

California Residential Rate OIR Study

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Table STUDYNUM Page 3....Study number/Augment group >>>Unweighted<<<

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Table QS2 Page 12.....QS2 - Which of the following companies provides your household electricity?

Table QS1 Page 14.....QS1 - In your household, which of the following activities are you involved in?

Table QS3 Page 15.....QS3 - To ensure we represent a variety of opinions, which of the following industries do you or other primary earners in your household work for? Please select all that apply.

Table QS4 Page 18.....QS4 - Including you, how many people live in your household?

Table QS5 Page 20.....QS5 - About how many square feet is your home?

Table QS6 Page 22.....QS6 - What is your age?

Table QS7 Page 24.....QS7 - What is your annual household income before taxes? This information will help us better understand your answers.

Table QS8 Page 27.....QS8 - Are you male or female?

Table Q1.1t2 Page 28....Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? TOP 2 BOX SUMMARY

Table Q1.1t3 Page 29....Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? TOP 3 BOX SUMMARY

Table Q1.1\_R1 Page 30....Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Availability of rate plans to suit your specific needs

Table Q1.1\_R2 Page 32....Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Charging a fair price for electricity services

Table Q1.1\_R3 Page 34....Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Communicating rate changes in a timely manner

Table Q1.1\_R4 Page 36....Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Educating you on the benefits of different rate plans

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Table Q1.1\_R5 Page 38...Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Keeping my lights on / no power outages

Table Q1.2 Page 40.....Q1.2 - Using a 10-point scale where 1 means your feelings are not at all favorable and 10 means your feelings are extremely favorable, how would you rate your overall satisfaction with the service provided by PG&E/SCE/SDG&E.

Table Q2.1A Page 42.....Q2.1a - Which of the following electric rate plans have you heard about before this interview? Check all that apply.

Table Q2.1B Page 44.....Q2.1b - Which of the following best describes your electric rate plan for your home? Check all that apply.

Table Q2.1C Page 45.....Q2.1c - Which of the following rate plans would work best for you?

Table Q2.2 Page 46.....Q2.2 - Which of the following best describes your current attitude toward taking steps to lower your electric bill?  
BASE: Core unexposed only

Table Q2.3 Page 47.....Q2.3 - How would you rate your interest in taking additional steps to reduce your household's electric bill? Use the following 10-point scale where 10 means you are extremely interested and 1 means you are not at all interested.  
BASE: Core unexposed only

Table Q2.4 Page 49.....Q2.4 - How much of a savings on an annual basis would it take to get you to switch to a new rate plan?

Table Q3.1A\_R1 Page 51...Q3.1a - In the past, have you tried to save money on your bill by reducing your electricity use or by shifting your electricity use to a different time of day? Tried to save money on my bill by reducing my electricity use

Table Q3.1A\_R2 Page 52...Q3.1a - In the past, have you tried to save money on your bill by reducing your electricity use or by shifting your electricity use to a different time of day? Tried to save money on my bill by shifting my electricity use

Table Q3.1B\_R1 Page 53...Q3.1b - How much savings have you noticed on your bill from reducing or shifting your electricity use to a different time period when you...? Tried to save money on my bill by reducing my electricity use  
BASE: Sometimes/Often from Q3.1a (reduce electricity use)

Table Q3.1B\_R2 Page 54...Q3.1b - How much savings have you noticed on your bill from reducing or shifting your electricity use to a different time period when you...? Tried to save money on my bill by shifting my electricity use  
BASE: Sometimes/Often from Q3.1a (shift electricity use)

Table Q3.2A Page 55.....Q3.2a - A) Which energy saving actions have you done in your household in the past 5 years? Check all that apply.

Table Q3.2B Page 57.....Q3.2b - B) Which do you think you realistically could implement or do more of in the future? Check all that apply.

Table Q3.3 Page 59.....Q3.3 - Which of the following rate plans do you think would work the best for you? Choose One:

Table Q3.4A Page 60.....Q3.4a - Which of these do you currently have in your household? Check all that apply.

Table Q3.4BA Page 62.....Q3.4ba - A) In the past, have you shifted operation of this end use away from peak demand periods? Check all that apply.  
BASE: Those with each type of appliance/electronic devise

Table Q3.4BB Page 64.....Q3.4bb - B) In the future, can you shift operation of this end use away from peak demand periods? Check all that apply.  
BASE: Those with each type of appliance/electronic devise

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Table Q3.5\_R1 Page 66....Q3.5 - Which of the following services charges you a monthly service fee? Electricity

Table Q3.5\_R2 Page 67....Q3.5 - Which of the following services charges you a monthly service fee? Natural Gas

Table Q3.6 Page 68.....Q3.6 - Does a demand charge apply to your current electric bill?

Table Q3.7A Page 69.....Q3.7a - If you were comparing electric rate plans, what would be the most important factors you would consider in choosing the plan for your household? Select top three.

Table Q4\_FIXED Page 71...Q4\_Fixed1 - Please carefully look at all three rate plans and pick the rate plan that you prefer the most.

Table Q4.14 Page 72.....Q4.14 - Here is the rate plan you just selected: SHOW GRAPHIC If this electric rate plan were available today, how likely would you be to switch from your current electric rate plan?

Table Q4.15 Page 75.....Q4.15 - Now we'd like to ask about how your choice of rate plan might be affected by the possibility that your bill might change. Different rate plans can have different consequences for individual customers...

Table Q5.1A Page 76.....Q5.1a - Would your willingness to try each of these rate plans change with 12 months of "Try Before You Buy"? No TBYP Included

Table Q5.1B Page 78.....Q5.1b - Would your willingness to try each of these rate plans change with 12 months of "Try Before You Buy"? 12 Months TBYP Included 2 Tiered Rate

Table Q7.2 Page 80.....Q7.2 - When you review your monthly electricity bill/electricity and gas bill, which of the following do you typically do? Select all that apply .

Table Q7.3 Page 82.....Q7.3 - Thinking about the last year, what was your average monthly electricity bill/electricity and gas bill during last summer (May through October)?

Table Q7.4 Page 84.....Q7.4 - What was your average monthly electricity bill/electricity and gas bill during last winter (November through April)?

Table Q7.5 Page 86.....Q7.5 - When your electricity bill/electricity and gas bill is more than the average amount or what you were expecting, how much of an increase gets your attention?

Table Q7.6 Page 88.....Q7.6 - How often in the past 12 months have you received an electricity bill/electricity and gas bill that was higher than expected?

Table Q7.7 Page 89.....Q7.7 - Did you take action when you noticed a higher than expected bill?  
BASE: Those that at least rarely notice a higher than expected bill

Table QD1 Page 90.....QD1 - What is the last year of school you completed?

Table QD2 Page 92.....QD2 - What is your current employment status?

Table QD3 Page 94.....QD3 - Do you spend any part of your work day at home?

Table QD4 Page 95.....QD4 - What do you consider your ethnicity to be?

Table QD5 Page 97.....QD5 - What languages do you speak in your home?

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Table QD6 Page 99.....QD6 - If you are willing to provide this information for demographic use only, we would like to know whether you or anyone in your household has a permanent disability, related to mobility, hearing, vision, cognitive, psychological, or chronic disease?

Table QD7 Page 100.....QD7 - In which category would you classify the disability?  
BASE: Those that report a disability

Table QH1 Page 102.....QH1 - Which of the following best describes the type of home you live in?

Table QH2 Page 104.....QH2 - Do you or does your family own or rent your home?

Table QH3 Page 105.....QH3 - Approximately in what year was your home built? Record the nearest decade if not known exactly. Record year:

Table QH4 Page 107.....QH4 - Are you enrolled on any of these special electric rate plans?

Table QH5 Page 109.....QH5 - Do you plan to add the following in the next 12 months?

Table QH7 Page 110.....QH7 - We have one last thing to ask you. Would you please provide the account number from your latest electricity bill/electricity and gas bill? Doing so is optional, however, it will help us better understand your answer to this survey...

Table QPC1 Page 111.....QPC1 - Two final questions for you. First, how much did you enjoy taking this survey?



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Study number/Augment group >>>Weighted<<<

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Core	1835	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	87%														
Core Unexposed	-	600	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%													
NET: Spanish	267	-	197	35	-	-	-	-	-	-	-	-	-	-	-
	13%		100%	100%											
Spanish (CatalystMR)	18	-	152	35	-	-	-	-	-	-	-	-	-	-	-
	1%		77%	100%											
Spanish (uSamp)	249	-	45	-	-	-	-	-	-	-	-	-	-	-	-
	12%		23%												
PG&E Solar Customers	-	-	-	-	228	-	-	-	-	-	-	-	-	-	-
					100%										
SCE Solar Customers	-	-	-	-	-	228	-	-	-	-	-	-	-	-	-
						100%									
SDG&E Solar Customers	-	-	-	-	-	-	209	-	-	-	-	-	-	-	-
							100%								
PG&E SmartRate Customers	-	-	-	-	-	-	-	254	-	-	-	-	-	-	-
								100%							
SDG&E High Engagement Customers	-	-	-	-	-	-	-	-	226	-	-	-	-	-	-
									100%						

Study number/Augment group >>>Weighted<<<

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income	
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS		
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag							
Region-Based Augment: SMUD Customers	-	-	-	-	-	-	-	-	-	212 100%	-	-	-	-	-	
Region-Based Augment: LADWP Customers	-	-	-	-	-	-	-	-	-	-	202 100%	-	-	-	-	
Region-Based Augment: Riverside PU Customers	-	-	-	-	-	-	-	-	-	-	-	207 100%	-	-	-	
Region-Based Augment: Hydro One Customers	-	-	-	-	-	-	-	-	-	-	-	-	200 100%	-	-	
Region-Based Augment: SRP/APS Customers	-	-	-	-	-	-	-	-	-	-	-	-	-	200 100%	-	
Low Income Augment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	168 100%

California Residential Rate OIR Study

Study number/Augment group >>>Unweighted<<<

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Core	1981	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	93%														
Core Unexposed	-	606	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%													
NET: Spanish	151	-	197	35	-	-	-	-	-	-	-	-	-	-	-
	7%		100%	100%											
Spanish (CatalystMR)	21	-	152	35	-	-	-	-	-	-	-	-	-	-	-
	1%		77%	100%											
Spanish (uSamp)	130	-	45	-	-	-	-	-	-	-	-	-	-	-	-
	6%		23%												
PG&E Solar Customers	-	-	-	-	228	-	-	-	-	-	-	-	-	-	-
					100%										
SCE Solar Customers	-	-	-	-	-	228	-	-	-	-	-	-	-	-	-
						100%									
SDG&E Solar Customers	-	-	-	-	-	-	209	-	-	-	-	-	-	-	-
							100%								
PG&E SmartRate Customers	-	-	-	-	-	-	-	254	-	-	-	-	-	-	-
								100%							
SDG&E High Engagement Customers	-	-	-	-	-	-	-	-	226	-	-	-	-	-	-
									100%						

Study number/Augment group >>>Unweighted<<<

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income	
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS		
Region-Based Augment: SMUD Customers	-	-	-	-	-	-	-	-	-	212 100%	-	-	-	-	-	
Region-Based Augment: LADWP Customers	-	-	-	-	-	-	-	-	-	-	202 100%	-	-	-	-	
Region-Based Augment: Riverside PU Customers	-	-	-	-	-	-	-	-	-	-	-	207 100%	-	-	-	
Region-Based Augment: Hydro One Customers	-	-	-	-	-	-	-	-	-	-	-	-	200 100%	-	-	
Region-Based Augment: SRP/APS Customers	-	-	-	-	-	-	-	-	-	-	-	-	-	200 100%	-	
Low Income Augment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	168 100%

California Residential Rate OIR Study

IOU Quota >>>Weighted<<<

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	-	-	-	-	-	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%
NO ANSWER	-	-	-	-	-	-	-	-	-	212	202	207	200	200	-
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	-	-	-	-	-	168
PG&E	956	273	-	-	228	-	-	254	-	-	-	-	-	-	69
	45%	45%			100%			100%							41%
SCE	891	254	197	-	-	228	-	-	-	-	-	-	-	-	70
	42%	42%	100%			100%									42%
SDG&E	255	73	-	35	-	-	209	-	226	-	-	-	-	-	29
	12%	12%		100%			100%		100%						17%

California Residential Rate OIR Study

IOU Quota >>>Unweighted<<<

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	Core	Unexpsd	SCE	SDG&E	Solar	Solar	Solar	SmrtRt	HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2132	606	197	35	228	228	209	254	226	-	-	-	-	-	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%
NO ANSWER	-	-	-	-	-	-	-	-	-	212	202	207	200	200	-
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	-	-	-	-	-	168
PG&E	717	203	-	-	228	-	-	254	-	-	-	-	-	-	69
	34%	33%			100%			100%							41%
SCE	715	202	197	-	-	228	-	-	-	-	-	-	-	-	70
	34%	33%	100%			100%									42%
SDG&E	700	201	-	35	-	-	209	-	226	-	-	-	-	-	29
	33%	33%		100%			100%		100%						17%

California Residential Rate OIR Study

Climate Zone based on Zip Code

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	1835	600	-	-	-	-	-	-	-	212	202	171	-	-	168
	100%	100%								100%	100%	100%			100%
NO ANSWER	267	-	197	35	228	228	209	254	226	-	-	36	200	200	-
UNWEIGHTED TOTAL	1981	606	-	-	-	-	-	-	-	212	202	171	-	-	168
CoastalNorCal	12	21	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	4%													
	OJKL	AJKLAAA													
		AO													
InlandCoastalNorCal	65	25	-	-	-	-	-	-	-	-	-	-	-	-	5
	4%	4%													3%
	JKL	JKL													
BayAreaNorthCentCoast	233	61	-	-	-	-	-	-	-	-	-	-	-	-	17
	13%	10%													10%
	JKL	JKL													
InlandCentralCoast	90	39	-	-	-	-	-	-	-	-	-	-	-	-	8
	5%	6%													5%
	JKL	JKL													
SouthernCentralCoast	34	2	-	-	-	-	-	-	-	-	-	-	-	-	5
	2%	*%													3%
	bJKLbbb														b
	b														
ExtremeCoastalSoCal	139	36	-	-	-	-	-	-	-	-	39	-	-	-	5
	8%	6%									19%				3%
	OJL	JL									ABJL				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Climate Zone based on Zip Code

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrdsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
CostalSanDiego	145 8% JKL	44 7% JKL	-	-	-	-	-	-	-	-	-	-	-	-	17 10%
InlandCoastalSoCal	190 10% JL	74 12% JL	-	-	-	-	-	-	-	-	20 10% JL	-	-	-	17 10%
InlandCoastalSoCalVallys	173 9% JL	46 8% JL	-	-	-	-	-	-	-	-	142 70% ABJL	-	-	-	20 12%
InlandSoCalValleys	236 13% JK	81 13% JK	-	-	-	-	-	-	-	-	-	171 100% AB	-	-	28 17%
NorthernInlandValley	60 3% JKL	21 3% JKL	-	-	-	-	-	-	-	-	-	-	-	-	10 6%
NorthernCentralValley	214 12% KL	77 13% KL	-	-	-	-	-	-	-	212 100% AB	-	-	-	-	17 10%
SouthernCentralValley	111 6% JKL	25 4% JKL	-	-	-	-	-	-	-	-	-	-	-	-	8 5%
HighDesert	69 4% JKL	14 2% JKL	-	-	-	-	-	-	-	-	-	-	-	-	5 3%

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



Climate Zone based on Zip Code

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
LowDesert	31 2%	25 4%	-	-	-	-	-	-	-	-	-	-	-	-	3 2%
	JKL	AJKLAAA													
		A													
HighMountains	33 2%	10 2%	-	-	-	-	-	-	-	-	1 *%	-	-	-	3 2%
	JKL	JL													

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Age By Income Quota

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	Core	Unexpsd													
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
1t25u30k	68	9	13	6	-	-	-	-	-	3	3	6	3	-	13
	3%	1%	7%	17%						1%	1%	3%	2%		8%
	mNEFGHI		aB	AB						n	n	N	n		AB
	jk														
1t25b3075k	44	5	12	1	-	1	-	1	-	-	-	6	9	-	-
	2%	1%	6%	3%		*%		*%				3%	5%		
	KNEFGHI		AB									JKN	BJKN		
	OJ														
1t25b75kp	15	12	1	-	-	-	-	1	-	-	-	1	3	-	-
	1%	2%	1%					*%				*%	2%		
	KNEFGID	GHIACDA											jk		
	OJ	JKLNAEF													
	AOA														
b2544u30k	208	37	58	5	-	-	-	6	6	8	6	17	4	9	33
	10%	6%	29%	14%				2%	3%	4%	3%	8%	2%	5%	20%
	EFGHIbb	MEFGhi	ABD					EFG	EFG			jkM			AB
	bbJKMnb														
b2544b3075k	312	93	51	10	2	2	4	12	24	13	22	31	16	16	-
	15%	16%	26%	29%	1%	1%	2%	5%	11%	6%	11%	15%	8%	8%	
	MNEFGHi	JMNEFGH	AB	a				EFg	EFGH		j	JMN			
	OJ	O													

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Age By Income Quota

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
b2544b75kp	188 9% OjD	76 13% OJND	15 8%	1 3%	24 11%	30 13%	26 12%	35 14%	55 24% A ABIEFGH	12 6%	22 11% jn	24 12% JN	26 13% JN	12 6%	-
b4564u30k	273 13% GHIBCDB KLMNBEF BBJ	49 8% EFGH	16 8%	1 3%	5 2%	2 1%	2 1%	5 2%	11 5% FGH	10 5%	14 7%	11 5%	11 6%	17 9%	69 41% AB
b4564b3075k	288 14% OIEFG	75 12% O	25 13%	7 20%	20 9%	19 8%	16 8%	32 13%	25 11% g	41 19% ab	48 24% ABM	36 17%	28 14%	36 18%	-
b4564b75kp	327 16% OCD	79 13% OC	3 2%	2 6%	114 50% ABHI	118 52% ABHI	100 48% ABHI	84 33% AB	61 27% AB	48 23% AB	51 25% AB	52 25% AB	50 25% AB	52 26% AB	-
o64u30k	134 6% EFGHICD LM KLMNAEF AAJ	93 16% GHIACDA	2 1%	-	4 2%	4 2%	2 1%	10 4% G	4 2%	12 6% LM	8 4% Lm	1 *% LM	2 1%	15 8% LM	53 32% AB
o64b3075k	158 8% OLC	34 6% OC	-	2 6%	15 7%	17 7%	20 10%	33 13% ABEFI	16 7%	41 19% ABKL	19 9% L	8 4%	29 15% ABL	27 14% ABL	-
o64b75kp	88 4% OCD	37 6% OCD	1 1%	-	44 19% ABI	35 15% AB	39 19% ABI	35 14% AB	24 11% A	24 11% AbK	9 4%	14 7%	19 10% AK	16 8% a	-

Comparison Groups: AB/ABCD/ABIEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QS2 - Which of the following companies provides your household electricity?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: CA IOUs	2102	600	197	35	228	228	209	254	226	-	-	-	-	-	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%
Pacific Gas & Electric Company (PG&E)	956	273	-	-	228	-	-	254	-	-	-	-	-	-	69
	45%	45%			100%			100%							41%
Southern California Edison (SCE)	891	254	197	-	-	228	-	-	-	-	-	-	-	-	70
	42%	42%	100%			100%									42%
San Diego Gas & Electric Company (SDG&E)	255	73	-	35	-	-	209	-	226	-	-	-	-	-	29
	12%	12%		100%			100%		100%						17%
NET: Region-Based Augments	-	-	-	-	-	-	-	-	-	212	202	207	200	200	-
										100%	100%	100%	100%	100%	
NET: CA Municipal Utility Districts	-	-	-	-	-	-	-	-	-	212	202	207	-	-	-
										100%	100%	100%			
Los Angeles Department of Water & Power (LADWP)	-	-	-	-	-	-	-	-	-	-	202	-	-	-	-
											100%				
Riverside Public Utilities	-	-	-	-	-	-	-	-	-	-	-	207	-	-	-
												100%			
Sacramento Municipal Utility District (SMUD)	-	-	-	-	-	-	-	-	-	212	-	-	-	-	-
										100%					
NET: Arizona utilites	-	-	-	-	-	-	-	-	-	-	-	-	-	200	-
														100%	

