NONRESIDENTIAL MARKET SHARE TRACKING STUDY

APPENDIX G PHASE 1 PHONE RECRUITING SURVEY INSTRUMENT

Prepared For:

California Energy Commission

Prepared By:

Aspen Systems Corporation

With

Williams-Wallace Management Consultants Robert Thomas Brown Company



CONSULTANT REPORT

April 2005 CEC 400-2005-013-AP7

Appendix G

Phase 1 Phone Recruiting Survey Instrument

PRESS "1" TO START.

PRESS "EXT" AND AT FIRST DIAL TONE,
PRESS "CHARGE" BUTTON, THEN 300530.

AT SECOND DIAL TONE, DIAL 9-1-AREA CODE-PHONE NUMBER.
PRESS "1" TO RESTART INTERVIEW.

PROJECT: California Energy Commission NRMSTS Telephone Recruitment (Revised)

TYPE:

Industrial Production Facilities

DATE:

E: November 6, 2001



Question CONTINFO

CONTA TITLE		LST:
COMPA PHONE		EXT.
	DOES	THE CONTACT FIELD ABOVE CONTAIN A "REAL" NAME?
1		YES NO (GENERIC "FACILITIES ENERGY MANAGER" OR BLANK)
	DO TH	HE CONTACT AND LST FIELDS CONTAIN THE SAME NAME?
		YES NO
	DOES	THE TITLE FIELD ABOVE CONTAIN A "REAL" TITLE?
	1 2	YES NO

3. Question RING1

NTACT:	LST:	
MPANY:		
HONE:	EXT	CATINUM:
	PRESS "EXT" AND AT FIRST DIAL T	ONE.
	PRESS "CHARGE" BUTTON, THEN 300	
	AT SECOND DIAL TONE, DIAL 9-1-AREA CODE-	PHONE NUMBER.
TAHW	HAPPENED WHEN THE PHONE RANG?	
	PHONE ANSWERED	
	NO ANSWER	
	BUSY SIGNAL	
	FAX/MODEM LINE	
	VOICE MAIL; LEFT MESSAGE VOICE MAIL; NO MESSAGE LEFT	
06 07	NON-WORKING NUMBER (NOT IN SERVICE, ETC.)	
08	NUMBER CHANGED NEW NUMBER PROVIDED	
	NUMBER CHANGED NEW NUMBER NOT PROVIDED	
	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A	A PERSON
10		A PERSON
Quest	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A	A PERSON
Quest	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A	A PERSON
Quest CONTACT: COMPANY:	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A	A PERSON
Quest CONTACT: COMPANY:	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A	A PERSON
Quest ONTACT: ITLE: OMPANY:	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A	A PERSON
Quest ONTACT: ITLE: OMPANY: HONE:	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A con NewPhone LST: LST:	
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Quest CONTACT: CITLE: COMPANY: PHONE:	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A con NewPhone LST: LST:	
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Quest ONTACT: ITLE: OMPANY:	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A ion NEWPHONE LST: EXT THER NEW TELEPHONE NUMBER, INCLUDING AREA COI	
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Quest CONTACT: CITLE: COMPANY:	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A ion NEWPHONE LST: EXT THER NEW TELEPHONE NUMBER, INCLUDING AREA COI	
Quest ONTACT: ITLE: OMPANY:	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A ion NEWPHONE LST: EXT THER NEW TELEPHONE NUMBER, INCLUDING AREA COI	
Quest ONTACT: ITLE: OMPANY: HONE:	OTHER OUTCOME WHERE PHONE NOT ANSWERED BY A ion NEWPHONE LST: EXT THER NEW TELEPHONE NUMBER, INCLUDING AREA COI	

ST: TLE: COMPAN PHONE:	Y:			
S	ello. My name is [INTERVIEWER NAME], and I'm calling orporation, on behalf of the California Energy Commispeak with (the) (CONTACT/TITLE)? IF ASKED WHAT THIS IS ABOUT, PRESS "F1" OR CLICK ON	ssion.	Aspe May	en Systems / I please
1 2 3 4 5	CONTACT AT DIFFERENT NUMBER CONTACT NO LONGER WORKS THERE	[SKIP [SKIP	TO TO	CALLCHEK] Q.15] Q.2.b] Q.10]
7		_		REFUSAL]

HELP

We're following up on a letter from Commission Chairman Keese to your company concerning an important project that will help California businesses find cost-effective ways to reduce their electricity demand.

[PRESS "ENTER" OR CLICK ON "OK" TO RETURN TO QUESTION]

Question Q2_INTRO

IF NEW PERSON ON LINE:

2.a Hello. My name is [INTERVIEWER NAME], and I'm calling from Aspen Systems Corporation, on behalf of the California Energy Commission.

IF Q.1 = 5

2.a Perhaps you can help me anyway . . .

ноие	EXT LST:	**************************************
2.a	[DISPLAY APPROPRIATE INTRODUCTION FROM ABOVE]	
		is highly pment for acility located at
	(ADDRESS) in (CITY) The best person would energy manager, chief engineer, plant engineer, plant facilities manager. Could you give me the contact inf these people? [IF ASKED WHAT THIS IS ABOUT, PRESS "F1	ormation for one of
	YES (CAN PROVIDE NAME) YES (CALL TRANSFERRED WITHOUT GETTING NAME) PERSON ON LINE IS CORRECT CONTACT CORRECT CONTACT IS AT DIFFERENT NUMBER NO/NOT SURE SOMETHING WRONG WITH COMPANY NAME/ADDRESS DIFFERENT BUSINESS OR RESIDENCE (WRONG NUMBER?) REFUSES TO ANSWER/PARTICIPATE	[SKIP TO Q.6] [SKIP TO CALLCHEK] [SKIP TO Q.6] [SKIP TO Q.6] [SKIP TO Q.5] [SKIP TO Q.2.c] [SKIP TO Q.4] [SKIP TO REFUSAL]

Question Q2_B

PHON	E: EXT LST:	
2.b	Perhaps you can help me anyway	_
	Since (Mr./Ms./the) (CONTACT/TITLE) available at the moment, is there someone else w RIGHT NOW who is highly knowledgeable about the equipment for (COMPANY) facility located at (ADDRESS) (CITY) ? The best person energy manager, chief engineer, plant engineer, facilities manager. [IF ASKED WHAT THIS IS ABOUTHELP"]	mechanical and electrical 's in would generally be the plant manager, or
	YES (CAN PROVIDE NAME) YES (CALL TRANSFERRED WITHOUT GETTING NAME) PERSON ON LINE IS ALTERNATIVE CONTACT NO (CURRENT CONTACT ONLY KNOWLEGEABLE PERSON ON ONE ELSE CURRENTLY AVAILABLE) SOMETHING WRONG WITH COMPANY NAME/ADDRESS REFUSES TO PROVIDE ALTERNATIVE CONTACT REFUSES TO PARTICIPATE	[SKIP TO Q.6]

9. Question Q2_C

ONT		LST:			
COMPADDRI CITY	ANY: ESS:				
PHON	E:	EXT.			
2.c	OO] TAHW	NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS 'S WRONG WITH THE COMPANY NAME AND/OR ADDRESS?	QUESTIC	N!!!]	
	1 2 3 4 5 6	COMPANY HAS GONE OUT OF BUSINESS COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS COMPANY HAS MOVED FROM SPECIFIED ADDRESS COMPANY REFERS TO SPECIFIED ADDRESS DIFFERENTLY COMPANY HAS NO FACILITY AT SPECIFIED ADDRESS OWNER'S NAME LISTED IN PLACE OF COMPANY NAME COMPANY HAS CHANGED ITS NAME	[SKIP		OVE]
	8 9	OTHER ADDRESS PROBLEM, BUT CORRECT COMPANY DIFFERENT COMPANY AT DIFFERENT ADDRESS	[SKIP	TO WRONG	BUS]
[IF 5	Q.2.a	= 6 AND Q.2.c = 6 or 7, SKIP TO Q.2.e; IF Q.2.b = 8, SKIP TO Q.2.f; IF Q.2.b = 7 AND Q.2.c = 6 or 7, OTHERWISE, CONTINUE	7 AND Q SKIP TO	.2.c = 4, Q.2.g;	

₹0.	Question	Q2	D

PHONE	: _		EXT	r	.]	LST:								
	the me (COMPA close (ADDRE	to or wit	and ele	ddress s	equipr	to you	for	w wh	no t	's f in hat	facilit	y lo	ocate	d
	2 Y 3 E 4 C 5 N	YES (CAN YES (CALL PERSON ON CORRECT CONOT SUREFUSES T	TRANSFI LINE I ONTACT RE	ERRED WIS CORREC	CT CONT	ACT			Ξ)		[SKI] [SKI] [SKI]	P TO P TO P TO	Q.6] CALL Q.6] Q.6] Q.5] REFU	CHEK]

11. Question Q2_E

RHON!	Ξ:				E	EXT.					LS	T:												
2.e	Okay, the m knowr (ADDF (CITY WHAT	necha n as) RESS)	nica (CC	al an	nd e	elec	ctr	ica	1 e	qui D	pme o y	nt	for	th w w	ne vho	bus th	sine	ess	(ow	ned , l	by oca	/fo	rme d at	rly
	1 2 3 4 5 6	YES YES PERS CORR NO/N REFU	(CAI SON (ECT SOT S	LL TON L CON SURE	RANS INE TAC	SFEI IS T IS	RREI COI S A'	D W RRE T D	CT OIFF	CON ERE	ITAC INT	T			1E)			[S [S [S	SKIP SKIP SKIP SKIP	TO TO TO	CA Q. Q.	LL(6] 6] 5]		

