

California Residential Rate OIR Study

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Table QS2 Page 10.....QS2 - Which of the following companies provides your household electricity?
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Table QS1 Page 11.....QS1 - In your household, which of the following activities are you involved in?
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Table QS3 Page 12.....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.
>>>Core Only<<<

Table QS4 Page 15.....QS4 - Including you, how many people live in your household?
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Table QS5 Page 17.....QS5 - About how many square feet is your home?
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Table QS6 Page 19.....QS6 - What is your age?
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Table QS7 Page 21.....QS7 - What is your annual household income before taxes? This information will help us better understand your answers.
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Table QS8 Page 23.....QS8 - Are you male or female?
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Table Q1.1t2 Page 24.....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
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Table Q1.1t3 Page 25.....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
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Table Q1.1_R1 Page 26...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
>>>Core Only<<<

Table Q1.1_R2 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...? Charging a fair price for electricity services
>>>Core Only<<<

Table Q1.1_R3 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...? Communicating rate changes in a timely manner
>>>Core Only<<<

Table Q1.1_R4 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...? Educating you on the benefits of different rate plans
>>>Core Only<<<

Table Q1.1_R5 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...? Keeping my lights on / no power outages
>>>Core Only<<<

Table Q1.2 Page 36...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.
>>>Core Only<<<

Table Q2.1A Page 38...Q2.1a - Which of the following electric rate plans have you heard about before this interview? Check all that apply.
>>>Core Only<<<

Table Q2.1B Page 40...Q2.1b - Which of the following best describes your electric rate plan for your home? Check all that apply.
>>>Core Only<<<

Table Q2.1C Page 41...Q2.1c - Which of the following rate plans would work best for you?
>>>Core Only<<<

Table Q2.4 Page 42...Q2.4 - How much of a savings on an annual basis would it take to get you to switch to a new rate plan?
>>>Core Only<<<

Table Q3.1A_R1 Page 44...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
>>>Core Only<<<

Table Q3.1A_R2 Page 45...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
>>>Core Only<<<

Table Q3.1B_R1 Page 46...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)
>>>Core Only<<<

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Table Q3.1B_R2 Page 47...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)
>>>Core Only<<<

Table Q3.2A Page 48.....Q3.2a - A) Which energy saving actions have you done in your household in the past 5 years? Check all that apply.
>>>Core Only<<<

Table Q3.2B Page 50.....Q3.2b - B) Which do you think you realistically could implement or do more of in the future? Check all that apply.
>>>Core Only<<<

Table Q3.3 Page 52.....Q3.3 - Which of the following rate plans do you think would work the best for you? Choose One:
>>>Core Only<<<

Table Q3.4A Page 53.....Q3.4a - Which of these do you currently have in your household? Check all that apply.
>>>Core Only<<<

Table Q3.4BA Page 55.....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
>>>Core Only<<<

Table Q3.4BB Page 57.....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
>>>Core Only<<<

Table Q3.5_R1 Page 59....Q3.5 - Which of the following services charges you a monthly service fee? Electricity
>>>Core Only<<<

Table Q3.5_R2 Page 60....Q3.5 - Which of the following services charges you a monthly service fee? Natural Gas
>>>Core Only<<<

Table Q3.6 Page 61.....Q3.6 - Does a demand charge apply to your current electric bill?
>>>Core Only<<<

Table Q3.7A Page 62.....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.
>>>Core Only<<<

Table Q4_FIXED Page 64...Q4 Fixed1 - Please carefully look at all three rate plans and pick the rate plan that you prefer the most.
>>>Core Only<<<

Table Q4.14 Page 65.....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?
>>>Core Only<<<

Table Q4.15 Page 68.....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...
>>>Core Only<<<

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Table Q5.1A Page 69.....Q5.1a - Would your willingness to try each of these rate plans change with 12 months of "Try Before You Buy"? No
TBYPB Included
>>>Core Only<<<

Table Q5.1B Page 71.....Q5.1b - Would your willingness to try each of these rate plans change with 12 months of "Try Before You Buy"? 12
Months TBYPB Included 2 Tiered Rate
>>>Core Only<<<

Table Q7.2 Page 73.....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 .
>>>Core Only<<<

Table Q7.3 Page 75.....Q7.3 - Thinking about the last year, what was your average monthly electricity bill/electricity and gas bill
during last summer (May through October)?
>>>Core Only<<<

Table Q7.4 Page 77.....Q7.4 - What was your average monthly electricity bill/electricity and gas bill during last winter (November
through April)?
>>>Core Only<<<

Table Q7.5 Page 79.....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?
>>>Core Only<<<

Table Q7.6 Page 81.....Q7.6 - How often in the past 12 months have you received an electricity bill/electricity and gas bill that was
higher than expected?
>>>Core Only<<<

Table Q7.7 Page 82.....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
>>>Core Only<<<

Table QD1 Page 83.....QD1 - What is the last year of school you completed?
>>>Core Only<<<

Table QD2 Page 85.....QD2 - What is your current employment status?
>>>Core Only<<<

Table QD3 Page 87.....QD3 - Do you spend any part of your work day at home?
>>>Core Only<<<

Table QD4 Page 88.....QD4 - What do you consider your ethnicity to be?
>>>Core Only<<<

Table QD5 Page 90.....QD5 - What languages do you speak in your home?
>>>Core Only<<<

Table QD6 Page 92.....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?
>>>Core Only<<<

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Table QD7 Page 93.....QD7 - In which category would you classify the disability?
BASE: Those that report a disability
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Table QH1 Page 95.....QH1 - Which of the following best describes the type of home you live in?
>>>Core Only<<<

Table QH2 Page 97.....QH2 - Do you or does your family own or rent your home?
>>>Core Only<<<

Table QH3 Page 98.....QH3 - Approximately in what year was your home built? Record the nearest decade if not known exactly. Record year:
>>>Core Only<<<

Table QH4 Page 100.....QH4 - Are you enrolled on any of these special electric rate plans?
>>>Core Only<<<

Table QH5 Page 102.....QH5 - Do you plan to add the following in the next 12 months?
>>>Core Only<<<

Table QH7 Page 103.....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...
>>>Core Only<<<

Table QPC1 Page 104.....QPC1 - Two final questions for you. First, how much did you enjoy taking this survey?
>>>Core Only<<<

California Residential Rate OIR Study

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

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Core	1835	229	582	1024	577	667	591	616	839	379	385	1450	482	1278	-	1835
	87%	80%	92%	87%	85%	83%	96%	74%	95%	100%	80%	90%	88%	88%		100%
NET: Spanish	267	57	54	156	105	135	27	219	48	0	99	168	66	176	267	-
	13%	20%	8%	13%	15%	17%	4%	26%	5%	*%	20%	10%	12%	12%	100%	
Spanish (CatalystMR)	18	6	5	8	11	7	-	13	6	-	7	12	3	14	18	-
	1%	2%	1%	1%	2%	1%		2%	1%		1%	1%	1%	1%	7%	
Spanish (uSamp)	249	51	49	149	94	128	27	206	42	0	92	157	63	162	249	-
	12%	18%	8%	13%	14%	16%	4%	25%	5%	*%	19%	10%	12%	11%	93%	

California Residential Rate OIR Study

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

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
TOTAL ANSWERING	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Core	1981	210	658	1113	455	714	812	753	855	373	299	1682	448	1439	-	1981
	93%	88%	95%	93%	89%	90%	98%	86%	97%	100%	85%	94%	92%	94%		100%
NET: Spanish	151	28	38	85	56	75	20	123	27	1	52	99	37	100	151	-
	7%	12%	5%	7%	11%	10%	2%	14%	3%	*%	15%	6%	8%	6%	100%	
Spanish (CatalystMR)	21	6	5	10	12	9	-	15	6	-	9	12	4	16	21	-
	1%	3%	1%	1%	2%	1%		2%	1%		3%	1%	1%	1%	14%	
Spanish (uSamp)	130	22	33	75	44	66	20	108	21	1	43	87	33	84	130	-
	6%	9%	5%	6%	9%	8%	2%	12%	2%	*%	12%	5%	7%	5%	86%	

California Residential Rate OIR Study

IOU Quota >>>Weighted<<<
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
PG&E	956	156	290	510	351	323	282	407	376	173	228	728	235	673	126	830
	45%	55%	46%	43%	51%	40%	46%	49%	42%	46%	47%	45%	43%	46%	47%	45%
SCE	891	102	271	518	267	364	260	326	398	167	210	681	255	592	109	782
	42%	36%	43%	44%	39%	45%	42%	39%	45%	44%	43%	42%	47%	41%	41%	43%
SDG&E	255	28	75	153	65	115	76	101	114	40	46	209	58	188	33	223
	12%	10%	12%	13%	9%	14%	12%	12%	13%	11%	10%	13%	11%	13%	12%	12%

California Residential Rate OIR Study

IOU Quota >>>Unweighted<<<
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
TOTAL ANSWERING	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
PG&E	717	90	239	388	200	231	286	313	273	131	126	591	150	527	51	666
	34%	38%	34%	32%	39%	29%	34%	36%	31%	35%	36%	33%	31%	34%	34%	34%
SCE	715	79	227	409	177	271	267	276	308	131	129	586	181	492	50	665
	34%	33%	33%	34%	35%	34%	32%	32%	35%	35%	37%	33%	37%	32%	33%	34%
SDG&E	700	69	230	401	134	287	279	287	301	112	96	604	154	520	50	650
	33%	29%	33%	33%	26%	36%	34%	33%	34%	30%	27%	34%	32%	34%	33%	33%

California Residential Rate OIR Study

Climate Zone based on Zip Code
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	<\$30K	\$30K -		<44	45-64	65+	Yes	No	Yes	No	Yes	No	
	Rate	Rate	Rate		<\$75K	\$75K+										
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	1835	229	582	1024	577	667	591	616	839	379	385	1450	482	1278	-	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%
NO ANSWER	267	57	54	156	105	135	27	219	48	0	99	168	66	176	267	-
UNWEIGHTED TOTAL	1981	210	658	1113	455	714	812	753	855	373	299	1682	448	1439	-	1981
CoastalNorCal	12	-	6	6	-	7	6	8	3	1	-	12	-	12	-	12
	1%		1%	1%		1%	1%	1%	*	*		1%		1%		1%
			B	B		E	E	I				K		M		
InlandCoastalNorCal	65	11	22	32	17	27	21	20	32	13	12	53	8	52	-	65
	4%	5%	4%	3%	3%	4%	4%	3%	4%	3%	3%	4%	2%	4%		4%
														M		
BayAreaNorthCentCoast	233	26	81	126	88	50	95	102	109	23	42	191	45	173	-	233
	13%	11%	14%	12%	15%	8%	16%	17%	13%	6%	11%	13%	9%	14%		13%
					F		F	J	J					m		
InlandCentralCoast	90	19	35	35	20	29	41	33	32	25	6	84	13	75	-	90
	5%	8%	6%	3%	3%	4%	7%	5%	4%	6%	2%	6%	3%	6%		5%
		D	d				Ef					K		M		
SouthernCentralCoast	34	14	4	16	18	14	3	11	19	4	11	24	14	19	-	34
	2%	6%	1%	2%	3%	2%	1%	2%	2%	1%	3%	2%	3%	2%		2%
		CD			G	G										
ExtremeCoastalSoCal	139	11	39	89	33	47	60	48	55	36	21	118	23	113	-	139
	8%	5%	7%	9%	6%	7%	10%	8%	7%	9%	5%	8%	5%	9%		8%
							e							M		

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP

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
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	<\$30K	\$30K -		<44	45-64	65+	Yes	No	Yes	No	Yes	No	
	Rate	Rate	Rate		<\$75K	\$75K+										
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
CostalSanDiego	145 8%	9 4%	48 8%	88 9%	30 5%	69 10%	46 8%	52 8%	69 8%	24 6%	25 7%	119 8%	33 7%	108 8%	-	145 8%
InlandCoastalSoCal	190 10%	17 7%	57 10%	115 11%	47 8%	69 10%	73 12%	45 7%	90 11%	54 14%	31 8%	159 11%	49 10%	138 11%	-	190 10%
InlandCoastalSoCalVallys	173 9%	24 10%	59 10%	90 9%	46 8%	72 11%	54 9%	52 8%	79 9%	41 11%	35 9%	138 9%	48 10%	116 9%	-	173 9%
InlandSoCalValleys	236 13%	29 13%	77 13%	130 13%	83 14%	94 14%	59 10%	94 15%	105 13%	36 10%	55 14%	181 12%	65 14%	155 12%	-	236 13%
NorthernInlandValley	60 3%	5 2%	21 4%	34 3%	27 5%	25 4%	9 1%	5 1%	31 4%	24 6%	20 5%	40 3%	22 4%	34 3%	-	60 3%
NorthernCentralValley	214 12%	29 13%	66 11%	119 12%	69 12%	78 12%	67 11%	75 12%	77 9%	62 16%	48 13%	166 11%	68 14%	135 11%	-	214 12%
SouthernCentralValley	111 6%	18 8%	34 6%	60 6%	56 10%	23 4%	31 5%	43 7%	57 7%	11 3%	37 10%	74 5%	29 6%	81 6%	-	111 6%
HighDesert	69 4%	7 3%	21 4%	42 4%	17 3%	34 5%	19 3%	24 4%	39 5%	6 2%	20 5%	49 3%	41 9%	28 2%	-	69 4%

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	Flat	3TOU	3Tier	<\$30K	\$30K -		<44	45-64	65+	Yes	No	Yes	No	Yes	No	
	Rate	Rate	Rate		<\$75K	\$75K+										
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
LowDesert	31	8	4	19	4	21	5	3	13	15	1	30	5	23	-	31
	2%	3%	1%	2%	1%	3%	1%	1%	2%	4%	1%	2%	1%	2%		2%
						EG			h	HI		K				
HighMountains	33	2	8	23	22	9	2	3	27	4	21	12	18	13	-	33
	2%	1%	1%	2%	4%	1%	1%	1%	3%	1%	6%	1%	4%	1%		2%
					FG				HJ		L		N			

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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

