



Appendices to Final Report
Measurement and Evaluation Study of
2002 Statewide Residential
Appliance Recycling Program

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February 13, 2004



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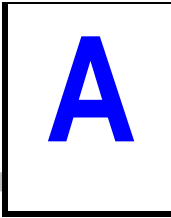
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RARP PROGRAM VERIFICATION REPORT

A.1 SUMMARY OF FINDINGS

The objective of this study is to present evidence to verify the program accomplishments that each investor-owned utility (IOU) claimed in its final fourth quarter report for the 2002 Statewide Residential Appliance Recycling Program. Overall, we found that the unit accomplishments reported by the IOUs in their final reports (specifically, in the CPUC workbook in the Program Activities Worksheet, Table A, Column S) closely matched the program tracking data. Using two other sources of data, we were able to validate the accuracy of data entered into the tracking database. Based on these findings, we conclude that the numbers and distribution of recycled units claimed by each utility in their fourth quarter reports for 2002 are reasonable and need no adjustments.

A.2 APPROACH

We relied on three independent sources of evidence to verify program accomplishments:

- (1) a comparison of program tracking data with information contained in each utility's fourth quarter reports;
- (2) an analysis performed for SCE by Ridge and Associates (R&A) that verified information contained in two randomly drawn samples of *paid* and *committed* Appliance Turn-in Orders (ATOs), respectively; and
- (3) findings from the Participant Survey that (a) reflected a sample of 545 participants in the program; and (b) verified several fields in the tracking data, including participation in the program, the type of unit recycled (refrigerator vs. freezer), receipt of a rebate, and other details.

In order to verify program accomplishments for each utility, we first obtained the following information from each of the IOUs:

- program tracking data for Program Year (PY) 2002;
- definitions and data sources used to classify customers as hard-to-reach; and
- the final fourth quarter CPUC workbook and narrative.

SCE also provided us with a copy of the above-mentioned analysis recently completed by R&A.

A.3 FINDINGS

A.3.1 Comparison of Program Tracking Data with Final Fourth Quarter 2002 Quarterly Reports

Headers	
PG&E, SCE, SDG&E	The total number of units recycled in all of the utilities' fourth quarter filings matched the actual quantities of units shown in the tracking databases.
HTR Percentages	HTR percentages reported in all of the utilities' fourth quarter filings approximated the HTR percentages calculated from the tracking database information. For all 3 utilities, the calculated HTR percentages were within 0.5% of the reported percentages.

A.3.2 Ridge and Associates Verification of SCE Units

R&A randomly selected a sample of 100 *Paid* ATOs and 100 *Committed* ATOs for verification. For Paid applications, R&A recommended a verification checklist that included the following criteria:

- Appliance type (refrigerator vs. freezer) identified correctly;
- ARCA driver signed ATO form;
- Customer signed ATO form;
- Service paid in 2002; and
- Valid account number.

For Committed applications, the checklist was similar, but the criterion of “Service paid in 2002” was excluded.

Among the sample of 200 Paid plus Committed ATOs, program staff found no errors. The results of this quality-control audit agreed with SCE’s review of 20 of the 200 (10 from each group). Based on this review, R&A concluded that no adjustments are needed for reported energy or demand savings for PY 2002.

A.3.3 Participant Survey-based Verification

The Participant Survey findings are an additional data source that can be used to verify certain fields in the tracking database. In this case, we used the Participant Survey findings to verify (1) participant status, (2) the pickup address, (3) the unit number and type, and (4) receipt of an incentive. For all fields except the incentive, all participants queried confirmed the information in the tracking database. With respect to the incentive, over 95 percent of those queried confirmed the incentive fields in the tracking system; of those who did not, over half said they did not remember whether they had received an incentive or not. These confirmations can be summarized as follows:

- 545 of 545 confirmed appliance was picked up sometime last year;
- 544 confirmed the address was correct;
- 505 of 505 correctly confirmed that a single unit (refrigerator or freezer) was picked up and correctly remembered the unit type, and 40 of 40 confirmed that a second unit was picked up and correctly confirmed the unit type; and
- 520 of 545 confirmed they had received an incentive and correctly remembered the incentive type.

B

ARCA RECYCLING CENTER PHOTOS AND PROCESS DESCRIPTION

B.1 RECYCLING PROCESS *(see photos)*

1. The unit is then unloaded from the truck (Figures B-1 and B-2).
2. Foam is removed (manually) and inert foam is taken to a landfill (Figures B-3 and B-4).
3. Refrigerants (CFCs, HCFCs, and sulfur dioxide) are identified and removed using ARCA's proprietary, large-scale recovery systems (Figures B-5 through B-8):
 - a. Unit is run through a machine that removes R-11 (Figure B-6), which is then resold as a byproduct; and
 - b. R-12 refrigerant is removed by a second machine (Figure B-7) and resold (it is 98 percent pure after extraction).
4. Degassing equipment removes CFCs from lubricating oil so that the oil can be recycled (Figure B-9).
5. ARCA recovers capacitors, ballasts, mercury switches, thermocouples, thermometers, thermostats, fluorescent lamps, and batteries (Figure B-10).
6. Licensed hazardous-waste transport companies deliver PCB components to a hazardous-waste disposal facility for high-temperature incineration. Mercury components are delivered to a licensed mercury recovery and recycling facility.
7. After all appliance-processing procedures are completed, the contaminant-free metals are shredded and sold to steel companies (Figures B-11 through B-13).

Figure B-1
Units are Unloaded from the Truck



Figure B-2
Units Waiting to be Recycled



Figure B-3
Foam-removal Process



Figure B-4
Foam is Stacked, Then Loaded Into Equipment to Remove CFCs



Figure B-5
ARCA's Patented CFC Recovery System



Figure B-6
CFC-11 Recovery Equipment



Figure B-7
CFC-12 Recovery Equipment



Figure B-8
Recovered CFCs Are Stored in Large Containers



Figure B-9
Hydraulic Oil is Extracted and Put Into Container for Resale



Figure B-10
Miscellaneous Parts are Removed from Units

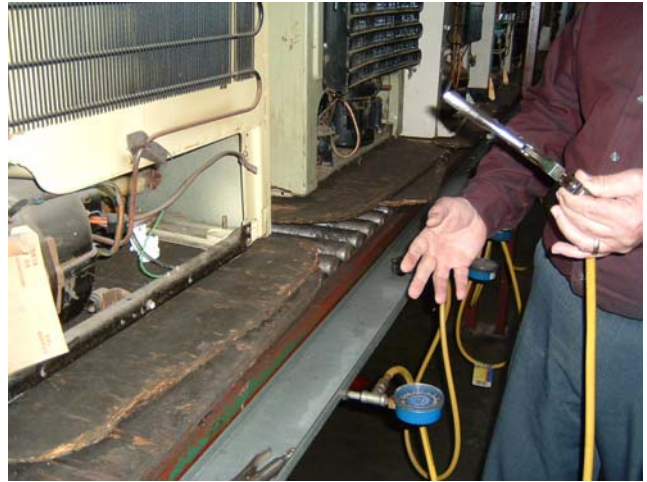


Figure B-11
Metals Ready to be Crushed



Figure B-12
Metal-crushing Equipment

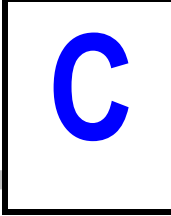


Figure B-13
Metals are Trucked to Scrap Dealer for Resale



B.3 PICKUP SCHEDULING

1. Copies of ATOs (forms) for customers scheduled for next-day(s) pickup are put into a secure container.
2. The drivers use cell phones to confirm participants are home at the time scheduled for pickup.
3. For every 100 pickups scheduled, only 75 pickups occur. Failures fall into two categories: (a) participants are not home (no-shows) and (b) units do not operate. To minimize the incidence of non-working units, ARCA tells participants to plug the units in the night before so they are plugged in or at least cold when pickup occurs. This way, they can easily verify that the units are working.
4. ARCA reschedules the no-shows quickly. They have found that after five days have passed since the failed pickup, there is 50 percent attrition of the no-show market (unit is sold into secondary market). The longer the wait, the greater the attrition.
5. ARCA gets paid for actual pickups, so it is in their best interest to minimize attrition and missed opportunities.
6. There are some Saturday pickups, but none at night (driver preference).
7. The minimum time to schedule a pickup is three days; the maximum is 15 days.



PARTICIPANT SURVEY INSTRUMENT

REFR1:

Refrigeration description from sample

REFR2:

Refrigeration description from sample

FREZ:

freezer description from sample

INCNT:

Incentive from sample

\$35 rebate check 1
five pack of compact fluorescent bulbs 2

UTIL:

Utility from sample

Southern California Edison..... 1
San Diego Gas and Electric 2
Pacific Gas and Electric..... 3

BOTH:

Had a refrigerator and a freezer removed

Yes..... 1
No 2

TOTAL:

TOTAL NUMBER OF APPLIANCES REMOVED

..... 1
..... 2

TYPE:

TYPE FOR WORDING

1 refrigerator 1
1 freezer 2
1 refrigerator and 1 freezer 3
2 refrigerators 4

INTRO:

May I please speak with<CONT1>? ALTERNATE: <CONT2> INTRODUCTION: Hello, my name is _____ calling on behalf of<utility>. We are contacting customers who had refrigerators or freezers removed through a recycling program. Are you the person who would have been involved and most familiar with having a refrigerator or freezer picked up sometime during 2002? IF NO: Then may I please speak to the person who would know the most about the removal? RIGHT PERSON: We are conducting a study to evaluate the local appliance pick up and recycling program and would like to include your opinions. Is now a good time to ask you some questions? IF NEEDED: It may take approximately 10-15 minutes IF NEEDED: I'm calling from Gilmore Research Group, an independent research firm, who has been contracted to conduct the study.

INT02:

First, let me verify that <type> was removed sometime last year. Is this correct? IF NEEDED: During 2002.

- Yes, information is correct 1
- NO (RECORD REASON)..... 2 => TERM
- Don't know/Not sure/Can't remember 3 => TERM
- Refused..... 4 => TERM

INT04:

Records indicate the address from which <IT/THEY><WAS/WERE> removed was... <LOCAL>. Is this correct?

- Yes, appliance picked up from that address..... 91
- 61 - Appliance picked up, but address wrong - THANK AND TERMINATE 61 => TERM
- 64 - Don't know/Not sure/Can't remember - THANK AND TERMINATE 64 => TERM
- 65 - Refused - THANK AND TERMINATE 65 => TERM

INT05:

At the time, was that address. . . IF BUSINESS: Was it also a residence, or a business alone?

- Your primary residence 01
- A second home 02
- A property that's rented out 03
- Or something else? (SPECIFY:)..... 97
- Don't know/Not sure/Can't remember - THANK AND TERMINATE 74 => TERM
- Refused - THANK AND TERMINATE 75 => TERM
- Business only - THANK AND TERMINATE 76 => TERM
- Business and residence 04

BEGN1:

Now I'm going to ask you some specific questions about the appliance that was picked up. The information says a <A REFRIGERATOR/FREEZER/TWO REFRIGERATORS/A REFRIGERATOR AND A STAND ALONE FREEZER>, described as a ... <refr1><frez> was removed. PRESS "1" TO CONTINUE

=> +1 IF NOT TYPE=1-2

BEGN2:

Now I'm going to ask you some specific questions about the appliances that were picked up. The information says a refrigerator, described as... <refr1> and a <SECOND REFRIGERATOR/FREEZER>, described as... <refr2><frez> was removed. First, thinking about the <refr1> refrigerator...

A1:

At the time of the pick-up, how old was the refrigerator? IF UNSURE, PROBE TO FIT

=> Z1 IF TYPE=2

Less than 1 month.....	32
1-3 months.....	33
4-6 months.....	34
7-9 months.....	35
10-12 months (1 year).....	01
2 years.....	02
3 years.....	03
<hr/>	
More than 30 years.....	31
Don't know/Not sure/Can't remember.....	98
Refused.....	99

A2:

When you decided to have it removed, was it being used as the main refrigerator, or was it a spare?

Main.....	1	=> A6
Spare.....	2	
Don't know.....	8	=> A6
Refused.....	9	=> A6

A2B:

How long had it been a spare? PROBE FOR NUMERIC AGE/TIME RESPONSE. MUST NOT BE GREATER THAN <A1>

Less than one month.....	32	
1-3 months.....	33	
4-6 months.....	34	
7-9 months.....	35	
10-12 months (1 year).....	01	=> A4
<hr/>		
2 years.....	02	
3 years.....	03	
4 years.....	04	
More than 30 years.....	31	
Don't know/Not sure/Can't remember.....	98	=> A6
Refused.....	99	=> A6

A3:

How much of that time was it plugged in and running? PROBE FOR NUMERIC AGE/TIME RESPONSE. MUST NOT BE GREATER THAN <A2B> IF SAME=96, ALL OF THE TIME

None/Was not plugged in and running	00	=> A6
Less than 1 month.....	32	=> A6
1-3 months.....	33	=> A6
4-6 months.....	34	=> A6
7-9 months.....	35	=> A6
10-12 months (1 year).....	01	=> A5
2 years.....	02	
3 years.....	03	
4 years.....	04	
<hr/>		
More than 30 years	31	
All the time.....	96	
Don't know/Not sure/Can't remember.....	98	=> A6
Refused.....	99	=> A6

A4:

Thinking about the last 12 months prior to scheduling the pick-up, was it plugged in and running...

None of the time	0	=> A6
Some of the time.....	1	
Half of the time.....	2	
Most of the time.....	3	
Or all of the time?.....	4	=> A5
Don't know - DO NOT READ.....	8	=> A5
Refused - DO NOT READ.....	9	=> A5

A4B:

For what reasons or occasions did you have it plugged in and running during the last 12 months?

RECORD COMMENTS	01
Don't know	98
Refused.....	99

A5:

Where was it located?

Kitchen	01
Garage	02
Porch.....	03
Basement	04
Other (SPECIFY:)	05
Don't know	98
Refused.....	99

A5B:

Was the space heated?

Yes.....	1
No	2
Don't know	8
Refused.....	9

A5C:

Was the space air-conditioned?

Yes.....	1
No	2
Don't know	8
Refused.....	9

A6:

Did you get another refrigerator, either before or after, to take the place of the one you got rid of? IF YES, CLARIFY: Did you get it before or after the old one was removed?

Yes, before.....	1	
Yes, after.....	2	
No	3	=> A7
Don't know	8	=> A7
Refused.....	9	=> A7

A6B:

How long <before/after> the old one was picked-up did you get the replacement refrigerator? RECORD NUMBER OF MONTHS

RECORD COMMENTS	01
Same day	02
One to three days	03
Four to seven days/ one week.....	04
Two to three weeks.....	05
One month	06
Two months.....	07
Three months.....	08
Four months.....	09
Five months.....	10
Six months.....	11
Seven months.....	12
Eight months.....	13
Nine months.....	14
Ten months.....	15
Eleven months	16
Twelve months/ one year.....	17
More than one year	18
Don't know	98
Refused.....	99

A6C:

When you acquired the replacement, was it a new or used refrigerator?

New	1
Used.....	2
Don't know	8
Refused.....	9

A6D:

Does the replacement have a . . .

Single door, with freezer compartment inside, or a	01
2 door, side by side	02
a Top freezer	03
or a Bottom freezer?	04
Other (SPECIFY:) - DO NOT READ	96
Don't know - DO NOT READ.....	98
Refused - DO NOT READ	99

A6E:

Is it frost free or manual defrost?

Frost free.....	01
Manual defrost.....	02
Other (SPECIFY:)	03
Don't know	98
Refused.....	99

A6F:

How old is the replacement refrigerator?

=> +1 IF NOT A6C=2

1 year or less.....	01
Don't know	98
Refused.....	99

A6G:

What size is it in cubic feet? IF NEEDED: Your best estimate is fine. IF REPORTS HALF OR FRACTIONS, RECORD UNDER CODE 97

Other (SPECIFY IF NEED MORE THAN 2 DIGITS).....	97
Five.....	05
Nine.....	09
Fourteen.....	14
Fifteen.....	15
Sixteen.....	16
Seventeen.....	17
Eighteen.....	18
Nineteen.....	19
Twenty.....	20
Twenty One.....	21
Twenty Two.....	22
Twenty Three.....	23
Twenty Four.....	24
Twenty Five.....	25
Twenty Six.....	26
Don't know.....	98
Refused.....	99

A6H:

Was getting the replacement a major reason you decided to discard the old one?

=> +1 IF NOT A6=1

Yes.....	1
No.....	2
Don't know.....	8
Refused.....	9

A6I:

Did you get a replacement because you missed having a spare refrigerator?

=> +1 IF A6=1 OR A2=1 8 9

Yes.....	1
No.....	2
Don't know.....	8
Refused.....	9

A7:

Before hearing about this service, had you already considered discarding the refrigerator? By discard we mean selling the unit, giving it away, having someone pick it up, or taking it to the dump or a recycling center.

Yes.....	1
No.....	2
Don't know.....	8
Refused.....	9

A7: (alternate)

First, thinking about the <refr1> refrigerator: Had you already considered discarding this appliance before hearing about your (electric or natural gas) utility's Recycling Program for refrigerators and freezers? By discard we mean selling the unit, giving it away, having someone pick it up, or taking it to the dump or a recycling center. Only If Needed: The participating utilities are: Southern California Edison, San Diego Gas and Electric, Pacific Gas and Electric.

Yes.....	1
No	2
Don't know	8
Refused.....	9

A8:

If this service had not picked-up the refrigerator when it did, would you have still gotten rid of it, or would you have kept it?

Gotten rid of it	1	=> A9F
Kept it	2	
Don't know	8	=> A9F
Refused.....	9	=> A9F

A9A:

Would it have been stored unplugged, or used as a spare?

Store it	1	=> A9F
Use it as a spare	2	
Both-store it and use it.....	3	
No/Would not keep.....	4	=> A9F
Don't know	8	=> A9F
Refused.....	9	=> A9F

A9B:

For how many years might it have kept running as a spare?

Less than one year	1
1 to 3 years.....	2
4 to 6 years.....	3
7 to 9 years.....	4
10 or more years	5
Until it broke - DO NOT READ.....	6
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

A9C:

Where would it have been located? IF NEEDED, CLARIFY: What room?

Kitchen	01
Garage	02
Porch.....	03
Basement	04
Other (SPECIFY:)	05
Don't know	98
Refused.....	99

A9D:

Would this have been a heated space?