2. Question Q2_F

PHONE	:		EXT.			LST: _					
2.f	RIGHT NO equipmen facility (ADDRESS	ailable W who is t for (C located)	at the m highly OMPANY) close t	noment, knowled	is t dgeab ith a	here so le abou n addre	t the	mecha nilar in	nical ar to	nd e	speak to lectrical 's PRESS "F1'
	2 YES 3 PEF 4 NO 5 NO 6 REF	CAN PRECOMENTATION OF COMMENTS	RANSFERI INE IS A CONTACT ELSE CUI PROVIDE	RED WIT ALTERNA I ONLY RRENTLY ALTERN	TIVE KNOWL AVAI	CONTACT EGEABLE LABLE)	PERSO		[SKIP [SKIP [SKIP [SKIP	TO TO TO TO	CALLCHEK] Q.6] Q.9] Q.9]

PHONE	: EXT LST:	
2.g	Okay, since (Mr./Ms./the) (CONTACT/TITLE) isn't available at the moment, is there someone else RIGHT NOW who is highly knowledgeable about the mecha equipment for the business (owned by/formerly known a (COMPANY)	nical and electrical s) ocated at
	(CITY) ? [IF ASKED WHAT THIS OR CLICK ON "HELP"]	IS ABOUT, PRESS "F1"
	YES (CAN PROVIDE NAME) YES (CALL TRANSFERRED WITHOUT GETTING NAME) PERSON ON LINE IS ALTERNATIVE CONTACT NO (CURRENT CONTACT ONLY KNOWLEGEABLE PERSON) NO (NO ONE ELSE CURRENTLY AVAILABLE) REFUSES TO PROVIDE ALTERNATIVE CONTACT REFUSES TO ANSWER/PARTICIPATE	[SKIP TO Q.6] [SKIP TO CALLCHEK] [SKIP TO Q.6] [SKIP TO Q.9] [SKIP TO Q.9] [SKIP TO Q.9] [SKIP TO REFUSAL]

. Question Q3_A	4.	Questic	on Q3_	Α
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CONT		LST:		
TITLE: PHONE:		EXT	_	
3.a	(COM (ADI	me just verify Have I reached MPANY) at in [TY] ?		
	1	YES	[SKIP	TO Q.3.c]
	2	NO, NO CONNECTION TO SPECIFIED COMPANY & ADDRESS	[SKIP	TO Q.4]
	3	NO, DIFFERENT LOCATION OF SAME COMPANY	[SKIP	TO Q.11]
	4	SOMETHING WRONG WITH COMPANY NAME/ADDRESS		
	5	REFUSES TO CONFIRM/DENY	[SKIP	TO REFUSAL]

15. Question Q3_B

TLE: COMPANY: ADDRESS: CITY: PHONE:	LST:			
	NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS 'S WRONG WITH THE COMPANY NAME AND/OR ADDRESS?	QUESTIC	N!!!]
1 2 3 4 5 6 7 8 9	COMPANY HAS GONE OUT OF BUSINESS COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS COMPANY HAS MOVED FROM SPECIFIED ADDRESS COMPANY REFERS TO SPECIFIED ADDRESS DIFFERENTLY COMPANY HAS NO FACILITY AT SPECIFIED ADDRESS OWNER'S NAME LISTED IN PLACE OF COMPANY NAME COMPANY HAS CHANGED ITS NAME OTHER ADDRESS PROBLEM, BUT CORRECT COMPANY DIFFERENT COMPANY AT DIFFERENT ADDRESS	SKIP SKIP SKIP SKIP SKIP SKIP	TO C TO C TO C TO C TO C TO C	OOB_MOVE] 2.3.d] 2.3.d] 2.3.e] 2.3.e]

Question Q3_C

HONE	·:	EXT	LST:			
.c	Perhaps you can hel	p me anyway	•			
	As part of a Commis businesses use ener knowledgeable about (COMPANY) (ADDRESS) (CITY) energy manager, chi facilities manager. these people? [IF	gy, I need to synthe mechanical Tef engineer, pl Could you giv	peak to someone and electrical he best person ant engineer, persone me the contact	who is high equipment 's facilit in would gener plant manage et informati	hly for y located at ally be the r, or on for one of	, -
	3 PERSON ON LINE 4 CORRECT CONTAC 5 NO/NOT SURE	DE NAME) ISFERRED WITHOUT IS CORRECT CON IT IS AT DIFFERE WER/PARTICIPATE	TACT NT NUMBER	[SKIP [SKIP [SKIP [SKIP	TO Q.6] TO CALLCHEK] TO Q.6] TO Q.6] TO Q.5] TO REFUSAL]	

PHONE	: EXT LST:	
3.d	Okay, perhaps you can help me anyway	
	As part of a Commission project to gather real-webusinesses use energy, I need to speak to someone knowledgeable about the mechanical and electrical (COMPANY) close to or with an address similar to	e who is highly l equipment for
	close to or with an address similar to	2
	(ADDRESS) The best person energy manager, chief engineer, plant engineer, p	in
	energy manager, chief engineer, plant engineer	ct information for one of
	1 YES (CAN PROVIDE NAME)	[SKIP TO Q.6]
	2 YES (CALL TRANSFERRED WITHOUT GETTING NAME)	
	3 PERSON ON LINE IS CORRECT CONTACT	[SKIP TO Q.6]
	4 CORRECT CONTACT IS AT DIFFERENT NUMBER	[SKIP TO Q.6]
	5 NO/NOT SURE	[SKIP TO Q.5]
	6 REFUSES TO ANSWER/PARTICIPATE	[SKIP TO REFUSAL]

d. Question Q3_E

PHON	E:	EXT	LST:	
3.e	Okay	, perhaps you can help m	ne anyway	
		art of a Commission proj		
		nesses use energy, I nee		
		ledgeable about the mech		equipment for the
	busi	ness (owned by/formerly		
	(COM	PANY)		, located at
	(ADD	RESS)		in
	(CIT	RESS) Y) gy manager, chief engine	The best person we	ould generally be the
	ener	gy manager, chief engine	eer, plant engineer, pla	ant manager, or
	faci	lities manager. Could y	you give me the contact	information for one of
	thes	e people? [IF ASKED WHA	AT THIS IS ABOUT, PRESS	"F1" OR CLICK ON "HELP"
	1	YES (CAN PROVIDE NAME)		[SKIP TO Q.6]
	2	·	VITHOUT GETTING NAME)	
	3	PERSON ON LINE IS CORRE		[SKIP TO Q.6]
1	4	CORRECT CONTACT IS AT I	DIFFERENT NUMBER	[SKIP TO Q.6]
	5	NO/NOT SURE		[SKIP TO Q.5]
	6	REFUSES TO ANSWER/PART	CTPATE	[SKIP TO REFUSAL]

TLE OMPAI DDRE	: NY: SS:	LST:	
•	Perh	aps I misdialed. Is this (PHONE NUMBER)?	
	1	YES	[SKIP TO WRONGNUM]
	2	NO	
	3	REFUSES TO CONFIRM/DENY	[SKIP TO REFUSAL]
		I'm sorry to have bothered you. [PRESS "1" TO BEGIN AGAIN.]	

ADI	MPANY: DRESS: TY: DNE:	EXT there someone else there who might know?	
	1	YES	
	2	NO	[SKIP TO CONTUNKN]
	3	REFUSES TO ANSWER/PARTICIPATE	[SKIP TO REFUSAL]

TST: MPA ADDRE CITY: PHONE	SS:		
6.	1 2 3 4	CAN PROVIDE BOTH NAME AND TITLE CAN PROVIDE NAME ONLY CAN PROVIDE TITLE ONLY NAME GIVEN SAME AS "LST" NAME DOESN'T KNOW REFUSES TO PROVIDE	[SKIP TO Q.7.a/c] [SKIP TO CONTUNKN] [SKIP TO REFUSAL]
6.a		* ENTER NAME:	
6.b		* ENTER TITLE:	

22.	Question	Q7_	_A

LST: COMPANY: PHONE:			 .
7.a	(you (ADI	s very important that we have the correct site work at/(the) (CONTACT/TITLE) works at) ORESS) TY) ?	. Can you verify that _ in
	1	YES, WORKS AT/NEAR SPECIFIED SITE	[*]
	2	NO, DOESN'T WORK AT/NEAR SPECIFIED SITE	[SKIP TO Q.8.a]
	3	SOMETHING WRONG WITH COMPANY ADDRESS	
	4	REFUSES TO CONFIRM/DENY	[SKIP TO REFUSAL]

* IF Q.2.a/Q.2.b/Q.2.d/Q.2.e/Q.2.f/Q.2.g/Q.3.c/Q.3.d/Q.3.e = 3, SKIP TO Q.15; IF Q.2.a/Q.2.d/Q.2.e/Q.3.c/Q.3.d/Q.3.e = 4, SKIP TO Q.10; OTHERWISE, SKIP TO Q.9]