California Residential Rate OIR Study

Age By Income Quota
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(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
1t25u30k	68	12	17	39	68	-	-	68	-	-	16	52	15	52	30	38
	3%	4%	3%	3%	10%			8%			3%	3%	3%	4%	11%	2%
					FG			IJ							P	
1t25b3075k	44	7	9	28	-	44	-	44	-	-	7	37	8	29	19	25
	2%	3%	1%	2%		5%		5%			1%	2%	1%	2%	7%	1%
						EG		IJ							P	
1t25b75kp	15	8	2	5	-	-	15	15	-	-	0	15	1	13	13	2
	1%	3%	*%	*%			2%	2%			*%	1%	*%	1%	5%	*%
		cd					EF	IJ				k			P	
b2544u30k	208	31	53	123	208	-	-	208	-	-	106	101	61	139	58	149
	10%	11%	8%	10%	30%			25%			22%	6%	11%	10%	22%	8%
					FG			IJ			L				P	
b2544b3075k	312	43	91	178	-	312	-	312	-	-	63	250	79	212	89	223
	15%	15%	14%	15%		39%		37%			13%	15%	14%	15%	33%	12%
						EG		IJ							P	
b2544b75kp	188	20	68	100	-	-	188	188	-	-	1	187	36	146	9	179
	9%	7%	11%	9%			30%	23%			*%	12%	7%	10%	3%	10%
							EF	IJ				K				O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int	
	Flat	3TOU	3Tier	<\$30K	\$30K -		<44	45-64	65+	Yes	No	Yes	No	Yes	No
	Rate	Rate	Rate		<\$75K	\$75K+									
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
b4564u30k	273 13%	33 12%	79 12%	161 14%	273 40%	- FG	-	273 31%	-	161 33%	112 7%	110 20%	138 9%	16 6%	257 14%
								HJ		L		N			O
b4564b3075k	288 14%	38 13%	72 11%	178 15%	-	288 36%	-	288 32%	-	47 10%	240 15%	70 13%	203 14%	27 10%	261 14%
						EG		HJ			k				
b4564b75kp	327 16%	48 17%	123 19%	155 13%	-	-	327 53%	327 37%	-	1 *%	326 20%	79 14%	242 17%	5 2%	322 18%
			D				EF	HJ			K				O
o64u30k	134 6%	7 2%	49 8%	77 7%	134 20%	-	-	-	134 35%	66 14%	68 4%	30 6%	100 7%	-	134 7%
			B	B	FG				HI	L					O
o64b3075k	158 8%	22 8%	47 7%	90 8%	-	158 20%	-	-	158 42%	16 3%	142 9%	50 9%	103 7%	-	158 9%
						EG			HI		K				O
o64b75kp	88 4%	18 6%	26 4%	45 4%	-	-	88 14%	-	88 23%	-	88 5%	9 2%	76 5%	0 *%	88 5%
							EF		HI		K		M		O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: CA IOUs	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pacific Gas & Electric Company (PG&E)	956	156	290	510	351	323	282	407	376	173	228	728	235	673	126	830
	45%	55%	46%	43%	51%	40%	46%	49%	42%	46%	47%	45%	43%	46%	47%	45%
Southern California Edison (SCE)	891	102	271	518	267	364	260	326	398	167	210	681	255	592	109	782
	42%	36%	43%	44%	39%	45%	42%	39%	45%	44%	43%	42%	47%	41%	41%	43%
San Diego Gas & Electric Company (SDG&E)	255	28	75	153	65	115	76	101	114	40	46	209	58	188	33	223
	12%	10%	12%	13%	9%	14%	12%	12%	13%	11%	10%	13%	11%	13%	12%	12%

California Residential Rate OIR Study

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

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Reviewing and/or paying the monthly electricity bill/electricity and gas bill	1999	270	601	1128	642	774	582	792	835	371	471	1528	519	1386	240	1759
	95%	95%	94%	96%	94%	97%	94%	95%	94%	98%	97%	94%	95%	95%	90%	96%
										i	L					o
Calling your electricity/electricity and gas utility company when there is a problem	1500	173	485	842	444	598	459	515	690	295	379	1121	385	1051	133	1367
	71%	61%	76%	71%	65%	75%	74%	62%	78%	78%	78%	69%	70%	72%	50%	75%
			B	B		E	E		H	H	L					O
Making decisions about programs, payments, and other options provided by your electricity/electricity and gas	1551	180	502	869	488	585	477	562	694	295	398	1153	415	1077	154	1397
	74%	63%	79%	74%	72%	73%	77%	67%	78%	78%	82%	71%	76%	74%	58%	76%
			Bd	B			e		H	H	L					O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP

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.
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Agriculture	490	44	157	289	291	151	48	133	218	139	198	293	121	349	55	435
	23%	15%	25%	25%	43%	19%	8%	16%	25%	37%	41%	18%	22%	24%	21%	24%
			B	B	FG	G			H	HI	L					
Banking / insurance / financial services	898	125	270	503	185	373	339	271	410	216	116	781	203	660	47	850
	43%	44%	42%	43%	27%	47%	55%	33%	46%	57%	24%	48%	37%	45%	18%	46%
					E	EF			H	HI		K		M		O
Business or professional services / consulting	436	59	137	240	118	168	149	238	177	20	86	349	124	286	57	379
	21%	21%	22%	20%	17%	21%	24%	29%	20%	5%	18%	22%	23%	20%	21%	21%
							E	IJ	J							
Construction / home improvement / contractor	349	41	115	193	106	122	121	203	135	11	83	266	81	248	95	254
	17%	14%	18%	16%	16%	15%	20%	24%	15%	3%	17%	16%	15%	17%	35%	14%
								IJ	J						P	
Education	355	64	109	182	94	147	113	176	158	21	65	289	96	239	48	306
	17%	22%	17%	15%	14%	18%	18%	21%	18%	5%	13%	18%	18%	16%	18%	17%
								J	J							
Entertainment	79	13	25	41	30	25	24	48	25	6	26	53	15	59	30	49
	4%	5%	4%	4%	4%	3%	4%	6%	3%	2%	5%	3%	3%	4%	11%	3%
								IJ							P	

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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.
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
City, County, State, or National government	157 7%	9 3%	63 10% B	86 7% b	15 2%	70 9% E	73 12% E	80 10% J	73 8% J	4 1%	15 3%	142 9% K	45 8%	105 7%	17 6%	140 8%
Healthcare	213 10%	38 13%	66 10%	109 9%	64 9%	63 8%	86 14% eF	111 13% J	85 10% J	16 4%	38 8%	175 11%	51 9%	150 10%	26 10%	187 10%
High technology / computer programming	88 4%	7 2%	29 5%	52 4%	7 1%	20 3%	60 10% EF	51 6% J	30 3%	7 2%	4 1%	83 5% K	14 3%	70 5%	2 1%	86 5% O
Hospitality / food services	83 4%	14 5%	26 4%	43 4%	33 5% g	38 5% G	11 2%	56 7% IJ	18 2%	8 2%	28 6%	54 3%	32 6% n	48 3%	16 6%	67 4%
Manufacturing	93 4%	17 6%	33 5%	43 4%	19 3%	35 4%	39 6% E	35 4% J	53 6% J	4 1%	20 4%	72 4%	29 5%	58 4%	18 7%	75 4%
Market research / marketing / advertising	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Retail	154 7%	27 9%	62 10% D	66 6%	55 8%	57 7%	42 7%	84 10% J	67 8% J	3 1%	29 6%	126 8%	53 10%	99 7%	8 3%	147 8% O
Utilities such as electrical or gas power companies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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.
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Retired	552	68	165	319	176	228	148	17	256	279	123	429	182	351	3	549
	26%	24%	26%	27%	26%	28%	24%	2%	29%	73%	25%	27%	33%	24%	1%	30%
									H	HI			N			O
Unemployed	175	36	42	97	128	41	6	73	96	7	99	76	44	113	38	137
	8%	13%	7%	8%	19%	5%	1%	9%	11%	2%	21%	5%	8%	8%	14%	7%
		Cd			FG	G		J	J		L				p	
None of these	436	62	123	251	146	178	112	236	150	50	108	328	107	306	105	332
	21%	22%	19%	21%	21%	22%	18%	28%	17%	13%	22%	20%	19%	21%	39%	18%
								IJ							P	

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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?
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
1	421	37	145	240	252	129	41	74	208	139	164	257	112	291	4	418
	20%	13%	23%	20%	37%	16%	7%	9%	23%	37%	34%	16%	20%	20%	1%	23%
			B	B	FG	G			H	HI	L					O
NET: 2 or more	1681	249	491	940	431	673	577	761	680	241	320	1361	436	1162	264	1417
	80%	87%	77%	80%	63%	84%	93%	91%	77%	63%	66%	84%	80%	80%	99%	77%
		CD			E	EF		IJ	J			K			P	
2	861	119	255	487	178	357	326	249	399	213	110	751	200	626	42	818
	41%	42%	40%	41%	26%	44%	53%	30%	45%	56%	23%	46%	37%	43%	16%	45%
					E	EF			H	HI		K		m		O
NET: 3 or more	820	130	237	453	253	316	251	512	280	28	210	610	236	536	221	599
	39%	46%	37%	38%	37%	39%	41%	61%	32%	7%	43%	38%	43%	37%	83%	33%
								IJ	J				n		P	
3	349	44	110	195	100	134	115	191	144	13	71	278	105	224	51	297
	17%	16%	17%	16%	15%	17%	19%	23%	16%	3%	15%	17%	19%	15%	19%	16%
								IJ	J							
4	273	35	86	152	93	89	91	181	85	7	70	202	67	190	84	189
	13%	12%	14%	13%	14%	11%	15%	22%	10%	2%	15%	13%	12%	13%	32%	10%
								IJ	J						P	

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
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?
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
5 or more	199	51	41	107	60	94	45	140	51	8	69	130	64	123	86	113
	9%	18%	6%	9%	9%	12%	7%	17%	6%	2%	14%	8%	12%	8%	32%	6%
		CD				G		IJ	J		L				P	
Statistics Base	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
Mean	2.6	2.9	2.5	2.6	2.4	2.7	2.7	3.2	2.3	1.8	2.7	2.6	2.6	2.6	4.2	2.4
		CD				E	E	IJ	J						P	
Standard Deviation	1.5	1.6	1.3	1.5	1.5	1.6	1.1	1.7	1.2	0.8	1.8	1.3	1.4	1.5	1.9	1.2
Median	2.0	2.0	2.0	2.0	2.0	2.0	2.0	3.0	2.0	2.0	2.0	2.0	2.0	2.0	4.0	2.0

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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?
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Up to 1,499 sq ft	913	98	267	549	432	334	147	375	383	155	310	604	239	637	108	805
	43%	34%	42%	47%	63%	42%	24%	45%	43%	41%	64%	37%	44%	44%	40%	44%
				B	FG	G					L					
Under 1,000	365	38	101	226	212	107	45	168	143	53	142	222	99	255	38	326
	17%	13%	16%	19%	31%	13%	7%	20%	16%	14%	29%	14%	18%	18%	14%	18%
					FG	G		j			L					
1,000 to 1,499	549	60	166	323	219	227	103	206	241	102	167	381	140	382	70	479
	26%	21%	26%	27%	32%	28%	17%	25%	27%	27%	35%	24%	26%	26%	26%	26%
					G	G					L					
NET: 1,500 to 2,499 sq ft	763	116	246	400	120	340	303	263	344	155	93	670	198	535	78	685
	36%	41%	39%	34%	18%	42%	49%	32%	39%	41%	19%	41%	36%	37%	29%	37%
						E	Ef		H	H		K				o
1,500 to 1,999	498	79	151	269	86	238	174	162	226	110	71	428	134	344	44	454
	24%	28%	24%	23%	13%	30%	28%	19%	25%	29%	15%	26%	24%	24%	16%	25%
						E	E		H	H		K				O
2,000 to 2,499	264	37	96	131	34	101	129	101	118	45	22	242	64	191	34	231
	13%	13%	15%	11%	5%	13%	21%	12%	13%	12%	5%	15%	12%	13%	13%	13%
						E	EF					K				

Comparison Groups: BCD/EFH/HIJ/KL/MN/OP

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?
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
NET: 2,500 sq ft or more	250 12%	43 15%	78 12%	129 11%	20 3%	68 8%	163 26%	77 9%	122 14%	51 13%	20 4%	230 14%	64 12%	177 12%	31 11%	220 12%
						E	EF		h			K				
2,500 to 2,999	133 6%	24 8%	44 7%	65 5%	10 1%	40 5%	84 14%	36 4%	69 8%	28 7%	7 1%	126 8%	40 7%	88 6%	14 5%	119 6%
						E	EF		h			K				
3,000 to 3,499	83 4%	12 4%	24 4%	47 4%	6 1%	20 3%	57 9%	25 3%	38 4%	20 5%	13 3%	71 4%	18 3%	63 4%	14 5%	69 4%
						e	EF									
3,500 or more	34 2%	8 3%	10 2%	17 1%	4 1%	8 1%	22 4%	16 2%	15 2%	3 1%	1 *%	33 2%	6 1%	26 2%	2 1%	32 2%
							EF					K				
Not sure	176 8%	29 10%	45 7%	102 9%	111 16%	61 8%	4 1%	119 14%	39 4%	18 5%	61 13%	115 7%	47 9%	105 7%	51 19%	125 7%
					FG	G		IJ			L				P	

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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?
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
18-24	127	27	28	72	68	44	15	127	-	-	22	104	23	95	62	64
	6%	9%	4%	6%	10%	5%	2%	15%			5%	6%	4%	7%	23%	4%
		c			FG	G		IJ							P	
NET: 25 to 44	708	94	212	402	208	312	188	708	-	-	170	538	176	496	156	552
	34%	33%	33%	34%	30%	39%	30%	85%			35%	33%	32%	34%	58%	30%
						EG		IJ							P	
25-34	362	58	103	201	118	175	70	362	-	-	92	270	91	254	102	260
	17%	20%	16%	17%	17%	22%	11%	43%			19%	17%	17%	17%	38%	14%
					g	G		IJ							P	
35-44	346	36	109	201	90	138	118	346	-	-	78	268	86	242	54	292
	16%	13%	17%	17%	13%	17%	19%	41%			16%	17%	16%	17%	20%	16%
							E	IJ								
NET: 45 to 64	888	119	275	494	273	288	327	-	888	-	209	678	260	583	48	839
	42%	42%	43%	42%	40%	36%	53%		100%		43%	42%	47%	40%	18%	46%
							EF						n			O
45-54	269	57	80	133	97	71	101	-	269	-	62	207	80	163	23	246
	13%	20%	13%	11%	14%	9%	16%		30%		13%	13%	15%	11%	9%	13%
		cD			F		F		HJ							