QS2 - Which of the following companies provides your household electricity?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrds	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
Arizona Public Services (APS)	-	-	-	-	-	-	-	-	-	-	-	-	-	136 68%	-
Salt River Project (SRP)	-	-	-	-	-	-	-	-	-	-	-	-	-	64 32%	-
Hydro One	-	-	-	-	-	-	-	-	-	-	-	-	200 100%	-	-

California Residential Rate OIR Study

QS1 - In your household, which of the following activities are you involved in?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	Core	Unexpsd													
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Reviewing and/or paying the monthly electricity bill/electricity and gas bill	1999	575	180	31	223	222	201	249	225	202	197	198	192	189	160
	95%	96%	91%	89%	98%	97%	96%	98%	100%	95%	98%	96%	96%	95%	95%
	c	c			A	a		A	ABFG		a				
Calling your electricity/electricity and gas utility company when there is a problem	1500	441	98	12	198	187	176	210	191	180	172	158	158	150	117
	71%	73%	50%	34%	87%	82%	84%	83%	85%	85%	85%	76%	79%	75%	70%
	CD	CD	d		AB	AB	AB	AB	AB	ABLN	ABLN		A		
Making decisions about programs, payments, and other options provided by your electricity/electricity and gas	1551	452	119	14	202	194	179	223	192	183	164	165	161	165	129
	74%	75%	60%	40%	89%	85%	86%	88%	85%	86%	81%	80%	81%	83%	77%
	CD	CD	D		AB	AB	AB	AB	AB	ABL	A	a	A	Ab	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QS3 - To ensure we represent a variety of opinions, which of the following industries do you or other primary earners in your household work for? Please select all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Agriculture	490	139	7	-	18	13	23	42	47	69	56	29	28	60	70
	23%	23%	4%		8%	6%	11%	17%	21%	33%	28%	14%	14%	30%	42%
	MEFGHCD	MEFGHCD	D				F	EFg	EFG	ABLM	IM			aIM	AB
	L	L													
Banking / insurance / financial services	898	295	20	5	127	98	106	136	90	103	97	84	101	105	48
	43%	49%	10%	14%	56%	43%	51%	54%	40%	49%	48%	41%	51%	53%	29%
	OCD	OliCD			AFI		AI	AFI		1			AL	AL	
Business or professional services / consulting	436	91	48	9	43	61	69	61	61	30	48	53	54	29	27
	21%	15%	24%	26%	19%	27%	33%	24%	27%	14%	24%	26%	27%	15%	16%
	bbJNbbb		B		aBE	ABEH	B	aBE		BJN	BJN	aBJN			
Construction / home improvement / contractor	349	101	76	9	55	48	46	49	45	19	28	42	34	19	23
	17%	17%	39%	26%	24%	21%	22%	19%	20%	9%	14%	20%	17%	10%	14%
	JN	JN	AB		Ab		a					JkN	JN		
Education	355	80	55	8	54	53	48	46	39	31	36	60	23	23	21
	17%	13%	28%	23%	24%	23%	23%	18%	17%	15%	18%	29%	12%	12%	13%
	MN		AB		ABi	AB	aB				mn	ABJKMN			
Entertainment	79	10	20	5	9	19	6	12	10	5	24	9	5	6	6
	4%	2%	10%	14%	4%	8%	3%	5%	4%	2%	12%	4%	3%	3%	4%
			AB	aB		ABeGi		b			ABJLMN				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QS3 - To ensure we represent a variety of opinions, which of the following industries do you or other primary earners in your household work for? Please select all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
City, County, State, or National government	157 7% OKC	49 8% okC	6 3%	1 3%	21 9%	28 12%	26 12%	28 11%	24 11%	26 12%	8 4%	24 12%	15 8%	16 8%	6 4%
Healthcare	213 10% OBBBCDB B	32 5%	9 5%	1 3%	39 17% AB	39 17% AB	35 17% AB	32 13% B	40 18% AB	20 9%	25 12% B1	15 7% BL	27 14% BL	25 13% B1	10 6%
High technology / computer programming	88 4% Ojcd	46 8% kMaaCDa aOaJ	4 2%	-	56 25% ABF	32 14% AB	51 24% ABF	54 21% ABF	43 19% AB	4 2%	7 3%	13 6% J	6 3%	9 5%	2 1%
Hospitality / food services	83 4% JFGH	34 6% JeFGH	8 4%	3 9%	5 2%	3 1%	2 1%	4 2%	6 3%	3 1%	7 3%	8 4%	7 4%	12 6% J	9 5%
Manufacturing	93 4% J	44 7% JnaHaca aOa	7 4%	1 3%	16 7% H	19 8% AH	13 6% h	7 3%	11 5%	2 1%	10 5% J	16 8% aJn	18 9% AJN	7 4% j	4 2%
Market research / marketing / advertising	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Retail	154 7% JKEHIc	54 9% JKEHIc	9 5%	3 9%	9 4%	14 6%	11 5%	9 4%	9 4%	6 3%	7 3%	11 5%	10 5%	11 6%	13 8%
Utilities such as electrical or gas power companies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



QS3 - To ensure we represent a variety of opinions, which of the following industries do you or other primary earners in your household work for? Please select all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Retired	552 26% LCD	184 31% KLICD	5 3%	1 3%	77 34% AI	72 32% I	64 31% I	94 37% AI	50 22%	94 44% ABKLn	44 22% 1	32 15%	74 37% AKL	71 36% AKL	65 39% A
Unemployed	175 8% MNEFGHI j	31 5% F	30 15% ABD	2 6%	6 3%	3 1%	7 3%	8 3%	7 3%	11 5%	13 6%	16 8% m	7 4%	8 4%	19 11% B
None of these	436 21% JNEFGHI	115 19% nEFGH	103 52% AB	22 63% AB	11 5%	11 5%	8 4%	7 3%	30 13% EFGH	28 13%	39 19% jN	43 21% JN	32 16%	24 12%	29 17%

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QS4 - Including you, how many people live in your household?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income	
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS		
	Core	Unexpsd														(A)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168	
1	421	134	6	-	12	12	17	38	46	69	55	27	26	59	69	
	20%	22%	3%		5%	5%	8%	15%	20%	33%	27%	13%	13%	30%	41%	
	MEFGhCD	MEFGhCD	D					EFG	EFG	ABLm	ALM			ALM	AB	
	L	L														
NET: 2 or more	1681	466	191	35	216	216	192	216	180	143	147	180	174	141	99	
	80%	78%	97%	100%	95%	95%	92%	85%	80%	67%	73%	87%	87%	71%	59%	
	OJKN	OJ	AB	ABC	ABHI	ABHI	ABHI	ab				ABJKN	ABJKN			
2	861	271	16	5	120	93	96	126	83	101	94	75	96	100	48	
	41%	45%	8%	14%	53%	41%	46%	50%	37%	48%	47%	36%	48%	50%	29%	
	OCD	OliCD			AFI		i	AFI		aL	L		aL	AL		
NET: 3 or more	820	195	175	30	96	123	96	90	97	42	53	105	78	41	51	
	39%	33%	89%	86%	42%	54%	46%	35%	43%	20%	26%	51%	39%	21%	30%	
	BJKNbbb	JN	AB	AB	B	ABEGHI	aBH		Bh			ABJKMN	JKN			
	bo															
3	349	72	45	9	25	43	35	34	36	18	27	42	39	18	21	
	17%	12%	23%	26%	11%	19%	17%	13%	16%	8%	13%	20%	20%	9%	13%	
	JNE		aB	b		bE	e					BJKN	bJKN			
4	273	84	65	8	42	45	37	40	37	15	19	34	26	12	14	
	13%	14%	33%	23%	18%	20%	18%	16%	16%	7%	9%	16%	13%	6%	8%	
	OJN	oJN	AB		A	A	a					JKN	JN			

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QS4 - Including you, how many people live in your household?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
5 or more	199 9% JKNh	39 6%	65 33% AB	13 37% AB	29 13% BH	35 15% ABH	24 11% bh	16 6%	24 11% h	9 4%	7 3%	29 14% aBJKMN	13 7%	11 6%	16 10%
Statistics Base	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
Mean	2.6 BJKNBBB BO	2.4 JKN	4.0 AB	4.1 AB	2.9 ABH	3.1 ABGHI	2.8 ABH	2.5	2.7 B	2.0	2.2	2.9 ABJKMN	2.6 JKN	2.2	2.2
Standard Deviation	1.5	1.3	1.3	1.5	1.7	1.4	1.3	1.3	1.5	1.1	1.2	1.5	1.2	1.3	1.5
Median	2.0	2.0	4.0	4.0	2.0	3.0	2.0	2.0	2.0	2.0	2.0	3.0	2.0	2.0	2.0

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QS5 - About how many square feet is your home?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: Up to 1,499 sq ft	913	276	90	18	24	17	32	64	97	84	93	73	60	66	101
	43%	46%	46%	51%	11%	7%	15%	25%	43%	40%	46%	35%	30%	33%	60%
	LMNEFGH	LMNEFGH					F	EFG	EFGH	M	LMN				AB
Under 1,000	365	145	40	12	1	2	5	21	35	16	33	18	20	16	49
	17%	24%	20%	34%	*%	1%	2%	8%	15%	8%	16%	9%	10%	8%	29%
	LMNEFGH	EFGHIAA		A			e	EFG	EFGH		JLmN				A
		J	AJKLMNA												
		A													
1,000 to 1,499	549	130	50	6	23	15	27	43	62	68	60	55	40	50	52
	26%	22%	25%	17%	10%	7%	13%	17%	27%	32%	30%	27%	20%	25%	31%
	mEFGH	EFG					F	EF	EFGH	aBM	bM				b
NET: 1,500 to 2,499 sq ft	763	243	47	3	91	110	82	120	84	80	71	92	86	92	39
	36%	41%	24%	9%	40%	48%	39%	47%	37%	38%	35%	44%	43%	46%	23%
	OCD	OCD	D				AegI	AgI				Ak	a	AjK	
1,500 to 1,999	498	157	25	2	51	54	39	67	47	48	43	64	48	55	32
	24%	26%	13%	6%	22%	24%	19%	26%	21%	23%	21%	31%	24%	28%	19%
	gCD	gCD						G				AjK			
2,000 to 2,499	264	86	22	1	40	56	43	53	37	32	28	28	38	37	7
	13%	14%	11%	3%	18%	25%	21%	21%	16%	15%	14%	14%	19%	19%	4%
	OD	OD	D		a	ABeI	A	Ab					A	A	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QS5 - About how many square feet is your home?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
NET: 2,500 sq ft or more	250	55	25	3	113	101	95	67	43	38	25	28	47	38	6
	12%	9%	13%	9%	50%	44%	45%	26%	19%	18%	12%	14%	24%	19%	4%
	O	o			ABHI	ABHI	ABHI	ABi	AB	AB			ABKL	ABk	
2,500 to 2,999	133	23	12	2	37	32	33	32	19	20	11	14	26	22	5
	6%	4%	6%	6%	16%	14%	16%	13%	8%	9%	5%	7%	13%	11%	3%
	O				ABI	ABi	ABI	AB	b	B			ABKL	ABK	
3,000 to 3,499	83	21	9	1	36	31	35	19	11	9	8	9	13	8	-
	4%	3%	5%	3%	16%	14%	17%	7%	5%	4%	4%	4%	7%	4%	
	O	O			ABHI	ABHI	ABHI	Ab							
3,500 or more	34	11	4	-	40	38	27	16	13	9	6	5	8	8	1
	2%	2%	2%		18%	17%	13%	6%	6%	4%	3%	2%	4%	4%	1%
	D		D		ABHI	ABHI	ABHI	AB	AB	a					
Not sure	176	26	35	11	-	-	-	3	2	10	13	14	7	4	22
	8%	4%	18%	31%				1%	1%	5%	6%	7%	4%	2%	13%
	EFGHIBB	EFGHI	AB	AB				efg			N	N			aB
	BBJMNB														

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QS6 - What is your age?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
18-24	127	26	26	7	-	1	-	2	-	3	3	13	15	-	13
	6%	4%	13%	20%		*%		1%		1%	1%	6%	8%		8%
	KNEFGHI	kNEFGHI	AB	AB						n	n	JKN	JKN		
	J	j													
NET: 25 to 44	708	207	124	16	26	32	30	53	85	33	50	72	46	37	33
	34%	34%	63%	46%	11%	14%	14%	21%	38%	16%	25%	35%	23%	19%	20%
	KMNEFGH	KMNEFGH	ABd					Efg	EFgH		J	JKMN	j		
	OJ	OJ													
25-34	362	85	64	8	5	7	9	17	34	17	26	37	20	17	25
	17%	14%	32%	23%	2%	3%	4%	7%	15%	8%	13%	18%	10%	9%	15%
	JMNEFGH	jnEFGH	AB					Ef	EFGH			JMN			
35-44	346	122	60	8	21	25	21	36	51	16	24	35	26	20	8
	16%	20%	30%	23%	9%	11%	10%	14%	23%	8%	12%	17%	13%	10%	5%
	OJKNEFG	KMNEFGh	AB					e	AEFGH			JN	j		
	OJ	OJ													
NET: 45 to 64	888	203	44	10	139	139	118	121	97	99	113	99	89	105	69
	42%	34%	22%	29%	61%	61%	56%	48%	43%	47%	56%	48%	45%	53%	41%
	BBBBCdB	C			ABHI	ABHI	ABhI	B	b	B	ABjLM	B	B	AB	
45-54	269	50	32	7	75	62	62	58	57	23	35	53	41	20	29
	13%	8%	16%	20%	33%	27%	30%	23%	25%	11%	17%	26%	21%	10%	17%
	bbbb		B		ABHi	AB	ABh	AB	AB		BjN	ABJKN	ABJN		B

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QS6 - What is your age?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrdsd	Hydro One	SRP/ APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
55-64	618 29% LICD	153 25% iCD	12 6%	3 9%	64 28% I	77 34% bHI	56 27% I	63 25% i	40 18%	76 36% aBLM	78 39% ABLM	46 22%	48 24%	85 43% ABLM	40 24%
NET: 65 or older	380 18% LCD	164 27% LAIACDA AAK	3 2%	2 6%	63 28% AI	56 25% A	61 29% AI	78 31% AI	44 19%	77 36% ABKLM	36 18% 1	23 11%	50 25% AKL	58 29% AKL	53 32% A
65-74	300 14% LCD	140 23% LAIACDA AAK	2 1%	2 6%	49 21% Ai	40 18%	50 24% AI	51 20% A	33 15%	67 32% AbKLM	31 15% 1	20 10%	43 22% AL	51 26% AKL	40 24% A
75 or older	79 4% LCD	24 4% CD	1 1%	-	14 6%	16 7%	11 5%	27 11% ABeGI	11 5%	10 5% 1	5 2%	3 1%	7 4%	7 4%	13 8% a

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QS7 - What is your annual household income before taxes? This information will help us better understand your answers.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: Less and \$30,000	682	188	89	12	9	6	4	21	21	33	31	35	20	41	168
	32%	31%	45%	34%	4%	3%	2%	8%	9%	16%	15%	17%	10%	21%	100%
	MNEFGHI	MNEFGHI	AB					EFG	EFG	m		M		M	AB
	JKL	JKL													
Less than \$15,000	221	32	18	5	1	-	-	6	4	9	9	9	5	11	56
	11%	5%	9%	14%	*%			2%	2%	4%	4%	4%	3%	6%	33%
	EFGHIBB	EFGi						eFG	FG						AB
	BJKLMNB														
	B														
\$15,000 to just less than \$22,000	244	77	25	5	3	2	-	9	8	11	10	12	6	11	44
	12%	13%	13%	14%	1%	1%		4%	4%	5%	5%	6%	3%	6%	26%
	MNEFGHI	MNEFGHI			g			FG	FG						AB
	JKL	JKL													
\$22,000 to just less than \$30,000	217	80	46	2	5	4	4	6	9	13	12	14	9	19	68
	10%	13%	23%	6%	2%	2%	2%	2%	4%	6%	6%	7%	5%	10%	40%
	lMEFGHI	MEFGHI	ABD											M	AB
	JK	JKL													
NET: \$30,000 to less than \$75,000	802	207	88	20	37	39	40	78	65	95	89	81	82	79	-
	38%	34%	45%	57%	16%	17%	19%	31%	29%	45%	44%	39%	41%	40%	
	OEFGHI	OEFG	aB	AB				EFG	EFG	aB	b				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



QS7 - What is your annual household income before taxes? This information will help us better understand your answers.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
\$30,000 to just less than \$38,000	152 7%	25 4%	27 14%	4 11%	1 *	2 1%	6 3%	10 4%	6 3%	12 6%	11 5%	8 4%	7 4%	12 6%	-
	EFGHIbb bObLMb	OEF	AB				E	EF	e						
\$38,000 to just less than \$46,000	152 7%	48 8%	18 9%	8 23%	1 *	4 2%	9 4%	12 5%	11 5%	17 8%	13 6%	15 7%	13 7%	7 4%	-
	ONEFg	ONEF	ABc				E	Ef	Ef	N		n			
\$46,000 to just less than \$54,000	138 7%	39 7%	24 12%	1 3%	8 4%	14 6%	6 3%	19 7%	14 6%	25 12%	15 7%	19 9%	18 9%	22 11%	-
	OEG	Og	AbD			g		eG	g	Ab				a	
\$54,000 to just less than \$62,000	177 8%	29 5%	11 6%	5 14%	9 4%	6 3%	6 3%	14 6%	14 6%	17 8%	22 11%	21 10%	19 10%	17 9%	-
	bEFGhbb bOb	O						fg		B		b	b		
\$62,000 to just less than \$75,000	184 9%	65 11%	8 4%	2 6%	18 8%	13 6%	13 6%	23 9%	20 9%	24 11%	28 14%	18 9%	25 13%	21 11%	-
	OfC	OfC								al					
NET: \$75,000 or more	617 29%	205 34%	20 10%	3 9%	182 80%	183 80%	165 79%	155 61%	140 62%	84 40%	82 41%	91 44%	98 49%	80 40%	-
	OCD	OCD			ABHI	ABHI	ABHI	AB	AB	A	A	Ab	ABjkn	A	
\$75,000 to just less than \$100,000	221 11%	78 13%	16 8%	-	30 13%	37 16%	35 17%	50 20%	41 18%	32 15%	26 13%	32 15%	43 22%	35 18%	-
	OD	OD	D			A	A	Abe	A	a		a	ABjK	A	
\$100,000 to just less than \$200,000	341 16%	116 19%	3 2%	3 9%	88 39%	97 43%	87 42%	70 28%	77 34%	46 22%	44 22%	50 24%	44 22%	40 20%	-
	OC	OCd			ABH	ABHi	ABH	AB	AB	a	a	A	a		

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QS7 - What is your annual household income before taxes? This information will help us better understand your answers.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
\$200,000 or more	56	11	1	-	64	49	43	35	22	6	12	9	11	5	-
	3%	2%	1%		28%	21%	21%	14%	10%	3%	6%	4%	6%	3%	
	OCD				ABgHI	ABHI	ABhI	AB	AB		abn		b		

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QS8 - Are you male or female?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Male	841	240	62	12	167	176	155	154	135	48	53	69	90	66	77
	40%	40%	31%	34%	73%	77%	74%	61%	60%	23%	26%	33%	45%	33%	46%
	JKlnC	JKc			ABHI	ABHI	ABHI	AB	AB			J	JKLN	J	
Female	1261	360	135	23	61	52	54	100	91	164	149	138	110	134	91
	60%	60%	69%	66%	27%	23%	26%	39%	40%	77%	74%	67%	55%	67%	54%
	EFGHI	EFGHI	Ab					EFG	EFG	ABLMN	ABM	aM		aM	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? TOP 2 BOX SUMMARY