23. Question Q7_B

CONTACT: TIE: COMPANY: ADDRESS: CITY: PHONE:		LST:				
		EXT.				
7.b	-	NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS 'S WRONG WITH THE COMPANY ADDRESS?	QUESTIC	N!!	!!]	
	1 2 3 4 5	COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS COMPANY HAS MOVED FROM SPECIFIED ADDRESS COMPANY REFERS TO SPECIFIED ADDRESS DIFFERENTLY COMPANY HAS NO FACILITY AT SPECIFIED ADDRESS OTHER ADDRESS PROBLEM, BUT CORRECT COMPANY	[SKIP [SKIP			
	6	DIFFERENT COMPANY AT DIFFERENT ADDRESS	[SKIP	TO	WRON	GBUS]

4.	Question	Q7_	_C

LST: COMPA PHONI		EXT	_
7.c	Can a f (AD	ay, then/It's very important that we have the you verify that (you work at/(the) (CONTACT/TITLE) acility located close to or with an address similar DRESS) in TY)?	works at)
	1	YES, WORKS AT/NEAR SPECIFIED SITE	[*]
	2	NO, DOESN'T WORK AT/NEAR SPECIFIED SITE	[SKIP TO Q.8.e]
	3	REFUSES TO CONFIRM/DENY	[SKIP TO REFUSAL]
[*	IF Q	.2.a/Q.2.b/Q.2.d/Q.2.e/Q.2.f/Q.2.g/Q.3.c/Q.3.d/Q.3.e IF Q.2.a/Q.2.d/Q.2.e/Q.3.c/Q.3.d/Q.3.e = 4, SKIP OTHERWISE, SKIP TO Q.9]	

_	G:		_ EXT.		LST:					
	knowl (COMP	cou please edgeable o PANY)	f the mec	hanical	and elec	ctrical e	quipme 's f	nt at acility	at.	
	2 3 4 5 6	YES, CAN P YES, CAN P YES, CAN P NAME GIVEN NO/NOT SUR SOMETHING REFUSES TO	ROVIDE NA PROVIDE TI SAME AS E WRONG WIT	ME ONLY TLE ONLY "LST" NA	Y AME			[SKIP T [SKIP T [SKIP T	o co o Q.	ONTUNKN]
8.b		* ENTER NA	ME:							
8.c		* ENTER TI	TLE:	lck.	IP TO Q.	וב				
			V. IV.	(DIX	11 10 Q.	-				
		cion Q8_D		(DTC					***********	
CONTA	ACT: E: ANY:	ion Q8_D			LS:					
CONTA FITLE COMPA ADDRE	ACT: E: ANY: ESS:	ion Q8_D	EXT.							
CONTA FITLE COMPA ADDRE CITY:	ACT: E: ANY: ESS: : E:	cion Q8_D	LESS NOT A	NSWERED	LS:	F: ONSE TO P		- - - S QUESTI	ON!!	!!]
CONTA FITLE COMPA ADDRE CITY: PHONE	ACT: E: ANY: ESS: : [DO N WHAT' 1 2 3 4	OT ASK UNI S WRONG WI COMPANY HA COMPANY HA COMPANY HA	LESS NOT A TH THE CO AS GONE OU AS CLOSED AS MOVED F LFERS TO S	NSWERED MPANY NA T OF BUS FACILITS ROM SPECEPTES	IN RESPO AME AND/O SINESS Y AT SPEC CIFIED AND D ADDRESS	DNSE TO POR ADDRESS DIFFERE	s? DRESS NTLY	[SKIP [SKIP	TO TO	OOB_MOVE
CONTA	ACT: E: ANY: ESS: : [DO N WHAT' 1 2 3	NOT ASK UNI S WRONG WI COMPANY HA	LESS NOT A TH THE CO AS GONE OU AS CLOSED AS MOVED F FERS TO S AS NO FACI AME LISTED AS CHANGED	NSWERED MPANY NA FACILITY ROM SPECIFIES LITY AT IN PLACE IN PLACE ITS NA	IN RESPONDED IN RE	DNSE TO POR ADDRESS DIFFERE ED ADDRESS MPANY NAM	S? DRESS NTLY S	[SKIP [SKIP [SKIP	TO TO TO	OOB_MOVE

PHONI	E:	EXT	LST	·			
8.e	highly knowled (COMPANY) close to or wi (ADDRESS) (CITY)	dgeable of the	e mechanical s similar to , AND wh	and el	lectrica 's i works a	l equipment facility	nt at located
	AND who is cur	rently availa:	ble to spea	ak with	me?)		
	2 YES, CAN 3 YES, CAN	PROVIDE BOTH PROVIDE NAME PROVIDE TITLE EN SAME AS "LS	ONLY CONLY	ITLE		[SKIP '	ro Q.9]
!	5 NO/NOT SU 6 REFUSES	JRE FO PROVIDE				[SKIP '	FO CONTUNKN] FO REFUSAL]
8.f	* ENTER 1	JAME:		***************************************			
8.g	* ENTER	CITLE:	[SKIP TO Q	2.9]			
	Overtier Of H						
D .	Question Q8_H	EXT	T.ST				
PHON		dgeable of the	e mechanical y known as)	name and e	lectrica ':	l equipme	nt for the t
B.	Okay then, can highly knowled business (own (COMPANY) (ADDRESS) (CITY) AND who is cure 1 YES, CAN 2 YES, CAN 3 YES, CAN 4 NAME GIV 5 NO/NOT S	provide Both PROVIDE NAME PROVIDE TITLE	Jive me the mechanical with the mechanical with the mechanical with the mechanical mecha	name and end end end end end end end end end e	lectrica ':	l equipmed located and that simple state of the simple state of the st	nt for the t
B.	Okay then, can highly knowled business (own (COMPANY) (ADDRESS) (CITY) AND who is cure 1 YES, CAN 2 YES, CAN 3 YES, CAN 4 NAME GIV 5 NO/NOT S	n you please of the dead by/formerly rrently availar PROVIDE BOTH PROVIDE NAME PROVIDE TITLE EN SAME AS "LS URE TO PROVIDE	Jive me the mechanical with the mechanical with the mechanical with the mechanical mecha	name and end and end also also also also also also also also	lectrica —i works a me?)	l equipmed located and that simple state of the simple state of the st	nt for the t te(?/, TO Q.9] TO CONTUNKN]

ST: MPA	ANY:		
ADDRE	ESS:		
€.	CONT	sounds like I'll need to speak with (Mr./MTACT/TITLE) after all. Could you please te please tell me)	s./the) (ORIGINAL OR PREVIOUS 11 me/Okay then, could
		(PHONE NUMBER) (extension (EXT NUM)) the bee) (CONTACT/TITLE/him or her)?	st number at which to reach
	1	YES	[*]
	2	NO	
	3	REFUSES TO CONFIRM/DENY	[SKIP TO REFUSAL]
		[* IF Q.1 = 3, SKIP TO Q.13; OTHERWISE	SKIP TO Q.12]
.	Ques	[* IF Q.1 = 3, SKIP TO Q.13; OTHERWISE stion Q10	SKIP TO Q.12]
СОМР.	ANY:		E, SKIP TO Q.12]
LST: COMP. ADDR CITY	PANY:	stion Q10	E, SKIP TO Q.12]
COMP. ADDR	PANY: LESS: : !E: May		
COMP. ADDR CITY PHON	PANY: LESS: : !E: May	stion Q10 EXT. I please have the telephone number at which	ch (the)
COMP. ADDR CITY PHON	PANY: ESS: : IE: May (COI 1 2 3	stion Q10 EXT. I please have the telephone number at which intact/TITLE) CAN PROVIDE PHONE NUMBER DOESN'T KNOW	ch (the) can be reached? [SKIP TO CONTUNKN] [SKIP TO REFUSAL]

[PRESS "1" TO SKIP TO CALLCHEK]