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
55-64	618	62	195	361	176	217	225	-	618	-	148	471	180	419	25	593
	29%	22%	31%	31%	26%	27%	37%		70%		31%	29%	33%	29%	10%	32%
			b	b			EF		HJ							O
NET: 65 or older	380	46	122	212	134	158	88	-	-	380	82	298	89	280	0	379
	18%	16%	19%	18%	20%	20%	14%			100%	17%	18%	16%	19%	*%	21%
					g	g										O
65-74	300	36	98	167	107	133	60	-	-	300	65	235	74	217	0	300
	14%	12%	15%	14%	16%	17%	10%			79%	13%	15%	13%	15%	*%	16%
					G	G				HI						O
75 or older	79	10	24	45	27	25	28	-	-	79	17	63	15	62	-	79
	4%	4%	4%	4%	4%	3%	4%			21%	3%	4%	3%	4%		4%
										HI						O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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.
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Less and \$30,000	682	83	199	401	682	-	-	275	273	134	349	333	216	429	105	577
	32%	29%	31%	34%	100%			33%	31%	35%	72%	21%	39%	29%	39%	31%
											L		N			
Less than \$15,000	221	18	57	147	221	-	-	100	106	15	129	92	82	129	43	179
	11%	6%	9%	12%	32%			12%	12%	4%	27%	6%	15%	9%	16%	10%
				Bc	FG			J	J		L		N		p	
\$15,000 to just less than \$22,000	244	33	79	132	244	-	-	91	91	61	118	126	73	157	32	212
	12%	11%	12%	11%	36%			11%	10%	16%	24%	8%	13%	11%	12%	12%
					FG					hI	L					
\$22,000 to just less than \$30,000	217	32	63	122	217	-	-	83	76	57	102	115	61	142	30	187
	10%	11%	10%	10%	32%			10%	9%	15%	21%	7%	11%	10%	11%	10%
					FG					hI	L					
NET: \$30,000 to less than \$75,000	802	110	219	474	-	802	-	356	288	158	132	670	207	548	135	667
	38%	38%	34%	40%		100%		43%	32%	42%	27%	41%	38%	38%	51%	36%
				c				I		I		K			P	
\$30,000 to just less than \$38,000	152	36	30	86	-	152	-	108	27	17	49	103	47	85	57	95
	7%	13%	5%	7%		19%		13%	3%	4%	10%	6%	9%	6%	21%	5%
		Cd		c		EG		IJ			l				P	

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
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.
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
\$38,000 to just less than \$46,000	152 7%	16 6%	38 6%	98 8%	-	152 19% EG	-	61 7%	67 8%	24 6%	35 7%	118 7%	35 6%	112 8%	29 11%	124 7%
\$46,000 to just less than \$54,000	138 7%	10 3%	50 8% b	77 7%	-	138 17% EG	-	57 7%	54 6%	26 7%	18 4%	120 7% K	33 6%	97 7%	15 6%	123 7%
\$54,000 to just less than \$62,000	177 8%	24 8%	51 8%	102 9%	-	177 22% EG	-	65 8%	58 7%	53 14% HI	18 4%	159 10% K	47 9%	122 8%	24 9%	153 8%
\$62,000 to just less than \$75,000	184 9%	24 8%	50 8%	110 9%	-	184 23% EG	-	65 8%	81 9%	38 10%	14 3%	170 11% K	45 8%	132 9%	10 4%	173 9% o
<u>NET: \$75,000 or more</u>	617 29%	93 33%	218 34% D	306 26%	-	-	617 100%	203 24%	327 37% HJ	88 23%	2 **	615 38% K	125 23%	477 33% M	27 10%	591 32% O
\$75,000 to just less than \$100,000	221 11%	38 13%	77 12%	106 9%	-	-	221 36% EF	81 10%	107 12%	33 9%	1 **	220 14% K	40 7%	177 12% m	8 3%	213 12% O
\$100,000 to just less than \$200,000	341 16%	43 15%	125 20% d	173 15%	-	-	341 55% EF	97 12%	192 22% HJ	52 14%	1 **	340 21% K	79 14%	251 17%	6 2%	335 18% O
\$200,000 or more	56 3%	12 4%	16 3%	28 2%	-	-	56 9% EF	25 3%	27 3%	3 1%	-	56 3% K	6 1%	49 3% m	13 5%	43 2%

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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?
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Male	841	149	229	463	240	315	286	323	360	158	159	682	236	566	138	702
	40%	52%	36%	39%	35%	39%	46%	39%	41%	41%	33%	42%	43%	39%	52%	38%
		CD					EF					K			P	
Female	1261	137	407	717	442	487	332	511	528	222	325	937	312	888	129	1132
	60%	48%	64%	61%	65%	61%	54%	61%	59%	59%	67%	58%	57%	61%	48%	62%
			B	B	G	G					L					O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP

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
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Availability of rate plans to suit your specific needs	541	72	146	324	210	214	117	240	200	101	197	344	141	380	126	415
	26%	25%	23%	27%	31%	27%	19%	29%	23%	27%	41%	21%	26%	26%	47%	23%
					G	G		I			L				P	
Charging a fair price for electricity services	417	65	101	252	172	164	81	211	143	64	154	263	117	276	131	287
	20%	23%	16%	21%	25%	20%	13%	25%	16%	17%	32%	16%	21%	19%	49%	16%
				C	G	G		IJ			L				P	
Communicating rate changes in a timely manner	540	67	147	326	194	215	131	226	215	98	163	376	140	374	118	421
	26%	23%	23%	28%	28%	27%	21%	27%	24%	26%	34%	23%	26%	26%	44%	23%
					G	g					L				P	
Educating you on the benefits of different rate plans	455	66	121	267	175	187	93	199	191	65	178	277	123	304	126	329
	22%	23%	19%	23%	26%	23%	15%	24%	21%	17%	37%	17%	22%	21%	47%	18%
					G	G		j			L				P	
Keeping my lights on / no power outages	1034	164	308	563	327	414	293	433	424	178	267	768	257	737	150	885
	49%	57%	48%	48%	48%	52%	47%	52%	48%	47%	55%	47%	47%	51%	56%	48%
		d									l					

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Availability of rate plans to suit your specific needs	856	119	251	485	321	330	205	355	330	171	281	575	214	602	173	683
	41%	42%	39%	41%	47%	41%	33%	42%	37%	45%	58%	36%	39%	41%	65%	37%
					G	G				i	L				P	
Charging a fair price for electricity services	680	85	186	409	265	269	146	328	244	107	221	459	175	468	161	519
	32%	30%	29%	35%	39%	34%	24%	39%	28%	28%	46%	28%	32%	32%	60%	28%
					G	G		IJ			L				P	
Communicating rate changes in a timely manner	854	100	239	516	304	344	206	353	347	154	241	613	215	603	167	687
	41%	35%	38%	44%	45%	43%	33%	42%	39%	40%	50%	38%	39%	41%	62%	37%
				bc	G	G					L				P	
Educating you on the benefits of different rate plans	689	98	185	406	259	270	160	303	266	120	233	456	173	482	169	520
	33%	34%	29%	34%	38%	34%	26%	36%	30%	32%	48%	28%	31%	33%	63%	28%
					G	G		i			L				P	
Keeping my lights on / no power outages	1350	186	404	760	410	542	398	551	556	243	333	1017	348	951	190	1160
	64%	65%	63%	64%	60%	68%	64%	66%	63%	64%	69%	63%	63%	65%	71%	63%
						e										

Comparison Groups: BCD/EFH/IJKL/MN/OP

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
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Top 3 box	856	119	251	485	321	330	205	355	330	171	281	575	214	602	173	683
	41%	42%	39%	41%	47%	41%	33%	42%	37%	45%	58%	36%	39%	41%	65%	37%
					G	G				i	L				P	
NET: Top 2 box	541	72	146	324	210	214	117	240	200	101	197	344	141	380	126	415
	26%	25%	23%	27%	31%	27%	19%	29%	23%	27%	41%	21%	26%	26%	47%	23%
					G	G		I			L				P	
10 Extremely Satisfied	302	56	76	170	122	120	61	139	121	42	114	188	91	198	75	227
	14%	20%	12%	14%	18%	15%	10%	17%	14%	11%	24%	12%	17%	14%	28%	12%
		C			G	G		j			L				P	
9	239	16	69	154	89	94	56	101	79	59	83	156	50	182	51	188
	11%	5%	11%	13%	13%	12%	9%	12%	9%	15%	17%	10%	9%	13%	19%	10%
				B						I	L				P	
8	315	48	106	162	111	116	88	115	130	70	84	231	73	221	47	268
	15%	17%	17%	14%	16%	14%	14%	14%	15%	18%	17%	14%	13%	15%	17%	15%
7	253	41	70	142	81	93	79	112	96	46	63	190	81	164	23	231
	12%	14%	11%	12%	12%	12%	13%	13%	11%	12%	13%	12%	15%	11%	9%	13%

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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...? Availability of rate plans to suit your specific needs
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
6	232 11%	32 11%	83 13%	117 10%	58 9%	93 12%	81 13% e	96 12%	100 11%	35 9%	28 6%	204 13% K	54 10%	170 12%	23 9%	209 11%
5	348 17%	42 15%	90 14%	216 18%	107 16%	125 16%	116 19%	108 13%	166 19% H	74 19% h	57 12%	290 18% K	95 17%	223 15%	14 5%	334 18% O
4	72 3%	3 1%	20 3%	48 4%	13 2%	28 4%	30 5% e	32 4% j	36 4% J	4 1%	10 2%	61 4%	35 6% N	34 2%	6 2%	66 4%
3	83 4%	19 7%	25 4%	39 3%	20 3%	26 3%	37 6% ef	26 3%	42 5%	15 4%	10 2%	73 4% k	14 3%	68 5%	3 1%	80 4% O
2	64 3%	14 5%	18 3%	33 3%	17 2%	31 4%	17 3%	12 1%	44 5% Hj	8 2%	5 1%	59 4% K	16 3%	48 3%	6 2%	58 3%
1 Extremely Dissatisfied	52 2%	6 2%	19 3%	27 2%	17 2%	17 2%	18 3%	30 4%	18 2%	4 1%	6 1%	47 3%	17 3%	35 2%	12 5%	40 2%
Not sure	143 7%	10 3%	61 10% Bd	72 6%	49 7%	60 7%	34 5%	65 8%	55 6%	23 6%	24 5%	119 7%	22 4%	109 8% M	8 3%	135 7% O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Top 3 box	680	85	186	409	265	269	146	328	244	107	221	459	175	468	161	519
	32%	30%	29%	35%	39%	34%	24%	39%	28%	28%	46%	28%	32%	32%	60%	28%
					G	G		IJ			L				P	
NET: Top 2 box	417	65	101	252	172	164	81	211	143	64	154	263	117	276	131	287
	20%	23%	16%	21%	25%	20%	13%	25%	16%	17%	32%	16%	21%	19%	49%	16%
				C	G	G		IJ			L				P	
10 Extremely Satisfied	199	45	49	106	81	83	35	101	73	26	73	126	67	119	65	135
	9%	16%	8%	9%	12%	10%	6%	12%	8%	7%	15%	8%	12%	8%	24%	7%
		CD			G	G		iJ			L		n		P	
9	218	20	52	146	91	81	46	110	70	38	81	137	50	157	66	152
	10%	7%	8%	12%	13%	10%	7%	13%	8%	10%	17%	8%	9%	11%	25%	8%
				bC	G			I			L				P	
8	262	20	86	157	93	104	65	118	101	43	67	196	58	193	30	232
	12%	7%	13%	13%	14%	13%	10%	14%	11%	11%	14%	12%	11%	13%	11%	13%
			b	b												
7	247	33	63	151	63	107	77	114	89	45	55	192	72	168	32	215
	12%	11%	10%	13%	9%	13%	12%	14%	10%	12%	11%	12%	13%	12%	12%	12%

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
6	206 10%	39 14% d	70 11%	97 8%	68 10%	72 9%	66 11%	71 8%	91 10%	44 12%	41 8%	165 10%	51 9%	149 10%	11 4%	195 11% o
5	327 16%	37 13%	99 16%	191 16%	108 16%	118 15%	101 16%	110 13%	144 16%	73 19% h	51 11%	276 17% K	98 18%	211 15%	19 7%	307 17% o
4	198 9%	21 7%	65 10%	112 10%	39 6%	79 10% e	81 13% E	65 8%	105 12% hj	29 8%	42 9%	157 10%	58 11%	131 9%	17 6%	181 10%
3	149 7%	19 7%	51 8%	79 7%	34 5%	59 7%	56 9% e	37 4%	78 9% H	35 9% h	19 4%	130 8% K	31 6%	110 8%	4 2%	145 8% o
2	110 5%	24 8%	27 4%	59 5%	36 5%	40 5%	34 5%	38 5%	57 6%	15 4%	22 4%	88 5%	33 6%	72 5%	9 3%	101 6%
1 Extremely Dissatisfied	102 5%	21 7%	40 6% d	42 4%	27 4%	33 4%	43 7% f	32 4%	59 7% hj	12 3%	14 3%	89 5%	20 4%	83 6%	6 2%	96 5% o
Not sure	82 4%	8 3%	35 6% b	39 3%	41 6% fG	27 3%	15 2%	42 5% I	19 2%	22 6% I	20 4%	62 4%	11 2%	61 4% m	7 3%	75 4%

Comparison Groups: BCD/EFH/IJKL/MN/OP
 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
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Top 3 box	854	100	239	516	304	344	206	353	347	154	241	613	215	603	167	687
	41%	35%	38%	44%	45%	43%	33%	42%	39%	40%	50%	38%	39%	41%	62%	37%
				bc	G	G					L				P	
NET: Top 2 box	540	67	147	326	194	215	131	226	215	98	163	376	140	374	118	421
	26%	23%	23%	28%	28%	27%	21%	27%	24%	26%	34%	23%	26%	26%	44%	23%
					G	g					L				P	
10 Extremely Satisfied	287	46	77	165	101	125	61	121	116	51	89	198	83	184	78	210
	14%	16%	12%	14%	15%	16%	10%	14%	13%	13%	18%	12%	15%	13%	29%	11%
					g	G					L				P	
9	252	21	70	161	93	90	69	106	99	47	74	178	57	189	41	212
	12%	7%	11%	14%	14%	11%	11%	13%	11%	12%	15%	11%	10%	13%	15%	12%
				B												
8	314	33	92	190	110	129	76	127	132	56	77	237	74	229	49	266
	15%	11%	14%	16%	16%	16%	12%	15%	15%	15%	16%	15%	14%	16%	18%	14%
7	214	35	51	128	60	90	64	87	86	41	46	168	62	141	33	181
	10%	12%	8%	11%	9%	11%	10%	10%	10%	11%	10%	10%	11%	10%	12%	10%