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income	
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/		Low
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)		
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168	
Availability of rate plans to suit your specific needs	541	142	99	19	40	38	25	31	28	63	21	63	21	81	55	
	26%	24%	50%	54%	18%	17%	12%	12%	12%	30%	10%	30%	11%	41%	33%	
	KMEFGHI	KMfGHI	AB	AB	g					KM		KM		ABJKLM	ab	
Charging a fair price for electricity services	417	119	79	17	19	18	16	21	22	66	20	59	11	48	46	
	20%	20%	40%	49%	8%	8%	8%	8%	10%	31%	10%	29%	6%	24%	27%	
	KMEFGHI	KMEFGHI	AB	AB						ABKM	m	ABKM		KM	Ab	
Communicating rate changes in a timely manner	540	153	87	17	36	45	32	49	43	75	36	67	28	64	53	
	26%	25%	44%	49%	16%	20%	15%	19%	19%	35%	18%	32%	14%	32%	32%	
	KMEFGHI	kMEG	AB	AB						ABKM		aKM		aKM		
Educating you on the benefits of different rate plans	455	131	93	18	16	26	20	37	27	56	15	46	18	66	47	
	22%	22%	47%	51%	7%	11%	10%	15%	12%	26%	7%	22%	9%	33%	28%	
	KMEFGHI	KMEFGHI	AB	AB				Eg	e	KM		KM		ABKLM	a	
Keeping my lights on / no power outages	1034	314	120	23	100	115	96	138	121	129	88	125	57	134	78	
	49%	52%	61%	66%	44%	50%	46%	54%	54%	61%	44%	60%	29%	67%	46%	
	M	kMe	Ab	A				Eg	E	AbKM	M	AKM		ABKM		

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? TOP 3 BOX SUMMARY

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Availability of rate plans to suit your specific needs	856	232	137	25	68	67	40	66	40	95	38	98	45	126	79
	41%	39%	70%	71%	30%	29%	19%	26%	18%	45%	19%	47%	23%	63%	47%
	KMEFGHI	KMeFGHI	AB	AB	GI	GI		gI		KM		abKM		ABJKLM	
Charging a fair price for electricity services	680	184	115	24	43	38	27	54	37	105	37	97	24	81	64
	32%	31%	58%	69%	19%	17%	13%	21%	16%	50%	18%	47%	12%	41%	38%
	KMEFGHI	KMEFGHI	AB	AB	g		G			ABKMn	m	ABKM		ABKM	
Communicating rate changes in a timely manner	854	233	121	23	67	77	56	78	61	109	60	97	56	101	74
	41%	39%	61%	66%	29%	34%	27%	31%	27%	51%	30%	47%	28%	51%	44%
	KMEFGHI	kMEGhI	AB	AB						ABKM		KM		ABKM	
Educating you on the benefits of different rate plans	689	193	116	24	35	43	33	69	35	83	27	72	37	95	62
	33%	32%	59%	69%	15%	19%	16%	27%	15%	39%	13%	35%	19%	48%	37%
	KMEFGHI	KMEFGI	AB	AB				EFGI		aKM		KM		ABJKLM	
Keeping my lights on / no power outages	1350	389	140	27	137	149	118	179	165	161	115	157	82	160	105
	64%	65%	71%	77%	60%	65%	56%	70%	73%	76%	57%	76%	41%	80%	63%
	kMG	Mg	a	a		g		aEG	AbEFG	ABKM	M	ABKM		ABKM	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Availability of rate plans to suit your specific needs

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: Top 3 box	856	232	137	25	68	67	40	66	40	95	38	98	45	126	79
	41%	39%	70%	71%	30%	29%	19%	26%	18%	45%	19%	47%	23%	63%	47%
	KMEFGHI	KMeFGHI	AB	AB	GI	GI		gI		KM		abKM		ABJKLM	
NET: Top 2 box	541	142	99	19	40	38	25	31	28	63	21	63	21	81	55
	26%	24%	50%	54%	18%	17%	12%	12%	12%	30%	10%	30%	11%	41%	33%
	KMEFGHI	KMfGHI	AB	AB		g				KM		KM		ABJKLM	ab
10 Extremely Satisfied	302	58	55	7	14	22	14	16	22	30	12	34	10	45	30
	14%	10%	28%	20%	6%	10%	7%	6%	10%	14%	6%	16%	5%	23%	18%
	EFGHIbb	m	AB							KM		BKM		ABJKM	B
	bbKMb														
9	239	84	44	12	26	16	11	15	6	33	9	29	11	36	25
	11%	14%	22%	34%	11%	7%	5%	6%	3%	16%	4%	14%	6%	18%	15%
	KMFGHI	KMFGHI	AB	AB	GHI	I		i		KM		KM		AKM	
8	315	90	38	6	28	29	15	35	12	32	17	35	24	45	24
	15%	15%	19%	17%	12%	13%	7%	14%	5%	15%	8%	17%	12%	23%	14%
	KGI	KGI			gI	gI		GI		K		K		AbjKM	
7	253	75	14	3	19	23	24	33	15	23	23	17	38	19	25
	12%	13%	7%	9%	8%	10%	11%	13%	7%	11%	11%	8%	19%	10%	15%
	leIC	ic					i	eI						AbJKLN	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
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Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Availability of rate plans to suit your specific needs

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
6	232 11% NEGC	44 7%	12 6%	2 6%	16 7%	18 8%	13 6%	20 8%	22 10%	19 9%	21 10%	18 9%	29 15% BjLN	11 6%	14 8%
5	348 17% LNCD	110 18% LNCD	17 9%	2 6%	32 14%	48 21% Eh	43 21% e	38 15%	49 22% aEh	37 17% n	44 22% aLN	25 12%	41 21% LN	22 11%	33 20%
4	72 3% D	23 4% D	10 5% D	-	20 9% Abf	10 4%	18 9% Abf	19 7% A	12 5%	10 5%	13 6% n	9 4%	10 5%	5 3%	4 2%
3	83 4% oCD	20 3% d	1 1%	-	22 10% AB	16 7% a	18 9% AB	20 8% Ab	18 8% Ab	6 3%	17 8% AbJLN	8 4%	12 6%	6 3%	3 2%
2	64 3% OJC	28 5% OJnC	2 1%	2 6%	15 7% AI	14 6% ai	14 7% AI	15 6% ai	6 3%	1 *% J	8 4% J	8 4% J	7 4% J	4 2%	1 1%
1 Extremely Dissatisfied	52 2% c	22 4%	2 1%	1 3%	9 4% A	16 7% ABE	20 10% A	18 7% ABE	19 8% ABE	5 2%	15 7% AjN	11 5% an	11 6% an	4 2%	3 2%
Not sure	143 7% oMNCD	46 8% omNCD	2 1%	-	27 12% Af	16 7%	19 9%	25 10%	45 20% ABEFGH	16 8% mN	23 11% aLMN	13 6% N	7 4%	3 2%	6 4%

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Charging a fair price for electricity services

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: Top 3 box	680	184	115	24	43	38	27	54	37	105	37	97	24	81	64
	32%	31%	58%	69%	19%	17%	13%	21%	16%	50%	18%	47%	12%	41%	38%
	KMEFGHI	KMEFGHI	AB	AB	g		G			ABKMn	m	ABKM		ABKM	
NET: Top 2 box	417	119	79	17	19	18	16	21	22	66	20	59	11	48	46
	20%	20%	40%	49%	8%	8%	8%	8%	10%	31%	10%	29%	6%	24%	27%
	KMEFGHI	KMEFGHI	AB	AB						ABKM	m	ABKM		KM	Ab
10 Extremely Satisfied	199	38	47	6	11	9	9	14	11	37	10	30	6	21	21
	9%	6%	24%	17%	5%	4%	4%	6%	5%	17%	5%	14%	3%	11%	13%
	KMEFGHI		AB							ABKMn		aBKM		KM	b
9	218	81	32	11	8	9	7	7	11	29	10	29	5	27	25
	10%	13%	16%	31%	4%	4%	3%	3%	5%	14%	5%	14%	3%	14%	15%
	KMEFGHI	KMEFGHI	A	ABc						KM		KM		KM	
8	262	64	36	7	24	20	11	33	15	39	17	38	13	33	18
	12%	11%	18%	20%	11%	9%	5%	13%	7%	18%	8%	18%	7%	17%	11%
	kMFGI	g	aB		G			GI		ABKM		ABKM		KM	
7	247	61	21	2	22	26	16	23	21	26	19	20	32	33	25
	12%	10%	11%	6%	10%	11%	8%	9%	9%	12%	9%	10%	16%	17%	15%
	g												Kl	abKL	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Charging a fair price for electricity services

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	Core	Unexpsd													
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
6	206 10% fg	73 12% fg	18 9%	2 6%	21 9%	15 7%	12 6%	21 8%	22 10%	17 8%	24 12%	15 7%	41 21% ABJKLN	17 9%	12 7%
5	327 16% LcD	89 15% ld	21 11%	2 6%	40 18%	41 18%	26 12%	44 17%	45 20% G	32 15% 1	36 18% L	19 9% L	33 17% L	25 13%	31 18%
4	198 9% OJcD	55 9% Jd	12 6%	1 3%	19 8%	29 13%	30 14% aEH	21 8%	28 12%	6 3%	19 9% J	16 8% J	18 9% J	15 8% J	8 5%
3	149 7% JlNCD	64 11% JLNCD	5 3% D	-	25 11% a	22 10%	35 17% AbeFI	30 12% A	17 8%	7 3%	15 7% jN	9 4% jN	14 7% jN	5 3%	11 7%
2	110 5% OjC	17 3%	1 1%	2 6%	27 12% ABHI	22 10% ABHI	19 9% aBHi	11 4%	10 4%	6 3%	15 7% BJ	11 5%	11 6%	9 5%	2 1%
1 Extremely Dissatisfied	102 5% C	43 7% JC	2 1%	2 6%	20 9% a	29 13% Ab	30 14% ABe	30 12% Ab	24 11% A	6 3%	28 14% ABJLN	13 6% j	24 12% AbJLN	10 5%	7 4%
Not sure	82 4% MCD	14 2% d	2 1%	-	11 5%	6 3%	14 7% bF	20 8% ABF	22 10% ABEF	7 3%	9 4% m	7 3%	3 2%	5 3%	8 5%

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Communicating rate changes in a timely manner

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: Top 3 box	854	233	121	23	67	77	56	78	61	109	60	97	56	101	74
	41%	39%	61%	66%	29%	34%	27%	31%	27%	51%	30%	47%	28%	51%	44%
	KMEFGHI	KMEGHI	AB	AB						ABKM		KM		ABKM	
NET: Top 2 box	540	153	87	17	36	45	32	49	43	75	36	67	28	64	53
	26%	25%	44%	49%	16%	20%	15%	19%	19%	35%	18%	32%	14%	32%	32%
	KMEFGHI	KMEG	AB	AB						ABKM		aKM		aKM	
10 Extremely Satisfied	287	39	58	6	18	15	17	22	22	43	18	36	9	31	25
	14%	7%	29%	17%	8%	7%	8%	9%	10%	20%	9%	17%	5%	16%	15%
	EFGHI	BB	ABd							ABKM	m	BKM		BKM	B
	BBKMB														
9	252	113	29	11	18	30	15	27	21	32	18	31	19	33	28
	12%	19%	15%	31%	8%	13%	7%	11%	9%	15%	9%	15%	10%	17%	17%
	EG	EFGHIAA	AC		eG					km		km		KM	
	AAKMA														
8	314	81	34	6	31	32	24	29	18	34	24	30	28	37	21
	15%	13%	17%	17%	14%	14%	11%	11%	8%	16%	12%	14%	14%	19%	13%
	I	i		i	I									k	
7	214	77	12	4	16	24	15	27	31	21	19	23	40	29	21
	10%	13%	6%	11%	7%	11%	7%	11%	14%	10%	9%	11%	20%	15%	13%
	C	egC							EG				AbJKL		

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Communicating rate changes in a timely manner

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
6	191 9% gD	50 8%	23 12% D	1 3%	16 7%	14 6%	12 6%	16 6%	21 9%	26 12% N	25 12% N	19 9%	30 15% ABIN	12 6%	13 8%
5	370 18% jLCD	87 14% D	21 11% D	1 3%	53 23% aBf	37 16%	44 21% b	49 19%	48 21% b	27 13%	39 19% jL	25 12%	39 20% jL	34 17%	33 20%
4	139 7% OJ	45 7% oJ	8 4%	2 6%	10 4%	17 7%	22 11% aE	21 8% e	14 6%	5 2%	17 8% Jn	16 8% J	11 6%	8 4%	5 3%
3	99 5% oINcD	25 4% D	5 3% D	-	17 7%	18 8%	19 9% AbI	19 7% i	9 4%	7 3%	14 7% jLN	5 2%	9 5%	4 2%	4 2%
2	50 2% C A	30 5% JnAAACA	1 1% A	1 3%	16 7% AfI	8 4%	12 6% A	10 4%	6 3%	3 1%	12 6% AJmN	8 4%	5 3%	4 2%	4 2%
1 Extremely Dissatisfied	69 3%	23 4%	4 2%	3 9%	9 4%	20 9% ABEhi	14 7% a	11 4%	10 4%	6 3%	6 3%	7 3%	6 3%	5 3%	5 3%
Not sure	115 5% MNCD	29 5% cD	2 1%	-	24 11% ABf	13 6%	15 7%	23 9% a	26 12% ABF	8 4%	10 5% N	7 3%	4 2%	3 2%	9 5%

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Educating you on the benefits of different rate plans

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: Top 3 box	689	193	116	24	35	43	33	69	35	83	27	72	37	95	62
	33%	32%	59%	69%	15%	19%	16%	27%	15%	39%	13%	35%	19%	48%	37%
	KMEFGHI	KMEFGI	AB	AB				EFGI		aKM		KM		ABJKLM	
NET: Top 2 box	455	131	93	18	16	26	20	37	27	56	15	46	18	66	47
	22%	22%	47%	51%	7%	11%	10%	15%	12%	26%	7%	22%	9%	33%	28%
	KMEFGHI	KMEFGHI	AB	AB				Eg	e	KM		KM		ABKLM	a
10 Extremely Satisfied	243	52	62	7	9	12	12	13	13	32	6	24	10	39	18
	12%	9%	31%	20%	4%	5%	6%	5%	6%	15%	3%	12%	5%	20%	11%
	KMEFGHI	KE	AB							BKM		KM		ABKLM	
9	212	79	31	11	7	14	8	24	14	24	9	22	8	27	29
	10%	13%	16%	31%	3%	6%	4%	9%	6%	11%	4%	11%	4%	14%	17%
	KMEFGI	KMEFGI	A	ABc				EG		KM		KM		KM	A
8	234	62	23	6	19	17	13	32	8	27	12	26	19	29	15
	11%	10%	12%	17%	8%	7%	6%	13%	4%	13%	6%	13%	10%	15%	9%
	KFGI	I			I	i		fGI		K		K		K	
7	232	53	13	1	12	19	9	16	12	22	15	19	25	31	15
	11%	9%	7%	3%	5%	8%	4%	6%	5%	10%	7%	9%	13%	16%	9%
	kEGHICD	gd				g						k		BK1	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Educating you on the benefits of different rate plans

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
6	196 9% lnI	51 9%	17 9%	2 6%	23 10% I	18 8%	15 7%	17 7%	10 4%	21 10%	16 8%	12 6%	34 17% ABJKLN	12 6%	11 7%
5	314 15% jD	107 18% jcD	23 12%	2 6%	32 14%	30 13%	30 14%	51 20% aeF	42 19%	23 11%	34 17% j	25 12%	33 17% j	26 13%	33 20%
4	157 7% c	39 6%	9 5%	3 9%	15 7%	23 10%	14 7%	19 7%	14 6%	15 7%	18 9%	16 8%	20 10%	12 6%	10 6%
3	162 8% jn	62 10% JNCd	10 5%	1 3%	25 11%	25 11%	27 13% A	29 11% a	27 12% a	10 5%	27 13% AJLN	16 8%	23 12% JN	9 5%	13 8%
2	113 5% CD	35 6% cD	4 2% D	-	32 14% ABH	27 12% ABH	30 14% ABH	15 6%	24 11% Abh	11 5%	28 14% ABJLMN	18 9% n	15 8%	9 5%	7 4%
1 Extremely Dissatisfied	135 6% NC	37 6% NC	2 1%	2 6%	32 14% ABH	31 14% ABH	33 16% ABH	20 8%	29 13% ABh	11 5% n	22 11% aJMN	18 9% mN	9 5%	4 2%	7 4%
Not sure	105 5% MNCD	22 4% D	3 2% d	-	22 10% ABf	12 5%	18 9% ab	18 7%	33 15% ABFGH	16 8% MN	15 7% MN	11 5% mN	4 2%	2 1%	10 6%

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Keeping my lights on / no power outages

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: Top 3 box	1350	389	140	27	137	149	118	179	165	161	115	157	82	160	105
	64%	65%	71%	77%	60%	65%	56%	70%	73%	76%	57%	76%	41%	80%	63%
	kMG	Mg	a	a		g		aEG	AbEFG	ABKM	M	ABKM		ABKM	
NET: Top 2 box	1034	314	120	23	100	115	96	138	121	129	88	125	57	134	78
	49%	52%	61%	66%	44%	50%	46%	54%	54%	61%	44%	60%	29%	67%	46%
	M	kMe	Ab	A				Eg	E	AbKM	M	AKM		ABKM	
10 Extremely Satisfied	582	150	74	10	57	52	48	67	69	81	44	81	18	81	40
	28%	25%	38%	29%	25%	23%	23%	26%	31%	38%	22%	39%	9%	41%	24%
	kM	M	AB						fg	ABKM	M	ABKM		ABKM	
9	452	165	46	13	43	63	48	71	52	48	44	44	39	53	38
	22%	27%	23%	37%	19%	28%	23%	28%	23%	23%	22%	21%	20%	27%	23%
		aamaEaa		a		aE		AE						m	
8	315	75	20	4	37	34	22	41	44	32	27	32	25	26	27
	15%	13%	10%	11%	16%	15%	11%	16%	19%	15%	13%	15%	13%	13%	16%
	gC				g			g	bG						
7	198	60	11	1	22	21	23	26	20	18	27	14	29	14	25
	9%	10%	6%	3%	10%	9%	11%	10%	9%	8%	13%	7%	15%	7%	15%
	CD	d									LN		ajLN		a

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q1.1 - Using a 10-point scale, where 1 means you are extremely dissatisfied, and 10 means you are extremely satisfied, how would you rate your satisfaction with PG&E/SCE/SDG&E when it comes to...? Keeping my lights on / no power outages

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
6	130 6% L	33 6% 1	14 7%	1 3%	14 6%	12 5%	14 7%	12 5%	13 6%	9 4%	15 7% L	4 2% ABJKLN	29 15% 1	11 6%	9 5%
5	212 10% NbHlCb bbL	38 6%	12 6%	3 9%	17 7% I	19 8% I	23 11% hI	15 6%	7 3%	15 7%	18 9% N	13 6% BjLN	25 13% 1	8 4%	18 11%
4	50 2% JN	19 3% N	6 3%	1 3%	9 4%	5 2%	13 6% AFhi	7 3%	6 3%	1 *% JN	10 5% jN	6 3% aJN	11 6% 1	-	5 3%
3	54 3% OJLnC	23 4% OJLNhC	1 1%	1 3%	18 8% ABFGHI	6 3%	5 2%	4 2%	4 2%	1 *% j1	5 2% 1	1 *% JLN	10 5% 1	2 1%	-
2	33 2% neicD	9 2%	1 1%	-	1 *% e	5 2%	3 1%	4 2%	1 *% 1	2 1%	2 1%	3 1%	4 2% 1	1 1%	2 1%
1 Extremely Dissatisfied	32 2%	19 3% JN	7 4%	1 3%	5 2%	8 4% h	4 2%	3 1%	3 1%	1 *% 1	4 2% 1	3 1% aJN	8 4% 1	1 1%	2 1%
Not sure	43 2% D	10 2% d	5 3% D	-	5 2%	3 1%	6 3%	4 2%	7 3%	4 2%	6 3%	6 3%	2 1%	3 2%	2 1%