31. Question Q11_A

ONTA		LST:	
TLE		EXT.	
L.a		please have the telephone number for	ility located at
	(ADDR	PANY) 's fac: (ESS) in 's fac:	ility located at
	(CITY	?	
	-	CAN PROUTE DUONE NUMBER	
	1 2	CAN PROVIDE PHONE NUMBER SOMETHING WRONG WITH COMPANY NAME/ADDRESS [:	SKIP TO Q.11.d]
			SKIP TO WRONGNUM]
1.b		* ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: ()
		•	
1.c		* ENTER EXTENSION (IF NONE, RECORD "0"):	
	Okan	we'll try calling that number. Thank you for your	heln
	Okay,	we if try talling that hamber. Thank you for your	neip.
		[PRESS "1" TO SKIP TO RING1]	
ONTA		tion Q11_D LST:	
	ACT:	LST:	
ITLI OMP	ACT: E: ANY:		
ITLI OMPI DDRI	ACT: E: ANY:		
ITLI OMPI DDRI	ACT: E: ANY: ESS:		
ITLI OMPA DDRI ITY HONI	ACT: E: ANY: ESS: :	LST:	QUESTION!!!]
ITLI OMPA DDRI ITY HONI	ACT: E: ANY: ESS: : E: [DO]	EXT NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS 'S WRONG WITH THE COMPANY NAME AND/OR ADDRESS?	
ITLI OMPA DDRI ITY HONI	ACT: E: ANY: ESS: : [DO] WHAT	LST: EXT. NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS 'S WRONG WITH THE COMPANY NAME AND/OR ADDRESS? COMPANY HAS GONE OUT OF BUSINESS COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS	[SKIP TO OOB_MOV [SKIP TO OOB_MOV
ITLI OMPA DDRI ITY HONI	ACT: E: ANY: ESS: : [DO] WHAT	LST: EXT. NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS 'S WRONG WITH THE COMPANY NAME AND/OR ADDRESS? COMPANY HAS GONE OUT OF BUSINESS COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS COMPANY HAS MOVED FROM SPECIFIED ADDRESS	[SKIP TO OOB MOV
ITLI OMPA DDRI ITY HONI	ACT: E: ANY: ESS: : [DO] WHAT	LST: EXT. NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS 'S WRONG WITH THE COMPANY NAME AND/OR ADDRESS? COMPANY HAS GONE OUT OF BUSINESS COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS	[SKIP TO OOB_MOV [SKIP TO OOB_MOV
ITLI OMPA DDRI ITY HONI	ACT: E: ANY: ESS: : [DO I WHAT	EXT. EXT. NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS 'S WRONG WITH THE COMPANY NAME AND/OR ADDRESS? COMPANY HAS GONE OUT OF BUSINESS COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS COMPANY HAS MOVED FROM SPECIFIED ADDRESS COMPANY REFERS TO SPECIFIED ADDRESS DIFFERENTLY COMPANY HAS NO FACILITY AT SPECIFIED ADDRESS OWNER'S NAME LISTED IN PLACE OF COMPANY NAME	[SKIP TO OOB_MOV [SKIP TO OOB_MOV [SKIP TO OOB_MOV [SKIP TO Q.11.h]
CONTACTION OF THE PHONE OF THE	ACT: E: ANY: ESS: : [DO] WHAT 1 2 3 4 5	EXT. NOT ASK UNLESS NOT ANSWERED IN RESPONSE TO PREVIOUS 'S WRONG WITH THE COMPANY NAME AND/OR ADDRESS? COMPANY HAS GONE OUT OF BUSINESS COMPANY HAS CLOSED FACILITY AT SPECIFIED ADDRESS COMPANY HAS MOVED FROM SPECIFIED ADDRESS COMPANY REFERS TO SPECIFIED ADDRESS DIFFERENTLY COMPANY HAS NO FACILITY AT SPECIFIED ADDRESS	[SKIP TO OOB_MOV [SKIP TO OOB_MOV [SKIP TO OOB_MOV

33. Question Q11_E

	LST:
TLE:	EXT.
l1.e Okay (COM	then, may I please have the telephone number for 's facility located
clos (ADD	e to or with an address similar to
(CII	RESS)in
1 2	CAN PROVIDE PHONE NUMBER DOESN'T KNOW/REFUSES TO PROVIDE [SKIP TO WRONGNUM]
11.f	* ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: ()
11.g	* ENTER EXTENSION (IF NONE, RECORD "0"):
Okay	, we'll try calling that number. Thank you for your help.
	[PRESS "1" TO SKIP TO RING1]
$\sqrt{4}$. Ques	
	LST:
CONTACT: TITLE: PHONE:	
TITLE: PHONE: 11.h Okay by/ loc	LST:
TITLE: PHONE: 11.h Okay by/ loc	LST: EXT. y then, may I please have the telephone number for the business (owned formerly known as) (COMPANY) ated at (ADDRESS) in
TITLE: PHONE: 11.h Okay by/ loc (CI'	LST:
TITLE: PHONE: 11.h Okay loc (CI' 1 2	EXT
TITLE: PHONE: 11.h Okay by/ loc (CI' 1 2	LST:

ONTACT	LST:	
YNAPMC		
DDRESS ITY:		
HONE:	EXT.	
2. Ca	an you connect me, please?	
1	YES	[SKIP TO Q.14.a]
2	NO	
3	ACCESS TO CONTACT REFUSED/DENIED	[SKIP TO REFUSAL]
01	uestion 013	
. Qu	uestion Q13	
o. Qu	uestion Q13	
ST:	Y:	
ST:	Y:	
ST: OMPAN)	Y:	
ST: OMPANY DDRESS ITY: HONE:	Y:	
ST: OMPANY DDRESS ITY: HONE: 3. (V	Y:	ch (the)
ST: OMPANY DDRESS ITY: HONE: G	Y: S: EXT. Well then, could you please tell me) enerally, when is the best time to try to rea	WILLING TO PROVIDE AN EXACT RE ARE CERTAIN DAYS OF THE
ST: OMPANY DDRESS ITY: HONE: 3. (V	Y: EXT. Well then, could you please tell me) enerally, when is the best time to try to rea CONTACT/TITLE)? MAKE NOTE OF DAY/TIME; IF PERSON IS UNABLE/UN AY/TIME, TRY TO AT LEAST FIND OUT WHETHER THE EEK OR TIMES OF THE DAY WHEN THE CONTACT IS M	WILLING TO PROVIDE AN EXACT RE ARE CERTAIN DAYS OF THE
ST: OMPANY DDRESS ITY: HONE: GG (0	Y: EXT. Well then, could you please tell me) enerally, when is the best time to try to rea CONTACT/TITLE)? MAKE NOTE OF DAY/TIME; IF PERSON IS UNABLE/UN AY/TIME, TRY TO AT LEAST FIND OUT WHETHER THE EEK OR TIMES OF THE DAY WHEN THE CONTACT IS M	WILLING TO PROVIDE AN EXACT RE ARE CERTAIN DAYS OF THE ORE LIKELY TO BE AVAILABLE.

	NOT ASK!!!] IS THIS THE THIRD OR BEEN TRANSFERRED?	(OR MORE) TIME YOU'VE DIAL	ED
1	YES	[SKIP	ro Q.14.b]
2	NO	[SKIP Q.14.	TO RING2/ a]

. Question RING2

CONTACT:	LST:	
COMPANY: PHONE:	EXT.	- CATINUM:
	PRESS "EXT" AND AT FIRST PRESS "CHARGE" BUTTON, THAT SECOND DIAL TONE, DIAL 9-1-AREA	HEN 300530.
WHAT	HAPPENED WHEN THE PHONE RANG?	
1 2 3 4 5	PHONE ANSWERED NO ANSWER BUSY SIGNAL VOICE MAIL OTHER OUTCOME WHERE PHONE NOT ANSWER	[*] [**] [**] [**] ED BY A PERSON

39. Question Q14_A

ONTACT:	LST:	
OMPANY: ADDRESS: CITY: PHONE:	EXT.	CATINUM:
.4.a [DO	NOT ASK!!!] WHAT HAPPENED WHEN YOUR CALL	WAS TRANSFERRED?
1	ANSWERED BY CONTACT	[*]
2	ANSWERED BY GATEKEEPER/THIRD PARTY	[**]
3	GOT VOICE MAIL	[SKIP TO Q.14.b]
4	PHONE NOT ANSWERED	[SKIP TO Q.14.b]
5	OTHER OUTCOME	[SKIP TO Q.14.b]
	ANSFERRED W/OUT NAME or Q.5 = 1, SKIP TO Q. [** IF HAVE CONTACT NAME, SKIP TO Q.1; OTH stion Q14_B	•
	[** IF HAVE CONTACT NAME, SKIP TO Q.1; OTH	•
LST:	[** IF HAVE CONTACT NAME, SKIP TO Q.1; OTH	•
LST: COMPANY: ADDRESS: CITY: PHONE: 14.b Hel: Corp few TIT: ava:	[** IF HAVE CONTACT NAME, SKIP TO Q.1; OTH	calling from Aspen Systems y Commission. I called a RIGINAL OR PREVIOUS CONTACT/ but (he/she) wasn't
LST: COMPANY: ADDRESS: CITY: PHONE: 14.b Hel: Corp few TIT: ava: [IF	[** IF HAVE CONTACT NAME, SKIP TO Q.1; OTH stion Q14_B	calling from Aspen Systems y Commission. I called a RIGINAL OR PREVIOUS CONTACT/ but (he/she) wasn't to try to reach (him/her)? LICK ON "HELP"] WILLING TO PROVIDE AN EXACT ERE ARE CERTAIN DAYS OF THE
LST: COMPANY: ADDRESS: CITY: PHONE: 14.b Hel: Corp few TIT: ava: [IF	[** IF HAVE CONTACT NAME, SKIP TO Q.1; OTH stion Q14_B	calling from Aspen Systems y Commission. I called a RIGINAL OR PREVIOUS CONTACT/ but (he/she) wasn't to try to reach (him/her)? LICK ON "HELP"] WILLING TO PROVIDE AN EXACT ERE ARE CERTAIN DAYS OF THE

F NEW PERSON ON LINE

. Hello. My name is [INTERVIEWER NAME], and I'm calling from Aspen Systems Corporation, on behalf of the California Energy Commission.

IF Q.1 = 2

15. Good (morning/afternoon). As I mentioned, I'm calling on behalf of the California Energy Commission.

IF Q.2 = 3

15. Thank you. Now, as I mentioned, I'm calling on behalf of the California Energy Commission.

Question	Q15_	A
----------	------	---

NTACT:		LST:	
LE:			
RESS:			
'Y: ONE:	EXT.		

