 2019**, which would you typically use as the **main** source for cooling your home?

[SINGLE RESPONSE, SHOW RESPONSES SELECTED IN Q24]

1. Central Air Conditioning
2. Window Air Conditioner(s)
3. Portable Room Air Conditioner(s)
4. Evaporative or Swamp Cooler
5. Heat Pump
6. Ceiling Fan(s)
7. Portable Fan(s)
8. [Q24 OPEN END READ IN]
96. I use them equally
98. Unsure

[ASK IF Q24=2 or 3]

Q26.

- a. [DISPLAY IF Q24=2] How many window air conditioners do you have to cool your home?
- b. [DISPLAY IF Q24=3] How many portable room air conditioners do you have to cool your home?

[NUMERIC RESPONSE, 1-10]

[ASK IF Q24=6]

Q27. a. How many ceiling fans do you have?

[ASK IF Q24=7]

b. How many portable fans do you have?

[NUMERIC RESPONSE, 1-20]

## Thermostat

In this section we have questions about any thermostats you may have in your home to set heating or cooling temperatures.

[ASK ALL]

Q28. Which type(s) of thermostat(s) do you have in your home? *Select all that apply.*

[MULTIPLE RESPONSE]

<p>Manual Thermostat</p> <p>Allows the user to set the temperature and adjust it up or down as desired by manually turning a dial or moving a lever; the temperature setting only changes when the user adjusts the thermostat</p>	
<p>Programmable Thermostat (Not Wi-Fi-Connected)</p> <p>Uses the built-in calendar and clock to adjust the temperature according to programmed settings by day and time.</p>	
<p>Wi-Fi-Connected Smart Thermostat</p> <p>In addition to doing everything a programmable thermostat does, these thermostats connect to the internet and allow the user to adjust the temperature through smartphones or tablets.</p>	
<p>Remote style thermostat</p> <p>A portable version of the programmable thermostat that can be used like a remote control. Many models have just the basic temperature settings and are often in homes that also have another programmable or smart thermostat with more features and settings.</p>	
<p>Dials</p> <p>Typically located on the actual heating or cooling unit instead of on the wall of your home. They operate like a manual thermostat.</p>	
<p>None, I don't have any thermostats [EXCLUSIVE]</p>	

[ASK IF NOT Q28=NONE]

Q29. **Thinking back to 2019**, how would you typically use your thermostat on a regular basis?

1. Turn the thermostat on and keep it generally set to one temperature, adjusting as needed based on the temperature outside.
2. Set the thermostat to a schedule, where the temperature is adjusted automatically depending on the time of day.

3. Or turn the thermostat on and off (or to a temperature that is the equivalent to “off”) regularly depending on the weather and/or occupancy.
0. Other, specify [OPEN END]

## Water Heating

[ASK ALL]

Q30. These next few questions are about **water heating**.

[ASK ALL]

Q31. Which type of water heater does your home have?

[SINGLE RESPONSE]

1. Conventional storage tank water heater  
*Typically consists of a storage tank with electric or gas heating elements inside.*



2. Tankless water heater  
*No storage tank. Water is heated as it is used.*



3. Heat Pump Water Heater  
*Requires a fan that pulls in air surrounding the tank and deposits cooler air outside the tank. The fan can be located on top of the tank or beside the tank.*



- 0. Other, specify [OPEN END]
- 8. Unsure

[ASK IF Q31<>3]

Q31a. What type of fuel does your water heater use?

[SINGLE RESPONSE]

- 1. Electricity
- 2. Natural gas
- 3. Propane gas
- 0. Other, specify [OPEN END]
- 8. Unsure

[ASK S2=3,4]

Q32. Is your water heater shared with any other units or is this a dedicated system used by only your household?

- 1. Yes, this is a shared water heater
- 2. No, this is a dedicated water heater used by only my household
- 8. Unsure

## Cooking

[COOKING INTRO]

Now we have a few questions regarding how you cook, your preferences for cooking, and the equipment you use to cook. Please answer these questions based on how you *typically* cooked and used energy in 2019.

Q33. [MOVED]



Q34. [MOVED]

[ASK ALL]

Q35. Which of the following appliances do you have for cooking? *Please select all the appliances you have.*

[MULTIPLE RESPONSE]

1. Range (stove top and oven combined)
2. Stove Top, separate from oven
3. Wall Oven
4. Wood-burning Cook Stove
5. Fireplace
6. Grill or BBQ
7. Camping/Portable Stove Top
0. Other, specify [OPEN END]

[ASK IF Q35=1,2,3,4,5,6,7,0]

Q36. What fuels are used for each of these cooking appliances?