Yes.....	1
No	2
Don't know	8
Refused.....	9

A9E:

Would this have been an air-conditioned space?

Yes.....	1
No	2
Don't know	8
Refused.....	9

A9F:

How much money do you think it cost, each month, to run the <REFR1> that was picked-up?

Nothing.....	1
\$1 to \$5 per month.....	2
\$6 to \$10.....	3
\$11 to \$15.....	4
\$16 to \$20.....	5
More than \$20.....	6
Don't pay electric bill.....	7
Don't know	8
Refused.....	9

B1:

Next I'm going to ask you some questions about the second refrigerator, described as... <REFR2>. How old was this refrigerator? IF UNSURE, PROBE TO FIT

=> Z1 IF NOT TYPE=4

Less than 1 month.....	32
1-3 months.....	33
4-6 months.....	34
7-9 months.....	35
10-12 months (1 year).....	01
2 years.....	02
3 years.....	03
More than 30 years	31
Don't know/Not sure/Can't remember	98
Refused.....	99

B2:

When you decided to have it removed, was it being used as the main refrigerator, or was it a spare?

Main.....	1	=> B6
Spare.....	2	
Don't know	8	=> B6
Refused.....	9	=> B6

B2B:

How long had it been a spare? PROBE FOR NUMERIC AGE/TIME RESPONSE. MUST NOT BE GREATER THAN <B1>

Less than one month.....	32	
1-3 months.....	33	
4-6 months.....	34	
7-9 months.....	35	
10-12 months (1 year).....	01	=> B4
2 years.....	02	
3 years.....	03	
4 years.....	04	

More than 30 years	31	
Don't know/Not sure/Can't remember	98	=> B6
Refused.....	99	=> B6

B3:

How much of that time was it plugged in and running? PROBE FOR NUMERIC AGE/TIME RESPONSE. MUST NOT BE GREATER THAN <B2B> IF SAME=96, ALL OF THE TIME

None/Was not plugged in and running	00	=> B6
Less than 1 month.....	32	=> B6
1-3 months.....	33	=> B6
4-6 months.....	34	=> B6
7-9 months.....	35	=> B6
10-12 months (1 year).....	01	=> B5
2 years.....	02	
3 years.....	03	
4 years.....	04	

More than 30 years	31	
All the time.....	96	
Don't know/Not sure/Can't remember	98	=> B6
Refused.....	99	=> B6

B4:

Please think about the last 12 months prior to scheduling the pick-up, was it plugged in and running...

None of the time,	0	=> B6
Some of the time.....	1	
Half of the time.....	2	
Most of the time.....	3	
Or all of the time?.....	4	=> B5
Don't know - DO NOT READ.....	8	=> B5
Refused - DO NOT READ.....	9	=> B5

B4B:

For what reasons or occasions did you have it plugged in and running during the last 12 months?

RECORD COMMENTS	01
Don't know	98
Refused.....	99

B5:

Where was it located?

Kitchen	01
Garage	02
Porch.....	03
Basement	04
Other (SPECIFY:)	05
Don't know	98
Refused.....	99

B5B:

Was the space heated?

Yes.....	1
No	2
Don't know	8
Refused.....	9

B5C:

Was the space air-conditioned?

Yes.....	1
No	2
Don't know	8
Refused.....	9

B6:

Did you get another refrigerator, either before or after, to take the place of the one you got rid of? IF YES, CLARIFY: Did you get it before or after the old one was removed?

Yes, before.....	1	
Yes, after.....	2	
No	3	=> B7
Don't know	8	=> B7
Refused.....	9	=> B7

B6B:

How long <before/after> the old one was picked-up did you get the replacement refrigerator? RECORD NUMBER OF MONTHS

RECORD COMMENTS	01
Same day	02
One to three days	03
Four to seven days / one week	04
Two to three weeks	05
One month	06
Two months	07
Three months	08
Four months	09
Five months	10
Six months	11
Seven months	12
Eight months	13
Nine months	14
Ten months	15
Eleven months	16
Twelve months / one year	17
More than one year	18
Don't know	98
Refused	99

B6C:

When you acquired the replacement, was it a new or used refrigerator?

New	1
Used	2
Don't know	8
Refused	9

B6D:

Does the replacement have a . . .

Single door, with freezer compartment inside, or a	01
2 door, side by side	02
a Top freezer	03
or a Bottom freezer?	04
Other (SPECIFY:) - DO NOT READ	96
Don't know - DO NOT READ	98
Refused - DO NOT READ	99

B6E:

Is it frost free or manual defrost?

Frost free	01
Manual defrost	02
Other (SPECIFY:)	03
Don't know	98
Refused	99

B6F:

How old is the replacement refrigerator?

=> +1 IF NOT B6C=2

- 1 year or less 01
- Don't know 98
- Refused 99

B6G:

What size is it in cubic feet? IF NEEDED: Your best estimate is fine. IF REPORTS HALF OR FRACTIONS, RECORD UNDER CODE 97

- Other (SPECIFY IF NEED MORE THAN 2 DIGITS) 97
- Fourteen 14
- Fifteen 15
- Sixteen 16
- Seventeen 17
- Eighteen 18
- Nineteen 19
- Twenty 20
- Twenty One 21
- Twenty Two 22
- Twenty Three 23
- Twenty Four 24
- Twenty Five 25
- Twenty Six 26
- Don't know 98
- Refused 99

B6H:

Was getting the replacement a major reason you decided to discard the old one?

=> +1 IF NOT B6=1

- Yes 1
- No 2
- Don't know 8
- Refused 9

B6I:

Did you get a replacement because you missed having a spare refrigerator?

=> +1 IF NOT B6=2

- Yes 1
- No 2
- Don't know 8
- Refused 9

B7:

Before hearing about this service, had you already considered discarding the spare refrigerator? By discard we mean selling the unit, giving it away, having someone pick it up, or taking it to the dump or a recycling center.

- Yes..... 1
- No 2
- Don't know 8
- Refused..... 9

B7(alternate

Now, thinking about the <refr2> refrigerator: Had you already considered discarding this appliance before hearing about your (electric or natural gas) utility's Recycling Program for refrigerators and freezers? By discard we mean selling the unit, giving it away, having someone pick it up, or taking it to the dump or a recycling center. Only If Needed: The participating utilities are: Southern California Edison, San Diego Gas and Electric, Pacific Gas and Electric.

=> INT01 IF (NOT TYPE=4)

- Yes..... 1
- No 2
- Don't know 8
- Refused..... 9

B8:

If this service had not picked-up the spare refrigerator when it did, would you have still gotten rid of it, or would you have kept it?

- Gotten rid of it 1 => B9F
- Kept it 2
- Don't know 8 => B9F
- Refused..... 9 => B9F

B9A:

Would it have been stored unplugged, or used as a spare?

- Store it 1 => B9F
- Use it as a spare 2
- Both-store it and use it..... 3
- No/Would not keep..... 4 => B9F
- Don't know 8 => B9F
- Refused..... 9 => B9F

B9B:

For how many years might it have kept running as a spare?

- Less than one year 1
- 1 to 3 years..... 2
- 4 to 6 years..... 3
- 7 to 9 years..... 4
- 10 or more years 5
- Until it broke - DO NOT READ..... 6
- Don't know - DO NOT READ..... 8
- Refused - DO NOT READ..... 9

B9C:

Where would it have been located? IF NEEDED, CLARIFY: What room?

Kitchen	01
Garage	02
Porch.....	03
Basement	04
Other (SPECIFY:)	05
Don't know	98
Refused.....	99

B9D:

Would this have been a heated space?

Yes.....	1
No	2
Don't know	8
Refused.....	9

B9E:

Would this have been an air-conditioned space?

Yes.....	1
No	2
Don't know	8
Refused.....	9

B9F:

How much money do you think it cost, each month, to run the freezer that was picked-up?

Nothing	1
\$1 to \$5 per month.....	2
\$6 to \$10.....	3
\$11 to \$15	4
\$16 to \$20	5
More than \$20.....	6
Don't pay electric bill.....	7
Don't know	8
Refused.....	9

Z1:

Thinking about the freezer described as... <FREQ>. Did you get another pare refrigerator, either before or after, to take the place of the one you got rid of? IF YES, CLARIFY: Did you get it before or after the old one was removed?

=> I1 IF NOT TYPE=2-3

Yes, before.....	1	
Yes, after.....	2	
No	3	=> Z7
Don't know/Not sure.....	8	=> Z7
Refused.....	9	=> Z7

Z2:

How long <before/after> the old one was picked-up did you get the replacement freezer?

RECORD NUMBER OF MONTHS

RECORD DATE	01
Same day	02
One to three days	03
Four to seven days / one week	04
Two to three weeks	05
One month	06
Two months	07
Three months	08
Four months	09
Five months	10
Six months	11
Seven months	12
Eight months	13
Nine months	14
Ten months	15
Eleven months	16
Twelve months / one year	17
More than one year	18
Don't know	98
Refused	99

Z2B:

When you acquired the replacement, was it a new or used freezer?

New	1
Used	2
Don't know	8
Refused	9

Z3:

Is the replacement an upright or chest freezer?

Upright freezer	01
Chest freezer	02
Other (SPECIFY:)	03
Don't know	98
Refused	99

Z4:

How old is the replacement?

=> +1 IF NOT Z2B=2

Less than one year	01
Don't know	98
Refused	99

Z5:

What size is it in cubic feet? IF NEEDED: Your best estimate is fine. IF REPORTS HALF OR FRACTIONS, RECORD UNDER CODE 97

- Other (SPECIFY IF NEED MORE THAN 2 DIGITS)..... 97
- Don't know 98
- Refused..... 99

Z6:

Was getting the replacement freezer a major reason you decided to discard the old one?

=> +1 IF NOT Z1=1

- Yes..... 1
- No 2
- Don't know 8
- Refused..... 9

Z7:

Before hearing about this service, had you already considered discarding the freezer? By discard we mean selling the unit, giving it away, having someone pick it up, or taking it to the dump or a recycling center.

- Yes..... 1
- No 2
- Don't know 8
- Refused..... 9

Z8:

If this service had not picked-up the freezer when it did, would you have still gotten rid of it, or would you have kept it?

- Gotten rid of it 1 => Z9F
- Kept it 2
- Don't know 8 => Z9F
- Refused 9 => Z9F

Z9A:

Would it have been stored unplugged, or used as a spare?

- Store it 1 => Z9F
- Use it as a spare 2
- Both-store it and use it..... 3
- No/Would not keep..... 4 => Z9F
- Don't know 8 => Z9F
- Refused 9 => Z9F

Z9B:

For how many years might it have kept running as a spare?

Less than one year	1
1 to 3 years.....	2
4 to 6 years.....	3
7 to 9 years.....	4
10 or more years	5
Until it broke - DO NOT READ.....	6
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

Z9C:

Where would it have been located? IF NEEDED, CLARIFY: What room?

Kitchen	01
Garage	02
Porch.....	03
Basement	04
Other (SPECIFY:)	05
Don't know	98
Refused.....	99

Z9D:

Would this have been a heated space?

Yes.....	1
No	2
Don't know	8
Refused.....	9

Z9E:

Would this have been an air-conditioned space?

Yes.....	1
No	2
Don't know	8
Refused.....	9

Z9F:

How much money do you think it cost, each month, to run the freezer that was picked-up?

Nothing	1
\$1 to \$5 per month.....	2
\$6 to \$10	3
\$11 to \$15	4
\$16 to \$20	5
More than \$20.....	6
Don't pay electric bill.....	7
Don't know	8
Refused.....	9

Z10:

Thinking about the last 12 months prior to scheduling the pick-up for your freezer, was it plugged in and running...

=> +1 IF NOT Z9A=2,3

- None of the time, 0
- Some of the time..... 1
- Half of the time..... 2
- Most of the time..... 3
- Or all of the time?..... 4
- Don't know - DO NOT READ..... 8
- Refused - DO NOT READ..... 9

I1:

Our records show that a <incentive> was given, as an incentive, for using this service to remove the <appliance(s)>. Is this correct?

- Yes..... 1 => SETC
- No 2
- Don't know 8 => SETC
- Refused..... 9 => SETC

I1A:

Did you receive any incentive? IF YES: What did you receive?

- Yes, \$35 rebate check..... 01
- Yes, 5 pack of CFLs 02
- Yes, other incentive (SPECIFY:) 03
- No, did not receive incentive..... 04
- Don't know/Not sure/Can't remember 98
- Refused..... 99

I2:

Were you given a choice of incentives? IF YES: What else was offered?

=> I3 IF NOT =1

- Yes - \$35/check/cash/rebate 1
- Yes - other (SPECIFY:)..... 2 => I3
- No, only one incentive..... 7 => I3
- Don't know 8 => I3
- Refused..... 9 => I3

I2A:

Why did you choose to take the compact fluorescent light bulbs instead?

- Because the CFLs were worth more than the \$35 01
- Because the CFLs will save me money on my electric bill each month, wanted to save energy/money..... 02
- Because I needed the CFLs, needed new light bulbs..... 03
- Other (SPECIFY:) 97
- Don't know 98
- Refused..... 99

I3:

Approximately how many weeks did it take from the time of the pick-up until you received your incentive?

=> E1 IF NOT =1-3

1 week or less	01	
Got it at time of the pick-up.....	00	=> I4A
Don't know	98	=> I4A
Refused.....	99	=> I4A

I4:

Do you think this was too long?

Yes.....	1
No	2
Don't know	8
Refused.....	9

I4A:

Did you know about the incentive prior to scheduling the pick-up?

Yes.....	1	
No	2	=> E1
Don't know	3	=> E1
Refused.....	4	=> E1

I4B:

If the incentive had not been offered, would you have still used this service to remove the <APPLIANCE(S)>?

Yes.....	1
No	2
Don't know	3
Refused.....	4

E1:

Now I am going to ask you a few questions about each of the steps you may have gone through in order to get the <appliance(s)> removed. The first step should have been to simply "sign up" for the service. This may have been referred to as the enrollment, or "Pre-Qualifying" process. This is when you would have given your personal and account information as well as specific details about the <appliance(s)> you wanted removed. This also determined that you were qualified to use this service. Did you yourself complete this step? IF YES: Did you do this on-line, or by telephone?

Yes, Telephone.....	01	
Yes, Online	02	
Yes, Other (SPECIFY):.....	03	
No, Did not do/Someone else completed.....	04	=> S1
Don't know	98	=> S1
Refused.....	99	=> S1

E2:

How satisfied were you with this "sign-up" experience? Use a 5-point scale where "5" means "completely satisfied" and "1" means "not at all satisfied."

Not at all satisfied.....	1
2.....	2
3.....	3
4.....	4
Completely satisfied.....	5
Don't know.....	8
Refused.....	9

S1:

The next step would have been to choose a specific date for the pick-up. Did you, yourself, choose and schedule the date?

Yes.....	1	
No.....	2	=> S3
Don't know/Not sure/Can't remember.....	8	=> S3
Refused.....	9	=> S3

S2:

How satisfied were you with the experience of choosing and scheduling a specific date for the pick-up? Use a 5-point scale where "5" means "completely satisfied" and "1" means "not satisfied at all."

Not at all satisfied.....	1
2.....	2
3.....	3
4.....	4
Completely satisfied.....	5
Don't know.....	8
Refused.....	9

S3:

The next step would have been the actual pick-up and removal of the <APPLIANCE(S)>. Were you present at the time of the pick-up?

Yes.....	1	
No.....	2	=> O5
Don't know/Not sure/Can't remember.....	8	=> O5
Refused.....	9	=> O5

S4:

How satisfied were you with the actual pick-up and removal experience? Use a 5-point scale where "5" means "completely satisfied" and "1" means "not satisfied at all."

Not at all satisfied.....	1
2.....	2
3.....	3
4.....	4
Completely satisfied.....	5
Don't know.....	8
Refused.....	9

O5:

Thinking about your experiences throughout the whole process, How satisfied were you with the service OVERALL? Use a 5 point scale where "5" means you were "completely satisfied" and "1" means you were "not at all satisfied."

Not at all satisfied	1
2	2
3	3
4	4
Completely satisfied	5
Don't know	8
Refused	9

S6:

What specific experiences or aspects of this service did you particularly like?

RECORD COMMENTS	01
None of it/Didn't like any of it	00
Truck driver was on time	02
Pick up process was efficient	03
Truck driver was friendly and polite	04
Truck driver was knowledgeable about the specific of the pick-up	05
Good Customer Service/Easy to schedule	07
Hassle free/Easy pick up	08
Convenience of the Service	09
That I didn't have to deal with hauling or disposing of it	10
Quick/Prompt/Fast	11
They did the heavy work/lifting/moving it	12
No fee to move my refrigerator	13
Getting paid to get rid of something you wanted to dispose of already	14
Free pick up	15
That I got thirty-five dollars for my old refrigerator	16
Like the rebate/incentive/money	17
Like recycle program instead of dumping/helps the environment	18
Availability of the Program	19
Enjoy all the Services	20
Don't know/Not sure	98
Refused	99

S7:

What specific experiences or aspects of this service were you dissatisfied with?

RECORD COMMENTS 01
 None of it/Was satisfied with all 00
 Pick up did not take place at the scheduled time 02
 Required too long of a wait time 03
 Required multiple call-backs to reschedule 04
 Truck driver was not polite 05
 Truck driver was not knowledgeable about the specifics of the pick up 06
 Customer Service/poor/not friendly 07
 Someone had to be home or no pickup 08
 Had to leave it outside for pick up 09
 Couldn't pick your date or time for pick up 10
 Had to be working/plugged in before they would pick it up 11
 Refund wasn't as much as I was told/false advertising 12
 Ran out of funds so had to take bulbs /but didn't want the bulbs/
 won't use them 13
 Sent wrong incentives/got bulbs instead of check 14
 Haven't received rebate/money/bulbs yet 15
 Having to wait along time for money/bulbs to come 16
 Other (SPECIFY:) 97
 Don't know 98
 Refused 99

M1:

How did you FIRST learn about this service? ONLINE/WEBSITE/INTERNET: Who sponsors the webpage you got the information from?