15. [DISPLAY APPROPRIATE INTRODUCTION FROM ABOVE]

Recently, you may have received a letter from Commission Chairman Keese about an important study, which has been endorsed by both the California Chamber of Commerce and the California Manufacturers and Technology Association. The California Legislature and Governor have authorized over 1 billion dollars for programs designed to increase energy efficiency and reduce peak demand. To achieve this goal, we need real-world knowledge about how businesses use energy, in terms of their equipment and behavior.

I realize you're probably very busy, but I'd like to ask you a few, brief questions now over the phone, and then, if you're willing, to ask you to participate in a more detailed survey that would be conducted at your facility.

[PRESS "1" TO CONTINUE]

43. Question Q15_B

ONTACT:	LST:	
OMPANY: DDRESS:		
ITY:		
HONE:	EXT	
the s	nsure that the interests of companies like you study, your facility's participation is vitall answers would, of course, be confidential. CTED FOR STUDY, PRESS "F1" OR CLICK ON "HELP"	ly important. All of [IF ASKED HOW THEY WERE
1 2	NO COMMENT OR AGREES TO CONTINUE VOLUNTEERS THIS IS AN INCONVENIENT TIME	[*]
3 4	NEED TO SPEAK TO SOMEONE ELSE NO INTEREST OR REFUSES TO PARTICIPATE	[SKIP TO Q.8.a] [SKIP TO REFUSAL]
HELP Your fi	rm was selected at random from a list of firm [PRESS "ENTER" OR CLICK ON "OK" TO RETURN '	
	[* IF Q.2 = 3, SKIP TO Q.19; OTHERWISE, SK	IP TO Q.18]

4. Question Q16

ONTACT:		LST:	
ITLE:			
COMPANY:			
ITY:			
HONE:	EXT		

- 16. The phone interview should take from 5 to 10 minutes. When would you like us to call you?
 - 1 WILLING TO SET UP CALLBACK
 - 2 REFUSES TO ANSWER/PARTICIPATE

[SKIP TO REFUSAL]

[MAKE NOTE OF DAY/TIME; IF PERSON IS UNABLE/UNWILLING TO PROVIDE AN EXACT DAY/TIME, TRY TO AT LEAST FIND OUT WHETHER THERE ARE CERTAIN DAYS OF THE WEEK OR TIMES OF THE DAY WHEN THE CONTACT IS MORE LIKELY TO BE AVAILABLE.]

[PRESS "1" TO CONTINUE]

7. And let me just check Is (PHONE NUMBER) (extension (EXT NUMbest number at which to reach you? 1 YES 2 NO What is your direct number, please? * ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: () * ENTER EXTENSION (IF NONE, RECORD "0"):	(T NUM)) the
<pre>What is your direct number, please? 7.a * ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: ()</pre>	
7.a * ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: ()	
7 b * ENTER EXTENSION (IF NONE, RECORD "0"):	
7.D BRIDE BITTERS TON (22 States)	
Okay, we'll be in touch again. Thank you very much for your time.	time.
[SIMULATENOUSLY PRESS "CTRL" AND "END" TO RECORD DISPOSITION OF CALLBACK AT Q.15 OR AFTER AND SCHEDULE CALLBACK.]	ION OF

COMPANY: ADDRESS: CITY: EXT. PHONE: 18. First, I'd like to (verify/get) your name. [ALSO VERIFY SPELLING] CONTACT NAME: 1 CORRECT INCORRECT [IF Q.2 = 3, SKIP TO Q.20; OTHERWISE, CONTINUE]

MPANY:	LST:		
DDRESS: CITY: CHONE:	EXT.		
.9. And	what is your title, please?		
TITI	E:		·
1	CORRECT		
2	INCORRECT *		·
CONTACT:	stion Q20		
CONTACT: FITLE: ADDRESS:	LST:		
CONTACT:			
CONTACT: FITLE: ADDRESS: CITY: PHONE: 20. The impo	LST:	ies at th ANY NAME	ne right IS WRONG,
CONTACT: FITLE: ADDRESS: CITY: PHONE: 20. The impo	LST: EXT. businesses we're contacting were specifically chosen ortant that we verify we've reached the right companiations. Are we correct that this is [IF COMPARE SURE CONTACT IS NOT TALKING ABOUT A DIFFERENT BUSING	ies at th ANY NAME	ne right IS WRONG,
CONTACT: FITLE: ADDRESS: CITY: PHONE: 20. The impo	EXT. businesses we're contacting were specifically chosen ortant that we verify we've reached the right companiations. Are we correct that this is [IF COMPARE SURE CONTACT IS NOT TALKING ABOUT A DIFFERENT BUSING CIFIED.] PANY:	ies at th ANY NAME	e right IS WRONG, THE ONE
CONTACT: FITLE: ADDRESS: CITY: PHONE: 20. The impoloc MAK SPE	EXT. businesses we're contacting were specifically chosen ortant that we verify we've reached the right companiations. Are we correct that this is [IF COMPARE SURE CONTACT IS NOT TALKING ABOUT A DIFFERENT BUSING CIFIED.] PANY:	ies at th ANY NAME NESS THAN	e right IS WRONG, THE ONE

49. Question Q20_A

ONTACT:	LST:
MPANY:	
DDRESS: [TY:	
HONE:	EXT.
).a Is th	nere any connection between your business and the one I mentioned?
1 2	YES NO [SKIP TO WRONGBUS]
0.b What	is it?
O a What	is the correct name?
U.C What	Is the correct name:
+ 537	DED NAME.
* EN'	rer name:
O. Ques	tion Q21 LST:
	tion Q21
O. Questontact:	tion Q21
O. Questontact: ITLE: OMPANY: ITY: HONE:	tion Q21LST:
O. Questontact: ITLE: OMPANY: ITY: HONE:	LST: LST: EXT. EXT. The physical address is [IF PHYSICAL ADDRESS IS WRONG, MAKE COMPANY HAS NOT MOVED. DO NOT RECORD MAILING ADDRESS.]
O. Questontact: ITLE: OMPANY: ITY: HONE: 1. And SURE	LST: LST: EXT. EXT. The physical address is [IF PHYSICAL ADDRESS IS WRONG, MAKE COMPANY HAS NOT MOVED. DO NOT RECORD MAILING ADDRESS.]
O. Questontact: ITLE: OMPANY: ITY: HONE: And SURE	LST: LST: EXT. LST: EXT. LST: EXT. LST: EXT. EXT. LST: EXT. EXT. EXT. The physical address is [IF PHYSICAL ADDRESS IS WRONG, MAKE COMPANY HAS NOT MOVED. DO NOT RECORD MAILING ADDRESS.] ESS: P
O. Questontact: ITLE: OMPANY: ITY: HONE: ADDR	LST: LST: EXT. EXT. The physical address is [IF PHYSICAL ADDRESS IS WRONG, MAKE COMPANY HAS NOT MOVED. DO NOT RECORD MAILING ADDRESS.] ESS: CORRECT [SKIP TO Q.22]
O. Queston	LST: EXT the physical address is [IF PHYSICAL ADDRESS IS WRONG, MAKE COMPANY HAS NOT MOVED. DO NOT RECORD MAILING ADDRESS.] ESS: CORRECT [SKIP TO Q.22] INCORRECT

51. Question Q21_A

ONTACT: TLE:			LST:		
OMPANY:					
ITY:					
HONE:		EXT			
1.a Does	your company h	nave a facilit	y at the address	s I just	mentioned?
	YES NO				[SKIP TO Q.8.a]
	u have a facil just mentione		close to or with	an addr	ess similar to the
	YES NO				[SKIP TO WRONGBUS]
1.c What	is the correct	address?			
* ENI	'ER ADDRESS:				
CONTACT:	ion Q22				
CONTACT: CITLE:	ion Q22				- -
CONTACT: TITLE: COMPANY: ADDRESS:	ion Q22				
CONTACT: CITLE: COMPANY: ADDRESS: PHONE:	ion Q22				
CONTACT: COMPANY: ADDRESS: PHONE:	ion Q22				
CONTACT: CITLE: COMPANY: ADDRESS: PHONE:	ion Q22				
CONTACT: CITLE: COMPANY: ADDRESS: PHONE: CITY	cion Q22				
CONTACT: CONTACT: COMPANY: ADDRESS: PHONE: 22. In .	cion Q22	EXT.			
CONTACT: TITLE: COMPANY: ADDRESS: PHONE: 22. In . CITY	cion Q22	EXT.			
CONTACT: FITLE: COMPANY: ADDRESS: PHONE: 22. In . CITY	cion Q22	EXT.			
CONTACT: TITLE: COMPANY: ADDRESS: PHONE: CITY	cion Q22	EXT.			

TLE: OMPANY: DDRESS: ITY: HONE: EXT. 3. What is your ZIP Code there, please?	
DDRESS: ITY: HONE: EXT.	
HONE: EXT.	
What is your TID Code there please?	
s. What is your zir code there, prease.	
ZIP CODE:	
1 CORRECT	
2 INCORRECT *	
[IF Q.2 = 3, SKIP TO Q.25; OTHERWISE, CONTINUE]	
4. Question Q24	
ONTACT: LST: LST:	
OMPANY:	
ITY:	
ITY:	
HONE: EXT.	
HONE: EXT 4. Do you personally work at the location we've been discussing?	
HONE: EXT. A. Do you personally work at the location we've been discussing? 1 YES, WORKS AT/NEAR SPECIFIED SITE [*]	
HONE: EXT 4. Do you personally work at the location we've been discussing?	.a]
THONE: EXT. 24. Do you personally work at the location we've been discussing? 1 YES, WORKS AT/NEAR SPECIFIED SITE [*]	
24. Do you personally work at the location we've been discussing? 1 YES, WORKS AT/NEAR SPECIFIED SITE [*] 2 NO, DOESN'T WORK AT/NEAR SPECIFIED SITE [SKIP TO Q.8.	
PHONE: EXT. 24. Do you personally work at the location we've been discussing? 1 YES, WORKS AT/NEAR SPECIFIED SITE [*] 2 NO, DOESN'T WORK AT/NEAR SPECIFIED SITE [SKIP TO Q.8.] 3 REFUSES TO CONFIRM/DENY [SKIP TO REFU	
HONE: EXT. LEXT. LEX	

COMP	E:	I	ST:	
ADDR CITY PHON	ESS:	EXT		
25.	the prob	ore I take up any more of your time mechanical and electrical equipmen bably be able to answer technical of use?	nt at this site, and won	ıld you
	1	YES		
	2	NO	[SKIP	TO Q.8.a]
	3	REFUSES TO CONFIRM/DENY	[SKIP	TO REFUSAL]

	'ACT:		LST:
TITI PHON		EXT.	
26.	Woul (ADI (CII	d (COMPANY)	ng on industrial production technologies. 's site at in be considered an industrial production
	1	YES	[SKIP TO Q.28]
	2	NO REFUSES TO CONFIRM/DENY	[SKIP TO REFUSAL]

	LST:	
TLE: OMPANY: DDRESS:		- -
ITY: HONE:	EXT.	
7. What	business operation is conducted at this facility?	
1 2	CAN/WILL PROVIDE DESCRIPTION REFUSES TO PROVIDE	[SKIP TO NOTIPF]
27.a		
	[SKIP TO NOTIPF]	
3. Ques	tion Q28	
CONTACT:	LST:	
CONTACT: TITLE: ADDRESS: CITY:	LST:	
CONTACT: TITLE: ADDRESS: CITY: PHONE:	LST:	
CONTACT: FITLE: ADDRESS: CITY: PHONE: 28. Does such	LST:	 use equipment process control,
CONTACT: FITLE: ADDRESS: CITY: PHONE: 28. Does such	LST:EXT (COMPANY) as industrial motors, air compressors, electronic	use equipment process control,
CONTACT: FITLE: ADDRESS: CITY: PHONE: 28. Does such or i	EXT	use equipment process control,
CONTACT: TITLE: ADDRESS: CITY: PHONE: 28. Does such or i		 use equipment process control,
CONTACT: TITLE: ADDRESS: CITY: PHONE: 28. Does such or i		 _ use equipment process control,
CONTACT: TITLE: ADDRESS: CITY: PHONE: 28. Does such or i		use equipment _process control,

ONTE		LST:	
TLE OMP			
HONE		EXT	
9.	NECES	d you please briefly describe what is produced a SSARY, PROBE: What is or are your final product RD THAT ANSWER AND ASK: What do you machine?]	
	1 2	CAN/WILL PROVIDE DESCRIPTION REFUSES TO PROVIDE	[SKIP TO Q.32]
9.a			And the second s
		[IF SIC = 20; SKIP TO Q.30; OTHERWISE, COL	NTINUE]
29.b	(SIC	NOT ASK!!!] WE HAVE THIS COMPANY CLASSIFIED AS CODE AND SHORT DESCRIPTION). THAT APPEAR TO BE THE SAME AS THE ANSWER ABOVE	
		YES	[
.	2	NO NO tion Q29_C	[SKIP TO Q.32]
) .	2	NO	[SKIP TO Q.32]
	Ques	NO	[SKIP TO Q.32]
TITL	Ques ACT:	NO tion Q29_C	[SKIP TO Q.32]
TITL COMP	Ques ACT: E: ANY:	NO tion Q29_C	[SKIP TO Q.32]
TITL COMP PHON	Ques ACT: E: ANY: Cur (SIC	tion Q29_C LST: EXT. records indicate that you produced c CODE AND SHORT DESCRIPTION)	[SKIP TO Q.32]
TITL COMP. PHON	Ques ACT: E: ANY: Cur (SIC	tion Q29_C LST: EXT. records indicate that you produced	[SKIP TO Q.32]
TITL COMP PHON	Ques ACT: E: ANY: Cur (SIC	tion Q29_C LST: EXT. records indicate that you produced c CODE AND SHORT DESCRIPTION)	[SKIP TO Q.32]
TITL COMP PHON	Ques ACT: E: ANY: Cur (SIC	tion Q29_C LST: EXT. records indicate that you produced c CODE AND SHORT DESCRIPTION)	[SKIP TO Q.32]
CONTITIL COMP.PHON	Ques ACT: E: ANY: Cur (SIC	tion Q29_C LST: EXT. records indicate that you produced c CODE AND SHORT DESCRIPTION)	[SKIP TO Q.32]
TITL COMP PHON	Ques ACT: E: ANY: Cur (SIC	LST: EXT. EXT. records indicate that you produced code and short description) the past. To what extent is this true now?	[SKIP TO Q.32]

NTACT:				LST:		
TLE: MPANY:						
ONE:		EXT.				
			be accurate L or commercia			e engaged in ment, or compute
1	YES					[SKIP TO Q.32]
2	NO					
ENTE	R ANY E	XPLANATION TH	HEY GIVE:			
2. Oues	tion O2	9 E	[SKIP TO Ç	2.32]		
	tion Q2	9_E	[SKIP TO Ç			
ONTACT:	tion Q2	9_E	[SKIP TO C	LST:		
ONTACT: ITLE: OMPANY:	tion Q2		[SKIP TO C			
ONTACT: ITLE: OMPANY: HONE: 9.e More	genera facturi	EXT.	t be accurate	LST: to say that and supplies	for th	e engaged in e generation, of electrical
ONTACT: ITLE: OMPANY: HONE: 9.e More manu stor	genera facturi	EXT.	t be accurate	LST: to say that and supplies	for th	e generation,

[SKIP TO Q.32]

ONTA					LST:						
TLE OMPAI											
DDRE											
HONE			EXT								
		THER THAN			PTION SOUN BUSINES						
	1	YES									
	2	ИО						[SKIP	TO Ç	2.32]	
) .	Quest	tion Q31									
ONTA	ACT:	tion Q31			LST:						
CONTA	ACT:	tion Q31			LST:						
CONTA COMPA COMPA	ACT: E: ANY:	zion Q31			LST:						
CONTACTITLE COMPARADORE CITY:	ACT: E: ANY: ESS:	zion Q31	EXT	Γ	LST:						
CONTACONTACOMPACOMPACOMPACOMPACOMPACOMPACOMPACOMP	ACT: E: ANY: ESS: : : It i: a foo	s importa od- or be or other	nt for us verage-SI	s to disti	inguish bet	ween a	primaril	y a re	sta	urant,	ba:
CONTACTOR	ACT: E: ANY: ESS: E: It i: a foo	s importa od- or be or other	nt for us verage-SI	s to disti	inguish bet	ween a	primaril	y a re s are	esta con	urant,	ba: on
CONTACTOR	ACT: E: ANY: ESS: : : It i: a foo cafe site	s importa od- or be or other?	nt for us verage-SI	s to disti	inguish bet	ween a	primaril	y a re s are	esta con	urant, sumed o	ba: on
CONTACONTACOMPACOMPACOMPACOMPACOMPACOMPACOMPACOMP	ACT: E: ANY: ESS: E: It i: a foo cafe site	s importa od- or be or other ? YES	nt for us verage-SI establis	s to disti	inguish bet siness. Is ere food or	ween a	primaril	y a re s are [SKIP	esta con TO	urant, sumed o	bai on OC]
CONTACONTACOMPACOMPACOMPACOMPACOMPACOMPACOMPACOMP	ACT: E: ANY: ESS: E: It i: a foo cafe site 1	s importa od- or be or other ? YES	nt for us verage-SI establis	s to disti ERVICE bus shment whe	inguish bet siness. Is ere food or	ween a	primaril	y a re s are [SKIP	esta con TO	urant, sumed o	ba: on OC]

NTACT:	LST:	
TLE: OMPANY:		-
DDRESS:		_
TY: HONE:	EXT	
Next some	., I'd like to ask you a few questions to help us de of the particular technologies that we're researc	etermine if you use
the mot	st, about how many motors 1 horsepower or larger ha last 3 years? We're interested in your replacement ors, as well as motors installed with new equipment [MATES ACCEPTABLE]	it motors, rewound
1	WILL PROVIDE NUMBER	
2	DOESN'T KNOW REFUSES TO PROVIDE	[SKIP TO Q.33]
2.a	* ENTER NUMBER OF MOTORS: [SKIP TO Q.33]	
6. Que	stion Q32_B	
ONTACT:	LST:	
ITLE:		
DDRESS:		
ITY:		

32.b Do you know whether there have been any motors 1 horsepower or larger installed in the last 3 years?

1 YES, SOME MOTORS HAVE BEEN INSTALLED

EXT.