- a. [ASK IF Q35=1] Range (stove top and oven combined)
- b. [ASK IF Q35=2] Stove Top, separate from oven
- h. [ASK IF Q35=4] Wood-burning Cook Stove
- c. [ASK IF Q35=3] Wall Oven
- d. [ASK IF Q35=5] Fireplace
- e. [ASK IF Q35=6] Grill or BBQ
- f. [ASK IF Q35=7] Camping or portable stove top
- g. [ASK IF Q35=0] [Q35 OPEN END READ IN]

[SINGLE RESPONSE]

1. Electricity [DO NOT DISPLAY FOR ITEMS d AND h]
2. Natural Gas [DO NOT DISPLAY FOR ITEM h]
3. Propane Gas [DO NOT DISPLAY FOR ITEM h]
4. Wood
5. Wood Pellets
0. Other, specify [OPEN END] [DO NOT DISPLAY FOR ITEM h]

[ASK IF THE NUMBER OF RESPONSES IN Q35>1]

Q37. And which kitchen appliances did you *typically* use for cooking and preparing food? Please select only the appliances that you typically used in 2019. *Select all that apply.*

[MULTIPLE RESPONSE, ELIMINATE LIST BASED ON Q35, ALWAYS INCLUDE 00 OPTION]

1. Range (stove top and oven combined)
2. Stove Top, separate from oven

3. Wall Oven
4. Wood-burning Cook Stove
5. Fireplace
6. Grill or BBQ
7. Camping/Portable Stove Top
0. [PIPE IN OTHER SPECIFIED IN Q35]
00. Other, specify [OPEN END]

[ASK IF Q35=1,2]

- Q38. Do you typically use a ventilation hood in your kitchen when you cook? A ventilation or exhaust hood is a device containing a fan that hangs above your stove or cooktop in the kitchen or is sometimes a part of a stove or cooktop. It removes fumes, smoke, heat and steam from the air during cooking.
1. Yes, frequently
  2. Yes, sometimes
  3. No, I have a working ventilation hood but I do not use it
  4. No, I do not have a ventilation hood
  5. No, my ventilation hood is currently broken
  8. Unsure

[ASK ALL]

Q33. Thinking about cooking with a flame or an electric cooktop, what is your preference? When you think about cooking with a flame, it could be natural gas, propane gas, wood, or charcoal.

1. I strongly prefer to cook with a flame
2. I somewhat prefer to cook with a flame
3. I have no preference between cooking with a flame or an electric cooktop
4. I somewhat prefer an electric cooktop
5. I strongly prefer an electric cooktop
8. Unsure

[ASK IF Q33=1 OR 2]

Q34. Why do you prefer cooking over a flame rather than using an electric cooktop?

[OPEN ENDED RESPONSE]

98. Unsure [EXCLUSIVE]

[PROGRAMMER INSTRUCTIONS. COMPUTE THE FOLLOWING TWO VARIABLES:

[IF Q36A=3 OR Q36B=3 OR Q36C=3, THEN PROP=1]

[IF (Q35=4 OR 5) OR (Q36A=4 OR 5) OR (Q36B=4 OR 5) OR (Q36C=4 OR 5) OR (Q36H=4 OR 5), THEN WOOD=1]

[ASK IF Q35= 4,5 OR Q36A=3,4,5 OR Q36B=3,4,5 OR Q36C=3,4,5 (WOOD AND PROPANE)]

[SKIP IF Q36A=1 OR Q36B=1 OR Q36C=1]

In this next question, we provide you with a pretend situation to help us understand your cooking preferences.

- Q39. Pretend your home was provided with a free energy efficient **electric** oven/stovetop to replace your current [IF WOOD≠1 AND PROP=1, DISPLAY “propane cooking device”; IF PROP≠1 AND WOOD=1, DISPLAY “wood cooking device”; IF WOOD=1 AND PROP=1 DISPLAY “wood and propane cooking devices”] and it was installed for free. Would you have any concerns with switching from your [IF WOOD≠1 AND PROP=1, DISPLAY “propane cooking device”; IF PROP≠1 AND WOOD=1, DISPLAY “wood cooking device”; IF WOOD=1 AND PROP=1 DISPLAY “wood and propane cooking devices”] to an electric oven/stovetop?
1. Yes (please describe your concerns) [OPEN-ENDED RESPONSE]
  2. No concerns, I would be extremely interested in making the switch

## Laundry Equipment

[ASK ALL]

In this next section, we have some questions about laundry equipment and other electric appliances you might have in your home.