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q1.2 - Using a 10-point scale where 1 means your feelings are not at all favorable and 10 means your feelings are extremely favorable, how would you rate your overall satisfaction with the service provided by PG&E/SCE/SDG&E.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: Top 3 box	1235	344	163	28	105	117	82	141	112	154	90	151	73	151	123
	59%	57%	83%	80%	46%	51%	39%	56%	50%	73%	45%	73%	37%	76%	73%
	KMEFGI	KMEG	AB	AB		G		EG	G	ABKM	m	ABKM		ABKM	AB
NET: Top 2 box	761	205	121	22	53	62	38	77	63	100	46	96	30	96	70
	36%	34%	61%	63%	23%	27%	18%	30%	28%	47%	23%	46%	15%	48%	42%
	KMEFGHi	KMEG	AB	AB		G		eG	G	ABKM	M	ABKM		ABKM	
10 Extremely Favorable	304	78	72	9	11	20	19	26	24	47	17	47	12	34	33
	14%	13%	37%	26%	5%	9%	9%	10%	11%	22%	8%	23%	6%	17%	20%
	KMEFGHi	ME	AB			e	e	E	E	ABKM		ABKM		KM	b
9	457	127	49	13	42	42	19	51	39	53	29	49	18	62	37
	22%	21%	25%	37%	18%	18%	9%	20%	17%	25%	14%	24%	9%	31%	22%
	KMG	kMG		ab	G	G		G	G	KM	m	KM		ABKLM	
8	473	139	42	6	52	55	44	64	49	54	44	55	43	55	53
	23%	23%	21%	17%	23%	24%	21%	25%	22%	25%	22%	27%	22%	28%	32%
															Ab
7	281	83	21	2	28	34	35	36	48	26	40	17	50	16	20
	13%	14%	11%	6%	12%	15%	17%	14%	21%	12%	20%	8%	25%	8%	12%
	LNd	lnd							AbEFH		AJLN		ABJLN		

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



Q1.2 - Using a 10-point scale where 1 means your feelings are not at all favorable and 10 means your feelings are extremely favorable, how would you rate your overall satisfaction with the service provided by PG&E/SCE/SDG&E.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
6	244 12% OjLNC	60 10% OIC	6 3%	3 9%	23 10%	23 10%	25 12%	23 9%	30 13%	17 8%	27 13%	11 5%	33 17% abJLN	14 7%	7 4%
5	178 8% JNICD	47 8% NICD	5 3% D	-	28 12% fI	16 7% i	23 11% I	23 9% I	7 3%	10 5%	14 7% N	13 6% N	17 9% N	4 2%	12 7%
4	54 3% jC	13 2%	-	2 6%	16 7% AB	19 8% AB	15 7% AB	13 5% a	11 5%	2 1%	10 5% J	7 3% j	10 5% J	9 5% J	2 1%
3	47 2% OCD	30 5% nafaCDa aOaJl	-	-	16 7% AFhI	5 2%	11 5% af	8 3%	6 3%	3 1%	6 3%	4 2%	8 4%	4 2%	1 1%
2	31 1% JD	7 1%	1 1%	-	2 1%	7 3% e	7 3% e	7 3%	4 2%	-	6 3% Jn	3 1% j	3 2% j	1 1%	1 1%
1 Not At All Favorable	14 1% JND	11 2% JND	1 1%	-	8 4% Ah	6 3% a	10 5% AbH	3 1%	5 2%	-	8 4% AJLN	1 *% *	6 3% aJLN	-	2 1%
Not sure	17 1% OJLMHCD	5 1%	-	-	2 1%	1 *% *	1 *% *	-	3 1% h	-	1 *% *	-	-	1 1%	-

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q2.1a - Which of the following electric rate plans have you heard about before this interview? Check all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Flat rate, meaning you pay the same price for each unit of electricity regardless of when you use it or how much you used during the month	836 40% CD	285 48% maFaCDa	62 31% D	6 17% D	120 53% AFI	82 36% AF	99 47% AF	133 52% AFI	93 41% AFI	85 40% aKm	72 36% aKm	96 46% aKm	76 38% aKm	123 62% ABJKLM	66 39% ABJKLM
Tiered rate, meaning your price for each unit of electricity may increase over the month if you use more than a certain amount of electricity	1214 58% MNCD	393 65% MNaaCDa	90 46% B	13 37% aB	167 73% Abi	206 90% ABEHI	186 89% ABEHI	187 74% AbI	147 65% A	146 69% AKLMN	111 55% MN	125 60% MN	55 28% MN	48 24% MN	97 58% MN
Time of Use rate, meaning you pay a different price for each unit of electricity depending on the time of day you use that electricity	832 40% kCD	275 46% KCD	52 26% d	5 14% d	195 86% ABFGHI	132 58% AB	146 70% ABFI	172 68% ABFI	118 52% A	96 45% K	67 33% K	92 44% K	179 90% ABJKL	170 85% ABJKL	63 38% ABJKL
Not sure	418 20% BEFGHBB BBjMN	81 13% MNEFG	46 23% B	12 34% aB	12 5% aB	7 3% aB	8 4% aB	24 9% eFG	38 17% EFGH	31 15% MN	58 29% ABJLMN	34 16% MN	5 3% MN	11 6% MN	31 18% MN
Mean number aware	1.4 kCD	1.6 AKAACDA	1.0 D	0.7 D	2.1 ABFhI	1.8 ABI	2.1 ABFI	1.9 ABI	1.6 A	1.5 AK	1.2 AK	1.5 aK	1.6 AK	1.7 AjKLM	1.3 AO

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q2.1a - Which of the following electric rate plans have you heard about before this interview? Check all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
Standard deviation number aware	1.0	1.0	0.8	0.5	0.9	0.9	0.9	1.0	1.1	1.0	1.1	1.0	0.8	0.9	0.9

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q2.1b - Which of the following best describes your electric rate plan for your home? Check all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Flat rate, meaning you pay the same price for each unit of electricity regardless of when you use it or how much you used during the month	266 13% MEFG	96 16% MEFG	36 18% a	9 26% a	16 7% F	6 3%	9 4%	33 13% EFG	30 13% EFG	26 12% m	27 13% M	35 17% M	14 7%	54 27% ABJKLM	29 17%
Tiered rate, meaning your price for each unit of electricity may increase over the month if you use more than a certain amount of electricity	1044 50% MNe	312 52% MNe	105 53%	16 46%	98 43%	174 76% ABEHI	153 73% ABEHI	142 56% aE	128 57% aE	115 54% MN	98 49% MN	109 53% MN	23 12% N	7 4%	84 50%
Time of Use rate, meaning you pay a different price for each unit of electricity depending on the time of day you use that electricity	397 19% OjI	103 17% I	34 17%	7 20%	120 53% ABFGHI	49 21% gI	32 15%	80 31% ABFGI	23 10%	30 14%	33 16%	34 16%	167 84%	127 64% ABJKL	20 12%
Something else: Describe	65 3% KLMCD	28 5% KLMCD	-	-	37 16% ABHI	30 13% ABHI	33 16% ABHI	18 7% Ai	8 4%	5 2%	1 *%	2 1%	1 1%	6 3% km	10 6%
Not sure	445 21% MNEFGH	97 16% MNEFG	35 18%	6 17%	9 4%	7 3%	9 4%	33 13% EFG	51 23% EFGH	44 21% MN	54 27% aBLMN	35 17% MN	7 4%	14 7%	40 24% b

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q2.1c - Which of the following rate plans would work best for you?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Flat rate, meaning you pay the same price per unit regardless of when you use it or how much you have used during the month	704 33% MnEFGHi O	208 35% oMEFGH	74 38%	19 54% ABc	22 10%	33 14%	27 13%	62 24% EFG	62 27% EFG	68 32% m	70 35% M	69 33% M	48 24%	55 28%	44 26%
Tiered rate, meaning your price per unit increases over the month as you use more electricity	447 21% KMNEHI	121 20% NE	70 36% AB	11 31%	26 11%	51 22% EHi	57 27% abEHI	36 14%	35 15%	55 26% KLMN	30 15% N	39 19% N	30 15% N	10 5%	44 26%
Time of Use rate, meaning you pay a different price per unit depending on the time of day you use electricity	464 22% O	146 24% O	40 20%	5 14%	120 53% ABFGHI	57 25%	64 31% A	95 37% ABFI	54 24%	37 17%	49 24% j	60 29% AJ	99 50% ABUJL	109 55% ABUJL	25 15%
Something else: Describe	48 2% LCD	24 4% LCD	-	-	30 13% ABHI	25 11% ABHI	27 13% ABHI	6 2%	13 6% Ah	8 4% L	7 3% L	-	4 2% L	6 3% L	10 6% a
Not sure	439 21% MNECD	101 17% MnCD	13 7% D	-	30 13%	62 27% aBEG	34 16%	55 22% E	62 27% ABEG	44 21% MN	46 23% MN	39 19% MN	19 10%	20 10%	45 27% B

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q2.2 - Which of the following best describes your current attitude toward taking steps to lower your electric bill?  
 BASE: Core unexposed only

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
TOTAL	-	600	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL ANSWERING	-	600 100%	-	-	-	-	-	-	-	-	-	-	-	-	-
UNWEIGHTED TOTAL	-	606	-	-	-	-	-	-	-	-	-	-	-	-	-
You have little interest in trying to reduce your electric bill	-	18 3%	-	-	-	-	-	-	-	-	-	-	-	-	-
You would like to do more to reduce your electric bill, but you are doubtful that further steps would be effective	-	151 25%	-	-	-	-	-	-	-	-	-	-	-	-	-
You would like to do more to reduce your electric bill, and you are interested in new ideas	-	191 32%	-	-	-	-	-	-	-	-	-	-	-	-	-
You have done a lot in your home to save electricity, and there is not much more that can be done	-	217 36%	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure	-	23 4%	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q2.3 - How would you rate your interest in taking additional steps to reduce your household's electric bill? Use the following 10-point scale where 10 means you are extremely interested and 1 means you are not at all interested.  
 BASE: Core unexposed only

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
TOTAL	-	600	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL ANSWERING	-	600	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%													
UNWEIGHTED TOTAL	-	606	-	-	-	-	-	-	-	-	-	-	-	-	-
1 Not At All Interested	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
		*%													
2	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%													
3	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%													
4	-	8	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%													
5	-	34	-	-	-	-	-	-	-	-	-	-	-	-	-
		6%													
6	-	54	-	-	-	-	-	-	-	-	-	-	-	-	-
		9%													
7	-	71	-	-	-	-	-	-	-	-	-	-	-	-	-
		12%													
8	-	164	-	-	-	-	-	-	-	-	-	-	-	-	-
		27%													

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q2.3 - How would you rate your interest in taking additional steps to reduce your household's electric bill? Use the following 10-point scale where 10 means you are extremely interested and 1 means you are not at all interested.  
 BASE: Core unexposed only

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
9	-	96 16%	-	-	-	-	-	-	-	-	-	-	-	-	-
10 Extremely Interested	-	159 27%	-	-	-	-	-	-	-	-	-	-	-	-	-
Not sure	-	1 *%	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



California Residential Rate OIR Study

Q2.4 - How much of a savings on an annual basis would it take to get you to switch to a new rate plan?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
\$0 to \$99	621	114	53	7	51	52	50	55	56	47	44	50	43	46	74
	30%	19%	27%	20%	22%	23%	24%	22%	25%	22%	22%	24%	22%	23%	44%
	BEFgHBB		b												AB
	BBJKMN														
\$100 to \$149	453	170	49	8	48	46	46	63	37	50	40	34	40	43	35
	22%	28%	25%	23%	21%	20%	22%	25%	16%	24%	20%	16%	20%	22%	21%
	li	MAeFIAA						I		1					
		AoAKL													
\$150 to \$199	60	16	9	1	4	6	5	14	9	6	5	2	6	6	2
	3%	3%	5%	3%	2%	3%	2%	6%	4%	3%	2%	1%	3%	3%	1%
	oL							aEg							
\$200 to \$299	336	117	32	7	39	30	29	39	37	47	33	34	42	33	24
	16%	19%	16%	20%	17%	13%	14%	15%	16%	22%	16%	16%	21%	17%	14%
		f								A					
\$300 to \$399	169	45	24	6	14	14	9	18	22	16	16	19	19	19	7
	8%	8%	12%	17%	6%	6%	4%	7%	10%	8%	8%	9%	10%	10%	4%
	OG		a						G						
\$400 to \$499	46	25	4	-	6	9	6	5	7	4	8	6	6	3	5
	2%	4%	2%		3%	4%	3%	2%	3%	2%	4%	3%	3%	2%	3%
	D	nD	D												

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q2.4 - How much of a savings on an annual basis would it take to get you to switch to a new rate plan?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
\$500 or more	417	112	26	6	66	71	64	60	58	42	56	62	44	50	21
	20%	19%	13%	17%	29%	31%	31%	24%	26%	20%	28%	30%	22%	25%	13%
	OC				AB	ABh	ABh		ab		ABj	ABJm			
Statistics Base	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
Mean	237.4	245.1	198.9	222.0	310.2	311.0	305.2	278.6	288.9	250.3	307.3	297.5	271.4	273.4	181.2
	OC	OC			AB	AB	AB	A	AB		ABJ	ABj	a	a	
Standard Deviation	257.8	238.7	188.5	206.6	317.0	306.9	315.9	294.6	287.8	259.0	299.5	271.0	268.8	269.7	234.4
Median	120.0	160.0	120.0	200.0	200.0	200.0	200.0	150.0	200.0	200.0	200.0	200.0	200.0	200.0	100.0

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.1a - In the past, have you tried to save money on your bill by reducing your electricity use or by shifting your electricity use to a different time of day? Tried to save money on my bill by reducing my electricity use

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrdsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	-	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	-	600	-	-	-	-	-	-	-	-	-	-	-	-	-
UNWEIGHTED TOTAL	2132	-	197	35	228	228	209	254	226	212	202	207	200	200	168
Never	102	-	13	2	8	8	7	3	14	2	9	12	6	6	7
	5%		7%	6%	4%	4%	3%	1%	6%	1%	4%	6%	3%	3%	4%
	JH				h	h			H		J	J			
NET: Sometimes/Often	2000	-	184	33	220	220	202	251	212	210	193	195	194	194	161
	95%		93%	94%	96%	96%	97%	AefI	94%	99%	96%	94%	97%	97%	96%
										AKL					
Sometimes	818	-	82	17	50	49	53	65	81	80	77	65	66	71	59
	39%		42%	49%	22%	21%	25%	26%	36%	38%	38%	31%	33%	36%	35%
	LEFGH								EF GH						
Often	1182	-	102	16	170	171	149	186	131	130	116	130	128	123	102
	56%		52%	46%	75%	75%	71%	73%	58%	61%	57%	63%	64%	62%	61%
					AI	AI	AI	AI				a	A		

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.1a - In the past, have you tried to save money on your bill by reducing your electricity use or by shifting your electricity use to a different time of day? Tried to save money on my bill by shifting my electricity use

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrdsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	-	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	-	600	-	-	-	-	-	-	-	-	-	-	-	-	-
UNWEIGHTED TOTAL	2132	-	197	35	228	228	209	254	226	212	202	207	200	200	168
Never	518	-	29	5	34	46	62	13	58	58	63	55	14	21	51
	25%		15%	14%	15%	20%	30%	5%	26%	27%	31%	27%	7%	11%	30%
	MNEHCd				H	H	EFH		EH	MN	aMN	MN			
NET: Sometimes/Often	1584	-	168	30	194	182	147	241	168	154	139	152	186	179	117
	75%		85%	86%	85%	80%	70%	95%	74%	73%	69%	73%	93%	90%	70%
	k		A	a	AGI	G		AEFGI					AJKL	AJKL	
Sometimes	966	-	87	19	69	62	68	92	90	86	90	86	45	68	68
	46%		44%	54%	30%	27%	33%	36%	40%	41%	45%	42%	23%	34%	40%
	MNEFGHi							F	EF	M	MN	M		M	
Often	619	-	81	11	125	120	79	149	78	68	49	66	141	111	49
	29%		41%	31%	55%	53%	38%	59%	35%	32%	24%	32%	71%	56%	29%
			A		AGI	AGI	A	AGI		k		k	AJKLN	AJKL	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.1b - How much savings have you noticed on your bill from reducing or shifting your electricity use to a different time period when you...? Tried to save money on my bill by reducing my electricity use  
 BASE: Sometimes/Often from Q3.1a (reduce electricity use)

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2000	-	184	33	220	220	202	251	212	210	193	195	194	194	161
TOTAL ANSWERING	2000	-	184	33	220	220	202	251	212	210	193	195	194	194	161
	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2033	-	184	33	220	220	202	251	212	210	193	195	194	194	161
NET: A Lot/A Little	1641	-	170	30	189	182	156	206	162	165	129	153	149	155	130
	82%		92%	91%	86%	83%	77%	82%	76%	79%	67%	78%	77%	80%	81%
	Ki		A	a	GI					K		K	K	K	
A Lot	362	-	52	9	55	56	35	45	27	21	23	30	21	32	38
	18%		28%	27%	25%	25%	17%	18%	13%	10%	12%	15%	11%	16%	24%
	JKMI		A		AghI	AGHI								j	
A Little	1279	-	118	21	134	126	121	161	135	144	106	123	128	123	92
	64%		64%	64%	61%	57%	60%	64%	64%	69%	55%	63%	66%	63%	57%
	Kf									K			K	k	
None	359	-	14	3	31	38	46	45	50	45	64	42	45	39	31
	18%		8%	9%	14%	17%	23%	18%	24%	21%	33%	22%	23%	20%	19%
	Cd						E		aE		AJLMN				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.1b - How much savings have you noticed on your bill from reducing or shifting your electricity use to a different time period when you...? Tried to save money on my bill by shifting my electricity use  
 BASE: Sometimes/Often from Q3.1a (shift electricity use)

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	1584	-	168	30	194	182	147	241	168	154	139	152	186	179	117
TOTAL ANSWERING	1584	-	168	30	194	182	147	241	168	154	139	152	186	179	117
	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	1564	-	168	30	194	182	147	241	168	154	139	152	186	179	117
NET: A Lot/A Little	1178	-	158	27	154	132	100	181	94	101	75	102	142	134	86
	74%		94%	90%	79%	73%	68%	75%	56%	66%	54%	67%	76%	75%	74%
	JKLI		A	A	GI	I	I	I		K		K	JKL	jK	
A Lot	218	-	55	5	56	41	17	33	9	13	8	18	30	38	14
	14%		33%	17%	29%	23%	12%	14%	5%	8%	6%	12%	16%	21%	12%
	JKI		AD		AGHI	AGHI	I	I				k	JK	AJKL	
A Little	961	-	103	22	98	91	83	148	85	88	67	84	112	96	72
	61%		61%	73%	51%	50%	56%	61%	51%	57%	48%	55%	60%	54%	62%
	KnEFI							EFI					K		
None	406	-	10	3	40	50	47	60	74	53	64	50	44	45	31
	26%		6%	10%	21%	27%	32%	25%	44%	34%	46%	33%	24%	25%	26%
	CD						E		AEFGH	AMn	AJLMN	am			

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.2a - A) Which energy saving actions have you done in your household in the past 5 years? Check all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income	
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS		
	Core	Unexpsd														(A)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168	
Installing and using a programmable thermostat	1132	-	79	10	199	195	169	198	157	161	101	121	142	126	65	
	54%		40%	29%	87%	86%	81%	78%	69%	76%	50%	58%	71%	63%	39%	
	OBBBCDB		B	B	ABgHI	ABHI	ABI	ABI	AB	ABKLN	B	Bk	ABKLn	ABK	B	
	B															
Replacing or cleaning furnace / air conditioning filters	1409	-	106	16	193	209	174	208	170	196	145	167	161	184	99	
	67%		54%	46%	85%	92%	83%	82%	75%	92%	72%	81%	81%	92%	59%	
	OBBBCDB		B	B	ABI	ABEGHI	ABI	ABi	AB	ABKLM	B	ABK	ABK	ABKLM	B	
	B															
Reducing air conditioning temperature settings on the thermostat	1543	-	124	12	183	195	164	208	172	197	153	182	171	186	104	
	73%		63%	34%	80%	86%	78%	82%	76%	93%	76%	88%	86%	93%	62%	
	OBBBCDB		BD	B	AB	ABgI	B	AB	B	ABKLM	B	ABK	ABK	ABKLM	B	
	B															
Unplugging appliances when not in use	1256	-	146	28	128	117	112	146	111	120	126	117	127	100	94	
	60%		74%	80%	56%	51%	54%	57%	49%	57%	62%	57%	64%	50%	56%	
	BNBFIBB		AB	AB	B	B	B	Bi	B	B	BN	B	BN	B	B	
	B															
Installing and using energy saving power strips	1007	-	65	11	125	129	107	123	119	95	99	104	85	78	77	
	48%		33%	31%	55%	57%	51%	48%	53%	45%	49%	50%	43%	39%	46%	
	BNBCCDB		B	B	aB	ABh	B	B	B	B	BN	BN	B	B	B	
	B															