- NO, NO MOTORS HAVE BEEN INSTALLED
- 3 DOESN'T KNOW

PHONE:

TL:	ACT: E:	LST:
	ANY:	
DDR ITY	ESS:	
HON		EXT.
3.	elec	nd, does any part of your manufacturing process equipment have tronic controls that automatically unload or turn off equipment when equipment is not in use?
	1	YES
	2	NO
	3	DOESN'T KNOW/REFUSES TO ANSWER
-		
.	Ques	stion Q34
	'ACT:	tion Q34 LST:
ITI	ACT:	LST:
COME	'ACT:	
TITI COME	PACT: E: PANY: RESS:	LST:

- YES 1
- NO
- DOESN'T KNOW/REFUSES TO ANSWER 3

[IF SIC = 35 OR 36, SKIP TO Q.36]

NTAC		LST:
MPAN	YY:	
DRES	ss:	
ONE:	• •	EXT.
i. E	Do yo use f	u have refrigeration systems totaling 20 horsepower or more that you or process cooling or for food storage?
1	1	YES
2	2	NO
3	3	DOESN'T KNOW/REFUSES TO ANSWER
ONTA	CT:	ion Q36
ONTAG	CT:	T. CIT.
ONTAGITLE	CT: : NY:	T. CIT.
O. O	CT: : NY:	T.CIT.
ONTAC ITLE OMPAI DDRE: ITY: HONE	CT: : NY: SS: : Final re-us waste	LST:
ONTAC ITLE OMPAI DDRE: ITY: HONE	CT: : NY: SS: : Final re-us waste	EXT. LST: EXT. Lly, we've defined a water recovery system as any process that ses water-based discharge fluids, thereby reducing or eliminating ewater discharge from the site. Given that definition, do you
ONTAGITLE OMPAIDDRE: ITY: HONE	CT: : NY: SS: : Final re-us waste have	EXT
ONTAGITLE OMPAIDDRE: ITY: HONE	CT: : NY: SS: : Final re-us waste have	EXT

you?

1

2

YES

NO

DOESN'T REMEMBER

ONT.	ACT: E:	LST:	
	ANY:		
DDRESS: ITY: HONE:		EXT.	
7.	at y spec desi duri woul part	as I mentioned, we'd also like to conduct a more our facility, where our surveyor would gather info ific energy-using equipment and how it's used. The gned to take between 1 and 2 hours, and you would not take. Your participation would be greatly do be happy to provide you with a package of thanking in the on-site survey?	ormation about your ne survey has been have to be available y appreciated, and we -you gifts, if you
	1	YES, AGREES TO PARTICIPATE	[SKIP TO Q.44]
	2	NEEDS MORE INFORMATION BEFORE DECIDING	
	3	NEEDS TO CHECK WITH SOMEONE OR THINK ABOUT IT	[SKIP TO Q.42]
	4	NO, DECLINES TO PARTICIPATE	[SKIP TO Q.51]
2.	Ques	tion Q38	
	TACT:	LST:	
TTI IMO: IOH	PANY:	EXT.	· · · · · · · · · · · · · · · · · · ·

ONTACT:		
OMPANY:	EXT.	
9. We'l	l be happy to fax you (a copy of the letter/sor rmation.) What is your fax number, please?	me additional
FAX	NUMBER:	
1 2 3 4	CORRECT INCORRECT DOESN'T HAVE ACCESS TO FAX MACHINE REFUSES TO PROVIDE	[SKIP TO DECLINE]
9.a	* ENTER FAX NUMBER, INCLUDING AREA CODE:	
	[SKIP TO Q.42]	
4. UUES	tion 040	
	tion Q40	
CONTACT:		
CONTACT: CITLE:	LST:	
ONTACT: ITLE: OMPANY: HONE: 0. Ther	LST:	tional information)
ONTACT: ITLE: OMPANY: HONE: 0. Ther	EXT we'll mail you (a copy of the letter/the addited). Is the physical address I indicated earl	tional information)
ONTACT: ITLE: OMPANY: HONE: 0. Ther inst	EXT we'll mail you (a copy of the letter/the additead. Is the physical address I indicated earliess, or is that address different?	tional information) ier also your mailing
ONTACT: ITLE: OMPANY: HONE: 0. Ther inst	EXT we'll mail you (a copy of the letter/the additead. Is the physical address I indicated earliess, or is that address different? PHYSICAL AND MAILING ADDRESSES THE SAME	tional information) ier also your mailing
CONTACT: CITLE: COMPANY: CHONE: 1 2	EXT we'll mail you (a copy of the letter/the addited. Is the physical address I indicated earliess, or is that address different? PHYSICAL AND MAILING ADDRESSES THE SAME MAILING ADDRESS DIFFERENT	tional information) ier also your mailing [SKIP TO Q.42]
ONTACT: ITLE: OMPANY: HONE: 1 2	EXT we'll mail you (a copy of the letter/the addited. Is the physical address I indicated earliess, or is that address different? PHYSICAL AND MAILING ADDRESSES THE SAME MAILING ADDRESS DIFFERENT	tional information) ier also your mailing [SKIP TO Q.42]
CONTACT: CITLE: COMPANY: PHONE: inst addr	EXT we'll mail you (a copy of the letter/the addited. Is the physical address I indicated earliess, or is that address different? PHYSICAL AND MAILING ADDRESSES THE SAME MAILING ADDRESS DIFFERENT	tional information) ier also your mailing [SKIP TO Q.42]

75. Question Q41ADD

TI	ACT: LE:	LST:	
OME	PANY:	EXT.	
11.	What	is your mailing address?	
а.	STREE	T/P.O. BOX:	
٥.	CITY:		-
c.	STATE]: 	
d.	ZIP C	CODE:	
.	Quest	cion Q42	
сои'	TACT:	LST:	
TIT:	LE: PANY:		
PHO		EXT.	
42.	(Oka	y, we'll send out (the letter/that informatio	n) (tomorrow/Monday).)
	answ	elp us with scheduling these surveys, we'd li er as soon as possible. Can we set up a time you back and find out whether you'll be able	right now when we can
	1	WILLING TO SET UP CALLBACK	
	2	WILLING TO GIVE DEFINITE ANSWER NOW	[SKIP TO Q.37]
	3	REFUSES TO CONTINUE	[SKIP TO DECLINE]
	DAY/	E NOTE OF DAY/TIME; IF PERSON IS UNABLE/UNWIL TIME, TRY TO AT LEAST FIND OUT WHETHER THERE OR TIMES OF THE DAY WHEN THE CONTACT IS MORE	ARE CERTAIN DAYS OF THE
		[PRESS "1" TO CONTINUE]	

ONTACT TLE: OMPANY	_	LST:
		et me just check Is (PHONE NUMBER) (extension (EXT NUM)) the number at which to reach you?
1 2		YES NO
Wh	hat :	is your direct number, please?
3.a		* ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: ()
3.b		* ENTER EXTENSION (IF NONE, RECORD "0"):
0]	kay,	we'll be in touch again. Thank you very much for your time.
	١q	IMULATENOUSLY PRESS "CTRL" AND "END" TO RECORD DISPOSITION OF
	(DISPOSITION CODE) AND SCHEDULE CALLBACK.]
	(Quest	ion Q44
ONTAC	()uest	ion Q44
8. QOUTACTITLE: COMPANIPHONE:	Quest	ion Q44
CONTAC CONTAC COMPAN CHONE:	Quest CT: IY: Chank You w	ion Q44 LST: EXT.
CONTAC PITLE: COMPAN PHONE: 44. T	Quest CT: : : : : : : : : : : : : : : : : : :	ion Q44 LST: EXT. I you. The specific date and time of the visit will be determined with then one of our field surveyors calls. For now, I'd just like to get general scheduling information. Are there certain days of the week
CONTAC CITLE: COMPAN CHONE: 44. T Y	Quest CT: : : : : : : : : : : : : : : : : : :	ion Q44 LST: EXT. EXT. you. The specific date and time of the visit will be determined with then one of our field surveyors calls. For now, I'd just like to get general scheduling information. Are there certain days of the week typically would be better for you?
CONTAC CITLE: COMPAN CHONE: 44. T y s t	Quest CT: : : : : : : : : : : : : : : : : : :	ion Q44 LST: EXT. EXT. Eyou. The specific date and time of the visit will be determined with then one of our field surveyors calls. For now, I'd just like to get general scheduling information. Are there certain days of the week typically would be better for you? YES
CONTAC CITLE: COMPAN CHONE: 4. T y s t	Quest CT: : : : : : : : : : : : : : : : : : :	ion Q44 LST: EXT. EXT. Eyou. The specific date and time of the visit will be determined with then one of our field surveyors calls. For now, I'd just like to get general scheduling information. Are there certain days of the week typically would be better for you? YES

ONTACT: TLE: OMPANY: HONE:			LST:
		EXT.	
i .	Which	day or days? [SELECT	r all that apply]
	1	MONDAYS	
	2	TUESDAYS	
	3	WEDNESDAYS	
	4	THURSDAYS	
	5	FRIDAYS	
	6	SATURDAYS	
	7	SUNDAYS	
	8	NO MORE APPLY	

.	Question	Q46	
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CONTACT:		LST:	 	
COMP PHON		EXT		
46.	Gene	rally, are mornings or afternoons better for you?		
	1	MORNINGS		
	2	AFTERNOONS		
	3	NO PREFERENCE		