Newspaper advertisement 01
 TV advertisement 02
 Radio advertisement 03
 Utility website 04
 Utility bill insert/information with utility bill 05
 Separate mailing 06
 Toll-free 800 telephone number/Call the Utility Co. 07
 Media stories about the program 08
 From a friend, relative or neighbor 09
 Appliance retailer 10
 Worked for Them/Dealt with them/Experience 11
 News flyer/flyer 12
 Advertise more/make people aware 13
 Increase rebate/more money 14
 Somewhere else (SPECIFY:) 97
 Don't know 98 => Y1
 Refused 99 => Y1

M2:

Have you heard about this service through any other sources? IF YES: Where else?

No/None/No other sources	00
Newspaper advertisement	01
TV advertisement	02
Radio advertisement	03
Utility website	04
Utility bill insert/information with utility bill	05
Separate mailing	06
Toll-free 800 telephone number/Called the Utility Co.	07
Media stories about the program	08
From a friend, relative or neighbor	09
Appliance retailer	10
Worked for them/Dealt with them/Experience	11
News flyer/flyer	12
Advertise more/make people aware.....	13
Increase rebate/more money	14
RECORD OTHER.....	97
Don't know	98
Refused.....	99

Y1:

There are a number of ways to get rid of unwanted appliances. What is the MAIN reason you chose this service over other methods? IF MULTIPLE: Of those, which is the main reason?

RECORD COMMENTS	01	
Save money on electric bill.....	02	
\$35 cash or free compact fluorescent lamps	03	
Spare refrigerator/freezer unnecessary	04	
Free pick-up service.....	05	
Environmentally safe disposal	06	
Needed to upgrade or replace existing refrigerator or freezer	07	
Improve the environment.....	08	
Recommendation of a friend/relative	09	
Recommendation of retailer/dealer.....	10	
<utility>sponsorship of the program	11	
Easy way/convenient	13	
No lifting or moving of it/Don't have to take it to the place/dump	14	
Others do not pick up/I would have to take it myself to the place.....	15	
Best way to make use of it/Don't want to throw it away	16	
Because they are recycled (Gen.)	17	
Would have to pay for another method of disposal	18	
Never heard of any others/only one I know of	19	
Other (SPECIFY:)	12	
Don't know	98	=> I5
Refused.....	99	=> I5

Y2:

Where there any other reasons? IF YES: What were they?

No/None/No other reasons	00
RECORD COMMENTS	01
Save money on electric bill.....	02
\$35 cash or free compact fluorescent lamps	03
Spare refrigerator/freezer unnecessary	04
Convenience of free pick-up service	05
Environmentally safe disposal	06
Needed to upgrade or replace existing refrigerator or freezer	07
Improve the environment.....	08
Recommendation of a friend/relative	09
Recommendation of retailer/dealer.....	10
<utility>sponsorship of the program	11
Easy way/convenient	13
No lifting or moving of it/Don't have to the place/dump	14
Others do not pick up/I would have to take it myself to the place.....	15
Best way to make use of it/Don't want to throw it away	16
Because they are recycled (Gen.)	17
Would have to pay for another method of disposal	18
Never heard of any others/only one I know of	19
Don't know	98
Refused.....	99

I5:

In order to encourage others to use this service, to dispose of unwanted refrigerators or freezers, future incentives are being considered. As I read each, please rate your level interest in the incentive if it had been offered to you. Again, use a 5 point scale where 5 means you would be "very interested" and "1" means "not at all interested." How interested would you have been in a...

Continue	1
----------------	---

I5A:

(How interested would you be in a...)

Coupon or gift card to local retailer?

1 - Not at all interested	1
2.....	2
3.....	3
4.....	4
5 - Very interested	5
Don't know/Not sure.....	8
Refused.....	9

I5B:

(How interested would you be in a...)

Discount at local appliance dealer for next purchase of an energy efficient appliance?

1 - Not at all interested	1
2.....	2
3.....	3
4.....	4
5 - Very interested	5
Don't know/Not sure.....	8
Refused.....	9

I5C:

(How interested would you be in a...)

Programmable thermostat?

1 - Not at all interested	1
2.....	2
3.....	3
4.....	4
5 - Very interested	5
Don't know/Not sure.....	8
Refused.....	9

AW1:

Next, I'd like you to think about the 5 pack of compact fluorescent light bulbs you received as an incentive for using the service. Before receiving these incentive bulbs, had you ever heard of compact fluorescent light bulbs?

=> P1 IF NOT =1

Yes.....	1	
No	2	=> C1
Don't know	8	=> C1
Refused.....	9	=> C1

AW2:

Did you first hear of compact fluorescent bulbs. . .

Within the past year.....	1
Within the past two years	2
Over two years ago.....	3
Don't know - DO NOT READ.....	8
Refused - DO NOT READ.....	9

C1:

How many of the 5 bulbs have you installed and used since first receiving them?

None	0	
1.....	1	=> C3
2.....	2	=> C3
3.....	3	=> C3
4.....	4	=> C3
5.....	5	=> C3
Don't know	8	=> C3
Refused.....	9	=> C3

C2:

Why haven't you used any of the bulbs?
 Gave them away (i.e., family, tenant, etc) 01
 No need/haven't had the need to replace existing bulb 02
 Won't fit in any of my fixtures..... 03
 Other (SPECIFY:) 97
 Don't know 98
 Refused..... 99

C3:

How many are currently installed?

=> AW3 IF C1=0

None 0
 1 1
 2 2
 3 3
 4 4
 5 5
 Don't know 8
 Refused..... 9

C4:

Why aren't all the bulbs installed?

=> C6 IF C3=5-9

Not enough fixtures for all bulbs 01
 Bulbs didn't fit in fixtures 02
 Didn't like the quality of the light 03
 Light wasn't bright enough 04
 Light flickered when I turned it on 05
 Burned out 06
 Broken 07
 Stolen..... 08
 Gave to someone else 09
 Other (SPECIFY:) 97
 Don't know 98
 Refused..... 99

C5:

Do you plan on using the one(s) that have not been installed?

=> +1 IF C1=5 OR C3=5

Yes..... 1
 No 2
 Don't know 8
 Refused..... 9

C6:

Did any of the incentive bulbs replace other compact fluorescent bulbs? IF YES: Did they replace all or some?

=> +1 IF AW1=2 OR C3=8-9

- Yes, all..... 1 => WDD
- Yes, some 2 => WDD
- Yes, don't know if all/some 3 => WDD
- No 4
- Don't know 8
- Refused..... 9

AW3:

Have you ever used compact fluorescent bulbs before?

=> +2 IF AW1=2

- Yes..... 1 => C7
- No 2
- Don't know 8 => C7
- Refused..... 9 => C7

AW4:

Why not?

- Couldn't find CFLs 01
- Didn't think I would like the quality of light 02
- Didn't think I would like how the CFLs flicker 03
- Too expensive..... 04
- Wouldn't fit in my fixtures..... 05
- Other (SPECIFY:) 97
- Don't know 98
- Refused..... 99

C7:

We'd like to ask a few questions about the installed (bulb/bulbs). < Please think about the bulb that's used most > About how many hours per day is it on?

=> P1 IF NOT C3=1-5

- 1 hour or less 01
- Don't know 98
- Refused..... 99

C7A:

And is it usually on during weekdays between noon and 6 PM?

- Yes..... 1
- No 2
- Don't know 8
- Refused..... 9

C7B:

How about between 6 PM and 9 PM?

Yes.....	1
No	2
Don't know	8
Refused.....	9

C8:

And in what room or location is this bulb installed?

Living/family room.....	01
Bathroom	02
Kitchen	03
Bedroom	04
Den/Office	05
Outside.....	06
Dining room.....	07
Hall	08
Closet.....	09
Other (SPECIFY:)	10
Don't know	98
Refused.....	99

C9:

Now, thinking about the bulb you use second most, about how many hours per day is it on?

=> P1 IF C3=1

1 hour or less	01
Don't know	98
Refused.....	99

C9A:

And is it usually on during weekdays between noon and 6 PM?

Yes.....	1
No	2
Don't know	8
Refused.....	9

C9B:

How about between 6 PM and 9 PM?

Yes.....	1
No	2
Don't know	8
Refused.....	9

C10:

And in what room or location is this bulb installed?

Living/family room.....	01
Bathroom.....	02
Kitchen.....	03
Bedroom.....	04
Den/Office.....	05
Outside.....	06
Dining room.....	07
Hall.....	08
Closet.....	09
Other (SPECIFY:).....	10
Don't know.....	98
Refused.....	99

P1:

The program that actually provides this refrigerator and freezer removal service is called the Residential Appliance Recycling Program. This program ensures that unwanted or out of date appliances are removed and recycled, which keeps them from being used which saves energy. Do you recall hearing about this program?

Yes.....	1	
No.....	2	=> M4
Don't know/Not sure/Can't remember.....	3	=> M4
Refused.....	4	=> M4

M3:

Using a 5-point scale where "5" means "Very Effective" and "1" means "Not at all Effective," how would you rate the program's efforts at making you aware of what the program had to offer?

Not at all effective.....	1
2.....	2
3.....	3
4.....	4
Very effective.....	5
Don't know.....	8
Refused.....	9

Y4:

Using a 5-point scale where "5" means "Very Valuable" and "1" means "Not at all Valuable," how would you rate the program's value?

Not at all valuable.....	1
2.....	2
3.....	3
4.....	4
Very valuable.....	5
Don't know.....	6
Refused.....	7

M4:

How would you suggest the program make more residents aware of this service?

Newspaper advertisement	01
TV advertisement	02
Radio advertisement	03
Utility website	04
Utility bill insert/information with utility bill	05
Separate mailing	06
Toll-free 800 telephone number/Called the Utility Co.	07
Media stories about the program	08
From a friend, relative or neighbor	09
Appliance retailer	10
Worked for them/Dealt with them/Experience	11
News flyer/flyer	12
Advertise more/make people aware.....	13
Increase rebate/more money	14
Somewhere else (SPECIFY:)	97
Don't know	98
Refused.....	99

AW5:

On a different subject, how would you rate your OVERALL knowledge of the ways you could save energy in YOUR home? On a scale of 1 to 5, with 1 meaning "you are not at all knowledgeable" and 5 meaning "you are extremely knowledgeable," how knowledgeable are you about ways to save energy in your home?

=> END IF INT05=03

1 - Not at all knowledgeable	1
2	2
3	3
4	4
5 - Extremely knowledgeable	5
Don't know	8
Refused	9

AW7:

How would you rate your household's efforts to save energy in your home? Again, think of it on a scale of 1 to 5, with 1 meaning "you haven't done anything" and 5 meaning "you have done almost everything you can" to save energy in your home.

Nothing.....	1
2	2
3	3
4	4
Everything	5
Don't know	8
Refused	9

D1:

My last few questions are for statistical purposes only. Including yourself and children, how many people live in your household at least six months of the year?

One/Just myself/Live alone	01
REFUSED	99

D2:

What is your age?

Refused 99

D2A:

Are you . . .

=> +1 IF NOT D2=99

18-25 1
 26-35 2
 36-45 3
 46-55 4
 56-65 5
 65 or older? 6
 Refused 9

D3:

Of the <d1> people who live in your household, how many are under 18 years of age?

=> SKIP3 IF D1=01, 99

None 00
 Refused 99 => SKIP3

D4:

How many are 18-25?

=> SKIP3 IF D1==D3

None 00
 Refused 99 => SKIP3

D5:

How many are 26-35?

=> SKIP3 IF D1==(D3+D4)

None 00
 Refused 99 => SKIP3

D6:

How many are 36-45?

=> SKIP3 IF D1==(D3+D4+D5)

None 00
 Refused 99 => SKIP3

D7:

How many are 46-55?

=> SKIP3 IF D1==(D3+D4+D5+D6)

None 00
 Refused 99 => SKIP3

D8:

How many are 56-65?

=> SKIP3 IF D1==(D3+D4+D5+D6+D7)

None 00
 Refused 99 => SKIP3

D9:

How many are over 65?

=> SKIP3 IF D1==(D3+D4+D5+D6+D7+D8)

None 00
 Refused 99

SUM1:

TOTAL NUMBER OF PEOPLE IN HOUSEHOLD (IF NO REFUSALS)

ONE PERSON IN HOUSEHOLD 01
 REFUSED 99

D10:

Please stop me when I reach the category that best describes your household's total annual income before taxes.

Under \$10,000 1
 \$10,000 to just under \$20,000 2
 \$20,000 to just under \$30,000 3
 \$30,000 to just under \$40,000 4
 \$40,000 to just under \$50,000 5
 \$50,000 to just under \$75,000 6
 \$75,000 or above? 7
 Don't know/Not sure - DO NOT READ 8
 Refused - DO NOT READ 9

RECORD GENDER

Male 1
 Female 2

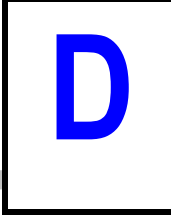
LANG:

THE INTERVIEW WAS DONE IN:

English 1
 Spanish 2

That concludes my questions. Thank you very much for your time and cooperation.

Completed Interview 01



NONPARTICIPANT SURVEY INSTRUMENT

UTILITY:

From Sample
 PGE PGE
 SCE..... SCE
 SDG..... SDG

INTRO:

Hello, my name is ____ calling on behalf of <utility>. We are researching how customers use refrigerators. Are you a head of household who could answer a few questions? IF NO: May I please speak to someone who could? RIGHT PERSON: We're calling on behalf of <utility> to research how customers use refrigerators. IF NEEDED: We've been doing research regarding the utility's Appliance Recycling Program, and while we realize that you may not have used the program, we would like to ask you a few questions about the service and what you may think about it. REINTRODUCE IF NECESSARY: We are conducting a study on behalf of <utility> to research the market for used refrigerators and freezers for the utility's Appliance Recycling Program and would like to include your opinions. Is now a good time to ask you some questions? IF NEEDED: For most people it should take 3 to 5 minutes. (For some it may take up to 10 minutes.) IF NEEDED: I'm calling from Gilmore Research Group, an independent research firm who has been contracted to conduct the study.

INT02:

Have you been interviewed by <utility> about your energy usage in the past few months?
 No, continue 91
 Yes - THANK & TERMINATE..... 61 => TERM
 Don't know/Refused - THANK & TERMINATE 62 => TERM

INT03:

Is the number I reached you at your home, a place of business, or both?
 Yes, home 91
 Yes, both home and business..... 92
 Business only - THANK & TERMINATE..... 63 => TERM
 Don't know/Refused - THANK & TERMINATE 64 => TERM

I03:

How many refrigerators do you currently own?
 None 00
 Don't know 98
 Refused 99

I04:

How many stand-alone freezers do you currently own?
 None 00
 Don't know 98
 Refused 99

I05:

Have you ever acquired a used refrigerator or a used stand-alone freezer, either as an additional unit or as a replacement for a previous one?

Yes.....	1	
No	2	=> I09
Don't know	8	=> I09
Refused.....	9	=> I09

I06:

How many used refrigerators have you acquired since January 1, 2001?

None	00
Don't know	98
Refused.....	99

I07:

How many used freezers have you acquired since January 1, 2001?

None	00
Don't know	98
Refused.....	99

I08:

Just to confirm, < this unit was used, not new when you got it / these units were used, not new when you got them > Is this correct?

=> I09 IF NOT ACQUIRED OR DISPOSED OF UNIT

Yes (at least one of them)	1	
No	2	=> I09
Don't know	8	=> I09
Refused.....	9	=> I09

BENA1:

Now I'm going to ask you some questions about the used refrigerator you acquired most recently.

=> BENB1 IF I06=00,98-99 AND I07>00

A1:

Does this refrigerator have a . . .

Single door with a freezer compartment inside	01
A 2 door, side-by-side	02
Top freezer.....	03
Or bottom freezer.....	04
Other (SPECIFY:) - DO NOT READ	97
Don't know/Not sure.....	98
Refused.....	99

A2:

Is it frost-free or manual defrost?

Frost free.....	1
Manual defrost.....	2
Don't know	8
Refused.....	9

A3:

How old is the refrigerator now? RECORD IN YEARS IF MORE THAN 1 YEAR OLD

Less than 1 month.....	32
1-3 months.....	33
4-6 months.....	34
7-9 months.....	35
10-12 months (1 year).....	01
2 years.....	02
3 years.....	03
4 years.....	04
30 years.....	30
More than 30 years	31
Don't know/Not sure/Can't remember	98
Refused.....	99

A4:

What size is it in cubic feet? Your best estimate is fine. NOTE: IF REPORTS HALF OR FRACTIONS RECORD UNDER CODE 97

Other (SPECIFY IF MORE THAN 2 DIGITS OR FRACTIONS).....	97
Don't know/Not sure.....	98
Refused.....	99

A5:

How long ago did you get this refrigerator?

Less than 1 month.....	01
1-3 months.....	02
4-6 months.....	03
7-9 months.....	04
10-12 months (1 year).....	05
2 years.....	06
3 years.....	07
More than 3 years	08
Don't know/Not sure/Can't remember	98
Refused.....	99

A6:

Where did you get the refrigerator?

Bought it from a friend or relative	01
Bought it from a used appliance dealer	02
Bought it at garage sale, estate sale, or from a newspaper ad.....	03
Refrigerator was given to me.....	04
Previous occupant of this left it behind	05
Other (SPECIFY:) - DO NOT READ	97
Don't know/Don't remember - DO NOT READ.....	98
Refused - DO NOT READ.....	99

A7:

How much did you pay for the refrigerator?

=> A8 IF NOT A6=01-03

None/Nothing/Didn't pay.....	000
Don't know	998
Refused.....	999

A8:

When you got the refrigerator was it working, working but in need of repair, or not working?

Working.....	1
Working but in needed repair	2
Not working.....	3
Don't know	8
Refused.....	9

A9:

Did you get this refrigerator. . .

Because you didn't have a refrigerator before getting this one	01
To replace your main refrigerator.....	02
To replace your spare refrigerator	03
To use as a spare to give you more refrigerator capacity.....	04
Came with the house/was there when we moved in	05
Or for some other reason (SPECIFY:).....	06
Don't know - DO NOT READ.....	98
Refused - DO NOT READ.....	99

A10:

Which of the following best describes how you currently use the refrigerator? Is it. . .

Plugged in and running all the time.....	1	
Plugged in most of the time and unplug it when not in use	2	
Used only during certain months or seasons	3	
Kept as a spare; but it isn't plugged in and operating at all.....	4	=> A12
Unit doesn't work.....	5	=> A12
Or you no longer own the unit.....	6	=> A13
Don't know - DO NOT READ.....	8	=> A12
Refused - DO NOT READ.....	9	=> A12

A11A1:

How many months during the year is it plugged in and running?

=> A11 IF A10=1

- None/Never use it 00
- Don't know 98
- Refused 99

A11:

How many months during the year is it plugged in and running? COMBINED QUESTION

=> * IF IF ((A10=1),12,A11A1)

- None/Never use it 00
- Don't know 98
- Refused 99

A12:

Where is the refrigerator located?

=> A13 IF A10=6

- Kitchen 01
- Garage 02
- Porch..... 03
- Basement 04
- Other (SPECIFY:) 05
- Don't know 98
- Refused 99

A13:

If this refrigerator had not been available, which of the following would you most likely have done...

- Bought a similar used refrigerator somewhere else 1
- Not purchased a refrigerator at that time 2
- Purchased a lower quality used refrigerator..... 3
- Purchased a new refrigerator 4
- Fixed the old refrigerator 5
- Don't Know - DO NOT READ 8
- Refused - DO NOT READ 9

A14:

What did you do with the refrigerator you replaced? Did you...

=> BENA2 IF NOT A9=02,03

- Discard or get rid of it..... 1
- Still have it/Store it unused..... 2
- Or use it as back up refrigerator 3
- Don't know - DO NOT READ..... 4
- Refused - DO NOT READ 5

BENA2:

Now I'm going to ask you some questions about the next to last used refrigerator you acquired.

=> BENB1 IF I06<2

A1A:

Does this refrigerator have a . . .

Single door with a freezer compartment inside	01
A 2 door, side-by-side	02
Top freezer.....	03
Or bottom freezer.....	04
Other (SPECIFY:) - DO NOT READ	97
Don't know/Not sure.....	98
Refused.....	99

A2A:

Is it frost-free or manual defrost?

Frost free.....	1
Manual defrost.....	2
Don't know	8
Refused.....	9

A3A:

How old is the refrigerator now? RECORD IN YEARS IF MORE THAN 1 YEAR OLD

Less than 1 month.....	32
1-3 months.....	33
4-6 months.....	34
7-9 months.....	35
10-12 months (1 year).....	01
2 years.....	02
3 years.....	03
4 years.....	04
30 years.....	30
More than 30 years	31
Don't know/Not sure/Can't remember	98
Refused.....	99

A4A:

What size is it in cubic feet? Your best estimate is fine. NOTE: IF REPORTS HALF OR FRACTIONS RECORD UNDER CODE 97

Other (SPECIFY IF MORE THAN 2 DIGITS OR FRACTIONS).....	97
Don't know/Not sure.....	98
Refused.....	99

A5A:

How long ago did you get this refrigerator?

Less than 1 month.....	01
1-3 months.....	02
4-6 months.....	03
7-9 months.....	04
10-12 months (1 year).....	05
2 years.....	06
3 years.....	07
More than 3 years	08
Don't know/Not sure/Can't remember	98
Refused.....	99

A6A:

Where did you get the refrigerator?

Bought it from a friend or relative	01
Bought it from a used appliance dealer	02
Bought it at garage sale, estate sale, or from a newspaper ad.....	03
Refrigerator was given to me.....	04
Previous occupant of this left it behind	05
Other (SPECIFY:) - DO NOT READ	97
Don't know/Don't remember - DO NOT READ.....	98
Refused - DO NOT READ.....	99

A7A:

How much did you pay for the refrigerator?

=> A8A IF NOT A6A=01-03

None/Nothing/Didn't pay.....	000
Don't know	998
Refused.....	999

A8A:

When you got the refrigerator was it working, working but in need of repair, or not working?

Working.....	1
Working but in needed repair	2
Not working.....	3
Don't know	8
Refused.....	9

A9A:

Did you get this refrigerator. . .

Because you didn't have a refrigerator before getting this one	01
To replace your main refrigerator.....	02
To replace your spare refrigerator	03
To use as a spare to give you more refrigerator capacity.....	04
Came with the house/was there when we moved in	05
Or for some other reason (SPECIFY:).....	06
Don't know - DO NOT READ.....	98
Refused - DO NOT READ.....	99

A10A:

Which of the following best describes how you currently use the refrigerator? Is it. . .

Plugged in and running all the time.....	1	
Plugged in most of the time and unplug it when not in use	2	
Used only during certain months or seasons	3	
Kept as a spare; but it isn't plugged in and operating at all.....	4	=> A12A
Unit doesn't work.....	5	=> A12A
Or you no longer own the unit.....	6	=> A13A
Don't know - DO NOT READ.....	8	=> A12A
Refused - DO NOT READ.....	9	=> A12A

A11A2:

How many months during the year is it plugged in and running?

=> 11A IF A10A=1

- None/Never use it 00
- Don't know 98
- Refused 99

A11A:

How many months during the year is it plugged in and running? COMBINED QUESTION

=> * IF ((A10A=1),12,A11A2)

- None/Never use it 00
- Don't know 98
- Refused 99

A12A:

Where is the refrigerator located?

=> A13A IF A10A=6

- Kitchen 01
- Garage 02
- Porch..... 03
- Basement 04
- Other (SPECIFY:) 05
- Don't know 98
- Refused 99

A13A:

If this refrigerator had not been available, which of the following would you most likely have done...

- Bought a similar used refrigerator somewhere else 1
- Not purchased a refrigerator at that time 2
- Purchased a lower quality used refrigerator..... 3
- Purchased a new refrigerator 4
- Fixed the old refrigerator 5
- Don't Know - DO NOT READ 8
- Refused - DO NOT READ 9

A14A:

What did you do with the refrigerator you replaced? Did you...

=> BENBI IF NOT A9A=02,03

- Discard or get rid of it..... 1
- Still have it/Store it unused..... 2
- Or use it as back up refrigerator 3
- Don't know - DO NOT READ..... 4
- Refused - DO NOT READ 5

BENB1:

Now I'd like you to think about the used freezer you acquired most recently.

=> I09 IF I07=00,98-99

B1:

Was this an upright or a chest freezer?

Upright.....	1
Chest.....	2
Don't know	8
Refused.....	9

B2:

Is it frost-free or manual defrost?

Frost free.....	1
Manual defrost.....	2
Don't know	8
Refused.....	9

B3:

How old is the freezer now? RECORD IN YEARS IF MORE THAN 1 YEAR OLD

Less than 1 month.....	32
1-3 months.....	33
4-6 months.....	34
7-9 months.....	35
10-12 months (1 year).....	01
2 years.....	02
3 years.....	03
4 years.....	04
30 years.....	30
More than 30 years	31
Don't know/Not sure/Can't remember	98
Refused.....	99

B4:

What size is it in cubic feet? Your best estimate is fine. NOTE: IF REPORTS HALF OR FRACTIONS RECORD UNDER CODE 97

Other (SPECIFY IF MORE THAN 2 DIGITS OR FRACTIONS).....	97
Don't know/Not sure.....	98
Refused.....	99

B5:

How long ago did you get this freezer?

Less than 1 month.....	01
1-3 months.....	02
4-6 months.....	03
7-9 months.....	04
10-12 months (1 year).....	05
2 years.....	06
3 years.....	07
More than 3 years	08
Don't know/Not sure/Can't remember	98
Refused.....	99

B6:

Where did you get the freezer?

Bought it from a friend or relative	01
Bought it from a used appliance dealer	02
Bought it at garage sale, estate sale, or from a newspaper ad.....	03
Freezer was given to me	04
Previous occupant of this left it behind	05
Other (SPECIFY:) - DO NOT READ	97
Don't know/Don't remember - DO NOT READ.....	98
Refused - DO NOT READ	99

B7:

How much did you pay for the freezer?

None/Nothing/Didn't pay.....	000
Don't know	998
Refused.....	999

B8:

When you got the freezer was it working, working but in need of repair, or not working?

Working.....	1
Working but in needed repair	2
Not working.....	3
Don't know	8
Refused.....	9

B9:

Did you get this freezer. . .

Because you didn't have a freezer before getting this one	01
To replace your main freezer	02
To replace your spare freezer	03
To use as a spare to give you more freezer capacity.....	04
Came with the house/was there when we moved in	05
Or for some other reason (SPECIFY:).....	06
Don't know - DO NOT READ.....	98
Refused - DO NOT READ	99

B10:

Which of the following best describes how you currently use the refrigerator? Is it. . .

Plugged in and running all the time.....	1	
Plugged in most of the time and unplug it when not in use	2	
Used only during certain months or seasons	3	
Kept as a spare; but it isn't plugged in and operating at all.....	4	=> B12
Unit doesn't work.....	5	=> B12
Or you no longer own the unit.....	6	=> B13
Don't know - DO NOT READ.....	8	=> B12
Refused - DO NOT READ	9	=> B12

B11A1:

How many months during the year is it plugged in and running?

=> B11 IF B10=1

B11:

How many months during the year is it plugged in and running? COMBINED

=> * IF ((B10=1),12,B11A1)

- None/Never use it 00
- Don't know 98
- Refused 99

B12:

Where is the freezer located?

=> 13 IF B10=6

- Kitchen 01
- Garage 02
- Porch 03
- Basement 04
- Other (SPECIFY:) 05
- Don't know 98
- Refused 99

B13:

If this freezer had not been available, which of the following would you most likely have done...

- Bought a similar used freezer somewhere else 1
- Not purchased a freezer at that time 2
- Purchased a lower quality used freezer 3
- Purchased a new freezer 4
- Fixed the old freezer 5
- Don't Know - DO NOT READ 8
- Refused - DO NOT READ 9

B14:

What did you do with the freezer you replaced? Did you...

=> BENB2 IF NOT B9=02,03

- Discard or get rid of it 1
- Still have it/Store it unused 2
- Or use it as back up freezer 3
- Don't know - DO NOT READ 4
- Refused - DO NOT READ 5

BENB2:

Now I'm going to ask you some questions about the next to last used freezer you acquired.

=> I09 IF I07<2

B1A:

Was this an upright or a chest freezer?

Upright.....	1
Chest.....	2
Don't know	8
Refused.....	9

B2A:

Is it frost-free or manual defrost?

Frost free.....	1
Manual defrost.....	2
Don't know	8
Refused.....	9

B3A:

How old is the freezer now? RECORD IN YEARS IF MORE THAN 1 YEAR OLD

Less than 1 month.....	32
1-3 months.....	33
4-6 months.....	34
7-9 months.....	35
10-12 months (1 year).....	01
2 years.....	02
3 years.....	03
4 years.....	04
30 years.....	30
More than 30 years	31
Don't know/Not sure/Can't remember	98
Refused.....	99

B4A:

What size is it in cubic feet? Your best estimate is fine. NOTE: IF REPORTS HALF OR FRACTIONS RECORD UNDER CODE 97

Other (SPECIFY IF MORE THAN 2 DIGITS OR FRACTIONS).....	97
Don't know/Not sure.....	98
Refused.....	99

B5A:

How long ago did you get this freezer?

Less than 1 month.....	01
1-3 months.....	02
4-6 months.....	03
7-9 months.....	04
10-12 months (1 year).....	05
2 years.....	06
3 years.....	07
More than 3 years	08
Don't know/Not sure/Can't remember	98
Refused.....	99

B6A:

Where did you get the freezer?

Bought it from a friend or relative.....	01
Bought it from a used appliance dealer	02
Bought it at garage sale, estate sale, or from a newspaper ad.....	03
Refrigerator was given to me.....	04
Previous occupant of this left it behind	05
Other (SPECIFY:) - DO NOT READ	97
Don't know/Don't remember - DO NOT READ.....	98
Refused - DO NOT READ.....	99

B7A:

How much did you pay for the freezer?

None/Nothing/Didn't pay.....	000
Don't know	998
Refused.....	999

B8A:

When you got the freezer was it working, working but in need of repair, or not working?

Working.....	1
Working but in needed repair	2
Not working.....	3
Don't know	8
Refused.....	9

B9A:

Did you get this freezer. . .

Because you didn't have a freezer before getting this one	01
To replace your main freezer	02
To replace your spare freezer	03
To use as a spare to give you more freezer capacity.....	04
Came with the house/was there when we moved in	05
Or for some other reason (SPECIFY:).....	06
Don't know - DO NOT READ.....	98
Refused - DO NOT READ.....	99

B10A:

Which of the following best describes how you currently use the refrigerator? Is it. . .

Plugged in and running all the time.....	1	
Plugged in most of the time and unplug it when not in use.....	2	
Used only during certain months or seasons	3	
Kept as a spare; but it isn't plugged in and operating at all.....	4	=> B12A
Unit doesn't work.....	5	=> B12A
Or you no longer own the unit.....	6	=> B13A
Don't know - DO NOT READ.....	8	=> B12A
Refused - DO NOT READ.....	9	=> B12A

B11A2:

How many months during the year is it plugged in and running?

=> B11A IF B10A=1

- None/Never use it 00
- Don't know 98
- Refused 99

B11A:

How many months during the year is it plugged in and running? COMBINED

=> * IF ((B10=1),12,B11A1)

- None/Never use it 00
- Don't know 98
- Refused 99

B12A:

Where is the freezer located?

=> B13A IF B10A=6

- Kitchen 01
- Garage 02
- Porch..... 03
- Basement 04
- Other (SPECIFY:) 05
- Don't know 98
- Refused 99

B13A:

If this freezer had not been available, which of the following would you most likely have done...

- Bought a similar used freezer somewhere else 1
- Not purchased a freezer at that time 2
- Purchased a lower quality used freezer..... 3
- Purchased a new freezer 4
- Fixed the old freezer 5
- Don't Know - DO NOT READ 8
- Refused - DO NOT READ 9

B14A:

What did you do with the freezer you replaced? Did you...

=> I09A IF NOT B9A=02,03

- Discard or get rid of it..... 1
- Still have it/Store it unused..... 2
- Or use it as back up freezer..... 3
- Don't know - DO NOT READ..... 4
- Refused - DO NOT READ 5

I09:

Have you ever gotten rid of a working refrigerator or freezer, including any units that were replaced?

=> I09A IF A14=1 OR A14A=1 OR B14=1 OR B14A=1

- Yes..... 1
- No 2 => BEGNE
- Don't know 8 => BEGNE
- Refused..... 9 => BEGNE

I09A:

Have you ever gotten rid of a working refrigerator or freezer, including any units that were replaced?
Combined

=> * IF ((A14=1 OR A14A=1 OR B14=1 OR B14A=1),1,I09)

- Yes..... 1
- No 2
- Don't know 8
- Refused..... 9

I10:

Have you gotten rid of any working refrigerators or stand-alone freezers since January 1, 2001?

=> I10A IF A14=1 OR A14A=1 OR B14=1 OR B14A=1

- Yes..... 1
- No 2
- Don't know 8
- Refused..... 9

I10A:

Have you gotten rid of any working refrigerators or stand-alone freezers since January 1, 2001? Combined question

=> * IF ((A14=1 OR A14A=1 OR B14=1 OR B14A=1),1,I10)

- Yes..... 1
- No 2
- Don't know 8
- Refused..... 9

I11:

How did you get rid of the refrigerator or freezer that you had?

=> I12 IF I10A=1

Still have it, and using	00
Took it to a recycler or scrap dealer	01
Took it to the landfill or threw it away	02
Sold it to a friend, acquaintance or relative	03
Sold it to a used refrigerator / freezer dealer.....	04
Sold it via garage sale, estate sale, or newspaper ad.....	05
Hired someone to pick it up.....	06
Traded it for a replacement unit.....	07
Dealer I bought a new one from took it away.....	08
Gave it away.....	09
Still have it; store it unused	10
Left it behind when we moved	11
Called utility's appliance recycling program	12
Don't know - DO NOT READ.....	98
Refused - DO NOT READ.....	99

I12:

How many working refrigerators have you gotten rid of since January 1, 2001?

=> BEGNE IF I11=00 OR I11>0

None	00
More than 90.....	91
Don't know	98
Refused.....	99

I13:

How many freezers have you gotten rid of since January 1, 2001?

None	00
More than 90.....	91
Don't know	98
Refused.....	99

I14:

Just to confirm, < this unit was working, not broken when you got rid of it/ these units were working, not broken when you got rid of them > Is this correct?

=> BEGNE IF NOT DISPOSED

Yes (at least one of them)	1	
No	2	=> BEGNE
Don't know	8	=> BEGNE
Refused.....	9	=> BEGNE

BENC1:

Now I'm going to ask you some questions about the refrigerator you disposed of most recently.

=> BEND1 IF I12=00,98,99

CA1:

What type of refrigerator was it? Did it have a . . .

Single door with a freezer compartment inside	01
A 2 door, side-by-side	02
Top freezer.....	03
Or bottom freezer.....	04
Other (SPECIFY:) - DO NOT READ	97
Don't know/Not sure.....	98
Refused.....	99

C2:

Was it frost-free or manual defrost?

Frost free.....	1
Manual defrost.....	2
Don't know	8
Refused.....	9

C3:

About how old was it when you got rid of it? RECORD IN YEARS IF MORE THAN 1 YEAR OLD

Less than 1 month.....	32
1-3 months.....	33
4-6 months.....	34
7-9 months.....	35
10-12 months (1 year).....	01
2 years.....	02
3 years.....	03
4 years.....	04
30 years.....	30
More than 30 years	31
Don't know/Not sure/Can't remember	98
Refused.....	99

C4:

What size was it in cubic feet? Your best estimate is fine. NOTE: IF REPORTS HALF OR FRACTIONS RECORD UNDER CODE 97

Other (SPECIFY IF MORE THAN 2 DIGITS OR FRACTIONS).....	97
Don't know/Not sure.....	98
Refused.....	99

C5:

Where was the refrigerator located?

Kitchen	01
Garage	02
Porch.....	03
Basement	04
Other (SPECIFY:)	05
Don't know	98
Refused.....	99

C6:

Was the space where the refrigerator was located heated?

Yes.....	1
No	2
Don't know	8
Refused.....	9

C7:

Was the space where the refrigerator was located air-conditioned?

Yes.....	1
No	2
Don't know	8
Refused.....	9

C8:

Did you use the refrigerator as your main refrigerator or as an extra or backup refrigerator?

Main/Primary.....	01
Extra/Backup	02
Other (SPECIFY:)	03
Don't know	98
Refused.....	99

C9:

When you got rid of the refrigerator was it working well or working but in need of repair?

Working.....	1
Working but needed repair	2
Don't know	8
Refused.....	9

C10:

How long ago did you get rid of it?

Less than 1 month.....	01
1-3 months.....	02
4-6 months.....	03
7-9 months.....	04
10-12 months (1 year).....	05
2 years.....	06
3 years.....	07
More than 3 years	08
Don't know/Not sure/Can't remember	98
Refused.....	99

C11:

How did you get rid of the refrigerator?

Sold it to a friend, acquaintance, or relative	01
Sold it to a used refrigerator / freezer dealer.....	02
Sold it via garage sale, estate sale, or newspaper ad.....	03
Took it to a recycler or scrap dealer	04
Took it to a landfill or threw it away	05
Hired someone to pick it up.....	06
Traded it for a replacement unit.....	07
Dealer I bought a new one from took it away.....	08
Gave it away	09
Left it behind when we moved	10
Utility recycle program.....	12
Or something else (SPECIFY:)	11
Don't know - DO NOT READ.....	98
Refused - DO NOT READ	99

C12:

How much did you sell it for it?

=> C13 IF NOT C11=01-03

None/Nothing/Didn't pay.....	000
Don't know	998
Refused	999

C13:

How much did you pay to get rid of it?

=> C14 IF NOT C11=04-06

None/Nothing/Didn't pay.....	000
Don't know	998
Refused.....	999

C14:

How much credit did you get in the trade?

=> BENC2 IF NOT C11=07

None/Nothing/Didn't pay.....	000
Don't know	998
Refused.....	999

BENC2:

For this next set of questions I'd like you to think about the next to last refrigerator you got rid of.

=> BEND1 IF I12<2

CA1A:

What type of refrigerator was it? Did it have a . . .

Single door with a freezer compartment inside	01
A 2 door, side-by-side	02
Top freezer.....	03
Or bottom freezer.....	04
Other (SPECIFY:) - DO NOT READ	97
Don't know/Not sure.....	98
Refused.....	99

C2A:

Was it frost-free or manual defrost?

Frost free.....	1
Manual defrost.....	2
Don't know	8
Refused.....	9

C3A:

About how old was it when you got rid of it? RECORD IN YEARS IF MORE THAN 1 YEAR OLD

Less than 1 month.....	32
1-3 months.....	33
4-6 months.....	34
7-9 months.....	35
10-12 months (1 year).....	01
2 years.....	02
3 years.....	03
4 years.....	04
30 years.....	30
More than 30 years	31
Don't know/Not sure/Can't remember	98
Refused.....	99

C4A:

What size was it in cubic feet? Your best estimate is fine. NOTE: IF REPORTS HALF OR FRACTIONS RECORD UNDER CODE 97

Other (SPECIFY IF MORE THAN 2 DIGITS OR FRACTIONS).....	97
Don't know/Not sure.....	98
Refused.....	99

C5A:

Where was the refrigerator located?

Kitchen	01
Garage	02
Porch.....	03
Basement	04
Other (SPECIFY:)	05
Don't know	98
Refused.....	99

C6A:

Was the space where the refrigerator was located heated?

Yes.....	1
No	2
Don't know	8
Refused.....	9

C7A:

Was the space where the refrigerator was located air-conditioned?

Yes.....	1
No	2
Don't know	8
Refused.....	9

C8A:

Did you use the refrigerator as your main refrigerator or as an extra or backup refrigerator?

Main/Primary.....	01
Extra/Backup	02
Other (SPECIFY:)	03
Don't know	98
Refused.....	99

C9A:

When you got rid of the refrigerator was it working well or working but in need of repair?

Working.....	1
Working but needed repair	2
Don't know	8
Refused.....	9

C10A:

How long ago did you get rid of it?

Less than 1 month.....	01
1-3 months.....	02
4-6 months.....	03
7-9 months.....	04
10-12 months (1 year).....	05
2 years.....	06
3 years.....	07
More than 3 years	08
Don't know/Not sure/Can't remember	98
Refused.....	99

C11A:

How did you get rid of the refrigerator?

Sold it to a friend, acquaintance, or relative	01
Sold it to a used refrigerator / freezer dealer.....	02
Sold it via garage sale, estate sale, or newspaper ad.....	03
Took it to a recycler or scrap dealer	04
Took it to a landfill or threw it away	05
Hired someone to pick it up.....	06
Traded it for a replacement unit.....	07
Dealer I bought a new one from took it away.....	08
Gave it away	09
Left it behind when we moved	10
Or something else (SPECIFY:)	11
Utility recycle program.....	12
Don't know - DO NOT READ.....	98
Refused - DO NOT READ.....	99

C12A:

How much did you sell it for it?

=> C13A IF NOT C11A=01-03

None/Nothing/Didn't pay.....	000
Don't know	998
Refused.....	999

C13A:

How much did you pay to get rid of it?

=> C14A IF NOT C11A=04-06

None/Nothing/Didn't pay.....	000
Don't know	998
Refused.....	999

C14A:

How much credit did you get in the trade?

=> BEND1 IF NOT C11A=07

None/Nothing/Didn't pay.....	000
Don't know	998
Refused.....	999

BEND1:

As you answer these next few questions, I'd like you to think about the freezer you disposed of most recently.

=> BEGNE IF I13=00,98,99

D1:

Was the last freezer you got rid of an upright or chest freezer?

Upright.....	1
Chest.....	2
Don't know	8
Refused.....	9

D2:

Was it frost-free or manual defrost?

Frost free.....	1
Manual defrost.....	2
Don't know	8
Refused.....	9

D3:

What size was it in cubic feet? Your best estimate is fine. NOTE: IF REPORTS HALF OR FRACTIONS RECORD UNDER CODE 97

Other (SPECIFY IF MORE THAN 2 DIGITS OR FRACTIONS).....	97
Don't know/Not sure.....	98
Refused.....	99

D4:

About how old was it when you got rid of it? RECORD IN YEARS IF MORE THAN 1 YEAR OLD

Less than 1 month.....	32
1-3 months.....	33
4-6 months.....	34
7-9 months.....	35
10-12 months (1 year).....	01
2 years.....	02
3 years.....	03
4 years.....	04
30 years.....	30
More than 30 years	31
Don't know/Not sure/Can't remember	98
Refused.....	99

D5:

Where was the freezer located?

Kitchen	01
Garage	02
Porch.....	03
Basement	04
Other (SPECIFY:)	05
Don't know	98
Refused.....	99

D6:

Was the space where the freezer was located heated?

Yes.....	1
No	2
Don't know	8
Refused.....	9

D7:

Was the space where the freezer was located air-conditioned?

Yes.....	1
No	2
Don't know	8
Refused.....	9

D8:

Did you use the freezer as your main freezer or as an extra or backup freezer?

Main/Primary.....	01
Extra/Backup	02
Other (SPECIFY:)	03
Don't know	98
Refused.....	99

D9:

When you got rid of the freezer was it working well or working but in need of repair?

Working.....	1
Working but needed repair	2
Don't know	8
Refused.....	9

D10:

How long ago did you get rid of it?

Less than 1 month.....	01
1-3 months.....	02
4-6 months.....	03
7-9 months.....	04
10-12 months (1 year).....	05
2 years.....	06
3 years.....	07
More than 3 years	08
Don't know/Not sure/Can't remember	98
Refused.....	99

D11:

How did you get rid of the freezer?

Sold it to a friend, acquaintance, or relative	01
Sold it to a used refrigerator / freezer dealer.....	02
Sold it via garage sale, estate sale, or newspaper ad.....	03
Took it to a recycler or scrap dealer	04
Took it to a landfill or threw it away	05
Hired someone to pick it up.....	06
Traded it for a replacement unit.....	07
Dealer I bought a new one from took it away.....	08
Gave it away	09
Left it behind when we moved	10
Or something else (SPECIFY:)	11
Utility recycle program.....	12
Don't know - DO NOT READ.....	98
Refused - DO NOT READ	99

D12:

How much did you sell it for it?

=> D13 IF NOT D11=01-03

None/Nothing/Didn't pay.....	000
Don't know	998
Refused	999

D13:

How much did you pay to get rid of it?

=> D14 IF NOT D11=04-06

None/Nothing/Didn't pay.....	000
Don't know	998
Refused.....	999

D14:

How much credit did you get in the trade?

=> BEND2 IF NOT D11=07

None/Nothing/Didn't pay.....	000
Don't know	998
Refused.....	999

BEND2:

For this next set of questions I'd like you to think about the next to last freezer you got rid of.

=> BEGNE IF I13<2

D1A:

Was the last freezer you got rid of an upright or chest freezer?

Upright.....	1
Chest.....	2
Don't know	8
Refused.....	9

D2A:

Was it frost-free or manual defrost?

Frost free.....	1
Manual defrost.....	2
Don't know	8
Refused.....	9

D3A:

What size was it in cubic feet? Your best estimate is fine. NOTE: IF REPORTS HALF OR FRACTIONS RECORD UNDER CODE 97

Other (SPECIFY IF MORE THAN 2 DIGITS OR FRACTIONS).....	97
Don't know/Not sure.....	98
Refused.....	99

D4A:

About how old was it when you got rid of it? RECORD IN YEARS IF MORE THAN 1 YEAR OLD

Less than 1 month.....	32
1-3 months.....	33
4-6 months.....	34
7-9 months.....	35
10-12 months (1 year).....	01
2 years.....	02
3 years.....	03
4 years.....	04
30 years.....	30
More than 30 years	31
Don't know/Not sure/Can't remember	98
Refused.....	99

D5A:

Where was the freezer located?

Kitchen	01
Garage	02
Porch.....	03
Basement	04
Other (SPECIFY:)	05
Don't know	98
Refused.....	99

D6A:

Was the space where the freezer was located heated?

Yes.....	1
No	2
Don't know	8
Refused.....	9

D7A:

Was the space where the freezer was located air-conditioned?

Yes.....	1
No	2
Don't know	8
Refused.....	9

D8A:

Did you use the freezer as your main freezer or as an extra or backup freezer?

Main/Primary.....	01
Extra/Backup	02
Other (SPECIFY:)	03
Don't know	98
Refused.....	99

D9A:

When you got rid of the freezer was it working well or working but in need of repair?

Working.....	1
Working but needed repair	2
Don't know	8
Refused.....	9

D10A:

How long ago did you get rid of it?

Less than 1 month.....	01
1-3 months.....	02
4-6 months.....	03
7-9 months.....	04
10-12 months (1 year).....	05
2 years.....	06
3 years.....	07
More than 3 years	08
Don't know/Not sure/Can't remember	98
Refused.....	99

D11A:

How did you get rid of the freezer?

Sold it to a friend, acquaintance, or relative	01
Sold it to a used refrigerator / freezer dealer.....	02
Sold it via garage sale, estate sale, or newspaper ad.....	03
Took it to a recycler or scrap dealer	04
Took it to a landfill or threw it away	05
Hired someone to pick it up.....	06
Traded it for a replacement unit.....	07
Dealer I bought a new one from took it away.....	08
Gave it away	09
Left it behind when we moved	10
Or something else (SPECIFY:)	11
Don't know - DO NOT READ.....	98
Refused - DO NOT READ	99

D12A:

How much did you sell it for it?

=> D13A IF NOT D11A=01-03

None/Nothing/Didn't pay	000
Don't know	998
Refused	999

D13A:

How much did you pay to get rid of it?

=> D14A IF NOT D11A=04-06

None/Nothing/Didn't pay	000
Don't know	998
Refused	999

D14A:

How much credit did you get in the trade?

=> BEGNE IF NOT D11A=07

None/Nothing/Didn't pay.....	000
Don't know	998
Refused	999

BEGNE:

Now I have just a few general questions about appliance recycling.

E1:

Your utility provides a refrigerator and freezer removal service called the Residential Appliance Recycling Program. This program helps save energy by removing and recycling unwanted or out of date appliances. Do recall hearing about this program?

Yes.....	1	
No	2	=> DEMO1
Don't know	8	=> DEMO1
Refused	9	=> DEMO1

E2:

How did you hear about this program?

Newspaper advertisement	01
TV advertisement	02
Radio advertisement	03
Utility website	04
Utility bill insert / information with utility bill	05
Separate mailing from your utility	06
News stories about the program	07
From a friend, neighbor, or co-worker	08
Appliance retailer	09
Other (SPECIFY:)	97
Don't know	98
Refused	99

E3:

Have you ever had an appliance picked up by this program in the past?

=> E4 IF I11=12

Yes	1	
No	2	=> E5
Don't know	8	=> E6
Refused	9	=> E6

E4:

How long ago did you use the Appliance Recycling Program?

Less than 1 month	01
1-3 months	02
4-6 months	03
7-9 months	04
10-12 months (1 year)	05
2 years	06
3 years	07
More than 3 years	08
Don't know/Not sure/Can't remember	98
Refused	99

E5:

Why haven't you used this recycling program?

=> E6 IF NOT E3=2

RECORD COMMENTS	00
Didn't have any appliances to recycle.....	01
Incentive is too low.....	02
Wait time is too long	03
Cannot be home as required when unit is picked up.....	04
Secondary unit not working at present	05
Need secondary unit for food/beverage storage at certain times of the year	06
Wanted to retain secondary unit for future use	07
Planned to give unit away to friend/relative in the future.....	08
Planned to sell unit as used in the future	09
Have not heard of the program until now	10
We rent/landlord decides	11
Signed up /but no one ever came to pick it up.....	12
Dealer/ Retailer picked up/Disposed of the old one	13
Inconvenient (Misc.).....	14
Don't know	98
Refused.....	99

E6:

Your utility is considering offering several features to the appliance recycling program. I am going to read you a list of the changes they are considering. For each one, please tell me if it would make you more likely to use this program, less likely to use the program, or would it make no difference?

E6A:

If the program offered more than the current \$35 incentive?

More likely to use the program.....	1
No difference	2
Less likely to use the program	3
Don't know	8
Refused.....	9

E6A1:

How much would you need to be offered?

=> E6B IF NOT E6A=1

Don't know	998
Refused.....	999

E6B:

If there was a shorter wait time between when you call to schedule and when the appliance is picked up?

More likely to use the program.....	1
No difference	2
Less likely to use the program	3
Don't know	8
Refused.....	9

E6B1:

What is the maximum number of days you would wait?

=> E6C IF NOT E6B=1

1 day or less	01
Don't know	98
Refused	99

E6C:

Change the requirement that someone has to be home when the unit is picked up?

More likely to use the program.....	1
No difference	2
Less likely to use the program	3
Don't know	8
Refused	9

E6D:

If your old unit could be picked up by the appliance dealer at the time the new unit is being delivered?

More likely to use the program.....	1
No difference	2
Less likely to use the program	3
Don't know	8
Refused	9

E6E:

If there was more advertising and marketing of the program?

More likely to use the program.....	1
No difference	2
Less likely to use the program	3
Don't know	8
Refused	9

E6F:

Is there anything else that would make you more likely to use the appliance recycling program in the future?

RECORD COMMENTS	00
Nothing/Can't think of anything	01
Wait time to be picked up is too long	02
Need to take all large appliances / computers/ recycle more items	03
More rebates	04
Benefits for customer/ Incentive programs.....	05
Discounts on a new purchase.....	06
If it didn't have to be running/ plugged in.....	07
More aware of it/ Ready knowledge on how to use it/ advertise it.....	08
Send our check /Never came in the mail	09
If I had something to recycle	10
Provide the program in our area/not available where I live	11
Don't know	98
Refused	99

DEMO1:

My last few questions are for statistical purposes only. Including yourself and children, how many people live in your household at least six months of the year?

Refused 99

DEMO2:

What is your age? Are you . . .

18 to 25 1
 26 to 35 2
 36 to 45 3
 46 to 55 4
 56 to 65 5
 Or 65 or older 6
 Refused - DO NOT READ 9

DEMO3:

Please stop me when I reach the category that best describes your household's total annual income before taxes.

Under \$10,000 1
 \$10,000 to just under \$20,000 2
 \$20,000 to just under \$30,000 3
 \$30,000 to just under \$40,000 4
 \$40,000 to just under \$50,000 5
 \$50,000 to just under \$75,000 6
 \$75,000 or above 7
 Don't know/Not sure - DO NOT READ 8
 Refused - DO NOT READ 9

RECORD GENDER

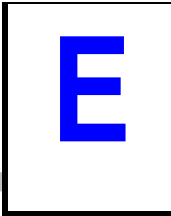
Male 1
 Female 2

LANG:

This survey was done in . . .

English 1
 Spanish 2

Those are all the questions I have. Thank you very much for your time and cooperation.



ATTRIBUTION DETAILS

Figure E-1

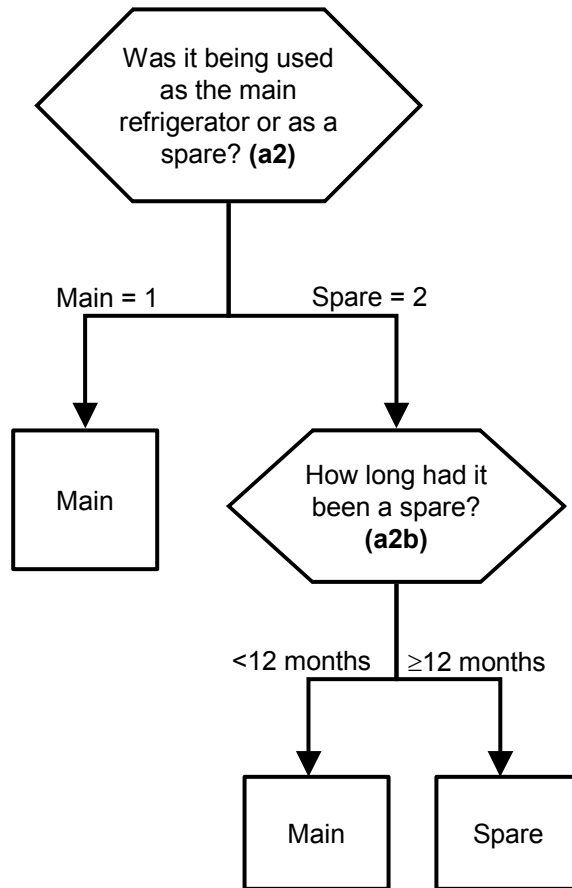


Figure E-2

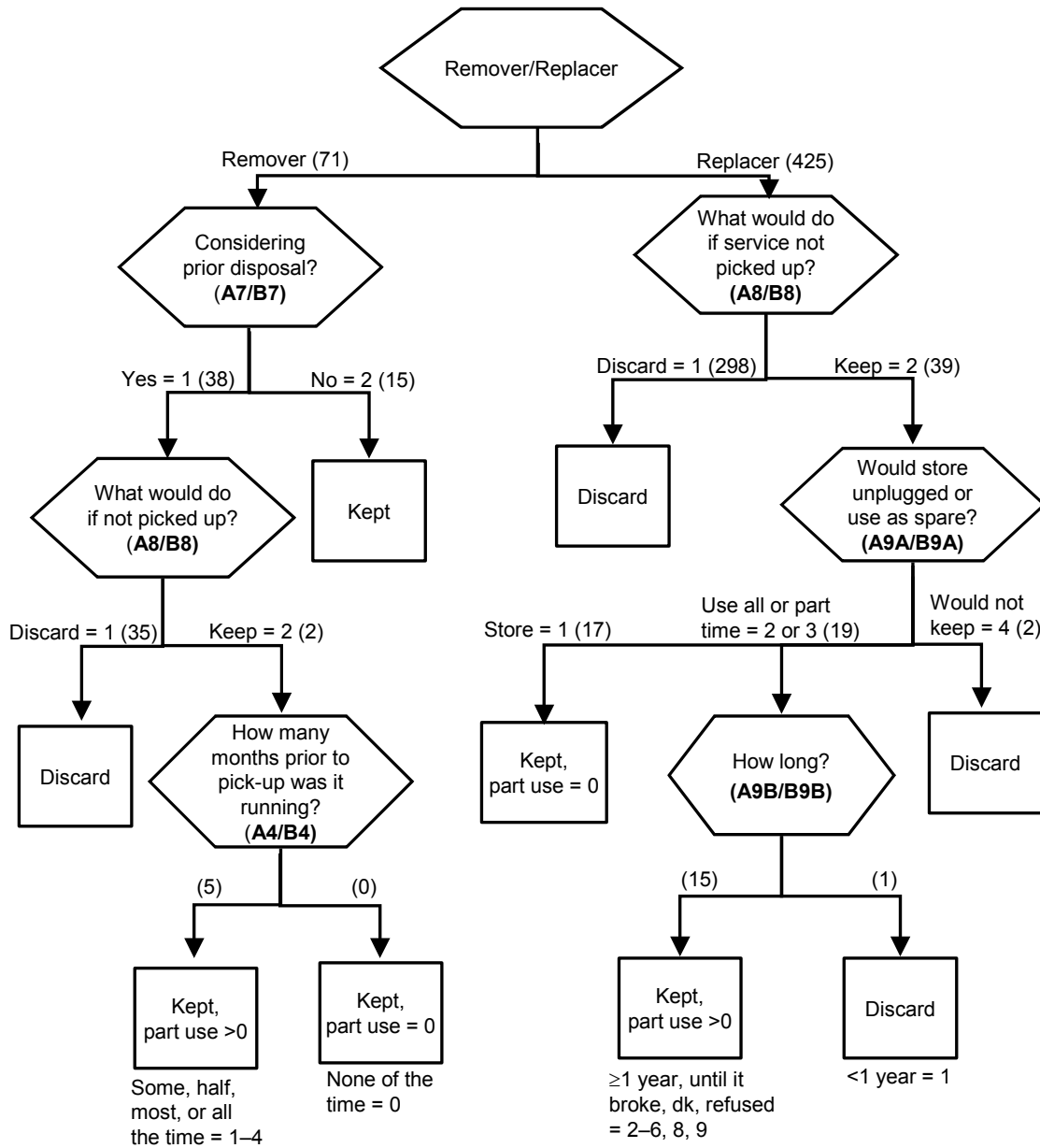
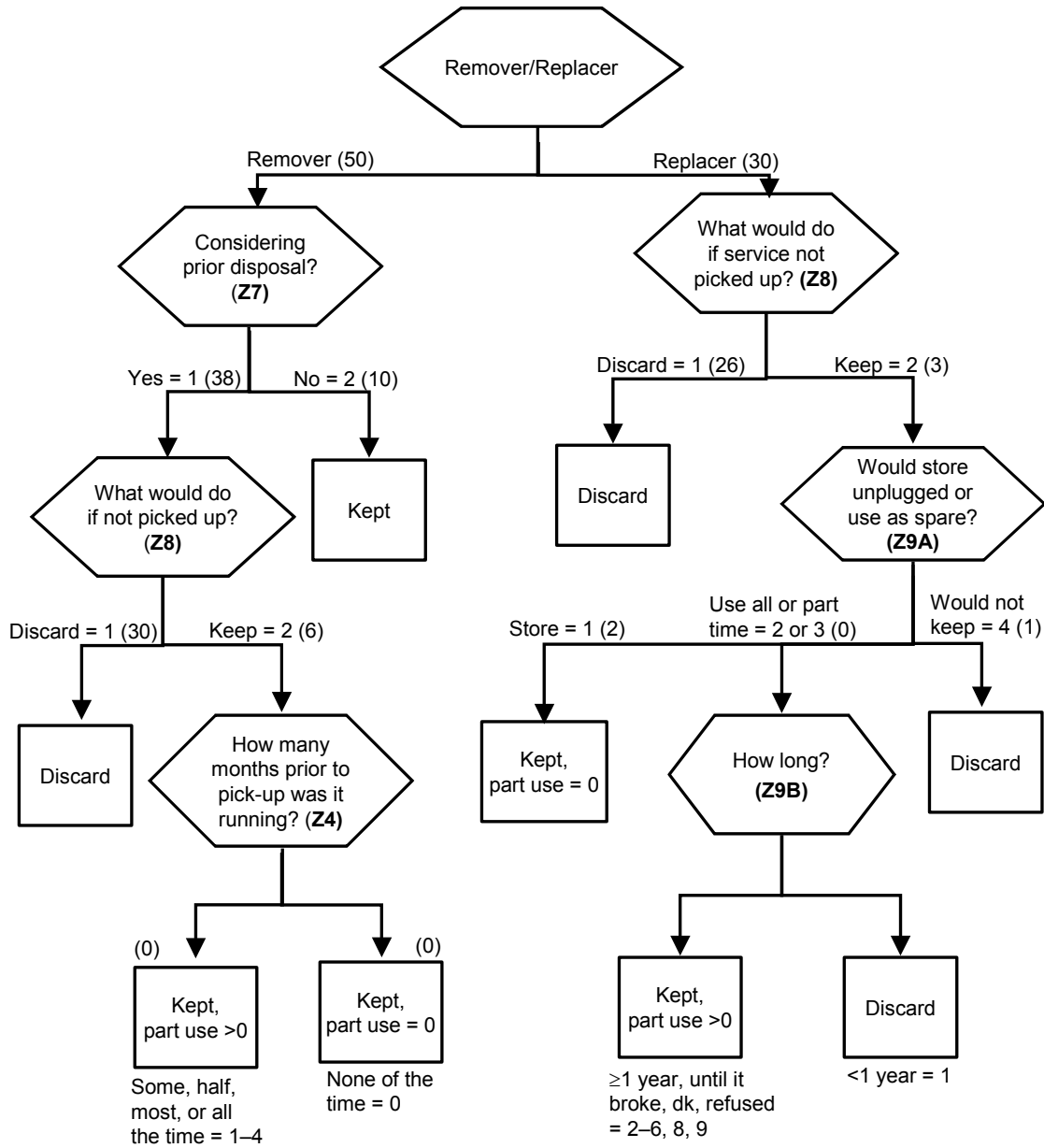
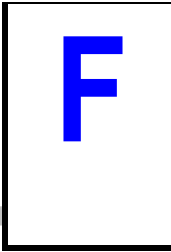


Figure E-3





DETAILED PROCESS FINDINGS BY UTILITY AND HARD-TO-REACH SEGMENTS

F.1 PACIFIC GAS AND ELECTRIC

Question #	Stratum	Response	Frequency	%
AW5 How would you rate your overall knowledge of ways to save energy?	All	1, Not at all	3	2%
		2	9	7%
		3, Somewhat	30	22%
		4	52	39%
		5, Very	40	30%
	HTR	1, Not at all	1	3%
		2	3	8%
		3, Somewhat	10	25%
		4	17	43%
		5, Very	9	23%
AW7 How would you rate your household's efforts to save energy in yr home?	All	1, Doing nothing	3	2%
		2	2	1%
		3, Moderate effort	37	28%
		4	52	39%
		5, Doing everything	40	30%
	HTR	1, Doing nothing	2	5%
		2	0	0%
		3, Moderate effort	14	35%
		4	17	43%
		5, Doing everything	7	18%
E1 Did you enroll in pgm by phone, on line or other?	All	Yes, telephone	114	86%
		Yes, on line	5	4%
		Yes, other	1	1%
		No	12	9%
			HTR	Yes, telephone
Yes, on line	1			2%
Yes, other	0			0%
No	5			12%

– continued –

Question #	Stratum	Response	Frequency	%
E2 How satisfied were you with sign-up experience?	All	1, Not at all	1	1%
		2	3	3%
		3, Somewhat	11	9%
		4	18	15%
		5, Very	84	72%
	HTR	1, Not at all	0	0%
		2	1	3%
		3, Somewhat	3	8%
		4	9	25%
		5, Very	23	64%
I1 Our records show you were given an incentive. Is this correct?	All	Yes	127	94%
		No	8	6%
	HTR	Yes	41	100%
		No	0	0%
I2 Were you given a choice of incentives?	All	Yes, \$35	2	11%
		Yes, other	1	5%
		No, only 1 inc.	0	0%
	HTR	Yes, \$35	0	0%
		Yes, other	0	0%
		No, only 1 inc.	3	100%
I3	All	Avg wait time (weeks)	4.2	
I4 Did you think this was too long?	All	Yes, too long	12	20%
		No, not too long	49	80%
	HTR	Yes, too long	2	10%
		No, not too long	19	90%
I4A Did you know about the service prior to scheduling the pickup?	All	Yes	107	86%
		No	18	14%
	HTR	Yes	32	82%
		No	7	18%
I4B If the incentive had not been offered, would you have still used service to remove unit?	All	Yes	78	79%
		No	93	23%
	HTR	Yes	25	81%
		No	6	19%

– continued –

Question #	Stratum	Response	Frequency	%
I5A How interested would you be in a coupon or gift card to a local retailer?	All	1, Not at all	28	21%
		2	19	14%
		3, Somewhat	29	22%
		4	22	17%
		5, Very	35	26%
	HTR	1, Not at all	10	20%
		2	6	12%
		3, Somewhat	11	22%
		4	10	20%
		5, Very	14	27%
I5B How interested would you be in a discount at a local appliance dealer for next appliance purchase?	All	1, Not at all	28	21%
		2	14	10%
		3, Somewhat	24	18%
		4	21	16%
		5, Very	48	36%
	HTR	1, Not at all	9	18%
		2	5	10%
		3, Somewhat	11	22%
		4	9	18%
		5, Very	17	33%
I5C How interested would you be in a programmable t-stat?	All	1, Not at all	54	42%
		2	14	11%
		3, Somewhat	19	15%
		4	10	8%
		5, Very	31	24%
	HTR	1, Not at all	20	42%
		2	5	10%
		3, Somewhat	6	13%
		4	6	13%
		5, Very	11	23%

– continued –

Question #	Stratum	Response	Frequency	%
M1 How did you first learn about this service?	All	Newspaper ad	12	10%
		TV ad	16	14%
		Radio Ad	1	1%
		Utility website	4	3%
		Bill insert	23	19%
		Separate mailing	3	3%
		800 number	6	5%
		News media stories	1	1%
		Friend, relative or neighbor	17	14%
		Appliance retailer	34	29%
		Worked for them	1	1%
	HTR	Newspaper ad	4	9%
		TV ad	6	14%
		Radio Ad	1	2%
		Utility website	3	7%
		Bill insert	8	18%
		Separate mailing	1	2%
		800 number	2	5%
		News media stories	0	0%
		Friend, relative or neighbor	3	7%
		Appliance retailer	15	34%
		Worked for them	1	2%
M3 How would you rate the pgm's efforts at making you aware of what pgm had to offer?	All	1, Not at all effective	1	1%
		2	7	8%
		3, Somewhat effective	16	19%
		4	25	29%
		5, Very effective	36	42%
	HTR	1, Not at all effective	0	0%
		2	4	13%
		3, Somewhat effective	5	16%
		4	10	32%
		5, Very effective	12	39%

– continued –

Question #	Stratum	Response	Frequency	%
O5 How satisfied were you with the RARP pgm overall?	All	1, Not at all	2	1%
		2	1	1%
		3, Somewhat	9	6%
		4	34	24%
		5, Very	93	67%
	HTR	1, Not at all	0	0%
		2	1	2%
		3, Somewhat	7	14%
		4	14	27%
		5, Very	29	57%
P1 Do you recall hearing about RARP pgm?	All	Yes	90	69%
		No	41	31%
	HTR	Yes	33	69%
		No	15	31%
S1 Did you schedule the pick-up?	All	Yes	48	42%
		No	67	58%
	HTR	Yes	18	42%
		No	25	58%
S2 How satisfied were you with scheduling the pick up?	All	1, Not at all	1	2%
		2	1	2%
		3, Somewhat	3	6%
		4	4	9%
		5, Very	38	81%
	HTR	1, Not at all	1	6%
		2	1	6%
		3, Somewhat	1	6%
		4	3	17%
		5, Very	12	67%
S3 Were you present at the time of the pick up?	All	Yes	107	79%
		No	29	21%
	HTR	Yes	39	76%
		No	12	24%

- continued -

Question #	Stratum	Response	Frequency	%
S4 How satisfied were you with the pick up itself?	All	1, Not at all	1	1%
		2	5	5%
		3, Somewhat	2	2%
		4	13	12%
		5, Very	85	80%
	HTR	1, Not at all	1	3%
		2	3	8%
		3, Somewhat	1	3%
		4	10	26%
		5, Very	24	62%
Y1 What is the main reason you chose this service over other methods?	All	Other	4	5%
		Save \$ on elec bill	1	1%
		\$35 cash/CFLs	43	59%
		Spare frig not needed	1	1%
		Free pick up service	12	16%
		Environmentally safe disposal	1	1%
		Needed to upgrade old frig/freezer	1	1%
		Recommended by friend/relative	3	4%
		Recommended by retailer/dealer	1	1%
		Utility sponsorship of pgm	3	4%
	HTR	Other	2	8%
		Save \$ on elec bill	0	0%
		\$35 cash/CFLs	14	56%
		Spare frig not needed	0	0%
		Free pick up service	1	4%
		Environmentally safe disposal	0	0%
		Needed to upgrade old frig/freezer	1	4%
		Recommended by friend/relative	3	12%
		Recommended by retailer/dealer	1	4%
		Utility sponsorship of pgm	1	4%

– continued –

Question #	Stratum	Response	Frequency	%
Y4 How would you rate the pgm's value?	All	1, Not at all valuable	0	0%
		2	0	0%
		3, Somewhat valuable	6	7%
		4	13	15%
		5, Very valuable	70	79%
	HTR	1, Not at all valuable	0	0%
		2	0	0%
		3, Somewhat valuable	3	9%
		4	4	12%
		5, Very valuable	26	79%

F.2 SOUTHERN CALIFORNIA EDISON

Question #	Stratum	Response	Frequency	%
AW5 How would you rate your overall knowledge of ways to save energy?	All	1, Not at all	9	3%
		2	16	5%
		3, Somewhat	88	27%
		4	109	34%
		5, Very	103	32%
	HTR	1, Not at all	4	2%
		2	7	4%
		3, Somewhat	54	32%
		4	55	33%
		5, Very	49	29%
AW7 How would you rate your household's efforts to save energy in yr home?	All	1, Doing nothing	5	2%
		2	13	4%
		3, Moderate effort	72	22%
		4	117	36%
		5, Doing everything	120	37%
	HTR	1, Doing nothing	2	1%
		2	9	5%
		3, Moderate effort	36	21%
		4	59	35%
		5, Doing everything	64	38%

- continued -

Question #	Stratum	Response	Frequency	%
E1 Did you enroll in pgm by phone, on line or other?	All	Yes, telephone	255	80%
		Yes, on line	18	6%
		Yes, other	5	2%
		No	40	13%
	HTR	Yes, telephone	136	80%
		Yes, on line	4	2%
		Yes, other	3	2%
		No	26	15%
E2 How satisfied were you with sign-up experience?	All	1, Not at all	2	1%
		2	0	0%
		3, Somewhat	14	5%
		4	39	14%
		5, Very	218	80%
	HTR	1, Not at all	1	1%
		2	0	0%
		3, Somewhat	6	4%
		4	21	15%
		5, Very	112	80%
I2 Were you given a choice of incentives?	All	Yes, \$35	5	21%
		Yes, other	2	8%
		No, only 1 inc.	0	0%
	HTR	Yes, \$35	4	33%
		Yes, other	1	8%
		No, only 1 inc.	0	0%
I3	All	Avg wait time (weeks)	3.4	
I4 Did you think this was too long?	All	Yes, too long	24	13%
		No, not too long	161	87%
	HTR	Yes, too long	11	11%
		No, not too long	91	89%
I4B If the incentive had not been offered, would you have still used service to remove unit?	All	Yes	190	76%
		No	59	24%
	HTR	Yes	97	76%
		No	31	24%

– continued –

Question #	Stratum	Response	Frequency	%
I5A How interested would you be in a coupon or gift card to a local retailer?	All	1, Not at all	59	19%
		2	23	7%
		3, Somewhat	55	17%
		4	47	15%
		5, Very	131	42%
	HTR	1, Not at all	30	18%
		2	10	6%
		3, Somewhat	28	17%
		4	23	14%
		5, Very	75	45%
I5B How interested would you be in a discount at a local appliance dealer for next appliance purchase?	All	1, Not at all	77	25%
		2	23	7%
		3, Somewhat	49	16%
		4	36	12%
		5, Very	127	41%
	HTR	1, Not at all	36	22%
		2	6	4%
		3, Somewhat	24	15%
		4	20	12%
		5, Very	78	48%
I5C How interested would you be in a programmable t-stat?	All	1, Not at all	115	37%
		2	23	7%
		3, Somewhat	41	13%
		4	30	10%
		5, Very	99	32%
	HTR	1, Not at all	62	38%
		2	9	5%
		3, Somewhat	18	11%
		4	16	10%
		5, Very	59	36%

– continued –

Question #	Stratum	Response	Frequency	%	
M1 How did you first learn about this service?	All	Newspaper ad	6	2%	
		TV ad	18	6%	
		Radio Ad	15	5%	
		Utility website	8	3%	
		Bill insert	85	29%	
		Separate mailing	4	1%	
		800 number	9	3%	
		News media stories	1	0%	
		Friend, relative or neighbor	99	34%	
		Appliance retailer	40	14%	
		Worked for them	9	3%	
			HTR	Newspaper ad	4
TV ad	14			9%	
Radio Ad	4			3%	
Utility website	3			2%	
Bill insert	45			28%	
Separate mailing	4			3%	
800 number	6			4%	
News media stories	0			0%	
Friend, relative or neighbor	51			32%	
Appliance retailer	23			15%	
Worked for them	4			3%	
M3 How would you rate the pgm's efforts at making you aware of what pgm had to offer?	All			1, Not at all effective	5
		2	4	2%	
		3, Somewhat effective	30	17%	
		4	42	24%	
		5, Very effective	96	54%	
		HTR	1, Not at all effective	2	2%
			2	1	1%
			3, Somewhat effective	11	13%
			4	21	25%
			5, Very effective	48	58%

– continued –

Question #	Stratum	Response	Frequency	%
O5 How satisfied were you with the RARP pgm overall?	All	1, Not at all	3	1%
		2	1	0%
		3, Somewhat	15	4%
		4	36	11%
		5, Very	280	84%
	HTR	1, Not at all	2	1%
		2	0	0%
		3, Somewhat	7	4%
		4	17	10%
		5, Very	150	85%
P1 Do you recall hearing about RARP pgm?	All	Yes	182	56%
		No	142	44%
	HTR	Yes	87	51%
		No	83	49%
S1 Did you schedule the pick-up?	All	Yes	105	37%
		No	176	63%
	HTR	Yes	53	35%
		No	100	65%
S2 How satisfied were you with scheduling the pick up?	All	1, Not at all	0	0%
		2	2	2%
		3, Somewhat	4	4%
		4	12	12%
		5, Very	86	83%
	HTR	1, Not at all	0	0%
		2	1	2%
		3, Somewhat	1	2%
		4	8	15%
		5, Very	42	81%
S3 Were you present at the time of the pick up?	All	Yes	264	80%
		No	67	20%
	HTR	Yes	142	81%
		No	34	19%

– continued –

Question #	Stratum	Response	Frequency	%
S4 How satisfied were you with the pick up itself?	All	1, Not at all	2	1%
		2	2	1%
		3, Somewhat	6	2%
		4	21	8%
		5, Very	233	88%
	HTR	1, Not at all	0	0%
		2	1	1%
		3, Somewhat	5	4%
		4	8	6%
		5, Very	128	90%
Y1 What is the main reason you chose this service over other methods?	All	Other	10	5%
		Save \$ on elec bill	5	3%
		\$35 cash/CFLs	107	58%
		Spare frig not needed	5	3%
		Free pick up service	20	11%
		Environmentally safe disposal	5	3%
		Needed to upgrade old frig/freezer	4	2%
		Recommended by friend/relative	4	2%
		Recommended by retailer/dealer	10	5%
		Utility sponsorship of pgm	3	2%
	HTR	Other	7	8%
		Save \$ on elec bill	4	5%
		\$35 cash/CFLs	45	52%
		Spare frig not needed	1	1%
		Free pick up service	10	12%
		Environmentally safe disposal	1	1%
		Needed to upgrade old frig/freezer	2	2%
		Recommended by friend/relative	3	3%
		Recommended by retailer/dealer	5	6%
		Utility sponsorship of pgm	0	0%

- continued -

Question #	Stratum	Response	Frequency	%
Y4 How would you rate the pgm's value?	All	1, Not at all valuable	1	1%
		2	2	1%
		3, Somewhat valuable	3	2%
		4	24	13%
		5, Very valuable	150	83%
	HTR	1, Not at all valuable	0	0%
		2	1	1%
		3, Somewhat valuable	2	2%
		4	10	11%
		5, Very valuable	74	85%

F.3 SAN DIEGO GAS AND ELECTRIC

Question #	Stratum	Response	Frequency	%
AW5 How would you rate your overall knowledge of ways to save energy?	All	1, Not at all	2	3%
		2	4	7%
		3, Somewhat	12	20%
		4	23	38%
		5, Very	20	33%
	HTR	1, Not at all	2	6%
		2	0	0%
		3, Somewhat	9	26%
		4	11	32%
		5, Very	12	35%
AW7 How would you rate your household's efforts to save energy in yr home?	All	1, Doing nothing	1	2%
		2	2	3%
		3, Moderate effort	14	21%
		4	24	36%
		5, Doing everything	25	38%
	HTR	1, Doing nothing	0	0%
		2	1	3%
		3, Moderate effort	5	14%
		4	16	46%
		5, Doing everything	13	37%

– continued –

Question #	Stratum	Response	Frequency	%
E1 Did you enroll in pgm by phone, on line or other?	All	Yes, telephone	58	91%
		Yes, on line	0	0%
		Yes, other	0	0%
		No	6	9%
	HTR	Yes, telephone	29	88%
		Yes, on line	0	0%
		Yes, other	0	0%
		No	4	12%
E2 How satisfied were you with sign-up experience?	All	1, Not at all	0	0%
		2	0	0%
		3, Somewhat	4	7%
		4	2	3%
		5, Very	52	90%
	HTR	1, Not at all	0	0%
		2	0	0%
		3, Somewhat	2	7%
		4	0	0%
		5, Very	27	93%
I2 Were you given a choice of incentives?	All	Yes, \$35	0	0%
		Yes, other	0	0%
		No, only 1 inc.	0	0%
	HTR	Yes, \$35	0	0%
		Yes, other	0	0%
		No, only 1 inc.	0	0%
I3	All	Avg wait time (weeks)	3.7	
I4 Did you think this was too long?	All	Yes, too long	10	25%
		No, not too long	30	75%
	HTR	Yes, too long	8	29%
		No, not too long	20	71%
I4B If the incentive had not been offered, would you have still used service to remove unit?	All	Yes	37	74%
		No	13	26%
	HTR	Yes	24	69%
		No	11	31%

- continued -

Question #	Stratum	Response	Frequency	%
I5A How interested would you be in a coupon or gift card to a local retailer?	All	1, Not at all	16	25%
		2	4	6%
		3, Somewhat	13	20%
		4	8	12%
		5, Very	24	37%
	HTR	1, Not at all	13	28%
		2	4	9%
		3, Somewhat	11	24%
		4	5	11%
		5, Very	13	28%
I5B How interested would you be in a discount at a local appliance dealer for next appliance purchase?	All	1, Not at all	23	34%
		2	4	6%
		3, Somewhat	13	19%
		4	8	12%
		5, Very	19	28%
	HTR	1, Not at all	17	37%
		2	4	9%
		3, Somewhat	7	15%
		4	6	13%
		5, Very	12	26%
I5C How interested would you be in a programmable t-stat?	All	1, Not at all	30	49%
		2	6	10%
		3, Somewhat	6	10%
		4	4	7%
		5, Very	15	25%
	HTR	1, Not at all	26	62%
		2	2	5%
		3, Somewhat	2	5%
		4	2	5%
		5, Very	10	24%

– continued –

Question #	Stratum	Response	Frequency	%	
M1 How did you first learn about this service?	All	Newspaper ad	6	10%	
		TV ad	14	23%	
		Radio Ad	0	0%	
		Utility website	0	0%	
		Bill insert	10	17%	
		Separate mailing	2	3%	
		800 number	1	2%	
		News media stories	0	0%	
		Friend, relative or neighbor	14	23%	
		Appliance retailer	11	18%	
		Worked for them	1	2%	
			HTR	Newspaper ad	3
TV ad	8			24%	
Radio Ad	0			0%	
Utility website	0			0%	
Bill insert	8			24%	
Separate mailing	2			6%	
800 number	1			3%	
News media stories	0			0%	
Friend, relative or neighbor	7			21%	
Appliance retailer	4			12%	
Worked for them	0			0%	
M3 How would you rate the pgm's efforts at making you aware of what pgm had to offer?	All			1, Not at all effective	2
		2	1	2%	
		3, Somewhat effective	5	12%	
		4	11	26%	
		5, Very effective	23	55%	
		HTR	1, Not at all effective	2	10%
			2	0	0%
			3, Somewhat effective	1	5%
			4	5	25%
			5, Very effective	12	60%

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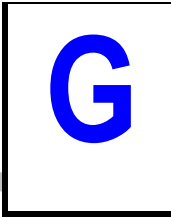
Question #	Stratum	Response	Frequency	%
O5 How satisfied were you with the RARP pgm overall?	All	1, Not at all	1	1%
		2	1	1%
		3, Somewhat	2	3%
		4	5	7%
		5, Very	59	87%
HTR	HTR	1, Not at all	1	3%
		2	0	0%
		3, Somewhat	0	0%
		4	3	9%
		5, Very	31	89%
P1 Do you recall hearing about RARP pgm?	All	Yes	42	67%
		No	21	33%
HTR	HTR	Yes	21	64%
		No	12	36%
S1 Did you schedule the pick-up?	All	Yes	24	46%
		No	28	54%
HTR	HTR	Yes	12	43%
		No	16	57%
S2 How satisfied were you with scheduling the pick up?	All	1, Not at all	0	0%
		2	0	0%
		3, Somewhat	0	0%
		4	3	12%
		5, Very	22	88%
HTR	HTR	1, Not at all	0	0%
		2	0	0%
		3, Somewhat	0	0%
		4	0	0%
		5, Very	12	100%
S3 Were you present at the time of the pick up?	All	Yes	58	85%
		No	26	30%
	HTR	Yes	30	86%
		No	5	14%

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Question #	Stratum	Response	Frequency	%
S4 How satisfied were you with the pick up itself?	All	1, Not at all	1	2%
		2	0	0%
		3, Somewhat	2	3%
		4	2	3%
		5, Very	54	92%
	HTR	1, Not at all	1	3%
		2	0	0%
		3, Somewhat	2	7%
		4	0	0%
		5, Very	27	90%
Y1 What is the main reason you chose this service over other methods?	All	Other	2	7%
		Save \$ on elec bill	1	4%
		\$35 cash/CFLs	11	41%
		Spare frig not needed	1	4%
		Free pick up service	3	11%
		Environmentally safe disposal	3	11%
		Needed to upgrade old frig/freezer	0	0%
		Recommended by friend/relative	1	4%
		Recommended by retailer/dealer	2	7%
		Utility sponsorship of pgm	1	4%
	HTR	Other	0	0%
		Save \$ on elec bill	1	7%
		\$35 cash/CFLs	6	43%
		Spare frig not needed	1	7%
		Free pick up service	2	14%
		Environmentally safe disposal	1	7%
		Needed to upgrade old frig/freezer	0	0%
		Recommended by friend/relative	0	0%
		Recommended by retailer/dealer	1	7%
		Utility sponsorship of pgm	0	0%

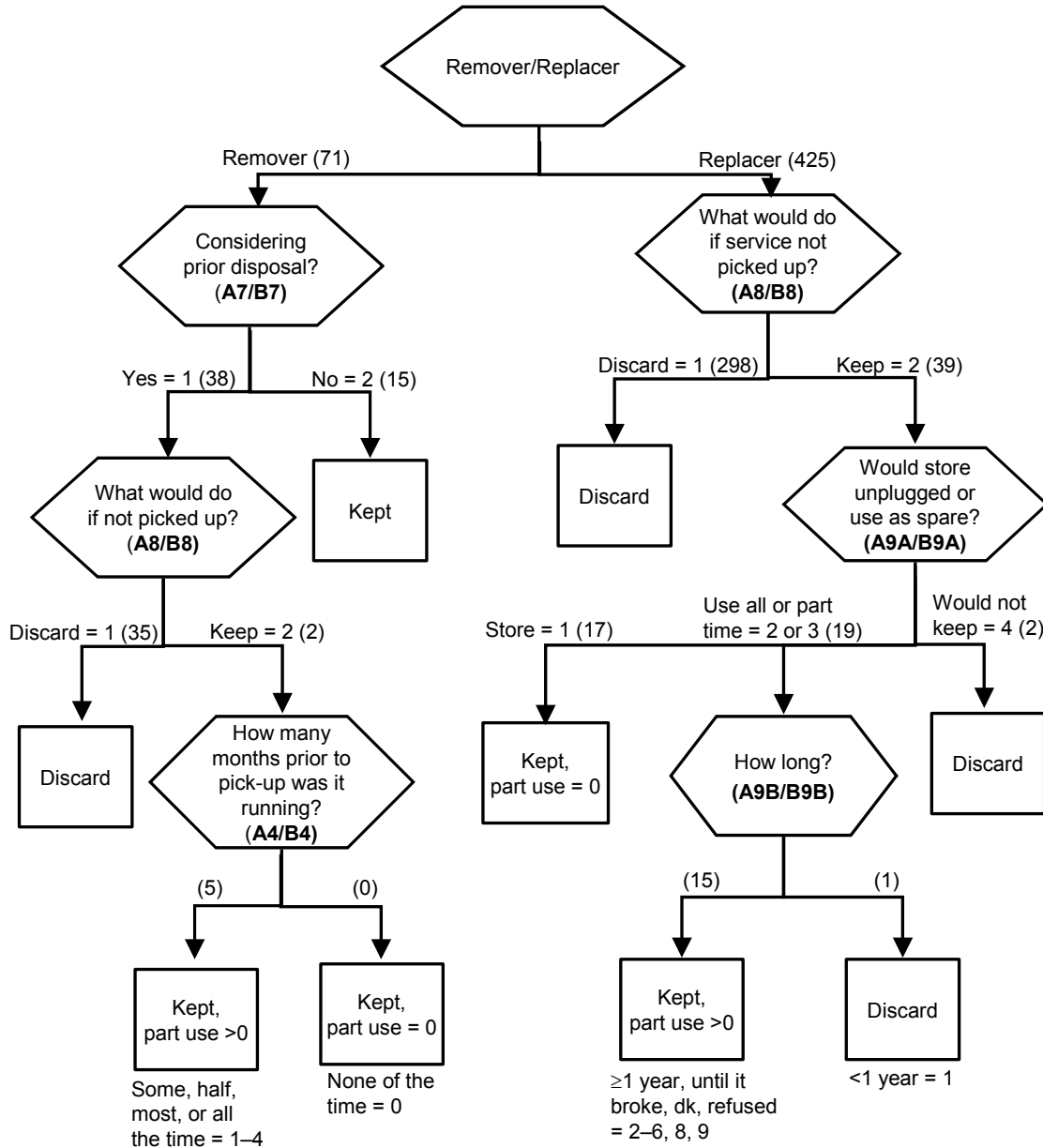
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Question #	Stratum	Response	Frequency	%
Y4 How would you rate the pgm's value?	All	1, Not at all valuable	1	2%
		2	0	0%
		3, Somewhat valuable	1	2%
		4	9	21%
		5, Very valuable	32	74%
	HTR	1, Not at all valuable	1	5%
		2	0	0%
		3, Somewhat valuable	0	0%
		4	3	15%
		5, Very valuable	16	80%

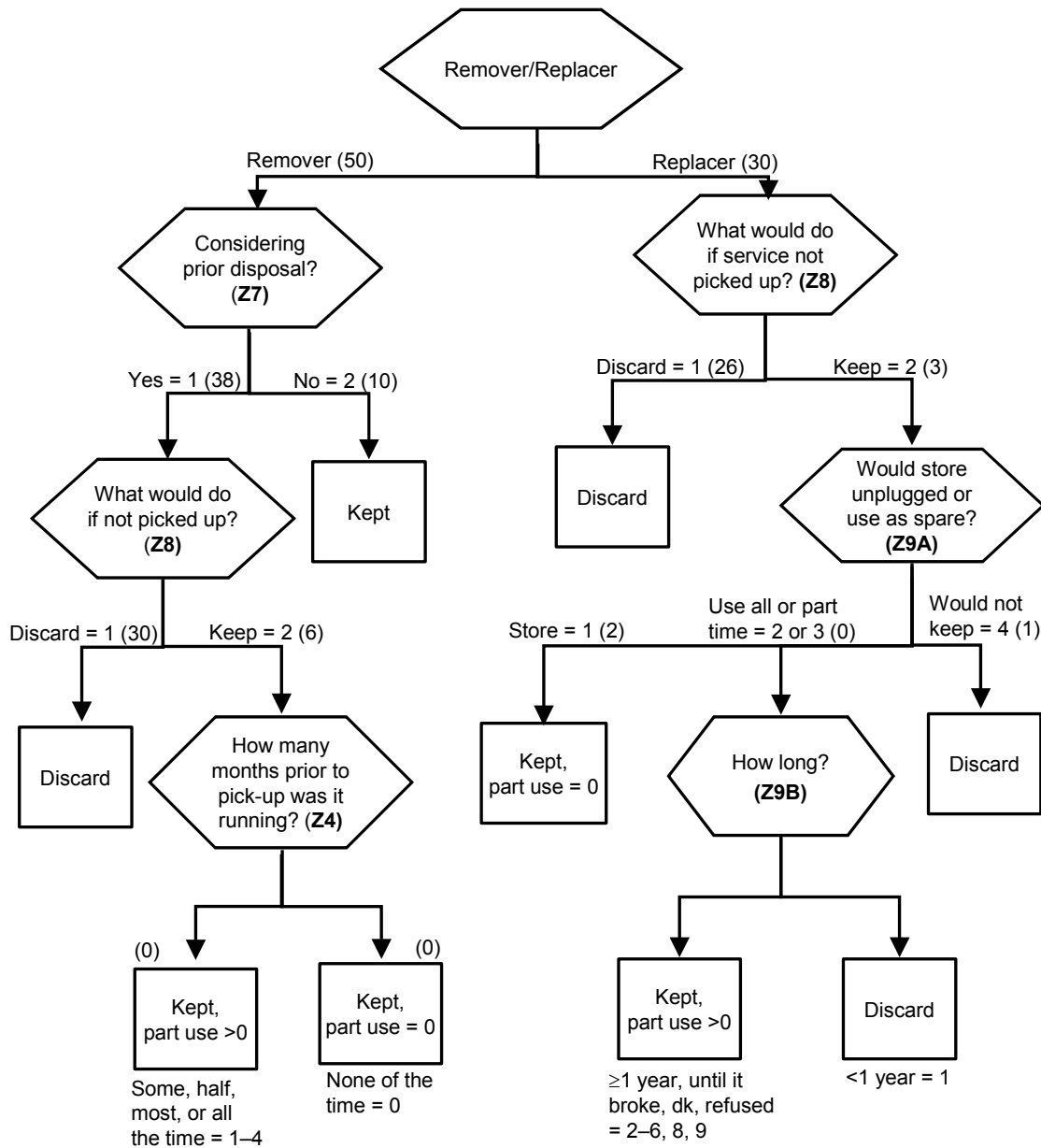


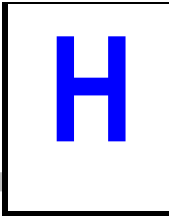
DETAILS OF NET-TO-GROSS ANALYSIS

**Figure G-1
Attribution Classification Based On Survey Responses
Refrigerators Only**



**Figure G-2
Attribution Classification Based On Survey Responses
Freezers Only**





ADDITIONAL MODELING RESULTS

**Table H-1
Model Coefficients (t-Statistics) for More Alternative Specifications,
With Final Reduced Model**

Model Details	Athens 1998 model with '02 Cohort/Freezer Interaction	Athens 1998 model with '02 Cohort/Sq.Rt Age Interaction	Athens 1998 model with '02 Cohort and Square Root Truncated Age	Reduced Model with Sq. Rt. Truncated Age	Reduced Model with Binary Age (lt 8 yrs)	Reduced Model with Natural Log Truncated Age and Frost Free/Ln Truncated age interaction	Reduced Model with Frost Free/Ln Truncated age interaction
Data Used							
ARCA 1992-1995	X	X	X	X	X	X	X
SCE 1998	X	X	X	X	X	X	X
Current 2002	X	X	X	X	X	X	X
Age Variable Used	Square Root	Square Root	Sq. Rt Trunc.	Sq. Rt Trunc.	<8 yr Age	Ln Trunc. Age	Natural Log
Variable							
Intercept	1,034 (1.35)	1,082 (1.42)	1,391 (1.52)	-58 (-0.22)	479 (2.51)	612 0.86	456 (2.37)
Freezer Binary	-681 (-0.85)	-619 (-0.78)	-608 (-0.77)	25 (0.2)	27 (0.22)	24 0.19	24 (0.2)
Frost Free Defrost Binary	111 (0.38)	137 (0.47)	-312 (-0.53)	807 (7.09)	789 (7.02)	-209 -0.28	-49 (-0.22)
Single Door Binary	-370 (-0.5)	-378 (-0.51)	-444 (-0.6)				
Side-by-Side Binary	-624 (-0.77)	-636 (-0.79)	-668 (-0.83)				
Top Freezer Binary	-664 (-0.91)	-688 (-0.95)	-708 (-0.98)	-420 (-3.91)	-431 (-4.07)	-417 -3.9	-416 (-3.89)
Upright Freezer Binary	238 (0.82)	136 (0.54)	114 (0.46)				
Frost Free/Bottom Freezer Binary	-619 (-1.85)	-607 (-1.82)	-573 (-1.72)				
Frost Free/Side-by-Side Binary	887 (2.07)	870 (2.03)	901 (2.1)	1,193 (3.06)	1,209 (3.13)	1,198 3.09	1,196 (3.08)
Manual Defrost/Single Door Binary	-422 (-1.93)	-420 (-1.92)	-407 (-1.86)	-611 (-4.74)	-610 (-4.78)	-599 -4.65	-601 (-4.68)
Partial Defrost/Top Freezer	388 (2.68)	402 (2.77)	402 (2.78)	359 (2.84)	365 (2.92)	348 2.76	348 (2.77)
Label Amperage	105 (4.43)	105 (4.44)	106 (4.48)	119 (5.31)	115 (5.19)	116 5.21	116 (5.21)
Volume in Cubic Feet	40 (3.85)	40 (3.82)	41 (3.92)	41 (3.83)	42 (4.05)	43 4.09	43 (4.09)
Amperage/Bottom Freezer Interaction	43 (0.31)	38 (0.27)	34 (0.25)				
Amperage/Side-by-Side Interaction	-67 (-1.05)	-67 (-1.04)	-70 (-1.1)	-163 (-2.97)	-168 (-3.09)	-164 -3	-163 (-2.99)
Amperage/Freezer Interaction	44 (0.61)	54 (0.76)	51 (0.71)				
Square Root of Age/Frost Free Interaction	162 (2.95)	157 (2.86)					
Square Root Truncated Age/Frost Free Interaction			274 (2.04)				
Natural Log Truncated Age/Frost Free Interaction						348 1.41	294 (4.35)
1998 Metering Sample Binary	-712 (-1.75)	-725 (-1.78)	-1,573 (-2.55)	-27 (-0.37)	-36 (-0.5)	-43 -0.59	-41 (-0.57)
1998 Metering Sample Freezer Binary	185 (1.02)	137 (0.79)	132 (0.76)				
2003 Metering Sample Binary	-441 (-5.15)	-908 (-1.99)	-422 (-5.13)	-416 (-5.03)	-439 (-5.34)	-433 -5.23	-432 (-5.23)
2003 Metering Sample Freezer Binary	255 (0.84)						
Square Root of Age	-56 (-1.27)	-63 (-1.42)					

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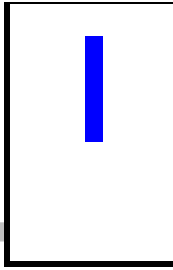
**Table H-1 (cont)
Model Coefficients (t-Statistics) for More Alternative Specifications,
With Final Reduced Model**

Model Details	Athens 1998 model with '02 cohort and '02 Cohort/Freezer Interaction	Athens 1998 model with '02 Cohort and '02 Cohort/Sq.Rt Age Interaction	Athens 1998 model with '02 Cohort and Square Root Truncated Age	Reduced Model with Sq. Rt. Truncated Age	Reduced Model with Binary Age (lt 8 yrs)	Reduced Model with Natural Log Truncated Age and Frost Free/Ln Truncated age interaction	Reduced Model with Frost Free/Ln Truncated age interaction
Data Used							
ARCA 1992-1995	X	X	X	X	X	X	X
SCE 1998	X	X	X	X	X	X	X
Current 2002	X	X	X	X	X	X	X
Age Variable Used	Square Root	Square Root	Sq. Rt Trunc.	Sq. Rt Trunc.	<8 yr Age	Ln Trunc. Age	Natural Log
Variable							
Age Less the 8 years Binary					-847 (-5.86)		
Sq. Root Truncated Age			-141 (-1.09)	123 (3.07)			
Log Truncated Age						-54 -0.23	
1998 Metering Sample Binary/ Square Root of Age Interaction	143 (1.57)	147 (1.6)					
1998 Metering Sample Binary/ Sq. Root Truncated Age			359 (2.42)				
2003 Metering Sample Binary/ Square Root of Age Interaction		116 (1.09)					
R-Squared	0.4609	0.4611	0.4614	0.4496	0.4594	0.4534	0.4534

	In 1998 and 2003 Final Model
	Added/Changed from 1998 Model
	In 1998 Model, Not in Final Model
	Tried but not used in Final Model

**Table H-2
Program Average UEC (Standard Error) for More Alternative Models**

Model Details		Athens 1998 Model with '02 Cohort and Square Root Truncated Age	Athens 1998 Model with '02 Cohort and '02 Cohort/ Sq.Rt Age Interaction	Athens 1998 Model with '02 Cohort and '02 Cohort/ Freezer Interaction	Reduced Model with Square Root Truncated Age	Reduced Model with Natural Log Truncated Age	Reduced Model with Binary Age (<8 yrs)	Reduced Model with Natural Log Truncated Age and Frost Free/Ln Trunc Age Interaction	
Data Used to Fit Model									
ARCA 1992-1995		X	X	X	X	X	X	X	
SCE 1998		X	X	X	X	X	X	X	
Current 2002		X	X	X	X	X	X	X	
Age Variable Used		Sq. Rt Trunc. Age	Square Root Age	Square Root Age	Sq. Rt Trunc. Age	Ln Trunc. Age	<8 yr Age Dummy	Ln Trunc. Age	
Subgroup									
Overall		1,906 (76)	1,924 (77)	1,911 (76)	1,915 (77)	1,915 (77)	1,898 (77)	1,915 (77)	
Freezer		1,632 (126)	1,686 (134)	1,809 (241)	1,661 (102)	1,655 (102)	1,657 (101)	1,664 (102)	
Refrigerator		1,940 (77)	1,954 (78)	1,923 (80)	1,946 (78)	1,947 (77)	1,928 (77)	1,946 (77)	
Defrost	Freezer	Frost-Free	2,258 (156)	2,315 (160)	2,442 (252)	2,239 (130)	2,236 (129)	2,226 (128)	2,234 (129)
		Manual Defrost	1,219 (128)	1,273 (139)	1,391 (246)	1,282 (104)	1,276 (103)	1,284 (103)	1,289 (104)
		Partial Defrost	1,294 (126)	1,322 (130)	1,471 (247)	1,320 (104)	1,311 (104)	1,325 (103)	1,344 (107)
	Refrigerator	Frost-Free	2,065 (77)	2,073 (78)	2,048 (80)	2,075 (78)	2,077 (78)	2,055 (77)	2,074 (78)
		Manual Defrost	661 (102)	732 (117)	655 (105)	627 (98)	622 (98)	623 (97)	646 (99)
		Partial Defrost	1,187 (99)	1,259 (119)	1,168 (101)	1,162 (99)	1,155 (99)	1,144 (98)	1,155 (99)
Configuration	Freezer	Chest	1,526 (249)	1,555 (253)	1,623 (278)	1,629 (102)	1,623 (102)	1,629 (101)	1,634 (102)
		Upright	1,692 (109)	1,760 (122)	1,914 (278)	1,678 (102)	1,674 (102)	1,673 (101)	1,680 (102)
	Refrigerator	Bottom Freezer	2,178 (142)	2,224 (152)	2,148 (145)	2,198 (124)	2,196 (123)	2,181 (123)	2,196 (123)
		Single Door	886 (109)	998 (133)	898 (114)	903 (93)	896 (92)	895 (92)	911 (93)
		Side by Side	2,565 (88)	2,578 (89)	2,550 (90)	2,599 (88)	2,602 (88)	2,570 (87)	2,602 (88)
		Tog Freezer	1,794 (80)	1,799 (80)	1,775 (83)	1,789 (81)	1,790 (80)	1,773 (80)	1,787 (80)
Size	Freezer	< 18 cu. ft.	1,413 (122)	1,463 (130)	1,597 (247)	1,454 (105)	1,446 (105)	1,452 (104)	1,454 (105)
		18 to 20 cu. ft.	1,801 (139)	1,860 (149)	1,970 (240)	1,825 (104)	1,822 (103)	1,821 (103)	1,828 (104)
		> 20 cu. ft.	2,124 (158)	2,183 (166)	2,291 (250)	2,115 (118)	2,115 (118)	2,108 (117)	2,131 (118)
	Refrigerator	< 18 cu. ft.	1,493 (83)	1,524 (86)	1,482 (85)	1,491 (83)	1,488 (83)	1,474 (82)	1,485 (83)
		18 to 20 cu. ft.	1,953 (78)	1,959 (79)	1,933 (81)	1,962 (79)	1,964 (79)	1,944 (78)	1,962 (79)
		> 20 cu. ft.	2,496 (84)	2,503 (85)	2,478 (87)	2,507 (86)	2,511 (85)	2,485 (84)	2,514 (85)
Agebins	Freezer	1-5 yrs	1,918 (185)	1,697 (256)	2,048 (246)	1,804 (138)	1,712 (139)	1,190 (184)	1,806 (154)
		2-10 yrs	1,657 (157)	1,522 (177)	1,789 (241)	1,561 (114)	1,538 (111)	1,684 (104)	1,626 (128)
		3-15 yrs	1,649 (131)	1,605 (134)	1,809 (242)	1,626 (105)	1,621 (104)	1,667 (102)	1,657 (107)
		4-20 yrs	1,603 (126)	1,645 (130)	1,787 (241)	1,664 (101)	1,662 (101)	1,639 (101)	1,653 (101)
		5-25 yrs	1,670 (130)	1,774 (154)	1,856 (242)	1,727 (102)	1,725 (101)	1,698 (101)	1,713 (102)
		6-30 yrs	1,615 (121)	1,801 (201)	1,807 (247)	1,676 (101)	1,675 (101)	1,648 (100)	1,662 (101)
	Refrigerator	1-5 yrs	1,705 (104)	1,528 (210)	1,709 (101)	1,697 (104)	1,606 (107)	1,061 (164)	1,599 (107)
		2-10 yrs	1,826 (84)	1,726 (126)	1,811 (86)	1,821 (84)	1,805 (82)	1,918 (77)	1,802 (82)
		3-15 yrs	1,953 (77)	1,908 (83)	1,924 (80)	1,954 (78)	1,957 (77)	1,969 (77)	1,956 (77)
		4-20 yrs	2,015 (79)	2,020 (81)	1,978 (80)	2,025 (79)	2,031 (79)	1,976 (77)	2,030 (79)
		5-25 yrs	2,009 (79)	2,120 (112)	2,018 (83)	2,022 (80)	2,027 (79)	1,968 (77)	2,026 (79)
		6-30 yrs	1,750 (79)	1,961 (166)	1,791 (88)	1,763 (80)	1,767 (79)	1,714 (78)	1,763 (79)



EXTENDED NET-TO-GROSS ANALYSIS BASED ON PROPOSED 2004–05 RARP PROGRAM DESIGN

In its draft decision authorizing the 2004-2005 statewide energy efficiency programs, the CPUC modified the RARP program design, and restricted eligibility to units manufactured after 1990. At SCE's request, we performed additional analysis of the NTG factors, to determine what if any effect this age restriction would have. To conduct this analysis, we appended age data from the tracking system to the database containing the Participant Survey findings and re-ran the NTG analysis.

One issue of concern is that participants' estimates of the age of their units may not be reliable. In analyzing the unit age data, we observed that the unit age distribution is not continuous, as one would expect. Instead, there are many more units reported to be 10, 15, and 20 years old even though participants were asked to report the exact age of their units. We hypothesize that participants may not know the exact age of their units and are rounding them up to the nearest five year multiple (for example, 13 and 14 year old units are reported as 15 years old, etc.)

To address this problem in the extended NTG analysis, we ran a number of different cases around the unit's age that are defined below. These cases excluded the following subgroups from the analysis of NTG:

- Those with unit age ≤ 12 years. For the 2002 program population, this would represent the group with units made after 1990.
- Those with unit age ≤ 14 years. This represents the proportion of units made after 1990 in the 2004 program population.
- Half of those with unit age of 15 years plus all of those with unit age ≤ 14 years. This presumes half of those that reported their unit age as 15 years in fact had units that are ineligible under the age restriction and also removes the proportion of units made after 1990 in the 2004 program population.

We also analyzed the effect of eliminating one-half of the units classified as "main" on the NTG factor for the three age cases as defined above. Thus, we ran a total of six additional cases.

I.1 FINDINGS

In general, we found that the age restriction and unit classification as main versus spare had very little effect on the level of the NTG. For all cases run, the NTG ranged from 0.35 to 0.37 for refrigerators and remained at 0.54 for freezers.

We probed further into why the NTG was not affected by the age restriction under these various cases by analyzing participants' responses to the questions regarding the disposition of the unit if

the program had not picked it up. Responses to the questions on unit disposition are the primary source of information from the Participant Survey that is used to compute the attribution factor component of the NTG ratio.

We found that for these various cases run, there was some reallocation of responses among these disposition categories. However, the main movement was between the “Kept and Used” category and the “Discarded” category, while the percent share for the “Kept Unused” category remained relatively constant. Despite this movement, the NTG ratios remained constant because responses in these two categories receive approximately the same numerical credit in the NTG calculation while “Kept Unused” receives a zero credit. Table I-1 below reports the findings regarding the unit disposition and the resulting NTG among these various cases run:

**Table I-1
NTG Findings for Various Age and Unit Disposition Cases**

	Case	What Participant Would Have Done			Net-to-Gross
		Kept Unused	Kept in Use	Discarded	
Refrigerator	>12yrs	4.2%	9.7%	86.1%	0.35
	>14yrs	3.8%	9.7%	86.6%	0.35
	>14yrs, 1/2 age 15	4.0%	10.3%	85.7%	0.35
	>12 yrs, 1/2 main	4.8%	13.2%	81.9%	0.37
	>14 yrs, 1/2 main	4.7%	13.3%	82.0%	0.37
	>14 yrs, 1/2 age 15, 1/2 main	4.9%	14.1%	80.9%	0.37
Freezer	>12yrs	3.0%	20.9%	76.1%	0.54
	>14yrs	3.2%	20.9%	76.1%	0.54
	>14yrs, 1/2 age 15	3.5%	22.8%	73.7%	0.54

Tables containing the detailed NTG calculations for all six cases run are shown on the following pages.

**Table I-3
NTG Analysis for Units Older than 12 Years (Freezers)**

Freezers - Base Case											
	What Participants Would Have Done with Unit without Program	Percent of Units in Program	How Would Have Discarded	Percent of Discarded Units	How Transferred Unit Would Have Been Used	What Was Done Because Transfer Wasn't Available	Percent of Units Transferred within SCE	Attribution Assigned	Average Attribution A	Usage Factor U	Net-to-Gross
Basis:	Participant Survey		Disposers Survey		Acquirers Survey	Acquirers Survey				Participant Survey	A x U
All Units									0.73		0.54
Kept Unused		3.0%						1	1.00	0.00	0.00
Kept in Use		20.9%						1	1.00	0.77	0.77
Discarded		76.1%							0.64		0.50
			Destroyed	23.8%				0	0.00		
			Transferred	76.2%					0.84		0.65
						Bought New	20.0%	0.72	0.50	0.77	0.65
						Bought or Fixed Similar	10.0%	0	0.00		
						Bought Worse	0.0%	0	0.00		
						Acquired None	70.0%	1	1.00		
		<u>100%</u>		<u>100%</u>			<u>100.0%</u>				