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q3.2a - A) Which energy saving actions have you done in your household in the past 5 years? Check all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
None of these	115 5%	-	14 7%	3 9%	4 2%	4 2%	6 3%	8 3%	12 5%	1 *%	12 6%	4 2%	8 4%	3 2%	13 8%
	BEFghBB BBJLN		B b	b B	B B	B B	B B	B B	BEF		BJLN	B B	BJ	b	B
Mean number of actions taken	3.0	0.0	2.6	2.2	3.6	3.7	3.5	3.5	3.2	3.6	3.1	3.3	3.4	3.4	2.6
	OBBBCDB B		Bd	B	ABI	ABGHI	ABI	ABI	AB	ABKLmN	B	ABk	ABK	ABK	B
Standard deviation number of actions taken	1.4	0.0	1.4	1.4	1.2	1.1	1.3	1.2	1.3	1.0	1.4	1.2	1.3	1.1	1.4
Median number of actions taken	3.0	0.0	3.0	2.0	4.0	4.0	4.0	4.0	3.0	4.0	3.0	3.0	4.0	3.0	3.0

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



California Residential Rate OIR Study

Q3.2b - B) Which do you think you realistically could implement or do more of in the future? Check all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income	
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS		
	Core	Unexpsd														(A)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168	
Installing and using a programmable thermostat	934	-	111	23	69	89	84	98	85	100	87	85	84	87	72	
	44%		56%	66%	30%	39%	40%	39%	38%	47%	43%	41%	42%	44%	43%	
	BBEhiBB		AB	AB	B	BE	BE	Be	Be	B	B	B	B	B	B	
	B															
Replacing or cleaning furnace / air conditioning filters	993	-	108	18	107	107	101	113	109	104	97	92	78	84	76	
	47%		55%	51%	47%	47%	48%	44%	48%	49%	48%	44%	39%	42%	45%	
	BBMBBB		aB	B	B	B	B	B	B	BM	Bm	B	B	B	B	
Reducing air conditioning temperature settings on the thermostat	777	-	96	17	86	90	84	102	88	104	84	92	81	74	56	
	37%		49%	49%	38%	39%	40%	40%	39%	49%	42%	44%	41%	37%	33%	
	BBBBB		AB	B	B	B	B	B	B	ABmN	B	AB	B	B	B	
Unplugging appliances when not in use	1204	-	89	11	115	126	117	144	142	126	106	127	118	126	96	
	57%		45%	31%	50%	55%	56%	57%	63%	59%	52%	61%	59%	63%	57%	
	BBeBCDB		B	B	B	B	B	B	BE	B	B	Bk	B	BK	B	
	B															
Installing and using energy saving power strips	1182	-	130	19	98	127	109	149	119	139	110	114	123	111	79	
	56%		66%	54%	43%	56%	52%	59%	53%	66%	54%	55%	62%	56%	47%	
	BOBBEBB		AB	B	B	BE	Be	BE	BE	ABKLN	B	B	B	B	B	
None of these	228	-	16	4	38	34	28	28	24	17	22	25	22	9	19	
	11%		8%	11%	17%	15%	13%	11%	11%	8%	11%	12%	11%	5%	11%	
	BBNBBB		B	B	ABhi	B	B	B	B	B	BN	BN	BN	B	B	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q3.2b - B) Which do you think you realistically could implement or do more of in the future? Check all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
Mean number of actions that could be taken	2.4 BBBBBB	0.0	2.7 AB	2.5 B	2.1 B	2.4 Be	2.4 Be	2.4 BE	2.4 BE	2.7 ABkmn	2.4 B	2.5 B	2.4 B	2.4 B	2.3 B
Standard deviation number of actions that could be taken	1.6	0.0	1.6	1.5	1.6	1.8	1.7	1.7	1.6	1.7	1.6	1.6	1.6	1.5	1.5
Median number of actions that could be taken	2.0	0.0	2.0	3.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.3 - Which of the following rate plans do you think would work the best for you? Choose One:

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	-	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	-	600	-	-	-	-	-	-	-	-	-	-	-	-	-
UNWEIGHTED TOTAL	2132	-	197	35	228	228	209	254	226	212	202	207	200	200	168
Flat Rate Plan (no tiers)	773	-	77	17	38	53	37	73	72	61	62	73	48	63	51
	37%		39%	49%	17%	23%	18%	29%	32%	29%	31%	35%	24%	32%	30%
	JkMEFGH					e		EG	EFG			M		m	
	o														
Two-tier Plan	421	-	51	3	27	27	16	41	33	48	40	43	38	45	30
	20%		26%	9%	12%	12%	8%	16%	15%	23%	20%	21%	19%	23%	18%
	EFGID		aD					G	G						
Three-tier Plan	428	-	30	6	108	107	112	92	75	62	56	55	71	59	44
	20%		15%	17%	47%	47%	54%	36%	33%	29%	28%	27%	36%	30%	26%
	c				AHI	AHI	AHI	A	A	A	A	a	Ak1	A	
No Preference	480	-	39	9	55	41	44	48	46	41	44	36	43	33	43
	23%		20%	26%	24%	18%	21%	19%	20%	19%	22%	17%	22%	17%	26%
	lNf														

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.4a - Which of these do you currently have in your household? Check all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Clothes Washer	1655	486	138	13	226	222	204	233	206	198	145	182	188	183	112
	79%	81%	70%	37%	99%	97%	98%	92%	91%	93%	72%	88%	94%	92%	67%
	OKCD	OKCD	D		ABHI	ABHI	ABHI	AB	AB	ABKL		AbK	ABKL	ABK	
Pool Pump	242	59	11	-	86	119	86	57	27	32	28	34	19	69	9
	11%	10%	6%		38%	52%	41%	22%	12%	15%	14%	16%	10%	35%	5%
	OCD	D	D		ABHI	ABEGHI	ABHI	ABI		m		abM		ABJKLM	
Air Conditioner	1360	396	141	13	151	203	155	183	147	205	153	198	168	200	98
	65%	66%	72%	37%	66%	89%	74%	72%	65%	97%	76%	96%	84%	100%	58%
	D	D	aD			ABEGHI	AbEi	Ai		ABKM	AB	ABKM	ABK	ABJKLM	
Electric Stove	755	209	42	11	76	32	70	114	51	111	43	53	170	145	67
	36%	35%	21%	31%	33%	14%	33%	45%	23%	52%	21%	26%	85%	73%	40%
	KLFIC	KLFIC			FI		FI	ABEFGI	F	ABKL			ABJKLN	ABJKL	
Electric Oven	1019	291	96	24	162	114	136	177	94	148	73	83	171	156	72
	48%	49%	49%	69%	71%	50%	65%	70%	42%	70%	36%	40%	86%	78%	43%
	KLi	Kl	ABC	ABFI	i	ABFI	ABFI			ABKL			ABJKLn	ABjKL	
Electric Heater	745	217	80	11	79	59	68	86	63	86	63	58	84	94	70
	35%	36%	41%	31%	35%	26%	33%	34%	28%	41%	31%	28%	42%	47%	42%
	LFI	lFi			F		f			KL			aKL	ABKL	
Television(s)	2040	567	187	35	226	225	206	248	218	210	194	202	197	197	162
	97%	95%	95%	100%	99%	99%	99%	98%	96%	99%	96%	98%	99%	99%	96%
	bbbb		ABC	ABi	aB	B	b			ABK		b	B	B	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q3.4a - Which of these do you currently have in your household? Check all that apply.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
Computer(s)	2029	588	184	34	228	226	209	251	223	204	197	201	196	195	155
	97%	98%	93%	97%	100%	99%	100%	99%	99%	96%	98%	97%	98%	98%	92%
	Oc	OC			Abhi	A	Abhi	A	A						
Video Game Console(s)	933	204	130	26	85	101	84	97	105	66	65	117	83	63	48
	44%	34%	66%	74%	37%	44%	40%	38%	46%	31%	32%	57%	42%	32%	29%
	KNBEhBB		AB	AB		B			BEh			ABJKMN	JkN		
	BOBJ														
None of these	1	0	-	-	-	-	-	-	1	-	2	-	1	-	1
	*%	*%							*%		1%		1%		1%

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.4ba - A) In the past, have you shifted operation of this end use away from peak demand periods? Check all that apply.

BASE: Those with each type of appliance/electronic device

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Clothes Washer	1084	-	91	9	157	147	127	200	131	142	107	132	172	135	76
	65%		66%	69%	69%	66%	62%	86%	64%	72%	74%	73%	91%	74%	68%
	BBBBB		B	B	B	B	B	ABEFGI	B	aB	AB	aB	ABJKLN	AB	B
Pool Pump	139	-	5	-	65	81	53	44	18	20	13	28	9	61	3
	58%		45%		76%	68%	62%	77%	67%	63%	46%	82%	47%	88%	33%
	BBBBB		B		ABG	aB	B	ABG	B	B	B	ABjKM	B	ABJKM	B
Air Conditioner	777	-	81	6	88	104	81	142	83	112	80	115	100	110	51
	57%		57%	46%	58%	51%	52%	78%	56%	55%	52%	58%	60%	55%	52%
	BBBBB		B	B	B	B	B	ABEFGI	B	B	B	B	B	B	B
Electric Stove	279	-	17	6	28	13	22	73	17	47	18	33	84	74	28
	37%		40%	55%	37%	41%	31%	64%	33%	42%	42%	62%	49%	51%	42%
	BBBBB		B	B	B	B	B	ABEFGI	B	B	B	ABJKm	AB	AB	B
Electric Oven	442	-	37	11	71	46	54	108	37	71	34	49	87	88	24
	43%		39%	46%	44%	40%	40%	61%	39%	48%	47%	59%	51%	56%	33%
	BoBBBB		B	B	B	B	B	ABEFGI	B	B	B	AB	aB	AB	B
Electric Heater	343	-	31	6	40	21	25	56	36	35	31	33	52	52	31
	46%		39%	55%	51%	36%	37%	65%	57%	41%	49%	57%	62%	55%	44%
	BBBBB		B	B	Bfg	B	B	ABeFG	aBFG	B	B	Bj	ABJ	BJ	B

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q3.4ba - A) In the past, have you shifted operation of this end use away from peak demand periods? Check all that apply.

BASE: Those with each type of appliance/electronic device

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
Television(s)	601 29% BBnBBB	-	87 47% AB	18 51% AB	72 32% B	70 31% B	58 28% B	86 35% B	68 31% B	56 27% B	50 26% B	71 35% BjKN	57 29% B	46 23% B	45 28% B
Computer(s)	562 28% JnBEGBB BB	-	82 45% AB	14 41% B	44 19% B	62 27% BEg	42 20% B	80 32% BEGi	55 25% B	42 21% B	55 28% Bj	56 28% Bj	48 24% B	42 22% B	47 30% B
Video Game Console(s)	329 35% BBnBBB	-	59 45% AB	11 42% B	26 31% B	36 36% B	25 30% B	33 34% B	31 30% B	22 33% B	22 34% B	46 39% Bn	31 37% B	16 25% B	12 25% B
None of these	501 24% FgHBCDB BJLMNBE B	-	31 16% B	3 9% b	39 17% BH	40 18% BH	39 19% BH	20 8% B	59 26% BEFgH	35 17% EM	45 22% BLM	30 14% EM	13 7% B	32 16% EM	49 29% B
Mean number of electronics where use was shifted	2.2 BoBBBB	0.0	2.5 AB	2.3 B	2.6 ABI	2.5 ABI	2.3 B	3.2 ABEFGI	2.1 B	2.6 ABK	2.0 B	2.7 ABK	3.2 ABJKL	3.1 ABJKL	1.9 B
Standard deviation of electronics where use was shifted	1.9	0.0	1.9	1.5	2.0	2.1	2.1	1.9	1.9	2.0	1.8	2.0	2.1	2.2	1.9
Median number of electronics where use was shifted	2.0	0.0	2.0	2.0	2.0	2.0	2.0	3.0	2.0	2.0	2.0	2.0	3.0	3.0	1.0

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.4bb - B) In the future, can you shift operation of this end use away from peak demand periods? Check all that apply.

BASE: Those with each type of appliance/electronic device

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Clothes Washer	851	-	65	8	126	115	106	136	117	105	76	85	82	79	51
	51%		47%	62%	56%	52%	52%	58%	57%	53%	52%	47%	44%	43%	46%
	BBmNBBB		B	B	B	B	B	aB	B	Bm	Bn	B	B	B	B
Pool Pump	113	-	7	-	38	52	47	32	15	20	12	17	9	32	3
	47%		64%		44%	44%	55%	56%	56%	63%	43%	50%	47%	46%	33%
	BBBBB		B		B	B	B	B	B	B	B	B	B	B	B
Air Conditioner	563	-	79	7	57	74	65	94	75	92	77	89	82	71	38
	41%		56%	54%	38%	36%	42%	51%	51%	45%	50%	45%	49%	36%	39%
	BBBBB		AB	B	B	B	B	ABEFg	ABEF	Bn	ABN	Bn	aBN	B	B
Electric Stove	320	-	21	3	29	9	26	54	23	45	19	23	76	51	27
	42%		50%	27%	38%	28%	37%	47%	45%	41%	44%	43%	45%	35%	40%
	BBBfBB		B	B	B	B	B	BF	B	B	B	B	Bn	B	B
Electric Oven	462	-	55	11	59	44	54	90	36	66	33	32	76	55	34
	45%		57%	46%	36%	39%	40%	51%	38%	45%	45%	39%	44%	35%	47%
	BBNBEBB		AB	B	B	B	B	BEFGI	B	Bn	B	B	Bn	B	B
Electric Heater	344	-	45	6	30	21	22	37	21	38	30	30	39	31	30
	46%		56%	55%	38%	36%	32%	43%	33%	44%	48%	52%	46%	33%	43%
	BNBGIBB		aB	B	B	B	B	B	B	B	Bn	BN	Bn	B	B
	B														

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



Q3.4bb - B) In the future, can you shift operation of this end use away from peak demand periods? Check all that apply.  
 BASE: Those with each type of appliance/electronic devise

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrdsd	Hydro One	SRP/APS	
	Unexpsd	Core													
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
Television(s)	983	-	103	15	81	86	73	117	82	107	83	101	96	75	81
	48%		55%	43%	36%	38%	35%	47%	38%	51%	43%	50%	49%	38%	50%
	BEFGIBB		aB	B	B	B	B	BEFGI	B	BkN	B	BN	BN	B	B
	BBN														
Computer(s)	969	-	102	19	74	83	67	116	85	98	80	99	103	79	76
	48%		55%	56%	32%	37%	32%	46%	38%	48%	41%	49%	53%	41%	49%
	BEFGIBB		aB	B	B	B	B	BEFGi	B	B	B	Bkn	BKN	B	B
	BBkn														
Video Game Console(s)	473	-	71	15	29	39	31	44	45	37	31	58	39	34	26
	51%		55%	58%	34%	39%	37%	45%	43%	56%	48%	50%	47%	54%	54%
	BBEFGBB		B	B	B	B	B	B	B	B	B	B	B	B	B
	B														
None of these	461	-	23	3	52	49	48	34	49	32	49	29	30	38	40
	22%		12%	9%	23%	21%	23%	13%	22%	15%	24%	14%	15%	19%	24%
	MBHBCDB		B	b	BH	BH	BH	B	BH	B	BJLM	B	B	B	B
	BBJL														
Mean number of electronics where use can be shifted	2.4	0.0	2.8	2.4	2.3	2.3	2.3	2.8	2.2	2.9	2.2	2.6	3.0	2.5	2.2
	BBBBB		AB	B	B	B	B	ABEFGI	B	ABK	B	BK	ABKLN	Bk	B
Standard deviation of electronics where use can be shifted	2.0	0.0	2.0	1.8	2.1	2.0	2.1	2.0	1.9	2.2	1.9	1.9	2.3	2.0	2.0
Median number of electronics where use can be shifted	2.0	0.0	2.0	2.0	2.0	2.0	2.0	3.0	2.0	3.0	2.0	2.0	3.0	2.0	2.0

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.5 - Which of the following services charges you a monthly service fee? Electricity

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	-	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	-	600	-	-	-	-	-	-	-	-	-	-	-	-	-
UNWEIGHTED TOTAL	2132	-	197	35	228	228	209	254	226	212	202	207	200	200	168
Yes	805	-	138	24	153	116	118	58	86	61	62	101	109	92	53
	38%		70%	69%	67%	51%	56%	23%	38%	29%	31%	49%	55%	46%	32%
	oJKH		A	A	AFGHI	AHI	AHI		H			AJK	AJKn	AJK	
No	327	-	18	2	22	37	30	47	24	35	34	23	28	18	32
	16%		9%	6%	10%	16%	14%	19%	11%	17%	17%	11%	14%	9%	19%
	lNEICD					Ei		EI		N	lN				
Not Sure	970	-	41	9	53	75	61	149	116	116	106	83	63	90	83
	46%		21%	26%	23%	33%	29%	59%	51%	55%	52%	40%	32%	45%	49%
	MEFGCD					E		AEFG	EFG	ALMN	LM	m		M	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.5 - Which of the following services charges you a monthly service fee? Natural Gas

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	Core	Unexpsd													
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	1729	-	186	29	183	207	168	202	216	171	170	182	143	105	133
	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	-	600	-	-	-	-	-	-	-	-	-	-	-	-	-
UNWEIGHTED TOTAL	1771	-	186	29	183	207	168	202	216	171	170	182	143	105	133
Yes	609	-	119	16	73	78	62	45	80	42	56	71	74	39	34
	35%		64%	55%	40%	38%	37%	22%	37%	25%	33%	39%	52%	37%	26%
	OJH		A	A	H	H	H		H		j	J	AJKLN	J	
No	217	-	23	5	27	27	28	27	16	24	19	23	17	15	23
	13%		12%	17%	15%	13%	17%	13%	7%	14%	11%	13%	12%	14%	17%
	I				I	i	I	I							
Not Sure	903	-	44	8	83	102	78	130	120	105	95	88	52	51	76
	52%		24%	28%	45%	49%	46%	64%	56%	61%	56%	48%	36%	49%	57%
	MeCD							AEFGi	Eg	ALMN	M	M		m	
Don't Have (removed from base)	373	-	11	6	45	21	41	52	10	41	32	25	57	95	35

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
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 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.6 - Does a demand charge apply to your current electric bill?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrdsd	Hydro One	SRP/APS	
	Core	Unexpsd													
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	-	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	-	600	-	-	-	-	-	-	-	-	-	-	-	-	-
UNWEIGHTED TOTAL	2132	-	197	35	228	228	209	254	226	212	202	207	200	200	168
Yes	268	-	48	6	26	38	28	32	30	15	14	35	52	37	7
	13%		24%	17%	11%	17%	13%	13%	13%	7%	7%	17%	26%	19%	4%
	OJK		A									JK	AJKLn	aJK	
No	572	-	53	11	101	86	84	74	59	61	44	54	48	55	59
	27%		27%	31%	44%	38%	40%	29%	26%	29%	22%	26%	24%	28%	35%
	k				AHI	AHI	AHI								A
Not sure	1262	-	96	18	101	104	97	148	137	136	144	118	100	108	102
	60%		49%	51%	44%	46%	46%	58%	61%	64%	71%	57%	50%	54%	61%
	MEFGC							EFG	EFG	MN	ALMN				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
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Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q3.7a - If you were comparing electric rate plans, what would be the most important factors you would consider in choosing the plan for your household? Select top three.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Saves Money : Provides opportunity to change my energy use behavior to lower my bill.	1378 66%	334 56%	123 62%	24 69%	144 63%	146 64%	142 68%	195 77%	141 62%	139 66%	134 66%	135 65%	142 71%	133 67%	104 62%
	BBBBB					b	B	ABEFGI	B	B	B	B	B	B	
	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Stable : Will not cause bill to change a lot from month to month, or from season to season (winter / summer).	647 31%	201 33%	55 28%	14 40%	19 8%	42 18%	26 12%	49 19%	64 28%	54 25%	57 28%	72 35%	50 25%	46 23%	47 28%
	mNEFGH	jmNEFGH				Eg	EG	EFGH				JMN			
	(2)	(4)	(5)	(3)	(10)	(9)	(9)	(8)	* (4)	(5)	* (3)	(2)	(6)	(6)	(6)
Simple : Does not require a lot of my effort and time to understand how my energy use behavior will affect my bill.	627 30%	214 36%	53 27%	6 17%	53 23%	56 25%	48 23%	54 21%	57 25%	62 29%	57 28%	59 29%	57 29%	64 32%	54 32%
	EGHd	EFGHicD													
	(3)	(3)	(6)	* (8)	(6)	(6)	* (6)	(7)	(8)	(4)	* (3)	(4)	* (4)	(3)	(2)
Works for Me : Fits my habits and lifestyle.	604 29%	150 25%	46 23%	12 34%	85 37%	76 33%	64 31%	82 32%	75 33%	86 41%	49 24%	56 27%	57 29%	86 43%	44 26%
					AB	b	b	b	b	ABKLM				ABKLM	
	(4)	(6)	(7)	(4)	(4)	(4)	(5)	(3)	(2)	(2)	(7)	(6)	* (4)	(2)	* (7)
Predictable : I know what bill amount should be each month.	598 28%	237 40%	43 22%	6 17%	34 15%	50 22%	33 16%	58 23%	60 27%	51 24%	50 25%	57 28%	58 29%	62 31%	51 30%
	EFGHcd	GHIACDA				eg		Eg	EG						
	(5)	(2)	(9)	* (8)	(8)	(8)	(8)	(6)	* (6)	* (6)	(6)	(5)	(3)	* (4)	(3)