TLE	:	LST:
OMP <i>I</i>		PHONE NUMBER) (extension (EXT NUM)) the best number at which to reach
	1 2	YES NO
	What	is your direct number, please?
17.a		* ENTER TELEPHONE NUMBER, INCLUDING AREA CODE: ()
17.b		* ENTER EXTENSION (IF NONE, RECORD "0"):
2 .	Ques	tion Q50
Q.		LST:
TITLE	 ACT: E:	
CONTACTION COMPA	ACT: E: ANY:	
COMPA PHONI	ACT: E: ANY: E:	LST:
COMPA PHONI	ACT: E: ANY: E:	LST: EXT. EXT. NOT ASK!!!] IS THERE ANY MORE INFORMATION ABOUT SCHEDULING WITH THIS
ritli COMPA PHONI	ACT: E: ANY: E: [DO] CONT	LST: EXT. EXT. NOT ASK!!!] IS THERE ANY MORE INFORMATION ABOUT SCHEDULING WITH THIS ACT OR AT THIS FACILITY THAT THE SURVEYOR SHOULD KNOW? YES
FITLI COMPA PHONI	ACT: E: ANY: E: [DO] CONT	LST: EXT. EXT. NOT ASK!!!] IS THERE ANY MORE INFORMATION ABOUT SCHEDULING WITH THIS ACT OR AT THIS FACILITY THAT THE SURVEYOR SHOULD KNOW? YES
TITLE COMP	ACT: E: ANY: E: [DO] CONT	LST: EXT. EXT. NOT ASK!!!] IS THERE ANY MORE INFORMATION ABOUT SCHEDULING WITH THIS ACT OR AT THIS FACILITY THAT THE SURVEYOR SHOULD KNOW? YES
TITLI COMPA PHONI	ACT: E: ANY: E: [DO] CONT	LST: EXT. EXT. NOT ASK!!!] IS THERE ANY MORE INFORMATION ABOUT SCHEDULING WITH THIS ACT OR AT THIS FACILITY THAT THE SURVEYOR SHOULD KNOW? YES
TITLI COMPA PHONI	ACT: E: ANY: E: [DO] CONT	LST: EXT. EXT. NOT ASK!!!] IS THERE ANY MORE INFORMATION ABOUT SCHEDULING WITH THIS ACT OR AT THIS FACILITY THAT THE SURVEYOR SHOULD KNOW? YES

83. Question Q51	83.	Ο.	ues	ti	on	05:	1
------------------	-----	----	-----	----	----	-----	---

ACT: LST:	
ANY:E: EXT	
(Okay, we'll remove you from our list, but)
I'd like to take about 1 more minute of you about our recruiting process, to see which the people of California.	r time to ask a few questions aspects are cost effective for
1 NO COMMENT OR AGREES TO CONTINUE	[*]
2 REFUSES TO CONTINUE	[**]
[* IF Q.38 ANSWERED, SKIP TO Q.53] [** IF Q.37 = 1, SKIP TO ACCEPT; IF Q.37	= 4, SKIP TO DECLINE]
	EXT. (Okay, we'll remove you from our list, but I'd like to take about 1 more minute of you about our recruiting process, to see which the people of California. 1 NO COMMENT OR AGREES TO CONTINUE 2 REFUSES TO CONTINUE [* IF Q.38 ANSWERED, SKIP TO Q.53]

CONT	ACT: E:		_ LST:			
COMP PHON		EXT.			-	
52.	We man you	sent a letter announcing the pragers when we had address inform?	oject to mation.	people like Did one of t	plant and these lette	facilities ers get to
	.1	YES				
	2	NO			[*]	
	3	DOESN'T REMEMBER			[*]	
		[* IF Q.37 = 1, SKIP TO ACCEPT	; IF Q.3	7 = 4, SKIP	ro decline]

ONTACT: TILE: COMPANY: PHONE:		LST:			
		EXT.			
3.	indi	going to name 3 aspects of the letter we sent, and I'd like you to cate whether or not you would have remembered those aspects if I the mentioned them earlier in the call.			
	[DIS	PLAY ITEMS FROM LIST THAT FOLLOWS, ONE ITEM AT A TIME]			
	1	WOULD HAVE REMEMBERED			
	2	WOULDN'T HAVE REMEMBERED			
		[IF Q.37 = 4, SKIP TO Q.55; OTHERWISE, CONTINUE]			

6. Question Q53LIST

- a. First, the endorsement by the California Manufacturers and Technology Association?
- b. How about the endorsement by the California Chamber of Commerce?
- Before I mentioned it, did you remember the fact that the letter was signed by the Chairman of the California Energy Commission?

ONTACT: TLE: OMPANY: HONE:		LST:
		EXT
•		you had received a call from us without having first received the eer, would you still have agreed to participate?
	1	DEFINITELY YES
	2	PROBABLY YES
	3	PROBABLY NO
	4	DEFINITELY NO
	5	DOESN'T KNOW/REFUSES TO ANSWER
		[SKIP TO ACCEPT]

8. Question Q55

CONTACT: TITLE: COMPANY: PHONE:		LST:
		EXT
55.		much did getting the letter influence your decision about whether or to answer our earlier questions? Did the letter
	1	Help a lot,
	2	Help somewhat,
	3	Help a little,
	4	Have no effect, or
	5	Hurt?
	6	DOESN'T KNOW/REFUSES TO ANSWER

[SKIP TO DECLINE]

ACCEPTS ON-SITE SURVEY

That completes our questions. Someone will be in touch in the near future to set up a time to conduct the on-site survey. In the meantime, Jack Wang, the Survey Manager, will be able to answer any further questions you may have. Let me give you his number. [WHEN RESPONDENT READY:] Please feel free to contact him at 1-888-414-0051, a toll-free number. After you're connected, select 1 and then 2 from the menu to get Dr. Wang.

(Also, Chairman Keese sent a letter to (LST NAME) _____. We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, I want to thank you very much for your time and your willingness to participate.

[PRESS "1" TO END]

Question DECLINE

DECLINES ON-SITE SURVEY (OR CAN'T/WON'T PROVIDE NECESSARY INFORMATION)

That completes our questions. Even though you don't wish to participate in the on-site survey, I appreciate you taking the time to talk with me. If you should change your mind, or have any further questions about the study, you can contact Jack Wang, the Survey Manager. Let me give you his number. [IF RESPONDENT INTERESTED:] Please feel free to contact him at 1-888-414-0051, a toll-free number. After you're connected, select 1 and then 2 from the menu to get Dr. Wang.

(Also, Chairman Keese sent a letter to (LST NAME) _____. We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, I want to thank you for your assistance.

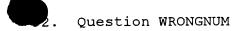
[PRESS "1" TO END]

REFUSES TO PARTICIPATE IN PHONE INTERVIEW

(Chairman Keese sent a letter to (LAST NAME) ______. We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, thank you anyway for your time.

[PRESS "1" TO TERMINATE]



DIFFERENT BUSINESS/NOT A BUSINESS (WRONG NUMBER) (NO CONNECTION WITH SAMPLED BUSINESS/FACILITY)

I'm sorry to have bothered you . . .

[IF DIFFERENT BUSINESS:] Because our research is focusing on specific businesses at particular locations, those are all the questions I need to ask you at this time. If we need additional information, we'll be in contact again at a mutually convenient time.

[FOR ALL:] On behalf of the California Energy Commission, thank you for your (time/assistance).

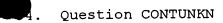
OUT OF BUSINESS/FACILITY CLOSED OR MOVED

Because our research is focusing on specific businesses at particular locations, those are all the questions I need to ask you at this time. If we need additional information, we'll be in contact again at a mutually convenient time.

(Also, Chairman Keese sent a letter to (LST NAME) _____. We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, thank you anyway for your assistance.

[PRESS "1" TO TERMINATE]



UNABLE TO IDENTIFY APPROPRIATE CONTACT

On behalf of the California Energy Commission, thank you anyway for your time.

CALLBACK

Okay, we'll try calling (then/again/that number). Thank you for your assistance.

[NOTE: IF NO CALLBACK DATE/TIME WAS DETERMINED, YOU'LL NEED TO MAKE ONE UP.]

[PRESS "1" TO TERMINATE]



Question WRONGBUS

WRONG BUSINESS

Because our research is focusing on specific businesses at particular locations, those are all the questions I need to ask you at this time. If we need additional information, we'll be in contact again at a mutually convenient time.

On behalf of the California Energy Commission, thank you anyway for your assistance.

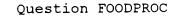
NOT INDUSTRIAL PRODUCTION FACILITY

Those are all the questions I need to ask. As I indicated, our study involves only industrial production facilities.

(Chairman Keese sent a letter to (LST NAME) . We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, thank you for your assistance.

[PRESS "1" TO TERMINATE]



NOT FOOD PROCESSING FACILITY

Those are all the questions I need to ask. Our study involves only food processing facilities.

(Chairman Keese sent a letter to (LST NAME) _____. We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, thank you for your time.

QUOTA MET

Those are all the questions I need to ask right now. We want to talk with a certain number of businesses of different types and sizes, and it appears that we have enough of your type and size at this time. If we need additional information, we'll be in contact again at a mutually convenient time.

(Also, Chairman Keese sent a letter to (LST NAME) _____. We'd be grateful if you would let (him/her) know we did try to contact (him/her), as we indicated we would.)

On behalf of the California Energy Commission, thank you for your time.

[PRESS "1" TO TERMINATE]

00. Question ONEMOM

ONE MOMENT, PLEASE . . .