- Q40. Do you have a clothes washing machine in your home? [DISPLAY IF S2=3,4: Let us know if you have shared use of a washing machine in a common area.]
1. Yes
  2. [DISPLAY IF S2=3,4] Yes, common area
  3. No

[ASK IF Q40=1]

Q41. What type of clothes washer(s) do you have?

[MULTIPLE RESPONSE]

1. Top loading washer
2. Front loading washer
8. Unsure [EXCLUSIVE]

[ASK ALL]

Q42. Do you have a clothes dryer in your home? [DISPLAY IF S2=3,4: Let us know if you have shared use of a dryer in a common area.]

1. Yes
2. [DISPLAY IF S2=3,4] Yes, common area
3. No

[ASK IF Q42=1]

Q43. Is your dryer an electric, natural gas, or propane dryer?

1. Electric
2. Natural gas
3. Propane gas
8. Unsure

## Fans

[ASK ALL]

Q44. Do you have a whole house fan in your home?

*A whole house fan pulls air out of the home and forces it into the attic space or, in the case of homes without attics, through an opening in the roof or an outside wall. This process forces air out through the gable and/or soft vents which then draws air in through open windows.*

1. Yes
2. No

## Other Appliances

[ASK ALL]

Q45. To help us understand energy-related medical needs of your household, does anyone living in the home have any medical conditions or disabilities that require special equipment, or consistently warmer or colder temperatures in your home?

1. Yes
2. No

[ASK IF Q45=1]

Q46. What types of energy-using medical equipment do you have in your home? Select all that apply.

[MULTIPLE RESPONSE]

1. Nebulizer
2. Oxygen concentrator
3. Sleep therapy or CPAP machine

4. Powered lift chair
5. Hospital or powered adjustable bed
6. Mobility scooter
0. Other, specify [OPEN END]
96. None, no energy-using equipment [EXCLUSIVE]

[ASK ALL]

Q47. Which of the following additional appliances do you have in your home? Please only consider appliances that are plugged in and currently in use. *Select all that apply.*

[MULTIPLE RESPONSE]

1. Second refrigerator or spare refrigerator
2. Stand-alone freezer
3. Dishwasher
96. None of the above [EXCLUSIVE]

[ASK ALL]

Q48. Does your house get its water from a well or community water system?

1. Well
2. Community water system
8. Unsure

## Wi-Fi Access / Technology

[ASK ALL]

Q49. Do you have access to the internet at home?

1. Yes
2. No

[ASK IF Q49=1]

Q50. Do you subscribe to a dial-up internet service at home OR do you subscribe to a higher-speed broadband service such as DSL, cable, or fiber optic service? *Select all that apply.*

[MULTIPLE RESPONSE]

1. Subscribe to a dial-up internet service
2. Subscribe to high speed broadband service
3. Community or public access internet
4. I only access the internet from a cellular data plan [EXCLUSIVE]

[ASK ALL]

Q51. Do you have a cell phone?

1. Yes
2. No

[ASK IF Q51=1]

- Q52. Some cell phones are called “smartphones” because of certain features they have. Is your cell phone a smartphone such as an iPhone or Android?
1. Yes
  2. No
  8. Unsure

[HALFWAY INTRO]

Thanks so much for making it this far! You’re more than halfway done. We do have a few more questions for you. Remember, you can always come back to the survey at a later time and finish where you left off – just keep your survey access code handy. Please make sure you make it to the end of the survey so we can send you a \$25 Visa gift card for your time.

## Pool / Pool Pumps

[ASK IF NOT S2=1]

- Q53. Does your home have an inground pool? If you have shared use of a pool in a common area such as a pool shared at an apartment complex, please answer "Yes, common area".
1. Yes
  2. Yes, common area
  3. No

[ASK IF Q53=1]

- Q54. Does your pool have a pool pump?
1. Yes
  2. No
  8. Unsure

[ASK IF Q54=1]

- Q55. How many pool pumps does your pool have?
1. Pool Pumps: [NUMERIC RESPONSE, 1-5]

## Outages

[FUEL TYPE CALCULATIONS:

PROPANE= 1 IF Q22=3 OR 31A=3 OR Q36A=3 OR Q36B=3 OR Q36C=3 OR [(Q36E=3 OR Q36F=3) AND Q35<>1,2,3] OR Q43=3 OR (Q12=1 AND Q12B=0)