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
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Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q3.7a - If you were comparing electric rate plans, what would be the most important factors you would consider in choosing the plan for your household? Select top three.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Green : Helps protect our air and environment.	557 26% N (6)	155 26% N (5)	68 35% Abd (2)	7 20% * (6)	113 50% ABFHI (2)	78 34% Abhi * (2)	93 44% ABFHI (2)	69 27% (5)	60 27% * (6)	51 24% * (6)	70 35% AbJLMN (2)	55 27% (7)	43 22% (8)	40 20% * (7)	49 29% (5)
Fair : Seems like a fair way to be charged for energy.	543 26% N (7)	141 24% N (7)	56 28% AB (4)	15 43% AB (2)	71 31% b (5)	75 33% AB (5)	75 36% ABi (4)	77 30% (4)	64 28% * (4)	48 23% N (8)	56 28% N (5)	64 31% jmN (3)	47 24% N (7)	30 15% (10)	50 30% (4)
Understandable : In language I can understand.	502 24% BBBHBB (8)	105 18% (10)	38 19% (10)	7 20% * (6)	49 21% (7)	54 24% (7)	48 23% * (6)	41 16% (9)	48 21% (9)	42 20% (9)	42 21% (10)	41 20% (9)	41 21% (9)	40 20% * (7)	32 19% (9)
Reflects Cost of Electricity : Encourages me to use less electricity during peak periods when it costs the most.	469 22% (9)	123 21% (9)	64 32% AB (3)	10 29% (5)	95 42% ABFI (3)	78 34% AB * (2)	76 36% AB (3)	109 43% ABFI (2)	70 31% AB (3)	64 30% ABKl (3)	46 23% (8)	46 22% (8)	66 33% ABKL (2)	62 31% ABKL * (4)	44 26% * (7)
Worry-Free : I don't need to pay attention to when during the day or month I use energy.	382 18% EFGH (10)	140 23% EFGHd (8)	45 23% d (8)	4 11% (10)	21 9% (9)	29 13% (10)	22 11% (10)	28 11% (10)	39 17% EGh (10)	39 18% (10)	45 22% (9)	36 17% (10)	39 20% (10)	37 19% (9)	29 17% (10)

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
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 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q4\_Fixed1 - Please carefully look at all three rate plans and pick the rate plan that you prefer the most.

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Flat Rate, \$0.24/kWh, Monthly Service Fee = \$10, Demand Charge = \$5	286	74	30	7	22	30	16	29	28	20	25	27	21	21	15
	14%	12%	15%	20%	10%	13%	8%	11%	12%	9%	12%	13%	11%	11%	9%
	ojeG	g				g			g						
3-Price TOU Rate, kWh = wide spread, Monthly Service Fee = \$0, Demand Charge = \$2	636	151	55	7	130	86	88	122	76	60	57	69	98	82	44
	30%	25%	28%	20%	57%	38%	42%	48%	34%	28%	28%	33%	49%	41%	26%
					ABFGHI	AB	ABi	ABFI	b			b	ABJKL	ABJK	
3-Tier Rate, kWh = all high, Monthly Service Fee = \$0, Demand Charge = \$0	1180	375	112	21	76	112	105	103	122	132	120	111	81	97	109
	56%	63%	57%	60%	33%	49%	50%	41%	54%	62%	59%	54%	41%	49%	65%
	MNEFH	MNEFGHi				Eh	EH	e	EH	aLMN	MN	M			A
		1													

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q4.14 - Here is the rate plan you just selected: SHOW GRAPHIC If this electric rate plan were available today, how likely would you be to switch from your current electric rate plan?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
=====	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Would definitely switch	195	36	48	7	36	30	32	38	24	11	20	30	21	16	15
	9%	6%	24%	20%	16%	13%	15%	15%	11%	5%	10%	14%	11%	8%	9%
	J		AB	B	AB	B	AB	AB			j	ABJN	J		
Would consider switching	1271	392	116	22	89	108	101	153	124	136	113	127	130	115	89
	60%	65%	59%	63%	39%	47%	48%	60%	55%	64%	56%	61%	65%	58%	53%
	oEFG	OkEFGI			e	E	EFG	E	k			k			
No interest in switching	214	53	18	2	41	28	37	14	15	18	21	14	15	28	24
	10%	9%	9%	6%	18%	12%	18%	6%	7%	8%	10%	7%	8%	14%	14%
	lHi				ABfHI	HI	ABHI							bjLM	
Not sure	422	119	15	4	62	62	39	49	63	47	48	36	34	41	40
	20%	20%	8%	11%	27%	27%	19%	19%	28%	22%	24%	17%	17%	21%	24%
	C	C			AbGH	AbGH			AbGH		m				
Fixed 1: Flat Rate, \$0.24/kWh, Monthly Service Fee = \$10, Demand Charge = \$5	286	74	30	7	22	30	16	29	28	20	25	27	21	21	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Would definitely switch	34	7	8	1	4	4	3	6	5	-	1	3	3	2	4
	12%	9%	27%	14%	18%	13%	19%	21%	18%		4%	11%	14%	10%	27%
	J		ab									j	j		

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



Q4.14 - Here is the rate plan you just selected: SHOW GRAPHIC If this electric rate plan were available today, how likely would you be to switch from your current electric rate plan?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
Would consider switching	164 57% EG	41 56% E	18 60%	4 57%	4 18%	14 47%	5 31%	19 66%	12 43%	18 90%	11 44%	20 74%	11 52%	10 48%	8 53%
No interest in switching	43 15% jHD	9 13% D	4 13% D	-	3 14%	3 10%	5 31% fH	1 3%	3 11%	1 5%	8 32% abJLM	3 11%	2 10%	7 33% abJLM	2 13%
Not sure	45 16% jLC	17 22% LC	-	2 29% c	11 50% AbGH	9 30% h	3 19%	3 10%	8 29% h	1 5%	5 20% 1	1 4%	5 24% jL	2 10%	1 7%
Fixed 2: 3-Price TOU Rate, kWh = wide spread, Monthly Service Fee = \$0, Demand Charge = \$2	636 100%	151 100%	55 100%	7 100%	130 100%	86 100%	88 100%	122 100%	76 100%	60 100%	57 100%	69 100%	98 100%	82 100%	44 100%
Would definitely switch	62 10% O	11 7% o	13 24% AB	1 14%	26 20% AB	17 20% AB	18 20% AB	23 19% AB	13 17% b	7 12%	8 14%	12 17% b	11 11%	7 9%	-
Would consider switching	413 65% EFG	96 63% E	34 62%	6 86%	61 47%	46 53%	46 52%	76 62%	45 59% E	38 63%	31 54%	43 62%	66 67%	50 61%	33 75%
No interest in switching	67 11% hiD	15 10% D	3 5% d	-	17 13% HI	6 7%	13 15% fHI	7 6%	4 5%	5 8%	3 5%	5 7%	8 8%	9 11%	3 7%
Not sure	94 15% D	29 19% D	5 9% D	-	26 20%	17 20%	11 13%	16 13%	14 18%	10 17%	15 26% alm	9 13%	13 13%	16 20%	8 18%

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q4.14 - Here is the rate plan you just selected: SHOW GRAPHIC If this electric rate plan were available today, how likely would you be to switch from your current electric rate plan?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
Fixed 3: 3-Tier Rate, kWh = all high, Monthly Service Fee = \$0, Demand Charge = \$0	1180	375	112	21	76	112	105	103	122	132	120	111	81	97	109
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Would definitely switch	98	19	27	5	6	9	11	9	6	4	11	15	7	7	11
	8%	5%	24%	24%	8%	8%	10%	9%	5%	3%	9%	14%	9%	7%	10%
	J		AB	ab							J	BJ			
Would consider switching	694	255	64	12	24	48	50	58	67	80	71	64	53	55	48
	59%	68%	57%	57%	32%	43%	48%	56%	55%	61%	59%	58%	65%	57%	44%
	OEFG	EFGhIaa					E	EF	Ef						
		aOaa													
No interest in switching	104	28	11	2	21	19	19	6	8	12	10	6	5	12	19
	9%	8%	10%	10%	28%	17%	18%	6%	7%	9%	8%	5%	6%	12%	17%
					ABFHI	ABHI	ABHI							1	AB
Not sure	284	73	10	2	25	36	25	30	41	36	28	26	16	23	31
	24%	20%	9%	10%	33%	32%	24%	29%	34%	27%	23%	23%	20%	24%	28%
	CD	C			B	aB			AB						

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q4.15 - Now we'd like to ask about how your choice of rate plan might be affected by the possibility that your bill might change. Different rate plans can have different consequences for individual customers...

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
...Stay the same. I am not willing to risk a higher bill for potential savings.	832 40%	249 42%	58 29%	13 37%	58 25%	78 34%	64 31%	48 19%	70 31%	80 38%	71 35%	81 39%	60 30%	81 41%	83 49%
	MEGHIC	MEGHIC			h	EH	H		H	m		m		M	A
...Decrease by 5%, but increase no more than 5%.	312 15%	72 12%	37 19%	4 11%	26 11%	24 11%	26 12%	37 15%	24 11%	49 23%	24 12%	39 19%	33 17%	24 12%	21 13%
	fi		b							ABKmN		bKn			
...Decrease by 10%, but increase no more than 10%.	472 22%	169 28%	38 19%	5 14%	49 21%	48 21%	38 18%	55 22%	64 28%	38 18%	48 24%	37 18%	55 28%	57 29%	22 13%
	O afGaCDa aOaJL								aefGh				JL	aJL	
...Decrease by 15%, but increase no more than 15%.	186 9%	37 6%	28 14%	4 11%	25 11%	26 11%	30 14%	41 16%	33 15%	13 6%	21 10%	28 14%	31 16%	21 11%	11 7%
			AB			b	AB	ABe	AB			aBJ	ABJ		
...Decrease by 20%, but increase no more than 20%.	93 4%	35 6%	8 4%	2 6%	26 11%	16 7%	16 8%	23 9%	19 8%	13 6%	14 7%	7 3%	6 3%	5 3%	9 5%
					Ab			A	A	n	mN				
...Decrease by 25%, but increase no more than 25%.	207 10%	37 6%	28 14%	7 20%	44 19%	36 16%	35 17%	50 20%	16 7%	19 9%	24 12%	15 7%	15 8%	12 6%	22 13%
	bbNbbb		B	b	ABI	ABI	ABI	ABI			bN				B

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q5.1a - Would your willingness to try each of these rate plans change with 12 months of "Try Before You Buy"? No  
 TBVB Included

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/ APS	Income
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
2 Tiered Rate: =====															
Would Try	1026	290	114	24	76	87	80	133	111	111	100	105	103	94	64
	49%	48%	58%	69%	33%	38%	38%	52%	49%	52%	50%	51%	52%	47%	38%
	OEFg	oEFG	Ab	AB				EFG	EFG						
Would NOT Try	1076	310	83	11	152	141	129	121	115	101	102	102	97	106	104
	51%	52%	42%	31%	67%	62%	62%	48%	51%	48%	50%	49%	49%	53%	62%
	CD	cD			ABHI	ABHI	ABHI								Ab
3 Tiered Rate: =====															
Would Try	892	221	107	19	87	107	97	128	112	108	94	89	105	78	57
	42%	37%	54%	54%	38%	47%	46%	50%	50%	51%	47%	43%	53%	39%	34%
	O		AB	b		Be	be	ABE	aBE	ABN	b		ABIN		
Would NOT Try	1210	379	90	16	141	121	112	126	114	104	108	118	95	122	111
	58%	63%	46%	46%	62%	53%	54%	50%	50%	49%	53%	57%	48%	61%	66%
	JMHiC	MFgHICd			fgHI							m		JM	A
		Jk													
Flat Rate: =====															
Would Try	1104	326	113	26	71	87	65	122	101	110	103	112	90	87	68
	53%	54%	57%	74%	31%	38%	31%	48%	45%	52%	51%	54%	45%	44%	40%
	OmNEFGI	OmNEFGi		ABC				EFG	EG	n		mN			

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q5.1a - Would your willingness to try each of these rate plans change with 12 months of "Try Before You Buy"? No  
 TBVB Included

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
Would NOT Try	998 47% D	274 46% D	84 43% D	9 26%	157 69% ABHI	141 62% ABH	144 69% ABHI	132 52%	125 55% Ab	102 48%	99 49%	95 46%	110 55% abl	113 57% ABjL	100 60% AB
Steep TOU Rate: =====															
Would Try	325 15% BBJLBBB	50 8%	82 42% AB	12 34% AB	77 34% ABFGHI	47 21% aB	41 20% B	62 24% ABI	34 15% B	21 10%	31 15% Bj	21 10%	32 16% Bj1	23 12%	19 11%
Would NOT Try	1777 85% EfhCD	550 92% GHIACDA	115 58% AAKMAEF	23 66%	151 66%	181 79% E	168 80% E	192 76% E	192 85% EH	191 90% Akm	171 85%	186 90% Am	168 84%	177 89%	149 89%
Mild TOU Rate: =====															
Would Try	635 30% BOBLBBB	102 17%	98 50% AB	17 49% AB	88 39% AB	73 32% B	66 32% B	121 48% ABEFGI	84 37% AB	54 25% B	55 27% B	47 23%	59 30% B	56 28% B	34 20%
Would NOT Try	1467 70% EHICD	498 83% GHIACDA	99 50%	18 51%	140 61% H	155 68% H	143 68% H	133 52% H	142 63% H	158 75%	147 73%	160 77% A	141 71%	144 72%	134 80% A

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q5.1b - Would your willingness to try each of these rate plans change with 12 months of "Try Before You Buy"? 12 Months TBYP Included 2 Tiered Rate

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
<b>2 Tiered Rate:</b>															
=====															
Would Try	1514	425	133	27	125	149	146	201	178	179	160	165	153	152	99
	72%	71%	68%	77%	55%	65%	70%	79%	79%	84%	79%	80%	77%	76%	59%
	OEF	OE				E	E	ABEFG	AbEFG	ABMN	AB	AB			
Would NOT Try	588	175	64	8	103	79	63	53	48	33	42	42	47	48	69
	28%	29%	32%	23%	45%	35%	30%	21%	21%	16%	21%	20%	24%	24%	41%
	JKLHI	JKLHI			ABFGHI	aHI	HI						J	J	AB
<b>3 Tiered Rate:</b>															
=====															
Would Try	1411	380	123	22	145	169	158	199	174	171	154	157	157	139	104
	67%	63%	62%	63%	64%	74%	76%	78%	77%	81%	76%	76%	79%	70%	62%
						ABE	ABE	ABE	ABE	ABN	AB	AB	ABN		
Would NOT Try	691	220	74	13	83	59	51	55	52	41	48	50	43	61	64
	33%	37%	38%	37%	36%	26%	24%	22%	23%	19%	24%	24%	22%	31%	38%
	KLMFGHI	KLMFGHI			FGHI									JM	
	J	J													
<b>Flat Rate:</b>															
=====															
Would Try	1536	457	134	27	117	146	132	188	165	161	163	151	136	136	111
	73%	76%	68%	77%	51%	64%	63%	74%	73%	76%	81%	73%	68%	68%	66%
	oEFG	OmnEFGc				E	E	EFG	EFG	mn	ALMN				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q5.1b - Would your willingness to try each of these rate plans change with 12 months of "Try Before You Buy"? 12 Months TBYE Included 2 Tiered Rate

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
Would NOT Try	566 27% K	143 24%	63 32% b	8 23%	111 49% ABFGHI	82 36% ABHI	77 37% ABHI	66 26%	61 27%	51 24%	39 19%	56 27% k	64 32% bjK	64 32% bjK	57 34% aB
Steep TOU Rate: =====															
Would Try	738 35%	202 34%	102 52% ABD	12 34%	136 60% ABFT	113 50% AB	110 53% ABi	143 56% ABI	99 44% AB	69 33%	96 48% ABJLMN	72 35%	76 38%	71 36%	51 30%
Would NOT Try	1364 65% KEFGHIC	398 66% KEFGHIC	95 48%	23 66% C	92 40%	115 50% E	99 47%	111 44%	127 56% EgH	143 67% K	106 52%	135 65% K	124 62% k	129 65% K	117 70%
Mild TOU Rate: =====															
Would Try	1091 52% BOBBBB	245 41%	121 61% AB	23 66% aB	146 64% AB	138 61% AB	127 61% AB	192 76% ABEFGI	143 63% AB	108 51% B	120 59% ABjL	103 50% b	104 52% B	104 52% B	71 42%
Would NOT Try	1011 48% EFGHICd K KLMNAEF AAJ	355 59%	76 39%	12 34%	82 36% H	90 39% H	82 39% H	62 24%	83 37% H	104 49% k	82 41%	104 50% K	96 48%	96 48%	97 58% A

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q7.2 - When you review your monthly electricity bill/electricity and gas bill, which of the following do you typically do? Select all that apply .

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Look at the amount due and/or the due date	1794	521	136	19	195	201	177	220	203	194	183	189	179	180	151
	85%	87%	69%	54%	86%	88%	85%	87%	90%	92%	91%	91%	90%	90%	90%
	CD	CD							a	A	A	A	a	a	a
Look at actual electricity or kWh use	1383	408	98	19	204	217	192	190	178	166	141	157	165	157	113
	66%	68%	50%	54%	89%	95%	92%	75%	79%	78%	70%	76%	83%	79%	67%
	C	C			ABHI	ABEHI	ABHI	A	AB	ABK		Ab	ABKl	ABK	
Read the details about how your bill is calculated	888	274	81	15	130	159	137	120	102	92	88	94	113	95	71
	42%	46%	41%	43%	57%	70%	66%	47%	45%	43%	44%	45%	57%	48%	42%
					ABHI	ABEHI	ABEHI						ABJKLn		
Read notes or other messages that are on the bill	884	280	83	9	101	132	101	101	101	107	86	111	110	109	71
	42%	47%	42%	26%	44%	58%	48%	40%	45%	50%	43%	54%	55%	55%	42%
	D	D	D			ABEGHI	ah			A		AK	AK	AK	
Read any inserts that are included with the bill	644	215	65	11	63	82	68	63	69	67	67	93	88	77	53
	31%	36%	33%	31%	28%	36%	33%	25%	31%	32%	33%	45%	44%	39%	32%
	h	eH				eH	h					AbJK	AbJK	A	
None of these - you don't look at the bill	62	14	4	-	4	2	3	9	10	6	4	2	3	11	2
	3%	2%	2%		2%	1%	1%	4%	4%	3%	2%	1%	2%	6%	1%
	oLFD	d	D					F	eFg					kLM	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



Q7.2 - When you review your monthly electricity bill/electricity and gas bill, which of the following do you typically do? Select all that apply .