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
6	191 9%	35 12%	56 9%	101 9%	59 9%	74 9%	59 10%	90 11%	82 9%	20 5%	50 10%	141 9%	47 9%	137 9%	17 6%	175 10%
								J								
5	370 18%	43 15%	148 23%	179 15%	113 17%	132 16%	125 20%	112 13%	170 19%	88 23%	61 13%	309 19%	109 20%	244 17%	14 5%	356 19%
			bd						H	H		K				O
4	139 7%	19 7%	43 7%	77 7%	36 5%	45 6%	57 9%	48 6%	69 8%	21 6%	19 4%	120 7%	40 7%	87 6%	12 5%	127 7%
							Ef					K				
3	99 5%	26 9%	26 4%	48 4%	20 3%	34 4%	46 7%	27 3%	51 6%	21 5%	10 2%	90 6%	22 4%	72 5%	2 1%	97 5%
		cd					Ef		h			K				O
2	50 2%	4 1%	14 2%	32 3%	20 3%	15 2%	16 3%	13 2%	27 3%	10 3%	11 2%	39 2%	15 3%	35 2%	3 1%	47 3%
1 Extremely Dissatisfied	69 3%	10 3%	18 3%	41 3%	13 2%	31 4%	24 4%	31 4%	34 4%	4 1%	13 3%	56 3%	17 3%	52 4%	14 5%	54 3%
								J	J							
Not sure	115 5%	15 5%	41 6%	59 5%	57 8%	38 5%	20 3%	72 9%	22 2%	21 6%	33 7%	82 5%	21 4%	83 6%	4 2%	111 6%
					fG			I		i						O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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

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
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Top 3 box	689	98	185	406	259	270	160	303	266	120	233	456	173	482	169	520
	33%	34%	29%	34%	38%	34%	26%	36%	30%	32%	48%	28%	31%	33%	63%	28%
					G	G		i			L				P	
NET: Top 2 box	455	66	121	267	175	187	93	199	191	65	178	277	123	304	126	329
	22%	23%	19%	23%	26%	23%	15%	24%	21%	17%	37%	17%	22%	21%	47%	18%
					G	G		j			L				P	
10 Extremely Satisfied	243	49	58	136	100	98	44	113	96	34	92	151	77	150	69	174
	12%	17%	9%	12%	15%	12%	7%	14%	11%	9%	19%	9%	14%	10%	26%	10%
		Cd			G	G		j			L				P	
9	212	18	63	131	74	89	48	85	95	31	86	126	46	154	57	154
	10%	6%	10%	11%	11%	11%	8%	10%	11%	8%	18%	8%	8%	11%	21%	8%
				b							L				P	
8	234	31	64	139	84	82	67	104	75	55	55	179	49	178	43	191
	11%	11%	10%	12%	12%	10%	11%	12%	8%	14%	11%	11%	9%	12%	16%	10%
								i			I					
7	232	42	59	131	62	106	64	80	106	47	45	187	73	149	24	208
	11%	15%	9%	11%	9%	13%	10%	10%	12%	12%	9%	12%	13%	10%	9%	11%

Comparison Groups: BCD/EFH/IJK/LM/NO/P
 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

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
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
6	196 9%	19 7%	71 11%	106 9%	80 12% F	57 7%	59 10%	90 11%	75 8%	31 8%	38 8%	158 10%	56 10%	133 9%	19 7%	176 10%
5	314 15%	32 11%	100 16%	183 15%	107 16%	120 15%	88 14%	102 12%	142 16%	70 18% h	68 14%	247 15%	90 16%	198 14%	19 7%	296 16% O
4	157 7%	19 7%	43 7%	95 8%	24 3%	65 8% E	67 11% E	57 7%	77 9%	22 6%	14 3%	142 9% K	41 7%	111 8%	8 3%	149 8% O
3	162 8%	36 13% D	59 9% d	66 6%	36 5%	54 7%	72 12% EF	41 5%	80 9% H	40 11% H	20 4%	142 9% K	30 5%	125 9%	2 1%	159 9% O
2	113 5%	12 4%	31 5%	69 6%	40 6%	35 4%	37 6%	45 5%	53 6%	16 4%	21 4%	92 6%	39 7%	71 5%	9 3%	104 6%
1 Extremely Dissatisfied	135 6%	18 6%	56 9% D	61 5%	31 5%	54 7%	50 8% e	55 7%	64 7%	16 4%	21 4%	114 7%	31 6%	104 7%	10 4%	125 7%
Not sure	105 5%	9 3%	33 5%	64 5%	44 6%	42 5%	20 3%	63 8% I	24 3%	19 5%	24 5%	81 5%	17 3%	80 5%	8 3%	98 5%

Comparison Groups: BCD/EFH/HIJ/KL/MN/OP
 Independent Z-Test for Percentages
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 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
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Top 3 box	1350	186	404	760	410	542	398	551	556	243	333	1017	348	951	190	1160
	64%	65%	63%	64%	60%	68%	64%	66%	63%	64%	69%	63%	63%	65%	71%	63%
						e										
NET: Top 2 box	1034	164	308	563	327	414	293	433	424	178	267	768	257	737	150	885
	49%	57%	48%	48%	48%	52%	47%	52%	48%	47%	55%	47%	47%	51%	56%	48%
		d									l					
10 Extremely Satisfied	582	95	179	308	174	244	164	256	231	95	169	413	164	388	87	495
	28%	33%	28%	26%	26%	30%	27%	31%	26%	25%	35%	26%	30%	27%	33%	27%
											l					
9	452	69	129	255	152	171	129	176	193	83	98	355	93	349	62	390
	22%	24%	20%	22%	22%	21%	21%	21%	22%	22%	20%	22%	17%	24%	23%	21%
														M		
8	315	22	96	198	83	127	105	118	132	65	66	249	91	214	40	275
	15%	8%	15%	17%	12%	16%	17%	14%	15%	17%	14%	15%	17%	15%	15%	15%
			B	B			e									
7	198	22	78	98	53	85	59	75	78	44	31	167	48	146	16	182
	9%	8%	12%	8%	8%	11%	10%	9%	9%	12%	6%	10%	9%	10%	6%	10%
			d								k					

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
6	130 6%	19 7%	31 5%	79 7%	54 8%	44 5%	31 5%	59 7%	55 6%	16 4%	33 7%	96 6%	32 6%	92 6%	9 3%	121 7%
5	212 10%	24 9%	54 8%	134 11%	84 12%	69 9%	60 10%	71 8%	103 12%	39 10%	45 9%	168 10%	63 11%	121 8%	22 8%	190 10%
4	50 2%	6 2%	22 3%	22 2%	11 2%	13 2%	27 4%	14 2%	28 3%	8 2%	10 2%	40 2%	17 3%	31 2%	4 2%	46 3%
							Ef									
3	54 3%	6 2%	15 2%	33 3%	24 4%	16 2%	14 2%	17 2%	29 3%	9 2%	12 2%	42 3%	8 1%	45 3%	4 1%	51 3%
2	33 2%	1 *%	14 2%	18 2%	22 3%	6 1%	6 1%	5 1%	20 2%	9 2%	8 2%	25 2%	4 1%	27 2%	2 1%	31 2%
					FG				h	h						
1 Extremely Dissatisfied	32 2%	10 4%	8 1%	14 1%	8 1%	13 2%	11 2%	16 2%	13 1%	3 1%	6 1%	26 2%	8 1%	24 2%	11 4%	21 1%
Not sure	43 2%	11 4%	11 2%	21 2%	17 2%	15 2%	11 2%	28 3%	6 1%	10 3%	6 1%	37 2%	21 4%	18 1%	9 3%	34 2%
								I					N			

Comparison Groups: BCD/EFH/HIJ/KL/MN/OP
 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.
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Top 3 box	1235	168	389	678	428	482	325	494	487	254	332	903	288	894	223	1012
	59%	59%	61%	57%	63%	60%	53%	59%	55%	67%	69%	56%	52%	62%	83%	55%
					G	G				hI	L			M	P	
NET: Top 2 box	761	111	208	443	283	294	185	329	282	151	226	536	193	534	169	592
	36%	39%	33%	38%	41%	37%	30%	39%	32%	40%	47%	33%	35%	37%	63%	32%
					G	G		I		i	L				P	
10 Extremely Favorable	304	53	76	175	116	122	66	145	118	42	114	191	100	188	87	217
	14%	19%	12%	15%	17%	15%	11%	17%	13%	11%	23%	12%	18%	13%	33%	12%
		c			G	g		iJ			L		n		P	
9	457	58	132	268	167	172	118	184	164	109	112	345	93	346	82	375
	22%	20%	21%	23%	24%	21%	19%	22%	18%	29%	23%	21%	17%	24%	31%	20%
										hI				M	P	
8	473	58	181	235	145	188	140	165	205	103	106	368	95	360	54	420
	23%	20%	28%	20%	21%	23%	23%	20%	23%	27%	22%	23%	17%	25%	20%	23%
			bD							h				M		
7	281	30	84	168	67	130	85	115	119	47	47	234	93	174	10	271
	13%	10%	13%	14%	10%	16%	14%	14%	13%	12%	10%	14%	17%	12%	4%	15%
						E						k	n			O

Comparison Groups: BCD/EFH/HIJ/KL/MN/OP

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.
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
6	244 12%	36 13%	61 10%	147 12%	76 11%	82 10%	86 14%	108 13%	107 12%	29 8%	54 11%	190 12%	80 15%	152 10%	17 7%	227 12%
								j								o
5	178 8%	32 11%	53 8%	92 8%	60 9%	54 7%	65 10%	64 8%	86 10%	28 7%	25 5%	153 9%	50 9%	117 8%	6 2%	172 9%
							f					K				o
4	54 3%	8 3%	20 3%	26 2%	17 3%	12 1%	25 4%	19 2%	27 3%	8 2%	13 3%	41 3%	12 2%	40 3%	0 *	54 3%
							f									o
3	47 2%	2 1%	16 2%	29 2%	14 2%	17 2%	16 3%	13 2%	32 4%	2 *	4 1%	43 3%	6 1%	41 3%	4 1%	43 2%
									hJ					m		
2	31 1%	4 1%	9 1%	18 2%	9 1%	10 1%	12 2%	8 1%	17 2%	6 2%	3 1%	29 2%	9 2%	22 2%	3 1%	28 2%
												k				
1 Not At All Favorable	14 1%	6 2%	2 **	6 **	3 **	7 1%	4 1%	6 1%	7 1%	1 **	1 **	13 1%	4 1%	10 1%	-	14 1%
																o
Not sure	17 1%	-	2 **	16 1%	8 1%	9 1%	-	7 1%	5 1%	5 1%	4 1%	13 1%	8 1%	3 **	4 1%	14 1%
				BC		G										

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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.
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
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	108	285	444	268	302	267	305	380	151	204	632	209	593	101	735
	40%	38%	45%	38%	39%	38%	43%	37%	43%	40%	42%	39%	38%	41%	38%	40%
			D						h							
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	126	410	677	348	464	402	395	558	261	271	943	313	860	110	1104
	58%	44%	64%	57%	51%	58%	65%	47%	63%	69%	56%	58%	57%	59%	41%	60%
			BD	B		e	EF		H	H						O
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	93	268	472	264	285	283	289	379	164	199	633	206	597	71	762
	40%	32%	42%	40%	39%	36%	46%	35%	43%	43%	41%	39%	38%	41%	26%	42%
			b				eF		H	h						O
Not sure	418	64	102	252	158	170	90	213	143	61	88	329	98	282	53	364
	20%	22%	16%	21%	23%	21%	15%	26%	16%	16%	18%	20%	18%	19%	20%	20%
			C		G	G		IJ								
Mean number aware	1.4	1.1	1.5	1.4	1.3	1.3	1.5	1.2	1.5	1.5	1.4	1.4	1.3	1.4	1.1	1.4
			BD	B			EF		H	H						O

Comparison Groups: BCD/EFH/HIJ/KL/MN/OP
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.
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int	
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Standard deviation number aware	1.0	0.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	0.8	1.0

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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.
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
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	45	74	148	109	76	81	129	98	39	59	207	71	177	48	218
	13%	16%	12%	13%	16%	10%	13%	15%	11%	10%	12%	13%	13%	12%	18%	12%
					F			i								
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	126	332	585	286	409	350	367	473	204	225	820	274	744	125	919
	50%	44%	52%	50%	42%	51%	57%	44%	53%	54%	46%	51%	50%	51%	47%	50%
					E		E		H	H						
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	50	144	203	117	169	111	194	155	49	82	316	91	281	79	319
	19%	18%	23%	17%	17%	21%	18%	23%	17%	13%	17%	19%	17%	19%	29%	17%
			d					IJ							P	
Something else: Describe	65	6	24	34	34	19	12	22	28	15	34	31	29	36	1	64
	3%	2%	4%	3%	5%	2%	2%	3%	3%	4%	7%	2%	5%	2%	*%	4%
					FG						L		n			O
Not sure	445	64	101	279	178	170	97	170	179	95	115	330	119	289	35	410
	21%	22%	16%	24%	26%	21%	16%	20%	20%	25%	24%	20%	22%	20%	13%	22%
				C	G	g										O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP

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?
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
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	171	170	363	230	269	205	310	286	108	174	530	220	463	118	586
	33%	60%	27%	31%	34%	34%	33%	37%	32%	28%	36%	33%	40%	32%	44%	32%
		CD						J					N		P	
Tiered rate, meaning your price per unit increases over the month as you use more electricity	447	43	131	273	128	170	149	188	185	73	96	351	98	330	69	378
	21%	15%	21%	23%	19%	21%	24%	23%	21%	19%	20%	22%	18%	23%	26%	21%
				B												
Time of Use rate, meaning you pay a different price per unit depending on the time of day you use electricity	464	33	175	255	125	191	148	175	196	92	87	376	106	328	57	406
	22%	12%	28%	22%	18%	24%	24%	21%	22%	24%	18%	23%	19%	23%	21%	22%
			Bd	B		e	e									
Something else: Describe	48	2	27	19	18	16	14	7	24	17	19	28	20	28	-	48
	2%	1%	4%	2%	3%	2%	2%	1%	3%	5%	4%	2%	4%	2%		3%
			BD						H	H						O
Not sure	439	36	134	269	182	156	101	154	196	90	107	333	104	304	23	417
	21%	13%	21%	23%	27%	19%	16%	18%	22%	24%	22%	21%	19%	21%	9%	23%
			B	B	FG											O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP

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?
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
\$0 to \$99	621	72	191	358	254	238	130	269	244	109	170	451	168	412	97	524
	30%	25%	30%	30%	37%	30%	21%	32%	27%	29%	35%	28%	31%	28%	36%	29%
					FG	G					L					
\$100 to \$149	453	71	145	237	157	181	115	185	185	83	112	341	106	325	65	388
	22%	25%	23%	20%	23%	23%	19%	22%	21%	22%	23%	21%	19%	22%	24%	21%
\$150 to \$199	60	6	18	35	14	31	15	27	23	11	15	45	18	40	10	50
	3%	2%	3%	3%	2%	4%	2%	3%	3%	3%	3%	3%	3%	3%	4%	3%
\$200 to \$299	336	29	100	208	105	133	98	138	133	65	91	245	99	229	49	287
	16%	10%	16%	18%	15%	17%	16%	17%	15%	17%	19%	15%	18%	16%	18%	16%
				B												
\$300 to \$399	169	25	55	89	46	73	50	61	73	35	41	127	46	111	16	153
	8%	9%	9%	8%	7%	9%	8%	7%	8%	9%	9%	8%	8%	8%	6%	8%
\$400 to \$499	46	11	12	22	11	13	21	10	33	2	4	42	12	29	1	45
	2%	4%	2%	2%	2%	2%	3%	1%	4%	1%	1%	3%	2%	2%	*	2%
									HJ			K				o
\$500 or more	417	72	114	231	96	132	189	145	197	75	49	368	99	308	29	388
	20%	25%	18%	20%	14%	17%	31%	17%	22%	20%	10%	23%	18%	21%	11%	21%
							EF		h			K				o

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
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?
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	Rate	Rate	Rate		\$30K -											
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Statistics Base	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
Mean	237.4	271.3	229.8	233.3	189.0	220.3	313.1	211.9	263.4	232.5	178.4	255.0	238.1	240.9	160.6	248.6
		CD				E	EF		Hj			K				O
Standard Deviation	257.8	281.1	258.8	250.9	226.3	241.1	292.7	234.6	279.3	248.7	208.6	268.3	267.4	256.0	159.3	267.4
Median	120.0	120.0	120.0	125.0	100.0	120.0	200.0	100.0	150.0	120.0	100.0	150.0	150.0	120.0	100.0	150.0

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Never	102	20	21	61	35	34	32	43	41	18	27	75	25	70	23	79
	5%	7%	3%	5%	5%	4%	5%	5%	5%	5%	6%	5%	5%	5%	9%	4%
NET: Sometimes/Often	2000	265	616	1119	647	768	585	791	847	362	457	1543	523	1383	244	1756
	95%	93%	97%	95%	95%	96%	95%	95%	95%	95%	94%	95%	95%	95%	91%	96%
Sometimes	818	119	238	461	268	303	247	359	297	162	180	638	199	567	113	705
	39%	42%	37%	39%	39%	38%	40%	43%	33%	43%	37%	39%	36%	39%	42%	38%
								I		I						
Often	1182	146	378	658	379	465	338	432	550	200	277	905	324	817	131	1051
	56%	51%	59%	56%	56%	58%	55%	52%	62%	53%	57%	56%	59%	56%	49%	57%
									HJ							

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Never	518	78	148	292	146	205	167	198	210	110	99	419	119	377	35	483
	25%	27%	23%	25%	21%	26%	27%	24%	24%	29%	20%	26%	22%	26%	13%	26%
																O
NET: Sometimes/Often	1584	208	488	888	536	597	451	637	678	270	385	1200	430	1077	232	1352
	75%	73%	77%	75%	79%	74%	73%	76%	76%	71%	80%	74%	78%	74%	87%	74%
																P
Sometimes	966	125	277	563	317	374	275	426	386	153	237	729	246	674	144	822
	46%	44%	44%	48%	46%	47%	44%	51%	44%	40%	49%	45%	45%	46%	54%	45%
								IJ								
Often	619	82	211	326	219	224	176	211	292	116	148	471	184	403	89	530
	29%	29%	33%	28%	32%	28%	28%	25%	33%	31%	31%	29%	33%	28%	33%	29%
			d						H							

Comparison Groups: BCD/EFH/HIJ/KL/MN/OP
 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)
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2000	265	616	1119	647	768	585	791	847	362	457	1543	523	1383	244	1756
TOTAL ANSWERING	2000	265	616	1119	647	768	585	791	847	362	457	1543	523	1383	244	1756
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2033	221	673	1139	489	757	787	835	841	357	336	1697	463	1467	141	1892
NET: A Lot/A Little	1641	197	538	906	537	635	469	692	673	276	396	1245	433	1125	234	1407
	82%	74%	87%	81%	83%	83%	80%	87%	80%	76%	87%	81%	83%	81%	96%	80%
			BD					IJ			L				P	
A Lot	362	57	114	191	119	151	92	148	163	51	104	259	116	222	58	304
	18%	22%	19%	17%	18%	20%	16%	19%	19%	14%	23%	17%	22%	16%	24%	17%
											l		n			
A Little	1279	139	424	715	417	484	377	544	510	224	293	986	318	902	176	1103
	64%	53%	69%	64%	65%	63%	64%	69%	60%	62%	64%	64%	61%	65%	72%	63%
			B	B				I							p	
None	359	69	77	213	111	133	116	99	174	86	60	299	90	259	10	349
	18%	26%	13%	19%	17%	17%	20%	13%	20%	24%	13%	19%	17%	19%	4%	20%
		C		C					H	H		K				O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
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)
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	1584	208	488	888	536	597	451	637	678	270	385	1200	430	1077	232	1352
TOTAL ANSWERING	1584	208	488	888	536	597	451	637	678	270	385	1200	430	1077	232	1352
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	1564	174	527	863	391	578	595	637	660	267	275	1289	382	1100	130	1434
NET: A Lot/A Little	1178	155	381	643	412	449	317	508	487	184	307	871	329	782	212	966
	74%	75%	78%	72%	77%	75%	70%	80%	72%	68%	80%	73%	77%	73%	91%	71%
								IJ			l				P	
A Lot	218	49	54	116	79	100	39	90	90	38	74	143	86	113	53	165
	14%	23%	11%	13%	15%	17%	9%	14%	13%	14%	19%	12%	20%	10%	23%	12%
		CD			G	G					L		N		p	
A Little	961	106	327	527	333	349	279	418	396	146	233	728	243	670	160	801
	61%	51%	67%	59%	62%	58%	62%	66%	58%	54%	60%	61%	57%	62%	69%	59%
			Bd					iJ								
None	406	53	108	246	124	149	133	129	191	86	78	328	100	294	20	386
	26%	25%	22%	28%	23%	25%	30%	20%	28%	32%	20%	27%	23%	27%	9%	29%
								H	H			k				O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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.
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	Rate	Rate	Rate													
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Installing and using a programmable thermostat	1132	157	347	628	288	424	421	367	520	245	225	907	305	780	83	1049
	54%	55%	54%	53%	42%	53%	68%	44%	59%	64%	47%	56%	56%	54%	31%	57%
						E	EF		H	H		K				O
Replacing or cleaning furnace / air conditioning filters	1409	198	420	792	382	555	472	445	661	303	300	1110	383	967	130	1279
	67%	69%	66%	67%	56%	69%	76%	53%	75%	80%	62%	69%	70%	67%	49%	70%
						E	EF		H	H		k				O
Reducing air conditioning temperature settings on the thermostat	1543	223	468	852	458	606	478	627	642	274	327	1216	426	1047	169	1374
	73%	78%	74%	72%	67%	76%	77%	75%	72%	72%	68%	75%	78%	72%	63%	75%
						E	E					K	n			O
Unplugging appliances when not in use	1256	158	382	716	430	469	357	552	505	199	292	963	314	887	177	1079
	60%	55%	60%	61%	63%	58%	58%	66%	57%	52%	60%	60%	57%	61%	66%	59%
								IJ								
Installing and using energy saving power strips	1007	140	323	544	334	339	334	386	465	157	249	758	277	696	98	909
	48%	49%	51%	46%	49%	42%	54%	46%	52%	41%	51%	47%	50%	48%	37%	50%
					f		F		hJ							O
None of these	115	21	36	59	53	45	17	47	43	25	29	86	25	73	39	76
	5%	7%	6%	5%	8%	6%	3%	6%	5%	7%	6%	5%	5%	5%	14%	4%
					G	G									P	

Comparison Groups: BCD/EFH/HIJ/KL/MN/OP
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.
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	<\$30K	\$30K -	>\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
	Rate	Rate	Rate													
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Mean number of actions taken	3.0	3.1	3.0	3.0	2.8	3.0	3.3	2.8	3.1	3.1	2.9	3.1	3.1	3.0	2.5	3.1
						E	EF		H	H		K				O
Standard deviation number of actions taken	1.4	1.6	1.4	1.4	1.5	1.4	1.3	1.4	1.4	1.4	1.5	1.4	1.4	1.4	1.6	1.4
Median number of actions taken	3.0	3.0	3.0	3.0	3.0	3.0	4.0	3.0	3.0	3.0	3.0	3.0	3.0	3.0	2.0	3.0

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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.
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Installing and using a programmable thermostat	934	140	271	522	330	341	263	456	324	154	223	711	232	655	159	774
	44%	49%	43%	44%	48%	42%	43%	55%	36%	40%	46%	44%	42%	45%	60%	42%
								IJ							P	
Replacing or cleaning furnace / air conditioning filters	993	148	294	552	324	381	289	469	381	144	220	773	260	673	125	868
	47%	52%	46%	47%	47%	47%	47%	56%	43%	38%	46%	48%	47%	46%	47%	47%
								IJ								
Reducing air conditioning temperature settings on the thermostat	777	122	218	437	255	294	227	342	312	123	184	593	197	535	87	689
	37%	43%	34%	37%	37%	37%	37%	41%	35%	32%	38%	37%	36%	37%	33%	38%
								iJ								
Unplugging appliances when not in use	1204	179	340	685	366	449	389	459	522	223	269	935	314	825	120	1084
	57%	63%	53%	58%	54%	56%	63%	55%	59%	59%	56%	58%	57%	57%	45%	59%
		c					Ef									O
Installing and using energy saving power strips	1182	167	325	689	370	470	342	504	475	203	273	909	298	832	161	1021
	56%	59%	51%	58%	54%	59%	55%	60%	54%	53%	56%	56%	54%	57%	60%	56%
				C				i								
None of these	228	25	84	119	98	75	55	59	117	52	70	158	64	153	18	210
	11%	9%	13%	10%	14%	9%	9%	7%	13%	14%	14%	10%	12%	10%	7%	11%
					FG				H	H	1					

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
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.
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Mean number of actions that could be taken	2.4	2.6 Cd	2.3	2.4 C	2.4	2.4	2.4	2.7 IJ	2.3	2.2	2.4	2.4	2.4	2.4	2.4	2.4
Standard deviation number of actions that could be taken	1.6	1.7	1.6	1.6	1.7	1.5	1.7	1.5	1.6	1.7	1.7	1.6	1.6	1.6	1.4	1.6
Median number of actions that could be taken	2.0	2.0	2.0	2.0	2.0	2.0	2.0	3.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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:
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Flat Rate Plan (no tiers)	773	189	204	379	273	297	203	355	308	110	205	568	234	505	140	633
	37%	66%	32%	32%	40%	37%	33%	43%	35%	29%	42%	35%	43%	35%	53%	34%
		CD			g			IJ			l		N		P	
Two-tier Plan	421	41	132	248	111	174	137	170	186	65	76	345	124	277	55	366
	20%	14%	21%	21%	16%	22%	22%	20%	21%	17%	16%	21%	23%	19%	21%	20%
				b		e	e					k				
Three-tier Plan	428	8	166	254	116	155	156	119	208	101	91	337	92	320	19	409
	20%	3%	26%	22%	17%	19%	25%	14%	23%	27%	19%	21%	17%	22%	7%	22%
			B	B			Ef		H	H						O
No Preference	480	47	135	298	182	177	121	191	186	104	112	368	97	351	52	427
	23%	16%	21%	25%	27%	22%	20%	23%	21%	27%	23%	23%	18%	24%	20%	23%
				B	G					i				M		

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP

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.
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Clothes Washer	1655	212	507	936	436	649	570	586	747	322	325	1330	432	1139	182	1474
	79%	74%	80%	79%	64%	81%	92%	70%	84%	85%	67%	82%	79%	78%	68%	80%
						E	EF		H	H		K				O
Pool Pump	242	46	83	112	36	88	118	49	150	43	18	224	50	183	18	224
	11%	16%	13%	10%	5%	11%	19%	6%	17%	11%	4%	14%	9%	13%	7%	12%
		d				E	EF		Hj	H		K				o
Air Conditioner	1360	194	408	758	393	543	423	529	565	266	304	1056	385	914	159	1201
	65%	68%	64%	64%	58%	68%	69%	63%	64%	70%	63%	65%	70%	63%	59%	65%
						E	E						N			
Electric Stove	755	119	210	426	272	309	174	316	286	153	174	581	183	530	115	640
	36%	42%	33%	36%	40%	39%	28%	38%	32%	40%	36%	36%	33%	36%	43%	35%
		c			G	G				i						
Electric Oven	1019	161	310	548	339	360	320	419	402	198	205	813	233	736	147	872
	48%	56%	49%	46%	50%	45%	52%	50%	45%	52%	42%	50%	43%	51%	55%	48%
		d					f					k		M		
Electric Heater	745	133	215	397	258	286	202	356	283	106	157	589	196	507	122	624
	35%	47%	34%	34%	38%	36%	33%	43%	32%	28%	32%	36%	36%	35%	45%	34%
		CD						IJ							P	

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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.
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	\$30K -			<44	45-64	65+	Yes	No	Yes	No	Yes	No	
	Rate	Rate	Rate	<\$30K	<\$75K	\$75K+										
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Television(s)	2040 97%	275 96%	618 97%	1147 97%	647 95%	782 98%	611 99%	797 95%	868 98%	375 99%	464 96%	1576 97%	533 97%	1411 97%	262 98%	1778 97%
							E		h	H						
Computer(s)	2029 97%	276 97%	612 96%	1141 97%	652 95%	768 96%	609 99%	791 95%	863 97%	375 99%	463 96%	1566 97%	532 97%	1405 97%	246 92%	1783 97%
							EF		h	H						
Video Game Console(s)	933 44%	156 55%	263 41%	514 44%	276 40%	371 46%	286 46%	597 72%	283 32%	53 14%	231 48%	702 43%	267 49%	619 43%	212 79%	721 39%
		CD						IJ	J						P	
None of these	1 *%	-	1 *%	0 *%	-	1 *%	-	-	1 *%	-	-	1 *%	-	0 *%	-	1 *%