KERO=1 IF Q22=6  
DIESEL=1 IF (Q12=3,4 AND Q12B=0)  
WOOD=1 IF Q22\_4=4 OR (Q22\_3=4 AND Q21=3,96) OR Q36A=4 OR Q36B=4 OR Q36C=4 OR  
Q36H=4 OR (Q36D=4 AND Q35<>1,2,3)  
PELLET=1 IF Q22\_4=5 OR (Q22\_3=5 AND Q21=3,96) OR Q36A=5 OR Q36B=5 OR Q36C=5 OR  
Q36H=5 OR (Q36D=5 AND Q35<>1,2,3)]

[LOOP Q56, Q57, Q58, Q59 IF PROPANE=1, KERO=1, DIESEL=1, WOOD=1, PELLET=1]

Many customers face periods without fuel due to high costs.

- Q56. **During 2019**, about how many times, if any, was your [DISPLAY IF DIESEL=1  
“generator” ELSE DISPLAY “home”] without [FUEL; DISPLAY “*diesel/gasoline*”  
FOR DIESEL=1] for any amount of time because of missed payments, you were  
not able to pay for another delivery, or some other financial reason?
1. None
  2. 1 or 2 times
  3. 3 or 4 times
  4. 5 or 6 times
  5. 7 or 8 times
  6. 9 or 10 times
  7. More than 10 times
  8. Unsure

[ASK Q56<>1]

- Q57. **During 2019**, what was the longest amount of time your home was without  
[FUEL; DISPLAY “*diesel/gasoline*” FOR DIESEL=1]?
1. A few of days
  2. One to three weeks
  3. One month
  4. Or more than a month
  8. Unsure

[ASK Q56<>1]

- Q58. Overall, how difficult was it on your household to be without [FUEL; DISPLAY  
“*diesel/gasoline*” FOR DIESEL=1] during this time?
1. Not difficult
  2. Slightly difficult
  3. Somewhat difficult
  4. Moderately difficult
  5. Extremely difficult

[ASK Q58>1]

Q59. Please briefly describe the difficulties you experienced due to a lack of [FUEL; DISPLAY "diesel/gasoline" FOR DIESEL=1].

0. [OPEN-ENDED RESPONSE]

## Energy Burden / Economic Hardship

[ASK ALL]

It is also important to this study to know what income and assistance households like yours use as we look at the impact of fuel costs to homes in your area. Although we understand that your financial situation may have changed due to the COVID-19 pandemic, we would like to understand your household's financial situation in 2019, which will also give us information on a whole year.

Q60. What sources of income or other financial assistance did your household receive, if any, in 2019? *Select all that apply.*

If your household did not receive any source of income or financial assistance in 2019, please select "None."

[MULTIPLE RESPONSE]

1. Wages and tips (hourly or salary)
2. Self-employment income
3. Investment income
4. Pensions or other retirement savings
5. Social security payments
6. Disability payments
7. Veterans (VA) payments
8. Unemployment compensation or benefits
9. Child support or alimony
10. Public assistance programs for housing, food, health care, or other basic needs
11. Assistance from family and/or friends
12. Loans from banks or other financial lenders
0. Other, specify [OPEN END]
96. None [EXCLUSIVE]
99. Prefer not to say [EXCLUSIVE]

[ASK IF Q60=5,6,7,8,9,10,11,12, 0]

Q61. In 2019, did you receive any assistance from the following programs? [1=YES, 2=NO, 9=PREFER NOT TO SAY]

- a. Housing assistance such as Section 8 or other subsidized housing
- b. Food assistance such as CalFresh, Supplemental Nutrition Assistance Program (SNAP), Women-Infant-Children Food Program (WIC), or other food assistance
- c. Medical assistance from Medi-Cal, Medicaid, or Children's Health Insurance (CHIP)



- d. Energy assistance such as Family Electric Rate Assistance (FERA), California Alternate Rates for Energy (CARE), or Low-Income Home Energy Assistance Program (LIHEAP)
- e. Financial assistance such as Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI), CalWORKs, or other welfare programs
- f. Government child care assistance such as Head Start

[ASK ALL]

Q62. How well do these statements describe you and your situation in **2019**? Please select one for each statement.

- a. Because of my money situation, I feel like I will never have the things I want in life.
  - b. I am just getting by financially
  - c. I am concerned that the money I have won't last
1. Not at all
  2. Very little
  3. Somewhat
  4. Very well
  5. Completely

[ASK ALL]

Q63. How often did the following statements apply to you in **2019**?