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
Not sure	74	5	8	4	1	2	2	3	1	3	3	1	4	2	6
	4%	1%	4%	11%	*%	1%	1%	1%	*%	1%	1%	*%	2%	1%	4%
			B	b											b

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q7.3 - Thinking about the last year, what was your average monthly electricity bill/electricity and gas bill during last summer (May through October)?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
\$0 to \$49	506	165	49	6	88	73	84	31	32	27	26	5	7	6	81
	24%	27%	25%	17%	39%	32%	40%	12%	14%	13%	13%	2%	4%	3%	48%
	JKLMNHI	JKLMNHI			ABHI	AHI	ABfHI			LMN	LMN				AB
\$50 to \$99	569	198	49	12	52	31	32	74	69	71	45	37	40	22	41
	27%	33%	25%	34%	23%	14%	15%	29%	31%	33%	22%	18%	20%	11%	24%
	LMNFG	LMNEFGc			FG			FG	eFG	aKLMN	N	N	N		
		oK													
\$100 to \$149	339	85	42	7	26	31	38	45	44	49	36	42	52	39	24
	16%	14%	21%	20%	11%	14%	18%	18%	19%	23%	18%	20%	26%	20%	14%
	e		ab				E	E	Ef	AB			ABK		
\$150 to \$199	239	64	14	3	13	26	12	29	32	25	22	35	34	35	9
	11%	11%	7%	9%	6%	11%	6%	11%	14%	12%	11%	17%	17%	18%	5%
	OEGC	oeg				EG		EG	EG			Abk	Abk	Abk	
\$200 or more	441	88	43	7	46	67	43	75	49	39	73	88	64	98	12
	21%	15%	22%	20%	20%	29%	21%	30%	22%	18%	36%	43%	32%	49%	7%
	BOBBBB	O	b			ABEGi		ABEGi	b		ABJ	ABJM	ABJ	ABJKM	
Unsure	8	-	-	-	3	-	-	-	-	1	-	-	3	-	1
	*%				1%					*%			2%		1%
	GHIBCDB				bfgHi							bkln			
	BEKLNBF														

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q7.3 - Thinking about the last year, what was your average monthly electricity bill/electricity and gas bill during last summer (May through October)?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Statistics Base	2094	600	197	35	225	228	209	254	226	211	202	207	197	200	167
Mean	138.3 BOBBBB	110.9 o	242.5 AB	171.1 B	119.8	141.7 B	131.4	162.0 ABEI	136.8 B	128.3	186.1 ABJ	206.7 ABJ	548.9 AB	206.7 ABJ	84.8
Standard Deviation	166.9	141.8	995.9	216.5	182.7	143.4	325.8	138.9	107.3	112.1	168.9	213.3	4749.6	135.9	115.1
Median	90.0	75.0	100.0	90.0	60.0	100.0	60.0	110.0	100.0	100.0	132.5	165.0	148.0	190.0	50.0

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q7.4 - What was your average monthly electricity bill/electricity and gas bill during last winter (November through April)?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
\$0 to \$49	498	154	65	4	51	83	55	23	30	41	33	13	5	14	79
	24%	26%	33%	11%	22%	36%	26%	9%	13%	19%	16%	6%	3%	7%	47%
	KLMNHID	KLMNHID	AD		HI	ABEGHI	HI			LMN	LMN	m		M	AB
\$50 to \$99	658	199	67	15	47	43	57	52	57	86	59	72	37	74	47
	31%	33%	34%	43%	21%	19%	27%	20%	25%	41%	29%	35%	19%	37%	28%
	MEFHi	MEFHi					Fh			AKM	M	M		kM	
\$100 to \$149	364	109	20	7	47	38	32	55	56	38	23	53	52	50	21
	17%	18%	10%	20%	21%	17%	15%	22%	25%	18%	11%	26%	26%	25%	13%
	oKC	kC						g	AFG	k		AbjK	AbJK	AjK	
\$150 to \$199	213	50	17	4	20	28	25	38	30	19	26	31	29	36	10
	10%	8%	9%	11%	9%	12%	12%	15%	13%	9%	13%	15%	15%	18%	6%
	O							ABE				aBj	bj	ABJ	
\$200 or more	355	87	27	5	58	34	39	80	52	26	59	37	74	25	10
	17%	14%	14%	14%	25%	15%	19%	31%	23%	12%	29%	18%	37%	13%	6%
	Ojn	O			ABFg			ABFGI	ABF		ABJLN		ABJkLN		
Unsure	14	1	1	-	5	2	1	6	1	2	2	1	3	1	1
	1%	*%	1%		2%	1%	*%	2%	*%	1%	1%	*%	2%	1%	1%
	D				b			aBgi							

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q7.4 - What was your average monthly electricity bill/electricity and gas bill during last winter (November through April)?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Statistics Base	2088	599	196	35	223	226	208	248	225	210	200	206	197	199	167
Mean	167.0 bbbb	103.8 O	151.8 B	151.7 B	147.7 BF	96.2	132.9 bf	188.3 BEFGI	143.4 BF	106.7	150.1 BJN	136.8 BJ	723.9 AB	125.2 Bj	79.4
Standard Deviation	1209.2	92.8	464.3	191.2	182.0	90.4	315.8	225.9	120.5	107.4	131.2	151.9	7116.5	106.3	88.9
Median	85.0	85.0	70.0	80.0	100.0	75.0	80.0	132.0	110.0	80.0	100.0	100.0	150.0	100.0	50.0

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q7.5 - When your electricity bill/electricity and gas bill is more than the average amount or what you were expecting, how much of an increase gets your attention?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
\$0 to \$9	268	90	17	-	33	48	25	23	26	23	25	17	19	23	31
	13%	15%	9%		14%	21%	12%	9%	12%	11%	12%	8%	10%	12%	18%
	LhcD	LmhCD	D		h	AeGHI									a
\$10 to \$19	480	162	37	12	34	33	39	48	56	45	29	39	53	39	60
	23%	27%	19%	34%	15%	14%	19%	19%	25%	21%	14%	19%	27%	20%	36%
	KEF	lnEFghc		c					EF	k			Kln		Ab
		K													
\$20 to \$29	465	103	39	9	42	37	46	50	46	59	30	44	40	38	35
	22%	17%	20%	26%	18%	16%	22%	20%	20%	28%	15%	21%	20%	19%	21%
	KF									aBKmN		k			
\$30 to \$39	225	83	22	5	20	23	17	35	26	23	23	31	25	35	15
	11%	14%	11%	14%	9%	10%	8%	14%	12%	11%	11%	15%	13%	18%	9%
		eg						eG						Ajk	
\$40 to \$49	158	33	13	2	17	23	17	18	14	11	20	20	14	12	4
	8%	6%	7%	6%	7%	10%	8%	7%	6%	5%	10%	10%	7%	6%	2%
	O					b					j	j			
\$50 to \$74	186	63	20	1	28	17	26	31	27	26	28	21	13	19	12
	9%	10%	10%	3%	12%	7%	12%	12%	12%	12%	14%	10%	7%	10%	7%
	D	D	D		f		f	f		M	aM				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

Q7.5 - When your electricity bill/electricity and gas bill is more than the average amount or what you were expecting, how much of an increase gets your attention?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
\$75 to \$99	65	17	21	4	15	11	16	12	11	12	17	11	8	6	2
	3%	3%	11%	11%	7%	5%	8%	5%	5%	6%	8%	5%	4%	3%	1%
	o		AB		Ab		AB				ABmN				
More than \$100	158	24	20	1	17	17	11	19	6	2	16	17	16	5	3
	7%	4%	10%	3%	7%	7%	5%	7%	3%	1%	8%	8%	8%	3%	2%
	BJNBIBB BO	j	BD		I	I		I			JN	bJN	JN		
Not sure	97	26	8	1	22	19	12	18	14	11	14	7	12	23	6
	5%	4%	4%	3%	10%	8%	6%	7%	6%	5%	7%	3%	6%	12%	4%
					AB	ab								ABJLm	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

Q7.6 - How often in the past 12 months have you received an electricity bill/electricity and gas bill that was higher than expected?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Never	180	41	18	6	37	53	24	24	14	10	12	10	14	35	24
	9%	7%	9%	17%	16%	23%	11%	9%	6%	5%	6%	5%	7%	18%	14%
	JL				ABHI	ABeGHI		i						ABJKLM	AB
NET: At least rarely	1922	559	179	29	191	175	185	230	212	202	190	197	186	165	144
	91%	93%	91%	83%	84%	77%	89%	91%	94%	95%	94%	95%	93%	83%	86%
	ONEf	ONEf			f		F	EF	EFg	AN	N	AN	N		
Rarely (1-2 bills)	1035	307	111	18	94	79	95	110	103	117	95	87	94	94	91
	49%	51%	56%	51%	41%	35%	45%	43%	46%	55%	47%	42%	47%	47%	54%
	LEFh	LEF	a				F	f	F	kLmn					
Sometimes (3-4 bills)	736	181	51	4	78	61	68	86	81	68	74	93	69	61	40
	35%	30%	26%	11%	34%	27%	33%	34%	36%	32%	37%	45%	35%	31%	24%
	OFCD	D	D		f		f	F				ABJKMN			
Often (more than 4 bills)	152	71	17	7	19	35	22	34	28	17	21	17	23	10	13
	7%	12%	9%	20%	8%	15%	11%	13%	12%	8%	10%	8%	12%	5%	8%
		AANAAA		a		AE		Ae	A		N		aN		

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



California Residential Rate OIR Study

Q7.7 - Did you take action when you noticed a higher than expected bill?  
BASE: Those that at least rarely notice a higher than expected bill

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	1922	559	179	29	191	175	185	230	212	202	190	197	186	165	144
TOTAL ANSWERING	1922	559	179	29	191	175	185	230	212	202	190	197	186	165	144
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	1967	565	179	29	191	175	185	230	212	202	190	197	186	165	144
Called my electricity/electricity and gas utility company	351 18%	92 16%	72 40%	11 38%	12 6%	40 23%	12 6%	26 11%	23 11%	15 7%	26 14%	40 20%	20 11%	21 13%	26 18%
	kMnEGHI J	JmEGi	AB	AB		EGHI		eg	e		J	JkMn		j	
Checked my usage online	659 34%	186 33%	72 40%	9 31%	69 36%	86 49%	78 42%	106 46%	90 42%	67 33%	47 25%	66 34%	68 37%	61 37%	34 24%
	OK	ok				ABE	Ab	ABE	Ab	k		k	K	K	
Something else:	262 14%	106 19%	9 5%	3 10%	46 24%	38 22%	50 27%	30 13%	43 20%	24 12%	27 14%	31 16%	25 13%	16 10%	26 18%
	C	ajNaaCa a			AH	AH	AbH		AH			n			
I did not take action	694 36%	209 37%	27 15%	9 31%	67 35%	44 25%	55 30%	82 36%	69 33%	88 44%	80 42%	62 31%	69 37%	67 41%	54 38%
	FgC	FC		c	F			F		aL	L			l	
Can't recall	116 6%	23 4%	12 7%	2 7%	10 5%	4 2%	14 8%	13 6%	11 5%	19 9%	17 9%	19 10%	15 8%	12 7%	13 9%
	F						F	f		B	b	B			b

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QD1 - What is the last year of school you completed?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income	
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS		
	Core	Unexpsd														(A)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168	
NET: Less than college	1465	418	134	26	33	43	29	51	39	64	49	75	69	79	121	
	70%	70%	68%	74%	14%	19%	14%	20%	17%	30%	24%	36%	35%	40%	72%	
	MNEFGHI	MNEFGHI						g				K	K	JK		
	JKL	JKL														
NET: High school or less	841	240	81	16	20	22	11	28	21	43	26	44	40	48	41	
	40%	40%	41%	46%	9%	10%	5%	11%	9%	20%	13%	21%	20%	24%	24%	
	MNEFGHI	MNEFGHI				g		G		K		K	k	K		
	OJKL	OJKL														
Some high school or less	45	2	22	7	-	1	1	-	1	-	1	4	4	-	9	
	2%	*%	11%	20%		*%	*%		*%		*%	2%	2%		5%	
	EFGHIBB		AB	AB								JN	JN		aB	
	BBJKNB															
High school graduate	796	238	59	9	20	21	10	28	20	43	25	40	36	48	32	
	38%	40%	30%	26%	9%	9%	5%	11%	9%	20%	12%	19%	18%	24%	19%	
	NEFGHIC	EFGHICd			g	g		G	g	K		k		K		
	OJKLM	OJKLMN														
Trade or technical school graduate	624	178	53	10	13	21	18	23	18	21	23	31	29	31	80	
	30%	30%	27%	29%	6%	9%	9%	9%	8%	10%	11%	15%	15%	16%	48%	
	MNEFGHI	MNEFGHI												j	AB	
	JKL	JKL														

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QD1 - What is the last year of school you completed?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/ APS	
	Core	Unexpsd													
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
NET: College grad or more	637	182	56	8	189	181	172	196	180	143	147	129	129	115	47
	30%	30%	28%	23%	83%	79%	82%	77%	80%	67%	73%	62%	65%	58%	28%
					AB	AB	AB	AB	AB	ABN	ABLmN	AB	AB	AB	
Undergraduate college degree	404	115	48	7	92	92	78	98	103	95	88	76	105	67	36
	19%	19%	24%	20%	40%	40%	37%	39%	46%	45%	44%	37%	53%	34%	21%
					AB	AB	AB	AB	ABg	ABLN	ABN	AB	ABkLN	AB	
Masters or doctorate degree	233	67	8	1	97	89	94	98	77	48	59	53	24	48	11
	11%	11%	4%	3%	43%	39%	45%	39%	34%	23%	29%	26%	12%	24%	7%
	oCD	Cd			ABi	AB	ABi	AB	AB	ABM	ABM	ABM		ABM	
Prefer not to answer	-	-	7	1	6	4	8	7	7	5	6	3	2	6	-
			4%	3%	3%	2%	4%	3%	3%	2%	3%	1%	1%	3%	
			AB		AB	a	AB	AB	AB	Ab	AB			AB	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QD2 - What is your current employment status?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income	
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS		
	Core	Unexpsd														(A)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168	
NET: Employed	1066	298	121	19	134	144	139	133	157	92	127	136	98	105	55	
	51%	50%	61%	54%	59%	63%	67%	52%	69%	43%	63%	66%	49%	53%	33%	
	Oj	O	AB		Ab	ABH	ABeH		ABEH		ABJMN	ABJMN		j		
Employed full-time	790	238	81	11	111	127	120	114	137	70	103	114	80	83	23	
	38%	40%	41%	31%	49%	56%	57%	45%	61%	33%	51%	55%	40%	42%	14%	
	O	O			Ab	ABH	ABeH	A	ABEH		ABJMN	ABJMN		j		
Employed part-time	276	59	40	8	23	17	19	19	20	22	24	22	18	22	32	
	13%	10%	20%	23%	10%	7%	9%	7%	9%	10%	12%	11%	9%	11%	19%	
	mFGHI		AB	b											aB	
NET: Not employed/student	998	300	71	14	90	81	63	116	63	118	68	68	100	92	106	
	47%	50%	36%	40%	39%	36%	30%	46%	28%	56%	34%	33%	50%	46%	63%	
	KLEFGIC	KLEFGIC			GI	i		FGI		AKLN			KL	KL	AB	
Unemployed or between jobs	207	41	30	4	4	2	5	9	10	10	12	16	5	4	19	
	10%	7%	15%	11%	2%	1%	2%	4%	4%	5%	6%	8%	3%	2%	11%	
	MNEFGHI	mNEFG	AB					F	eF		mN	MN				
	JK															
Homemaker or caregiver (non-professional)	112	32	23	3	5	1	3	6	4	6	5	13	8	9	10	
	5%	5%	12%	9%	2%	*%	1%	2%	2%	3%	2%	6%	4%	5%	6%	
	jKEFGHI	FGi	AB		f			f				jk				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QD2 - What is your current employment status?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
Student	96 5% KNEFGHI	21 4% jEFGI	16 8% ab	5 14% b	-	-	-	4 2% EFG	1 *% J	2 1%	4 2%	10 5% Jn	9 5% Jn	3 2%	5 3%
Retired	583 28% LICD	205 34% agIaCDa aaKL	2 1%	2 6%	81 36% AGI	78 34% agI	55 26%	97 38% AGI	48 21%	100 47% ABKLmn	47 23% L	29 14%	78 39% AKL	76 38% AKL	72 43% Ab
Prefer not to answer	38 2%	3 *%	5 3%	2 6%	4 2%	3 1%	7 3% B	5 2%	6 3% b	2 1%	7 3% Bjm	3 1%	2 1%	3 2%	7 4% B

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QD3 - Do you spend any part of your work day at home?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: Work at home at lest sometimes	633	195	71	8	149	108	117	124	98	73	72	79	77	71	63
	30%	32%	36%	23%	65%	47%	56%	49%	43%	34%	36%	38%	39%	36%	38%
			d		ABFGHI	AB	ABfI	AB	AB			A	A		a
Work at home all the time	200	51	19	2	46	30	37	31	29	24	23	18	29	25	23
	10%	9%	10%	6%	20%	13%	18%	12%	13%	11%	11%	9%	15%	13%	14%
					ABFHI		AB						abl		
Work at home most of the time	123	22	26	3	31	24	28	35	14	21	9	21	15	13	18
	6%	4%	13%	9%	14%	11%	13%	14%	6%	10%	4%	10%	8%	7%	11%
			AB		ABI	ABi	ABI	ABI		aBK		aBK			aB
Work at home sometimes	310	122	26	3	72	54	52	58	55	28	40	40	33	33	22
	15%	20%	13%	9%	32%	24%	25%	23%	24%	13%	20%	19%	17%	17%	13%
		ajaacDa			ABfHi	A	A	A	A		aj	j			
		ao													
Do not work at home	1469	405	126	27	79	120	92	130	128	139	130	128	123	129	105
	70%	68%	64%	77%	35%	53%	44%	51%	57%	66%	64%	62%	62%	65%	63%
	LMEFGHI	EFGHI		c		Eg	E	E	EG						
		o													

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QD4 - What do you consider your ethnicity to be?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income	
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS		
	Core	Unexpsd														(A)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168	
White (but not Hispanic)	1338	442	8	-	179	177	171	185	161	163	139	147	173	172	105	
	64%	74%	4%		79%	78%	82%	73%	71%	77%	69%	71%	87%	86%	63%	
	CD	OAAACDA	D		Ai	A	AbHI	A	A	Ak		A	ABJKL	ABJKL		
		A														
NET: Non-white	719	141	187	35	27	40	20	48	42	39	51	56	23	24	63	
	34%	24%	95%	100%	12%	18%	10%	19%	19%	18%	25%	27%	12%	12%	38%	
	EFGHIBB	MNEG	AB	ABC		eG		EG	EG	Mn	jMN	JMN			B	
	BJKLMNB															
	B															
African-American	44	19	-	-	-	4	-	1	2	7	16	6	-	3	8	
	2%	3%				2%		*%	1%	3%	8%	3%		2%	5%	
	MEGHCD	MEGHCD				EG				M	ABJLMN	M		m		
Asian or Pacific Islander	235	72	3	-	17	19	4	28	17	17	23	8	18	5	-	
	11%	12%	2%		7%	8%	2%	11%	8%	8%	11%	4%	9%	3%		
	LNeGiCD	OLNGCD	d		G	G		G	G	lN	LN		LN			
	O															
Hispanic or Latin American	364	34	179	34	5	7	5	11	14	5	7	32	-	12	35	
	17%	6%	91%	97%	2%	3%	2%	4%	6%	2%	3%	15%		6%	21%	
	EFGHIBB	Me	AB	ABc					EG	M	M	BJKMN		jM	B	
	BBJKMNB															

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QD4 - What do you consider your ethnicity to be?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
Native American	19 1%	2 *%	2 1%	-	3 1%	1 *%	1 *%	-	1 *%	-	-	2 1%	-	1 1%	-
	OJKMHD				h										
Mixed race	40 2%	9 2%	2 1%	-	1 *%	4 2%	6 3%	3 1%	6 3%	5 2%	3 1%	6 3%	2 1%	1 1%	20 12%
	NED						E		e			n			AB
Something else, specify:	17 1%	6 1%	1 1%	1 3%	1 *%	5 2%	4 2%	5 2%	2 1%	5 2%	2 1%	2 1%	3 2%	2 1%	-
	O				e										
Prefer not to answer	44 2%	16 3%	2 1%	-	22 10%	11 5%	18 9%	21 8%	23 10%	10 5%	12 6%	4 2%	4 2%	4 2%	-
	OD	OD			ABF	a	AB	AB	ABF	a	ALMN				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