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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

>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Clothes Washer	1084	122	335	627	290	417	377	344	496	244	209	875	277	760	103	981
	65%	57%	66%	67%	67%	64%	66%	59%	66%	76%	64%	66%	64%	67%	57%	67%
				b					h	HI						
Pool Pump	139	23	47	70	25	51	64	34	74	31	8	131	32	104	11	128
	58%	50%	56%	62%	69%	58%	54%	70%	50%	71%	46%	59%	64%	57%	63%	57%
								I		i						
Air Conditioner	777	104	240	434	226	301	250	308	325	144	165	612	232	520	83	694
	57%	54%	59%	57%	57%	55%	59%	58%	58%	54%	54%	58%	60%	57%	52%	58%
Electric Stove	279	35	98	146	113	107	59	111	103	65	72	207	85	179	42	237
	37%	29%	47%	34%	42%	35%	34%	35%	36%	43%	42%	36%	46%	34%	37%	37%
			BD										n			
Electric Oven	442	57	154	231	153	157	133	174	169	99	81	361	106	312	66	376
	43%	35%	50%	42%	45%	44%	41%	42%	42%	50%	40%	44%	46%	42%	45%	43%
			b													
Electric Heater	343	52	104	186	108	151	84	186	117	40	77	266	107	225	54	289
	46%	39%	48%	47%	42%	53%	42%	52%	41%	37%	49%	45%	54%	44%	44%	46%
						eg		ij								

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
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 devise

>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Television(s)	601 29%	64 23%	175 28%	362 32%	193 30%	236 30%	172 28%	245 31%	232 27%	125 33%	132 28%	469 30%	167 31%	401 28%	101 38%	500 28%
				b											p	
Computer(s)	562 28%	70 25%	202 33%	291 25%	178 27%	233 30%	151 25%	234 30%	207 24%	122 32%	126 27%	437 28%	157 30%	375 27%	87 35%	476 27%
			D					i		I						
Video Game Console(s)	329 35%	54 35%	110 42%	165 32%	86 31%	153 41%	91 32%	215 36%	98 34%	16 31%	93 40%	236 34%	98 37%	214 34%	94 44%	235 33%
			d			eg									p	
None of these	501 24%	92 32%	133 21%	276 23%	167 25%	198 25%	135 22%	202 24%	221 25%	78 21%	115 24%	386 24%	112 20%	357 25%	48 18%	452 25%
		Cd														
Mean number of electronics where use was shifted	2.2	2.0	2.3	2.1	2.0	2.3	2.2	2.2	2.1	2.3	2.0	2.2	2.3	2.1	2.4	2.1
			bd			E	E	i		I		K	n			
Standard deviation of electronics where use was shifted	1.9	2.1	1.9	1.8	1.8	2.0	1.9	2.0	1.8	1.9	1.8	1.9	2.0	1.9	2.1	1.9
Median number of electronics where use was shifted	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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

>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Clothes Washer	851	111	267	473	236	323	292	315	368	168	187	664	226	575	86	765
	51%	52%	53%	51%	54%	50%	51%	54%	49%	52%	57%	50%	52%	50%	47%	52%
Pool Pump	113	16	35	62	17	35	61	29	66	19	12	101	23	88	8	105
	47%	34%	42%	56%	48%	39%	52%	59%	44%	43%	66%	45%	46%	48%	43%	47%
				b												
Air Conditioner	563	64	176	323	151	233	179	246	214	103	125	438	144	392	72	491
	41%	33%	43%	43%	38%	43%	42%	46%	38%	39%	41%	42%	37%	43%	45%	41%
								i								
Electric Stove	320	53	82	185	116	147	57	142	114	64	78	242	81	226	49	271
	42%	45%	39%	43%	43%	47%	33%	45%	40%	42%	45%	42%	44%	43%	43%	42%
						G										
Electric Oven	462	72	153	237	155	170	137	200	176	86	105	357	127	314	65	396
	45%	45%	49%	43%	46%	47%	43%	48%	44%	44%	51%	44%	55%	43%	44%	45%
													N			
Electric Heater	344	64	99	182	126	134	84	180	120	43	90	254	93	226	76	267
	46%	48%	46%	46%	49%	47%	41%	51%	43%	41%	57%	43%	48%	45%	63%	43%
											L				P	

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
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

>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Television(s)	983 48%	117 43%	306 49%	560 49%	305 47%	389 50%	290 47%	432 54% IJ	384 44%	167 45%	228 49%	755 48%	284 53% n	645 46%	161 61% P	822 46%
Computer(s)	969 48%	116 42%	299 49%	554 49%	299 46%	371 48%	299 49%	394 50%	409 47%	167 44%	227 49%	743 47%	280 53% n	642 46%	132 54%	837 47%
Video Game Console(s)	473 51%	69 44%	162 62% BD	242 47%	150 54%	179 48%	143 50%	317 53%	133 47%	23 44%	133 57%	340 48%	143 54%	299 48%	119 56%	353 49%
None of these	461 22%	77 27%	127 20%	258 22%	158 23%	178 22%	126 20%	173 21%	207 23%	81 21%	108 22%	354 22%	118 22%	324 22%	47 18%	414 23%
Mean number of electronics where use can be shifted	2.4	2.4	2.5	2.4	2.3	2.5 e	2.5 e	2.7 IJ	2.2	2.2	2.4	2.4	2.6 N	2.3	2.9 P	2.3
Standard deviation of electronics where use can be shifted	2.0	2.4	1.9	2.0	1.9	2.1	2.0	2.2	1.9	1.9	2.0	2.0	2.1	2.0	2.2	2.0
Median number of electronics where use can be shifted	2.0	2.0	2.0	2.0	2.0	2.0	2.0	3.0	2.0	2.0	2.0	2.0	2.0	2.0	3.0	2.0

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Yes	805	142	231	432	278	298	229	393	320	93	196	609	199	553	174	631
	38%	50%	36%	37%	41%	37%	37%	47%	36%	24%	40%	38%	36%	38%	65%	34%
		CD						IJ	J						P	
No	327	26	118	183	116	120	91	101	154	71	91	236	98	218	28	299
	16%	9%	19%	15%	17%	15%	15%	12%	17%	19%	19%	15%	18%	15%	11%	16%
			B	b					H	H						
Not Sure	970	117	287	565	288	384	298	340	414	216	197	773	251	682	65	905
	46%	41%	45%	48%	42%	48%	48%	41%	47%	57%	41%	48%	46%	47%	24%	49%
										HI		k				O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	Rate	Rate	Rate		\$30K -											
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	1729	234	515	979	519	674	536	731	714	284	379	1350	448	1193	248	1481
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	1771	196	582	993	396	655	720	758	725	288	264	1507	400	1277	137	1634
Yes	609	110	171	327	205	219	184	303	240	66	164	445	168	403	154	455
	35%	47%	33%	33%	39%	33%	34%	41%	34%	23%	43%	33%	38%	34%	62%	31%
		CD						IJ	J		L				P	
No	217	11	80	126	64	86	67	81	102	34	54	163	57	155	29	188
	13%	5%	16%	13%	12%	13%	12%	11%	14%	12%	14%	12%	13%	13%	12%	13%
			B	B												
Not Sure	903	113	264	526	250	369	285	347	372	184	161	742	223	636	64	839
	52%	48%	51%	54%	48%	55%	53%	47%	52%	65%	43%	55%	50%	53%	26%	57%
										HI		K				O
Don't Have (removed from base)	373	51	121	201	164	128	82	104	174	96	105	268	100	260	20	354

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP

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

Q3.6 - Does a demand charge apply to your current electric bill?
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Yes	268	46	94	128	79	97	92	130	109	29	59	209	106	156	82	186
	13%	16%	15%	11%	12%	12%	15%	16%	12%	8%	12%	13%	19%	11%	31%	10%
								J	j				N		P	
No	572	65	182	325	171	224	177	187	269	116	127	445	156	401	67	505
	27%	23%	29%	28%	25%	28%	29%	22%	30%	30%	26%	27%	29%	28%	25%	28%
									H	h						
Not sure	1262	175	361	727	433	480	349	517	509	236	298	964	286	897	118	1144
	60%	61%	57%	62%	63%	60%	56%	62%	57%	62%	62%	60%	52%	62%	44%	62%
					g								M			O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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

Q3.7a - 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.
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Saves Money : Provides opportunity to change my energy use behavior to lower my bill.	1378	166	426	786	438	541	398	551	593	233	326	1051	357	957	161	1216
	66%	58%	67%	67%	64%	67%	65%	66%	67%	61%	67%	65%	65%	66%	60%	66%
	(1)	(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	124	167	356	212	263	172	286	262	99	165	482	182	434	103	544
	31%	43%	26%	30%	31%	33%	28%	34%	30%	26%	34%	30%	33%	30%	38%	30%
	(2)	(2)	(5)	(3)	(2)	(2)	(5)	(2)	(3)	(5)	(2)	(2)	(2)	(2)	(2)	(3)
Simple : Does not require a lot of my effort and time to understand how my energy use behavior will affect my bill.	627	85	192	351	180	257	190	221	258	148	146	481	172	420	88	539
	30%	30%	30%	30%	26%	32%	31%	26%	29%	39%	30%	30%	31%	29%	33%	29%
	(3)	(3)	(4)	(4)	(7)	(3)	(3)	(6)	(4)	(2)	(4)	(3)	(3)	(4)	(4)	(4)
Works for Me : Fits my habits and lifestyle.	604	74	211	319	198	215	191	203	309	91	160	443	144	424	74	530
	29%	26%	33%	27%	29%	27%	31%	24%	35%	24%	33%	27%	26%	29%	28%	29%
	(4)	(6)	(2)	(5)	(4)	(5)	(2)	(7)	(2)	(8)	(3)	(6)	(5)	(3)	(6)	(5)
Predictable : I know what bill amount should be each month.	598	82	160	357	206	206	186	251	255	92	133	465	169	405	27	571
	28%	29%	25%	30%	30%	26%	30%	30%	29%	24%	28%	29%	31%	28%	10%	31%
	(5)	(5)	(7)	(2)	(3)	(7)	(4)	(4)	(5)	(7)	(5)	(4)	(4)	(5)	(10)	(2)

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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

Q3.7a - 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.
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Green : Helps protect our air and environment.	557 26%	56 20%	208 33%	292 25%	180 26%	220 27%	156 25%	262 31%	198 22%	97 25%	108 22%	448 28%	136 25%	389 27%	79 30%	478 26%
	(6)	(9)	BD (3)	(8)	(8)	(4)	(7)	I (3)	(9)	(6)	(7)	(5)	(8)	(6)	(5)	(6)
Fair : Seems like a fair way to be charged for energy.	543 26%	84 29%	151 24%	308 26%	191 28%	214 27%	138 22%	246 29%	206 23%	91 24%	123 26%	419 26%	138 25%	376 26%	98 37%	445 24%
	(7)	(4)	(8)	(6)	(5)	(6)	(9)	I (5)	(8)	(9)	(6)	(7)	(7)	(7)	P (3)	(7)
Understandable : In language I can understand.	502 24%	68 24%	138 22%	297 25%	187 27%	150 19%	164 27%	152 18%	239 27%	110 29%	106 22%	396 24%	140 25%	339 23%	58 22%	444 24%
	(8)	(8)	(9)	(7)	F (6)	(9)	F (6)	(9)	H (6)	H (3)	H (8)	(8)	(6)	(9)	(8)	(8)
Reflects Cost of Electricity : Encourages me to use less electricity during peak periods when it costs the most.	469 22%	46 16%	160 25%	263 22%	125 18%	202 25%	142 23%	150 18%	217 24%	102 27%	106 22%	364 22%	105 19%	347 24%	66 25%	403 22%
	(9)	(10)	B (6)	(9)	E (10)	(8)	(8)	(10)	H (7)	H (4)	H (9)	(9)	(9)	(9)	(8)	(7)
Worry-Free : I don't need to pay attention to when during the day or month I use energy.	382 18%	73 25%	97 15%	212 18%	129 19%	139 17%	114 18%	181 22%	123 14%	77 20%	77 16%	304 19%	102 19%	269 18%	48 18%	334 18%
	(10)	Cd (7)	(10)	(10)	(9)	(10)	(10)	I (8)	(10)	I (10)	(10)	(10)	(10)	(10)	(9)	(10)

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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_Fixed1 - Please carefully look at all three rate plans and pick the rate plan that you prefer the most.
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Flat Rate, \$0.24/kWh, Monthly Service Fee = \$10, Demand Charge = \$5	286	286	-	-	83	110	93	121	119	46	54	232	78	193	57	229
	14%	100%			12%	14%	15%	14%	13%	12%	11%	14%	14%	13%	21%	12%
															P	
3-Price TOU Rate, kWh = wide spread, Monthly Service Fee = \$0, Demand Charge = \$2	636	-	636	-	199	219	218	240	275	122	122	514	146	455	54	582
	30%		100%		29%	27%	35%	29%	31%	32%	25%	32%	27%	31%	20%	32%
							F					k				O
3-Tier Rate, kWh = all high, Monthly Service Fee = \$0, Demand Charge = \$0	1180	-	-	1180	401	474	306	474	494	212	308	872	324	805	156	1024
	56%			100%	59%	59%	50%	57%	56%	56%	64%	54%	59%	55%	58%	56%
					G	G					L					

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP

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

Q4.14 - 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?
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
=====	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Would definitely switch	195	34	62	98	71	73	51	106	79	10	51	144	73	114	65	130
	9%	12%	10%	8%	10%	9%	8%	13%	9%	3%	11%	9%	13%	8%	24%	7%
								iJ	J				N		P	
Would consider switching	1271	164	413	694	325	540	405	522	523	226	252	1019	304	917	161	1110
	60%	57%	65%	59%	48%	67%	66%	63%	59%	59%	52%	63%	55%	63%	60%	61%
			d			E	E					K		M		
No interest in switching	214	43	67	104	100	54	60	61	100	53	81	133	62	140	22	192
	10%	15%	11%	9%	15%	7%	10%	7%	11%	14%	17%	8%	11%	10%	8%	10%
			d		Fg				H	H	L					
Not sure	422	45	94	284	187	134	101	145	186	91	99	323	110	283	19	403
	20%	16%	15%	24%	27%	17%	16%	17%	21%	24%	20%	20%	20%	19%	7%	22%
				BC	FG					h						O
Fixed 1: Flat Rate, \$0.24/kWh, Monthly Service Fee = \$10, Demand Charge = \$5	286	286	-	-	83	110	93	121	119	46	54	232	78	193	57	229
	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP

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?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Would definitely switch	34 12%	34 12%	-	-	13 16%	15 13%	6 7%	21 18%	12 10%	1 3%	8 14%	27 11%	16 21%	18 9%	15 26%	19 9%
Would consider switching	164 57%	164 57%	-	-	27 33%	76 70%	60 64%	63 52%	67 56%	33 73%	25 46%	139 60%	35 45%	121 62%	35 62%	128 56%
No interest in switching	43 15%	43 15%	-	-	25 30%	6 6%	12 12%	20 17%	13 11%	9 20%	19 35%	24 10%	13 16%	30 15%	6 11%	37 16%
Not sure	45 16%	45 16%	-	-	17 21%	12 11%	15 17%	16 13%	27 23%	2 4%	3 5%	42 18%	15 19%	25 13%	1 1%	44 19%
Fixed 2: 3-Price TOU Rate, kWh = wide spread, Monthly Service Fee = \$0, Demand Charge = \$2	636 100%	-	636 100%	-	199 100%	219 100%	218 100%	240 100%	275 100%	122 100%	122 100%	514 100%	146 100%	455 100%	54 100%	582 100%
Would definitely switch	62 10%	-	62 10%	-	22 11%	18 8%	22 10%	30 13%	29 11%	3 2%	11 9%	51 10%	15 10%	41 9%	14 25%	49 8%
Would consider switching	413 65%	-	413 65%	-	108 54%	160 73%	146 67%	168 70%	168 61%	77 63%	67 55%	346 67%	88 60%	308 68%	32 59%	381 65%

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 Independent Z-Test for Percentages
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 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?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
No interest in switching	67 11%	- 11%	67 11%	- 14%	29 14%	18 8%	21 10%	17 7%	31 11%	20 16%	20 16%	47 9%	22 15%	43 9%	5 9%	62 11%
Not sure	94 15%	- 15%	94 15%	- 21%	41 21%	23 11%	30 14%	24 10%	47 17%	23 19%	24 19%	70 14%	21 14%	64 14%	4 7%	90 15%
Fixed 3: 3-Tier Rate, kWh = all high, Monthly Service Fee = \$0, Demand Charge = \$0	1180 100%	- 100%	- 100%	1180 100%	401 100%	474 100%	306 100%	474 100%	494 100%	212 100%	308 100%	872 100%	324 100%	805 100%	156 100%	1024 100%
Would definitely switch	98 8%	- 8%	- 8%	98 8%	36 9%	40 8%	23 7%	54 11%	38 8%	6 3%	32 10%	66 8%	42 13%	54 7%	36 23%	62 6%
Would consider switching	694 59%	- 59%	- 59%	694 47%	190 47%	304 64%	200 65%	291 61%	288 58%	116 55%	161 52%	534 61%	181 56%	489 61%	94 60%	600 59%
No interest in switching	104 9%	- 9%	- 9%	104 12%	46 12%	30 6%	28 9%	23 5%	56 11%	24 11%	43 14%	61 7%	27 8%	67 8%	11 7%	93 9%
Not sure	284 24%	- 24%	- 24%	284 32%	129 32%	99 21%	56 18%	105 22%	112 23%	66 31%	72 24%	211 24%	74 23%	194 24%	15 9%	269 26%

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
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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...
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
...Stay the same. I am not willing to risk a higher bill for potential savings.	832	104	240	488	317	320	196	277	381	175	239	593	234	551	81	751
	40%	36%	38%	41%	46%	40%	32%	33%	43%	46%	49%	37%	43%	38%	30%	41%
					fg	G			H	H	L					O
...Decrease by 5%, but increase no more than 5%.	312	48	93	171	129	116	67	162	93	57	78	235	77	223	67	245
	15%	17%	15%	15%	19%	14%	11%	19%	10%	15%	16%	14%	14%	15%	25%	13%
					G			I							P	
...Decrease by 10%, but increase no more than 10%.	472	76	142	254	108	190	173	208	195	68	94	378	139	314	73	399
	22%	27%	22%	22%	16%	24%	28%	25%	22%	18%	19%	23%	25%	22%	27%	22%
						E	E	j								
...Decrease by 15%, but increase no more than 15%.	186	20	81	85	38	76	72	73	80	33	21	165	39	135	6	179
	9%	7%	13%	7%	6%	9%	12%	9%	9%	9%	4%	10%	7%	9%	2%	10%
			bd			e	E					K				O
...Decrease by 20%, but increase no more than 20%.	93	14	17	61	26	29	37	22	50	20	14	79	14	73	10	82
	4%	5%	3%	5%	4%	4%	6%	3%	6%	5%	3%	5%	2%	5%	4%	4%
									h					m		
...Decrease by 25%, but increase no more than 25%.	207	23	65	119	65	71	71	91	89	27	39	169	45	157	30	178
	10%	8%	10%	10%	10%	9%	12%	11%	10%	7%	8%	10%	8%	11%	11%	10%

Comparison Groups: BCD/efg/HIJ/KL/MN/OP

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

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

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
2 Tiered Rate:																
=====																
Would Try	1026	128	330	568	315	408	303	469	403	155	224	802	269	712	166	860
	49%	45%	52%	48%	46%	51%	49%	56%	45%	41%	46%	50%	49%	49%	62%	47%
								IJ							P	
Would NOT Try	1076	157	306	612	368	394	314	366	485	225	260	816	279	742	101	975
	51%	55%	48%	52%	54%	49%	51%	44%	55%	59%	54%	50%	51%	51%	38%	53%
								H		H						O
3 Tiered Rate:																
=====																
Would Try	892	57	286	549	263	367	262	376	374	141	201	691	219	632	129	763
	42%	20%	45%	47%	38%	46%	42%	45%	42%	37%	42%	43%	40%	43%	48%	42%
			B	B		e		j								
Would NOT Try	1210	228	351	631	420	435	355	458	513	239	282	928	329	822	138	1072
	58%	80%	55%	53%	62%	54%	58%	55%	58%	63%	58%	57%	60%	57%	52%	58%
		CD			f					h						

Flat Rate:
 =====

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 Independent Z-Test for Percentages
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 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
 TBYP Included
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Would Try	1104 53%	204 71%	298 47%	601 51%	355 52%	412 51%	337 55%	530 64%	417 47%	157 41%	247 51%	856 53%	304 55%	756 52%	179 67%	924 50%
		CD						IJ							P	
Would NOT Try	998 47%	82 29%	338 53%	579 49%	328 48%	390 49%	280 45%	305 36%	471 53%	223 59%	236 49%	762 47%	244 45%	697 48%	88 33%	911 50%
			B	B					H	H						O
Steep TOU Rate: =====																
Would Try	325 15%	37 13%	105 17%	183 15%	123 18%	119 15%	82 13%	195 23%	106 12%	24 6%	67 14%	258 16%	91 17%	210 14%	107 40%	218 12%
					g			IJ	J						P	
Would NOT Try	1777 85%	249 87%	531 83%	997 85%	559 82%	683 85%	536 87%	639 77%	782 88%	356 94%	417 86%	1360 84%	458 83%	1243 86%	160 60%	1617 88%
							e		H	HI						O
Mild TOU Rate: =====																
Would Try	635 30%	78 27%	224 35%	332 28%	221 32%	249 31%	165 27%	308 37%	257 29%	70 18%	162 34%	472 29%	180 33%	420 29%	165 62%	470 26%
			bd					IJ	J						P	
Would NOT Try	1467 70%	208 73%	412 65%	848 72%	461 68%	554 69%	453 73%	527 63%	631 71%	310 82%	322 66%	1146 71%	368 67%	1033 71%	102 38%	1365 74%
		c		C					H	HI						O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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 TBYYB Included 2 Tiered Rate
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
2 Tiered Rate:																
=====																
Would Try	1514	184	474	856	445	585	484	619	656	239	323	1191	410	1044	172	1342
	72%	64%	75%	73%	65%	73%	78%	74%	74%	63%	67%	74%	75%	72%	64%	73%
			B	b		E	Ef	J	J			k				o
Would NOT Try	588	102	162	324	237	218	133	216	231	141	161	428	138	410	95	493
	28%	36%	25%	27%	35%	27%	22%	26%	26%	37%	33%	26%	25%	28%	36%	27%
		Cd			FG	g				HI	l				p	
3 Tiered Rate:																
=====																
Would Try	1411	107	453	851	418	557	436	544	634	233	314	1097	377	985	147	1264
	67%	37%	71%	72%	61%	69%	71%	65%	71%	61%	65%	68%	69%	68%	55%	69%
			B	B		E	E		hJ							O
Would NOT Try	691	179	183	329	264	246	181	291	254	146	170	521	171	468	120	571
	33%	63%	29%	28%	39%	31%	29%	35%	29%	39%	35%	32%	31%	32%	45%	31%
		CD			FG			i		I					P	
Flat Rate:																
=====																

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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 TBYY Included 2 Tiered Rate
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Would Try	1536	248	443	845	471	567	497	632	655	249	322	1214	428	1051	178	1357
	73%	87%	70%	72%	69%	71%	81%	76%	74%	65%	67%	75%	78%	72%	67%	74%
		CD					EF	J	J			K	n			
Would NOT Try	566	37	194	335	211	235	120	202	233	131	162	405	120	402	89	477
	27%	13%	30%	28%	31%	29%	19%	24%	26%	35%	33%	25%	22%	28%	33%	26%
			B	B	G	G				HI	L			m		
Steep TOU Rate: =====																
Would Try	738	76	261	401	228	243	267	341	320	77	143	595	194	514	126	612
	35%	27%	41%	34%	33%	30%	43%	41%	36%	20%	30%	37%	35%	35%	47%	33%
			BD				EF	J	J			k			P	
Would NOT Try	1364	209	375	779	454	559	351	494	567	303	340	1024	355	940	141	1223
	65%	73%	59%	66%	67%	70%	57%	59%	64%	80%	70%	63%	65%	65%	53%	67%
		C		C	G	G				HI	l					O
Mild TOU Rate: =====																
Would Try	1091	123	357	611	345	402	345	440	493	159	246	845	289	754	171	920
	52%	43%	56%	52%	51%	50%	56%	53%	56%	42%	51%	52%	53%	52%	64%	50%
			B	b				J	J						P	
Would NOT Try	1011	163	279	569	338	400	273	395	395	221	238	773	259	699	97	914
	48%	57%	44%	48%	49%	50%	44%	47%	44%	58%	49%	48%	47%	48%	36%	50%
		Cd								HI						O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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 .
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Look at the amount due and/or the due date	1794	219	544	1031	570	674	550	672	779	343	433	1361	464	1272	166	1628
	85%	77%	86%	87%	84%	84%	89%	81%	88%	90%	90%	84%	85%	87%	62%	89%
			B	B			EF		H	H	L					O
Look at actual electricity or kWh use	1383	169	449	765	445	500	437	447	657	279	328	1055	368	966	138	1244
	66%	59%	71%	65%	65%	62%	71%	54%	74%	73%	68%	65%	67%	66%	52%	68%
			Bd				F		H	H						O
Read the details about how your bill is calculated	888	113	266	510	295	329	264	374	344	170	238	651	210	650	120	768
	42%	40%	42%	43%	43%	41%	43%	45%	39%	45%	49%	40%	38%	45%	45%	42%
							i				L			m		
Read notes or other messages that are on the bill	884	130	275	479	288	324	272	314	400	170	207	677	231	617	79	805
	42%	46%	43%	41%	42%	40%	44%	38%	45%	45%	43%	42%	42%	42%	30%	44%
								H								O
Read any inserts that are included with the bill	644	76	190	378	239	242	164	229	293	123	204	441	176	445	90	554
	31%	27%	30%	32%	35%	30%	26%	27%	33%	32%	42%	27%	32%	31%	34%	30%
					G				h		L					
None of these - you don't look at the bill	62	17	17	28	13	21	28	24	24	13	12	49	26	35	1	61
	3%	6%	3%	2%	2%	3%	4%	3%	3%	4%	3%	3%	5%	2%	1%	3%
							e								*	O

Comparison Groups: BCD/EFH/HIJ/KL/MN/OP

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 .
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Not sure	74	12	24	38	42	25	8	38	26	10	7	67	12	39	14	60
	4%	4%	4%	3%	6%	3%	1%	5%	3%	3%	1%	4%	2%	3%	5%	3%
					FG	g		j				K				

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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)?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
\$0 to \$49	506	41	163	302	220	203	82	194	196	116	200	306	141	332	59	447
	24%	14%	26%	26%	32%	25%	13%	23%	22%	31%	41%	19%	26%	23%	22%	24%
			B	B	fg	G				hI	L					
\$50 to \$99	569	52	188	330	225	207	137	236	234	99	124	445	138	410	64	505
	27%	18%	29%	28%	33%	26%	22%	28%	26%	26%	26%	28%	25%	28%	24%	28%
			B	B	fg											
\$100 to \$149	339	56	110	173	89	128	123	116	148	74	58	281	93	239	26	313
	16%	19%	17%	15%	13%	16%	20%	14%	17%	20%	12%	17%	17%	16%	10%	17%
							E			h		K				o
\$150 to \$199	239	51	64	124	39	110	91	95	106	38	32	207	50	174	47	192
	11%	18%	10%	10%	6%	14%	15%	11%	12%	10%	7%	13%	9%	12%	17%	10%
		CD				E	E					K			p	
\$200 or more	441	86	111	244	106	150	185	193	199	50	66	375	127	291	72	369
	21%	30%	17%	21%	16%	19%	30%	23%	22%	13%	14%	23%	23%	20%	27%	20%
		CD					EF	J	J			K				
Unsure	8	-	1	7	4	4	-	-	5	3	3	5	-	7	-	8
	*%		*%	1%	1%	1%			1%	1%	1%	*%		1%		*%
			Bc			G			h	H				M		O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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)?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Statistics Base	2094	286	636	1173	679	798	617	835	883	377	481	1613	548	1446	267	1827
Mean	138.3	171.4	133.8	132.8	115.3	138.8	163.0	159.2	133.5	103.4	105.6	148.1	141.6	135.9	197.1	129.7
		CD				E	EF	IJ	J			K			P	
Standard Deviation	166.9	167.8	197.0	146.9	147.3	180.8	165.1	220.5	126.6	86.4	144.1	172.0	150.2	161.8	286.8	139.2
Median	90.0	145.0	85.0	85.0	70.0	90.0	125.0	90.0	100.0	80.0	60.0	100.0	90.0	90.0	100.0	90.0