- a. My finances control my life
  - b. I have money left over at the end of the month
1. Never
  2. Rarely
  3. Sometimes
  4. Often
  5. Always

[ASK ALL]

Q63a. How has the COVID-19 pandemic impacted your household's financial situation? [IF WEB, DISPLAY: Would you say your financial situation has gotten better, worse, or stayed about the same? IF PHONE, READ: Would you say your financial situation has gotten a lot better, a little bit better, a little bit worse, a lot worse, or stayed about the same?]

[SINGLE RESPONSE]

1. A lot better
2. A little bit better
3. About the same
4. A little bit worse
5. A lot worse

Q64. DELETED

## Fuel Costs

[ASK IF PROPANE=1 OR KERO=1 OR DIESEL=1 OR WOOD=1 OR PELLET=1]

This next set of questions are about how much you pay for different energy sources and your opinions about different options available. It is important to this study that we know about the costs of additional fuels you use in your home. For these questions as well, please focus on your household's energy costs in **2019**.

- Q65. In 2019, how much did your household spend on the following? Please enter your best estimate for the total amount you spent in all of 2019 for the fuel(s) listed below.
- a. [SHOW IF PROPANE=1] Propane costs: [NUMERIC RESPONSE, Unsure]
  - b. [SHOW IF KERO=1] Kerosene costs: [NUMERIC RESPONSE, Unsure]
  - c. [SHOW IF DIESEL=1] Diesel/gasoline costs associated with running your generator: [NUMERIC RESPONSE, Unsure]
  - d. [SHOW IF WOOD=1] Wood costs: [NUMERIC RESPONSE, Unsure]
  - e. [SHOW IF PELLET=1] Wood pellets costs: [NUMERIC RESPONSE, Unsure]
  - f. [SHOW IF ODC\_Electric\_Code=0] Electricity costs: [NUMERIC RESPONSE, Unsure]

[ASK IF PROPANE=1 OR KERO=1 OR DIESEL=1 OR WOOD=1 OR PELLET=1]

[REPEAT IN A LOOP FOR EACH PROPANE=1 OR KERO=1 OR DIESEL=1 OR WOOD=1 OR PELLET=1]

Q65a. Has your household's access to [INSERT ALT FUEL TYPES THAT APPLY; DISPLAY "diesel/gasoline" FOR DIESEL=1] been impacted by the COVID pandemic or the statewide stay-at-home order?

1. Yes, please describe: (OPEN-ENDED RESPONSE FIELD)
2. No

[REPEAT IN A LOOP FOR EACH PROPANE=1 OR KERO=1 OR DIESEL=1 OR WOOD=1 OR PELLET=1]

[PRO/CON INTRO]

Next, we want you to think about the pros and cons of using [INSERT ALT FUEL TYPES THAT APPLY] as a fuel source in your home.

- Q66. What are the reasons you can think of for *not* using [INSERT ALT FUEL TYPES THAT APPLY; DISPLAY "diesel/gasoline" FOR DIESEL=1] as a fuel source in your home? *Select all that apply.*

[MULTIPLE RESPONSE]

1. It is expensive
2. It is inconvenient

3. It is bad for the environment
4. It is not safe
5. I can't think of any reason for *not* using [INSERT ALT FUEL TYPES THAT APPLY]
0. Other, specify [OPEN END]
8. Unsure [EXCLUSIVE]

Q67. Why do you use [INSERT ALL ALT FUEL TYPES THAT APPLY; DISPLAY "diesel/gasoline" FOR DIESEL=1] as a fuel source in your home instead of electricity or natural gas? *Select all that apply.*

[MULTIPLE RESPONSE]

1. [HIDE IF S1.1=1 AND S1.2<>97] I can't get natural gas service
2. [INSERT ALL ALT FUEL TYPES THAT APPLY] is more affordable
3. [INSERT ALL ALT FUEL TYPES THAT APPLY] is more convenient
4. [INSERT ALL ALT FUEL TYPES THAT APPLY] is better for the environment
5. [INSERT ALL ALT FUEL TYPES THAT APPLY] is safer
0. Other, specify [OPEN END]
8. Unsure

Q68.

A. Overall, do you think using [INSERT ALL ALT FUEL TYPES THAT APPLY; DISPLAY "diesel/gasoline" FOR DIESEL=1] as a fuel source in your home is better, worse, or about the same compared to electricity?

[SINGLE RESPONSE]

1. Better
2. Equal compared to electricity
3. Worse
8. Unsure

B. Overall, do you think using [INSERT ALL ALT FUEL TYPES THAT APPLY; DISPLAY "diesel/gasoline" FOR DIESEL=1] as a fuel source in your home is better, worse, or about the same compared to natural gas?