California Residential Rate OIR Study

QD5 - What languages do you speak in your home?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income	
	Core		SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS		
	Core	Unexpsd														(A)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168	
English	1952	563	112	16	221	220	202	241	216	205	196	204	193	198	164	
	93%	94%	57%	46%	97%	96%	97%	95%	96%	97%	97%	99%	97%	99%	98%	
	CD	CD			A	A	A		a	A	A	AB	A	ABm	Ab	
Spanish	331	13	190	33	9	17	12	8	17	7	11	25	2	10	22	
	16%	2%	96%	94%	4%	7%	6%	3%	8%	3%	5%	12%	1%	5%	13%	
	EFGHIBB		AB	AB		BH	b		BH		M	BJKMN		M	B	
	BBJKMNB															
NET: Chinese	77	24	1	-	6	6	2	10	3	2	2	2	15	2	1	
	4%	4%	1%		3%	3%	1%	4%	1%	1%	1%	1%	8%	1%	1%	
	KLNGICD	jklnngCD						Gi					AJKLN			
	OJ	O														
Chinese - Mandarin	43	7	-	-	4	5	1	5	2	-	1	2	7	-	-	
	2%	1%			2%	2%	*%	2%	1%		*%	1%	4%			
	OJKNGCD												JKLN			
Chinese - Cantonese	38	18	1	-	3	1	2	5	1	2	1	-	11	2	1	
	2%	3%	1%		1%	*%	1%	2%	*%	1%	*%		6%	1%	1%	
	oKLFICD	okLFICD											AJKLN			
Japanese	23	2	-	-	1	2	-	1	3	3	1	-	1	1	1	
	1%	*%			*%	1%		*%	1%	1%	*%		1%	1%	1%	
	LGCD							g		1						

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QD5 - What languages do you speak in your home?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
Korean	14 1%	3 **	-	-	-	1 **	2 1%	1 **	-	-	2 1%	1 **	-	-	-
	JMNEICD O														
Filipino	27 1%	9 2%	1 1%	-	-	2 1%	3 1%	4 2%	2 1%	1 **	7 3%	1 **	1 1%	-	1 1%
	NED	NED					e	E			JLMN				
Hmong	2 **	2 **	-	-	-	-	-	-	-	-	-	-	-	-	1 1%
Vietnamese	13 1%	9 2%	-	-	2 1%	1 **	-	-	-	2 1%	-	-	2 1%	-	1 1%
	LNGHICD K	LNGHICD K													
Something else, specify:	35 2%	46 8%	6 3%	-	6 3%	7 3%	5 2%	7 3%	6 3%	8 4%	6 3%	4 2%	12 6%	2 1%	3 2%
	D JKLN AOA	GHIACDA JKLN AOA	D							n			ALN		
Prefer not to answer	15 1%	8 1%	-	-	6 3%	4 2%	6 3%	7 3%	8 4%	4 2%	3 1%	-	-	1 1%	1 1%
	LMCD	lmcd			a	a	a	a	A	LM	lm				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
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 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QD6 - If you are willing to provide this information for demographic use only, we would like to know whether you or anyone in your household has a permanent disability, related to mobility, hearing, vision, cognitive, psychological, or chronic disease?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Yes	548	179	53	11	36	63	42	37	42	43	42	51	44	52	57
	26%	30%	27%	31%	16%	28%	20%	15%	19%	20%	21%	25%	22%	26%	34%
	jkEgHI	JKmEGHI				EgHI									A
No	1453	382	133	20	175	157	154	202	169	156	145	148	151	138	98
	69%	64%	68%	57%	77%	69%	74%	80%	75%	74%	72%	71%	76%	69%	58%
	O				ABf		B	ABF	aB	B	b	b	aB		
Prefer not to answer	100	39	11	4	17	8	13	15	15	13	15	8	5	10	13
	5%	6%	6%	11%	7%	4%	6%	6%	7%	6%	7%	4%	3%	5%	8%
	m	M			f					m	M				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QD7 - In which category would you classify the disability?  
BASE: Those that report a disability

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	548	179	53	11	36	63	42	37	42	43	42	51	44	52	57
TOTAL ANSWERING	548	179	53	11	36	63	42	37	42	43	42	51	44	52	57
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	485	133	53	11	36	63	42	37	42	43	42	51	44	52	57
Mobility	143	69	10	2	9	15	12	15	17	12	11	11	19	20	19
	26%	38%	19%	18%	25%	24%	29%	41%	40%	28%	26%	22%	43%	38%	33%
		1C						af	af				AkL	al	
Hearing	78	23	7	2	5	13	8	6	9	9	9	6	8	13	8
	14%	13%	13%	18%	14%	21%	19%	16%	21%	21%	21%	12%	18%	25%	14%
														al	
Vision	65	8	5	2	1	5	2	2	2	3	4	2	8	8	2
	12%	4%	9%	18%	3%	8%	5%	5%	5%	7%	10%	4%	18%	15%	4%
	OLEgi												bL	L	
Cognitive (learning or mental)	27	22	4	1	5	3	8	4	7	5	1	5	6	3	4
	5%	12%	8%	9%	14%	5%	19%	11%	17%	12%	2%	10%	14%	6%	7%
	aaKafaa						AF		af	k			K		
Psychological	59	18	5	1	1	5	4	2	6	2	3	6	2	6	8
	11%	10%	9%	9%	3%	8%	10%	5%	14%	5%	7%	12%	5%	12%	14%
	jmE								e						
Chronic disease	186	54	5	3	14	20	7	12	17	12	15	13	10	15	18
	34%	30%	9%	27%	39%	32%	17%	32%	40%	28%	36%	25%	23%	29%	32%
	GC	C			G	g			G						

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QD7 - In which category would you classify the disability?  
 BASE: Those that report a disability

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
Other (specify):	51 9% C	17 10%	1 2%	1 9%	2 6%	6 10%	6 14%	4 11%	4 10%	5 12%	4 10%	4 8%	3 7%	6 12%	5 9%
Not sure / Prefer not to answer	115 21% n	30 17%	21 40% AB	6 55% AB	5 14%	20 32% bEGHI	5 12%	5 14%	6 14%	12 28% N	13 31% N	16 31% N	10 23%	6 12%	11 19%

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QH1 - Which of the following best describes the type of home you live in?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: Single family	1448	420	125	13	225	227	204	221	181	177	119	166	174	160	82
	69%	70%	63%	37%	99%	100%	98%	87%	80%	83%	59%	80%	87%	80%	49%
	OKD	OKD	D		ABHI	ABgHI	ABHI	ABI	AB	ABK		ABK	ABKln	ABK	
Single family, detached (e.g., freestanding house)	1298	371	115	11	221	225	200	212	162	168	104	148	158	146	69
	62%	62%	58%	31%	97%	99%	96%	83%	72%	79%	51%	71%	79%	73%	41%
	OKD	OKD	D		ABHI	ABgHI	ABHI	ABI	AB	ABKl		ABK	ABKl	ABK	
Single family attached such as town house or row house	150	49	10	2	4	2	4	9	19	9	15	18	16	14	13
	7%	8%	5%	6%	2%	1%	2%	4%	8%	4%	7%	9%	8%	7%	8%
	jEFGH	EFGH						F	EFGH			j			
NET: Apartment or condo	526	140	69	20	2	-	5	29	41	31	76	39	18	35	71
	25%	23%	35%	57%	1%		2%	11%	18%	15%	38%	19%	9%	18%	42%
	MNEFGHI	JMEFGH	AB	ABC			F	EFG	EFGH	m	ABJLMN	M		M	AB
	JL														
Apartment or condo in multi-unit structure of 2-4 units	225	47	34	11	2	-	2	13	21	15	19	10	3	14	26
	11%	8%	17%	31%	1%		1%	5%	9%	7%	9%	5%	2%	7%	15%
	LMnEFGH	MEFG	AB	ABc				EFG	EFGH	M	lM	m		M	B
	j														
Apartment or condo in multi-unit structure of 5 or more units	301	93	35	9	-	-	3	16	20	16	57	29	15	21	45
	14%	15%	18%	26%			1%	6%	9%	8%	28%	14%	8%	11%	27%
	JMEFGHI	JMEFGHi					ef	EFG	EFG		ABJLMN	JM			AB

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QH1 - Which of the following best describes the type of home you live in?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrdsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
Mobile home	104 5% NEFGHIC JKLM	21 4% LEFGHic k	2 1%	1 3%	1 *%	-	-	2 1%	2 1%	3 1%	2 1%	2 1%	4 2%	4 2%	15 9% aB
Not sure or prefer not to answer	24 1%	19 3%	1 1%	1 3%	-	1 *%	-	2 1%	2 1%	1 *%	5 2% jL	-	4 2% L	1 1%	-

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QH2 - Do you or does your family own or rent your home?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro One	SRP/ APS	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	208	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
UNWEIGHTED TOTAL	2132	606	197	35	228	228	208	254	226	212	202	207	200	200	168
Own	1335	421	91	9	227	228	206	219	174	168	127	135	188	156	82
	64%	70%	46%	26%	100%	100%	99%	86%	77%	79%	63%	65%	94%	78%	49%
	OCD	OaaaCDa	D		ABHI	ABHI	ABHI	ABI	A	ABKL			ABJKLN	AbKL	
		a													
Rent	767	179	106	26	1	-	2	35	52	44	75	72	12	44	86
	36%	30%	54%	74%	*%		1%	14%	23%	21%	37%	35%	6%	22%	51%
	EFb	JMn	AB	ABC				EFb	EFb	M	JMN	JMN		M	AB
	bb	JMNb													

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA



California Residential Rate OIR Study

QH3 - Approximately in what year was your home built? Record the nearest decade if not known exactly. Record year:

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
Before 1950	195	58	20	3	36	14	13	15	25	25	47	21	15	10	22
	9%	10%	10%	9%	16%	6%	6%	6%	11%	12%	23%	10%	8%	5%	13%
	Nfh	n			AbFGH				fgH	N	ABJLMN	N			
1950s	261	86	15	2	19	16	25	20	27	24	47	36	11	18	27
	12%	14%	8%	6%	8%	7%	12%	8%	12%	11%	23%	17%	6%	9%	16%
	MeFHCd	MneFHCd					f		f	M	ABJMN	ajMN			
1960s	269	74	27	2	22	28	19	30	20	14	23	23	23	13	27
	13%	12%	14%	6%	10%	12%	9%	12%	9%	7%	11%	11%	12%	7%	16%
	JNgid	JN	d								jn	n	jn		
1970s	418	133	36	8	27	30	39	54	38	35	33	38	24	39	32
	20%	22%	18%	23%	12%	13%	19%	21%	17%	17%	16%	18%	12%	20%	19%
	MEF	MEF					E	EF				m		M	
1980s	375	87	41	8	34	41	39	49	46	53	28	36	43	44	31
	18%	15%	21%	23%	15%	18%	19%	19%	20%	25%	14%	17%	22%	22%	18%
										ABKL			bK	bK	
1990s	268	75	25	2	43	40	26	37	30	26	11	20	33	35	14
	13%	12%	13%	6%	19%	18%	12%	15%	13%	12%	5%	10%	17%	18%	8%
	oKd	K			Abg	a				K			KL	KL	
2000s	314	86	33	10	47	59	48	49	40	35	13	33	51	41	15
	15%	14%	17%	29%	21%	26%	23%	19%	18%	17%	6%	16%	26%	21%	9%
	OK	K		ab	ab	ABhI	AB			K		K	ABJKL	aK	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QH3 - Approximately in what year was your home built? Record the nearest decade if not known exactly. Record year:

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
Statistics Base	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
Mean	1974.2 OK	1973.9 OK	1975.8	1977.3	1974.9	1983.2 ABEgHI	1979.7 ABe	1979.0 ABe	1976.2	1976.0 K	1962.8	1973.1 K	1979.1 ABKL	1981.6 ABJKL	1968.2
Standard Deviation	23.0	21.0	22.0	29.3	28.8	20.1	24.2	20.4	22.1	22.5	22.2	22.1	28.9	19.1	25.0
Median	1977.0	1974.0	1980.0	1980.0	1983.5	1987.0	1982.0	1980.0	1980.0	1980.0	1960.0	1975.0	1986.0	1984.5	1970.0

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QH4 - Are you enrolled on any of these special electric rate plans?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro One	SRP/APS	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
CARE or FERA (discount for low-income customers)	484	144	78	15	2	6	6	16	22	25	15	16	-	-	111
	23%	24%	40%	43%	1%	3%	3%	6%	10%	12%	7%	8%			66%
	MNEFGHI	MNEFGHI	AB	AB				EFG	EFG	MN	MN	MN			AB
	JKL	JKL													
Low-income Discount	-	-	-	-	-	-	-	-	-	-	-	-	2	9	-
													1%	5%	
															ABJKLM
Electric Vehicle rate plan	8	0	1	2	5	7	12	2	2	-	2	1	2	-	-
	*%	*%	1%	6%	2%	3%	6%	1%	1%		1%	*%	1%		
	OJN				aB	ABhi	ABeHI								
Time Of Use rate plan	55	14	10	2	74	29	12	21	4	6	2	5	102	97	-
	3%	2%	5%	6%	32%	13%	6%	8%	2%	3%	1%	2%	51%	49%	
	Ok	O			ABFGHI	ABGI	abI	ABI					ABJKL	ABJKL	
Solar or Net Energy Metering (NEM) rate plan	45	23	2	1	201	198	187	4	5	2	-	2	-	-	1
	2%	4%	1%	3%	88%	87%	89%	2%	2%	1%		1%			1%
	OKMN	OJKLMNC			ABHI	ABHI	ABHI								
Solar Rate	-	-	-	-	-	-	-	-	-	-	-	-	1	4	-
													1%	2%	
															ABJKL

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QH4 - Are you enrolled on any of these special electric rate plans?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro	SRP/	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag				One	APS	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
SmartRate Plan	40 2%	18 3%	-	-	5 2%	-	-	142 56%	-	-	-	-	-	-	3 2%
	MNFGICD JKL	MNFGICD JKL			FGI			ABEFGI							
Balanced Payment Plan	129 6%	27 5%	4 2%	2 6%	3 1%	4 2%	-	36 14%	6 3%	29 14%	-	10 5%	23 12%	41 21%	9 5%
	KEFGIC	KeG			g	G		ABEFGI	G	ABKL		K	ABKL	ABjKLM	
Automatic Payment Service	241 11%	52 9%	13 7%	1 3%	26 11%	21 9%	29 14%	42 17%	44 19%	36 17%	25 12%	17 8%	32 16%	35 18%	8 5%
	OCD							ABF	ABEF	ABL			BL	ABL	
None of these	842 40%	269 45%	45 23%	8 23%	9 4%	15 7%	12 6%	31 12%	125 55%	108 51%	115 57%	134 65%	49 25%	44 22%	33 20%
	NEFGHCD OM	NEFGHCD OM						EFG	ABEFGH	AMN	ABMN	ABJMN			
Not sure	392 19%	95 16%	49 25%	9 26%	4 2%	8 4%	4 2%	36 14%	25 11%	20 9%	43 21%	25 12%	23 12%	15 8%	16 10%
	MNEFGH OJL	ojNEFG	aB					EFG	EFG		JLMN				

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QH5 - Do you plan to add the following in the next 12 months?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrsd	Hydro One	SRP/ APS	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	34	224	222	198	254	225	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	0	-	-	1	4	6	11	-	1	-	-	-	-	-	-
UNWEIGHTED TOTAL	2131	606	197	34	224	222	198	254	225	212	202	207	200	200	168
Electric Vehicle rate plan	38	2	8	-	11	14	17	5	3	3	-	3	5	1	-
	2%	*%	4%		5%	6%	9%	2%	1%	1%		1%	3%	1%	
	BKNBDB		BD		ABhI	ABHI	ABHI			k		k	bKn		
	BO														
Solar or Net Energy Metering (NEM) rate plan	43	16	19	3	4	10	8	6	4	3	3	3	-	-	3
	2%	3%	10%	9%	2%	5%	4%	2%	2%	1%	1%	1%			2%
	MN	MN	AB			aei				mn	mn	mn			
Not sure	580	119	93	16	59	53	52	53	38	47	55	57	55	32	33
	28%	20%	47%	47%	26%	24%	26%	21%	17%	22%	27%	28%	28%	16%	20%
	jNBHIBB		AB	AB	I	i	I				bN	bN	bN		
	BOB														
No, I do not	1449	464	77	15	151	145	121	190	180	160	144	144	140	168	132
	69%	77%	39%	44%	67%	65%	61%	75%	80%	75%	71%	70%	70%	84%	79%
	GCD	EFGACDA						aeFG	AEFG	A				AJKLM	A
		AA1A													

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QH7 - We have one last thing to ask you. Would you please provide the account number from your latest electricity bill/electricity and gas bill? Doing so is optional, however, it will help us better understand your answer to this survey...

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	1847	527	197	-	228	228	-	254	-	-	-	-	-	-	-
	100%	100%	100%		100%	100%		100%							
NO ANSWER	255	73	-	35	-	-	209	-	226	212	202	207	200	200	168
UNWEIGHTED TOTAL	1432	405	197	-	228	228	-	254	-	-	-	-	-	-	-
Yes, I will provide my account number	228	55	18	-	89	91	-	95	-	-	-	-	-	-	-
	12%	10%	9%		39%	40%		37%							
					AB	AB		AB							
No, I prefer not to	1619	472	179	-	139	137	-	159	-	-	-	-	-	-	-
	88%	90%	91%		61%	60%		63%							
	EFH	EFH													

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
 Upper case letters indicate significance at the 95% level.  
 Lower case letters indicate significance at the 90% level.  
 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

California Residential Rate OIR Study

QPC1 - Two final questions for you. First, how much did you enjoy taking this survey?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core		SCE	SDG&E	PG&E	SCE	SDG&E	PG&E	SDG&E	SMUD	LADWP	Rivrds	Hydro One	SRP/APS	
	Core	Unexpsd			Solar	Solar	Solar	SmrtRt	HiEngag						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	
TOTAL	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
TOTAL ANSWERING	2102	600	197	35	228	228	209	254	226	212	202	207	200	200	168
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	606	197	35	228	228	209	254	226	212	202	207	200	200	168
NET: Enjoyed it	974	277	156	28	46	43	48	52	62	98	87	101	104	96	85
	46%	46%	79%	80%	20%	19%	23%	20%	27%	46%	43%	49%	52%	48%	51%
	EFGHI	EFGHI	AB	AB				eFh					k		
I enjoyed it a lot	447	77	114	22	7	12	10	12	7	23	33	42	44	28	26
	21%	13%	58%	63%	3%	5%	5%	5%	3%	11%	16%	20%	22%	14%	15%
	EFGHIBB	EFGHI	AB	AB								BJn	BJN		
	BoBJkNB														
I enjoyed it a little	527	200	42	6	39	31	38	40	55	75	54	59	60	68	59
	25%	33%	21%	17%	17%	14%	18%	16%	24%	35%	27%	29%	30%	34%	35%
	EFGH	GHIACDA						eFH	Ak					A	A
	AAAEF														
I felt neutral about it	908	288	36	6	114	134	99	139	113	95	91	94	77	82	62
	43%	48%	18%	17%	50%	59%	47%	55%	50%	45%	45%	45%	39%	41%	37%
	CD	OmCD			a	ABeGi		A	a						
NET: Didn't enjoy it	220	36	5	1	68	51	62	63	51	19	24	12	19	22	21
	10%	6%	3%	3%	30%	22%	30%	25%	23%	9%	12%	6%	10%	11%	13%
	bLbbCDB				ABfi	AB	ABfi	AB	AB		bL			b1	B
	b														
I didn't enjoy it	172	31	3	-	48	38	43	52	37	16	17	9	15	19	16
	8%	5%	2%		21%	17%	21%	20%	16%	8%	8%	4%	8%	10%	10%
	LCD	D	d		AB	AB	AB	AB	AB		1			L	

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
Independent Z-Test for Percentages  
Upper case letters indicate significance at the 95% level.  
Lower case letters indicate significance at the 90% level.  
Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

QPC1 - Two final questions for you. First, how much did you enjoy taking this survey?

	IOU Core		Spanish		IOU Customer Lists					Region-Based Augments					Low Income
	Core	Unexpsd	SCE	SDG&E	PG&E Solar	SCE Solar	SDG&E Solar	PG&E SmrtRt	SDG&E HiEngag	SMUD	LADWP	Rivrds	Hydro One	SRP/ APS	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	
I didn't enjoy it at all	48 2%	5 1%	2 1%	1 3%	20 9% ABh	13 6% AB	19 9% ABH	11 4% B	14 6% AB	3 1%	7 3%	3 1%	4 2%	3 2%	5 3%

Comparison Groups: AB/ABCD/ABEFGHI/ABJKLMN/ABO  
 Independent Z-Test for Percentages  
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 Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA