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Bcc:

Subject: RROIR Customer Survey - Final version

Residential Rates OIR Parties,

I am pleased to announce that we have finally launched our Residential Rates Customer Survey into the field after successfully completing a pilot of the questionnaire yesterday. Thank you to everyone who actively participated in the development of this survey. We tried to incorporate as much feedback as we possibly could from our 2 rounds of redline comments and 1:1 meetings while keeping the survey manageable for the respondents.

Please find attached:

- A copy of the final survey
- Updated summary of changes that were incorporated into the survey based on feedback received from Parties and CPUC staff

Final changes were made as a result of a pilot carried out earlier this week :

- Removal of q. 6 (a repeat of key rate plan characteristics chosen by customers in 3.7 as applied to plan types)
- Adding language into the education section 3 which encouraged reading.

These changes successfully reduced the time to complete in our final pilot to a mean of 27.5 minutes and a median of 22 minutes.

This survey will be in the field for 3 weeks, with a preliminary topline available at the end of March, and full report in April. We will be sharing these reports with the list as soon as they are available.

Thanks again,

Karen Zelmar (on behalf of Emily Bartman, who is on vacation)

Karen Zelmar

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