[SINGLE RESPONSE]

1. Better
2. Equal compared to natural gas
3. Worse
8. Unsure

[ASK IF PROPANE=1]

Q69. Do you own or rent your propane tank?

1. Own
2. Rent

[ASK IF PROPANE=1]

Q70. What is the name of your propane supplier?

1. Propane Supplier: [OPEN END]
8. Unsure

In these next questions, we provide you with a pretend situation to help us understand your preferences for heating your home.

[ASK IF ((Q21=1 OR 3 OR 4 OR 6 OR 7 OR 9 OR 10 OR 12 OR 98) AND (Q22 ANSWER FOR Q21 ANSWER=3 OR 4 OR 5)) OR ((Q21=96) AND (Q19<>2 OR 5 OR 11))]

Q71. Pretend your home was provided with a free energy efficient **electric** heating system to replace your [INSERT Q21 RESPONSE; IF Q21=98 OR 96, DISPLAY “heating system”] and it was installed for free. It would comfortably heat your entire home and would have a low operating cost. Would you have any concerns with switching from your current [INSERT Q21 RESPONSE; IF Q21=98 OR 96, DISPLAY “heating system”] to an electric heating system?

1. Yes (please describe your concerns). [OPEN-ENDED RESPONSE]
2. No concerns, I would be extremely interested in making the switch

[ASK IF ((Q21=1 OR 3 OR 4 OR 6 OR 7 OR 9 OR 10 OR 12 OR 98) AND (Q22 ANSWER FOR Q21 ANSWER=3 OR 4 OR 5)) OR ((Q21=96) AND (Q19<>2 OR 5 OR 11))]

Q71b. Pretend your home was provided with a free energy efficient **natural gas** heating system to replace your [INSERT Q21 RESPONSE; IF Q21=98 OR 96, DISPLAY “heating system”] and it was installed for free. It would comfortably heat your entire home and would have a low operating cost. Would you have any concerns with switching from your current [INSERT Q21 RESPONSE; IF Q21=98 OR 96, DISPLAY “heating system”] to a natural gas heating system?

1. Yes (please describe your concerns). [OPEN-ENDED RESPONSE]
2. No concerns, I would be extremely interested in making the switch

## Health/Comfort/Safety

The following questions ask about the general health, comfort, and safety of members of your household. These questions will be used to create better offerings for households in your community.

Although we understand that some of these things may have changed due to the COVID-19 pandemic, we would like to understand your household’s situation in 2019.

[ASK ALL]

Q72. Overall, how would you rate each of the following about your home? Please consider only the physical characteristics of your home that can impact your home's indoor temperature, air quality, ventilation, and energy usage, such as the quality and performance of your home's windows, doors, walls, ceilings, and floors, and any energy-using equipment like your appliances, heating and cooling equipment, water heating equipment, and lighting.

*How would you rate...*

A. The overall comfort of your home

B. The overall safety of your home

[SINGLE RESPONSE]

1. Extremely Poor
2. Poor
3. Fair
4. Good
5. Extremely Good

[ASK ALL]

Q73. **During 2019**, how often, if ever, was your or a member of your household's health not good?

1. Never
2. Rarely
3. Sometimes
4. Many times
5. Most or all the time

[ASK Q73>1]

Q74. **During 2019**, how often, if ever, did you or a member of your household's poor health keep you or them from doing usual activities, such as work, school, or social activities?

1. Never
2. Rarely
3. Sometimes
4. Many times
5. Most or all the time

[ASK ALL]

Q75. **During 2019**, how often, if at all, did you or a member of your household experience any of the following inside your home?

A. Uncomfortably cool temperatures on cold days or nights

B. Uncomfortably warm temperatures on hot days or nights

- C. Drafts coming from outside
- D. Mold, mildew, fungus, or moisture
- E. Pests such as rodents, insects, or spiders

[SINGLE RESPONSE]

1. Never
2. Rarely
3. Sometimes
4. Many times
5. Most or all the time

[ASK Q73>1]

Q76. **During 2019**, how often was the poor health of you or a member of your household at least partially caused by trying to reduce your home's energy bills (including electricity, natural gas, propane, etc.)?

[SINGLE RESPONSE]

1. Never
2. Rarely
3. Sometimes
4. Many times
5. Most or all the time

[ASK IF PROPANE= 1 OR KERO=1 OR WOOD=1 OR PELLET=1]

]

Q77. **During 2019**, did you or a member of your household experience any accidents (such as house fires, explosions, or skin burns) that were at least partially caused by burning wood, wood pellets, propane, or other fuels in your home? *Select all that apply.*

[MULTIPLE RESPONSE]

1. House fires
2. Explosions
3. Skin burns
0. Other accidents, please specify [OPEN END]
96. None, no accidents [EXCLUSIVE]

## Awareness / Satisfaction

Q78. Before participating in this survey, were you aware of the San Joaquin Valley Affordable Energy Proceeding, which is exploring how to make energy more

affordable for residents of disadvantaged communities in the San Joaquin Valley?

1. Yes
2. No

Q79. Are you aware that your electric [IF S1.1=1 AND S1.2<>97 "and natural gas] company offers rebates and incentives for things like energy efficient appliances, light bulbs, and heating and cooling equipment?

1. Yes
2. No

[ASK IF Q79=1]

Q80. Have you ever received a rebate or incentive for energy efficient equipment through your utility?

1. Yes
2. No
8. Unsure

Q80a. What are some community-based organizations you are aware of, if any, that work to provide affordable energy for your community? [OPEN END, None, I'm not aware of any, Unsure]

[ASK IF PGE=1]

Q81. Using a 10-point scale where 1 means you are extremely dissatisfied and 10 means you are extremely satisfied, how would you rate your satisfaction with the products and services offered by PG&E?

[ASK IF SCE=1]

Q82. Using a 10-point scale where 1 means you are extremely dissatisfied and 10 means you are extremely satisfied, how would you rate your satisfaction with the products and services offered by Southern California Edison?

[ASK IF SCG=1]

Q83. Using a 10-point scale where 1 means you are extremely dissatisfied and 10 means you are extremely satisfied, how would you rate your satisfaction with the products and services offered by SoCalGas?

## On-Site Visit Recruiter

*Interested in getting an additional \$100 Visa gift card?*

We are almost done! Because you completed this survey, we would like to inform you about a follow-up in-home survey that we are completing as a part of this research study. The in-home survey will happen later this year and involves a trained technician visiting your home to capture more details about the appliances, heating, and cooling equipment that you just described. This in-home survey is for research purposes only and the visit will take approximately 1 - 2 hours. To ensure everyone's safety, we would wear masks, gloves, and maintain a 6-foot distance from you and other household members.

If you are selected for and complete the in-home survey, you will receive \$100 for your time and willingness to help. Note: The \$100 will be in addition to the \$25 Visa gift card you will receive for completing this online survey.

[ASK ALL]

Q95. How comfortable or uncomfortable would you be having a contractor or technician come into your home?

[SINGLE RESPONSE]

1. Very comfortable
2. Somewhat comfortable
3. Slightly comfortable
4. Slightly uncomfortable
5. Somewhat uncomfortable
6. Very uncomfortable

[IF Q95=6 SKIP TO Q84]

To be considered for the in-home visit (and the additional \$100), please provide your best contact information below:

Name: \_\_\_\_\_

Phone number (Please input only numbers including area code. Please do not include dashes, hyphens, or periods.): \_\_\_\_\_

Email, if available: \_\_\_\_\_

I am not interested in participating in the additional research.

[ASK IF "I am not interested in participating in the additional research." IS NOT CHECKED]

Text\_App. Thank you for your interest in the in-home visit. If selected for this in-home research, would you be interested in receiving text message communications for scheduling and/or confirming scheduled in-home visit appointments?

We will not send text messages for any other purpose. We will only send text messages pertaining to scheduling and/or confirmation of this in-home research.



1. Yes, I agree to receiving text messages for the purposes of the in-home visit research.
2. No, I would prefer only telephone calls or emails for scheduling.

## Demographics

Thank you. We are almost done. We just have a few questions about your household to make sure we are speaking to a variety of households.

[ASK ALL]

- Q84. Including yourself, how many people of each age group live in your home year-round? *Please enter "0" if no one from that age group lives in your household.*
- a. Under 6 years old: [NUMERIC RESPONSE 0-10]
  - b. 7 to 17 years old: [NUMERIC RESPONSE 0-10]
  - c. 18 to 34 years old: [NUMERIC RESPONSE 0-10]
  - d. 35 to 64 years old: [NUMERIC RESPONSE 0-10]
  - e. 65 to 79 years old: [NUMERIC RESPONSE 0-10]
  - f. 80 years or older: [NUMERIC RESPONSE 0-10]

[ASK ALL]

Q88a. **In 2019**, how many adult members of your household were... [NUMERIC OPEN END]

*Please enter "0" if employment status does not describe any adults in your household in 2019.*

1. Employed full-time [NUMERIC OPEN END]
2. Employed part-time [NUMERIC OPEN END]
3. Retired [NUMERIC OPEN END]
4. Not employed, but actively looking for work [NUMERIC OPEN END]
5. Not employed, and not looking for work [NUMERIC OPEN END]

Q88b. **Currently**, how many adult members of your household are ...

*Please enter "0" if employment status does not currently describe any adults in your household.*

[NUMERIC OPEN END]

1. Employed full-time [NUMERIC OPEN END]
2. Employed part-time [NUMERIC OPEN END]
3. Retired [NUMERIC OPEN END]
4. Not employed, but actively looking for work [NUMERIC OPEN END]
5. Not employed, and not looking for work [NUMERIC OPEN END]

[ASK ALL]

Q86. Are any members of your household disabled? If yes, how many?

1. Yes, how many: [NUMERIC RESPONSE 1-20]
2. No
9. Prefer not to answer

[ASK ALL]

Q87. What is your highest level of education?

1. Elementary or middle school (grades K-8)
2. Some high school (grades 9-12)
3. High school degree or GED
4. Some college/trade/vocational school
5. College graduate
6. Post graduate degree
9. Prefer not to answer

Q88. [MOVED]

[ASK ALL]

Q89. [REMOVED, BUT PRESERVE QUESTION NUMBERING]

[ASK ALL]

Q90. Which of the following describes your ethnic background? *Select all that apply.*

[MULTIPLE RESPONSE; RANDOMIZE 1-5]

1. White or Caucasian
2. Black or African American
3. Hispanic/Latino
4. Asian or Pacific Islander
5. American Indian, Alaskan Native, or Native Hawaiian
00. Other, specify [OPEN-ENDED RESPONSE]
99. Prefer not to answer [EXCLUSIVE]

[ASK ALL]

Q91. What is the main language spoken in your home?

[SINGLE RESPONSE]

1. English
2. Spanish
3. Mandarin
4. Cantonese
5. Tagalog
6. Korean
7. Vietnamese

8. Russian
9. Japanese
10. Other, specify [OPEN END]
99. Prefer not to answer

[ASK ALL]

Q92. What was your annual household income from all sources in 2019, before taxes?  
This includes all members of your household.

[SINGLE RESPONSE]

1. Less than \$20,000 per year
2. \$20,000 to \$24,999
3. \$25,000 to \$39,999
4. \$40,000 to \$49,999
5. \$50,000 to \$59,999
6. \$60,000 to \$74,999
7. \$75,000 to \$99,999
8. \$100,000 to \$149,999
9. \$150,000 to \$199,999
10. \$200,000 or more
99. Prefer not to answer

[ASK IF Q92=1]

Q93. Was your income... ?

[SINGLE RESPONSE]

1. Less than \$10,000
2. \$10,000 to \$15,000
3. \$15,000 to \$20,000
9. Prefer not to answer

Q93a. Do you expect your 2020 income to increase, decrease, or stay about the same?

1. Increase
2. Decrease
3. Stay about the same
8. Unsure

SHARE. Your responses will be kept strictly confidential. However, if you would like to share your responses with your utility, [READ IN UTILITY OR UTILITIES BASED ON SAMPLE] is interested in using your responses for future analysis. Would you like to share your responses with [IF ODC\_PGFlag\_Code=1 PIPE IN "PG&E", IF ODC\_SCGFlag\_Code=1 PIPE IN "SoCalGas", IF ODC\_SCE\_Code=1 PIPE IN "SCE", IF MULTIPLE FLAGS=1 ADD "AND" BETWEEN]?

1. Yes
2. No

INCENT. Thank you for your participation in this important study. To receive your \$25 Visa gift card, please confirm we have the correct address. If you do not wish to receive a gift card, please check the box below.

Please allow 4-6 weeks for processing and delivery of the gift cards.

[DISPLAY: ADDRESS (odc\_prem\_final\_addr1 odc\_prem\_final\_addr2 city state zip)]

1. This information is correct
2. This information is **not** correct
3. I do not want to receive a gift card

[ASK IF INCENT=1 OR 2]

Please provide your name [DISPLAY IF INCENT=2: and updated address.]

First name [Text box]

Last name [text box]

[DISPLAY IF INCENT=2]

Street address: [text box]

Unit # (if applicable): [text box]

City: [text box]

State: [text box]

Zip Code: [text box]

Thank you for taking the time to complete this survey. This research is being used to create better and more affordable energy solutions in your area and your responses are especially important during this time. We appreciate your responses.