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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)?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
\$0 to \$49	498	40	150	309	220	201	77	209	187	102	192	307	154	316	56	442
	24%	14%	24%	26%	32%	25%	12%	25%	21%	27%	40%	19%	28%	22%	21%	24%
			B	B	fG	G					L		n			
\$50 to \$99	658	73	214	370	244	259	155	239	293	126	173	484	178	447	80	577
	31%	26%	34%	31%	36%	32%	25%	29%	33%	33%	36%	30%	32%	31%	30%	31%
			b		G	G										
\$100 to \$149	364	65	107	192	89	127	148	142	155	67	46	318	82	274	27	338
	17%	23%	17%	16%	13%	16%	24%	17%	18%	18%	9%	20%	15%	19%	10%	18%
							EF					K				O
\$150 to \$199	213	38	53	122	51	85	76	101	67	44	35	178	50	153	41	172
	10%	13%	8%	10%	8%	11%	12%	12%	8%	12%	7%	11%	9%	11%	15%	9%
							E	I				k				
\$200 or more	355	70	107	178	71	125	159	141	176	38	33	322	83	249	63	292
	17%	24%	17%	15%	10%	16%	26%	17%	20%	10%	7%	20%	15%	17%	24%	16%
		D				E	EF	J	J			K			p	
Unsure	14	1	4	10	6	5	3	2	8	4	5	9	0	14	-	14
	1%	*%	1%	1%	1%	1%	1%	*%	1%	1%	1%	1%	*%	1%		1%
													m			O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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)?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Statistics Base	2088	285	633	1170	676	797	614	832	879	376	478	1610	548	1439	267	1820
Mean	167.0	144.4	137.0	188.7	104.3	224.7	161.1	149.3	212.2	100.3	81.7	192.3	109.6	191.7	165.3	167.2
Standard Deviation	1209.2	124.8	435.8	1581.8	156.9	1913.1	433.8	405.7	1819.8	80.7	91.9	1375.4	101.7	1454.0	251.3	1291.4
Median	85.0	120.0	80.0	80.0	60.0	80.0	120.0	85.0	85.0	75.0	55.0	100.0	75.0	90.0	90.0	80.0

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
\$0 to \$9	268	23	71	174	147	70	51	99	124	45	97	171	69	184	20	248
	13%	8%	11%	15%	22%	9%	8%	12%	14%	12%	20%	11%	13%	13%	8%	13%
				B	FG						L					O
\$10 to \$19	480	50	152	278	184	197	99	178	192	110	147	333	119	343	44	436
	23%	18%	24%	24%	27%	25%	16%	21%	22%	29%	30%	21%	22%	24%	16%	24%
					G	G				hi	L					O
\$20 to \$29	465	86	163	216	121	204	140	200	180	85	99	366	105	346	58	407
	22%	30%	26%	18%	18%	25%	23%	24%	20%	22%	21%	23%	19%	24%	22%	22%
		D	D			E										
\$30 to \$39	225	26	69	130	58	97	70	83	93	49	40	185	67	147	30	194
	11%	9%	11%	11%	8%	12%	11%	10%	10%	13%	8%	11%	12%	10%	11%	11%
\$40 to \$49	158	16	41	101	39	66	53	79	64	16	29	129	36	112	26	132
	8%	6%	6%	9%	6%	8%	9%	9%	7%	4%	6%	8%	7%	8%	10%	7%
								J								
\$50 to \$74	186	22	64	99	31	59	97	68	104	15	23	163	56	122	31	155
	9%	8%	10%	8%	5%	7%	16%	8%	12%	4%	5%	10%	10%	8%	12%	8%
							EF	J	hJ			K				

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
\$75 to \$99	65 3%	10 3%	17 3%	38 3%	21 3%	21 3%	23 4%	30 4%	24 3%	11 3%	11 2%	54 3%	23 4%	35 2%	14 5%	50 3%
More than \$100	158 7%	38 13% Cd	40 6%	80 7%	38 6%	60 7%	59 10% E	63 8%	67 8%	28 7%	17 4%	140 9% K	50 9%	104 7%	34 13% p	123 7%
Not sure	97 5%	14 5%	20 3%	64 5% c	44 6% f	29 4%	25 4%	36 4%	40 4%	22 6%	20 4%	78 5%	23 4%	61 4%	9 3%	89 5%

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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?
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Never	180	29	57	94	83	51	46	58	71	51	44	135	56	116	18	161
	9%	10%	9%	8%	12%	6%	7%	7%	8%	13%	9%	8%	10%	8%	7%	9%
					FG					HI						
NET: At least rarely	1922	256	580	1086	599	751	572	777	816	329	439	1483	492	1337	249	1673
	91%	90%	91%	92%	88%	94%	93%	93%	92%	87%	91%	92%	90%	92%	93%	91%
						E	E	J	J							
Rarely (1-2 bills)	1035	118	326	592	341	424	270	432	420	184	255	780	251	734	154	881
	49%	41%	51%	50%	50%	53%	44%	52%	47%	48%	53%	48%	46%	50%	58%	48%
			b	b		G									p	
Sometimes (3-4 bills)	736	112	220	404	208	259	269	292	321	122	143	593	197	498	77	659
	35%	39%	35%	34%	30%	32%	44%	35%	36%	32%	29%	37%	36%	34%	29%	36%
							EF					k				
Often (more than 4 bills)	152	27	34	91	50	68	33	53	75	24	42	110	44	105	18	134
	7%	9%	5%	8%	7%	9%	5%	6%	8%	6%	9%	7%	8%	7%	7%	7%

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP

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
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	1922	256	580	1086	599	751	572	777	816	329	439	1483	492	1337	249	1673
TOTAL ANSWERING	1922	256	580	1086	599	751	572	777	816	329	439	1483	492	1337	249	1673
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	1967	214	640	1113	460	728	779	811	819	337	318	1649	447	1424	136	1831
Called my electricity/electricity and gas utility company	351	47	82	222	135	146	70	176	130	46	110	241	117	215	120	231
	18%	18%	14%	20%	23%	19%	12%	23%	16%	14%	25%	16%	24%	16%	48%	14%
				C	G	G		IJ			L		N		P	
Checked my usage online	659	79	205	376	214	238	207	338	226	95	152	506	168	472	95	564
	34%	31%	35%	35%	36%	32%	36%	43%	28%	29%	35%	34%	34%	35%	38%	34%
								IJ								
Something else:	262	39	92	131	79	107	75	62	140	59	62	200	64	188	9	253
	14%	15%	16%	12%	13%	14%	13%	8%	17%	18%	14%	13%	13%	14%	4%	15%
									H	H						O
I did not take action	694	90	212	392	179	272	243	226	331	137	131	563	161	500	37	657
	36%	35%	37%	36%	30%	36%	42%	29%	41%	42%	30%	38%	33%	37%	15%	39%
							E		H	H		K				O
Can't recall	116	21	33	61	51	40	25	48	53	14	25	90	32	70	18	97
	6%	8%	6%	6%	9%	5%	4%	6%	7%	4%	6%	6%	7%	5%	7%	6%
					G											

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP

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?
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Less than college	1465	215	417	833	564	596	305	574	630	261	410	1055	416	983	248	1217
	70%	75%	66%	71%	83%	74%	49%	69%	71%	69%	85%	65%	76%	68%	93%	66%
		c			FG	G					L		N		P	
NET: High school or less	841	139	236	466	329	360	153	320	381	139	233	608	207	585	127	714
	40%	49%	37%	39%	48%	45%	25%	38%	43%	37%	48%	38%	38%	40%	47%	39%
		CD			G	G			j		L					
Some high school or less	45	12	10	23	22	19	5	22	17	6	17	28	17	28	28	17
	2%	4%	2%	2%	3%	2%	1%	3%	2%	2%	4%	2%	3%	2%	10%	1%
		Cd			G	G					l					P
High school graduate	796	127	227	442	307	341	148	298	365	133	216	580	190	558	99	697
	38%	44%	36%	37%	45%	43%	24%	36%	41%	35%	45%	36%	35%	38%	37%	38%
		C			G	G			Hj		L					
Trade or technical school graduate	624	76	181	367	236	237	152	254	249	122	177	447	208	398	122	503
	30%	27%	28%	31%	35%	29%	25%	30%	28%	32%	37%	28%	38%	27%	46%	27%
					fG	G					L		N		P	
NET: College grad or more	637	70	220	347	118	206	313	261	257	119	74	563	133	470	19	618
	30%	25%	34%	29%	17%	26%	51%	31%	29%	31%	15%	35%	24%	32%	7%	34%
			b			E	EF					K		M		O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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?
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat	3TOU	3Tier	<\$30K	\$30K -		<44	45-64	65+	Yes	No	Yes	No	Yes	No
		Rate	Rate	Rate		<\$75K	\$75K+									
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Undergraduate college degree	404	42	137	225	95	138	171	173	163	67	59	345	90	290	17	386
	19%	15%	22%	19%	14%	17%	28%	21%	18%	18%	12%	21%	16%	20%	6%	21%
							EF					K				O
Masters or doctorate degree	233	29	83	122	24	68	142	87	94	52	15	219	43	180	1	232
	11%	10%	13%	10%	3%	8%	23%	10%	11%	14%	3%	14%	8%	12%	1%	13%
						e	EF					K				O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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?
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	\$30K -			<44	45-64	65+	Yes	No	Yes	No	Yes	No	
	Rate	Rate	Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Employed	1066	153	340	573	250	437	379	572	443	52	191	875	250	764	155	912
	51%	54%	53%	49%	37%	55%	61%	68%	50%	14%	40%	54%	46%	53%	58%	50%
						E	Ef	IJ	J			K		m		
Employed full-time	790	122	260	408	124	326	341	417	351	22	105	685	192	557	79	711
	38%	43%	41%	35%	18%	41%	55%	50%	40%	6%	22%	42%	35%	38%	30%	39%
			d			E	EF	IJ	J			K				o
Employed part-time	276	31	81	164	126	111	38	154	92	30	86	190	58	207	76	200
	13%	11%	13%	14%	18%	14%	6%	18%	10%	8%	18%	12%	11%	14%	28%	11%
					G	G		IJ			l				P	
NET: Not employed/student	998	131	283	584	411	356	231	244	426	328	281	717	284	675	109	888
	47%	46%	44%	49%	60%	44%	37%	29%	48%	86%	58%	44%	52%	46%	41%	48%
					FG	g			H	HI	L					
Unemployed or between jobs	207	41	58	109	124	69	15	82	121	4	90	117	49	142	56	151
	10%	14%	9%	9%	18%	9%	2%	10%	14%	1%	19%	7%	9%	10%	21%	8%
		cd			FG	G		J	HJ		L				P	
Homemaker or caregiver (non-professional)	112	14	29	69	41	38	32	66	44	2	43	69	32	77	19	93
	5%	5%	5%	6%	6%	5%	5%	8%	5%	1%	9%	4%	6%	5%	7%	5%
								iJ	J		L					

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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?
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Student	96 5%	17 6%	20 3%	59 5%	54 8%	24 3%	17 3%	91 11%	5 1%	-	17 3%	79 5%	16 3%	71 5%	31 12%	64 4%
					FG			IJ							P	
Retired	583 28%	60 21%	176 28%	347 29%	192 28%	224 28%	167 27%	5 1%	257 29%	321 85%	131 27%	451 28%	187 34%	386 27%	3 1%	580 32%
				b					H	HI			N		O	
Prefer not to answer	38 2%	1 *%	13 2%	23 2%	21 3%	9 1%	7 1%	19 2%	19 2%	-	11 2%	27 2%	14 3%	14 1%	3 1%	35 2%
					g			J	J				n			

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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?
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Work at home at lest sometimes	633	93	187	352	191	230	212	302	255	75	147	486	175	422	121	511
	30%	33%	29%	30%	28%	29%	34%	36%	29%	20%	30%	30%	32%	29%	45%	28%
								IJ	J						P	
Work at home all the time	200	33	49	117	74	69	57	64	103	33	67	133	63	124	22	178
	10%	12%	8%	10%	11%	9%	9%	8%	12%	9%	14%	8%	11%	9%	8%	10%
									h		L					
Work at home most of the time	123	17	39	66	37	50	36	53	52	18	20	103	38	75	15	108
	6%	6%	6%	6%	5%	6%	6%	6%	6%	5%	4%	6%	7%	5%	6%	6%
Work at home sometimes	310	42	99	169	79	112	119	185	101	24	60	250	74	223	84	225
	15%	15%	16%	14%	12%	14%	19%	22%	11%	6%	12%	15%	14%	15%	31%	12%
							Ef	IJ	j						P	
Do not work at home	1469	193	449	828	492	572	406	533	632	305	337	1132	373	1032	146	1323
	70%	67%	71%	70%	72%	71%	66%	64%	71%	80%	70%	70%	68%	71%	55%	72%
								H	HI						O	

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
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?
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
White (but not Hispanic)	1338	173	404	761	402	512	424	324	680	334	281	1058	360	938	4	1334
	64%	60%	64%	65%	59%	64%	69%	39%	77%	88%	58%	65%	66%	65%	1%	73%
							E		H	HI		k				O
NET: Non-white	719	109	212	398	270	272	177	490	192	37	197	522	183	490	263	456
	34%	38%	33%	34%	40%	34%	29%	59%	22%	10%	41%	32%	33%	34%	99%	25%
					G			IJ	J		L				P	
African-American	44	5	19	20	20	14	11	11	22	11	18	25	14	29	-	44
	2%	2%	3%	2%	3%	2%	2%	1%	2%	3%	4%	2%	3%	2%		2%
																O
Asian or Pacific Islander	235	28	84	123	66	64	105	157	66	11	27	208	51	176	-	235
	11%	10%	13%	10%	10%	8%	17%	19%	7%	3%	6%	13%	9%	12%		13%
							EF	IJ	J			K				O
Hispanic or Latin American	364	62	85	216	148	166	49	280	78	6	127	237	97	237	260	104
	17%	22%	13%	18%	22%	21%	8%	33%	9%	2%	26%	15%	18%	16%	97%	6%
		C		C	G	G		IJ	J		L				P	
Native American	19	6	1	13	13	5	1	8	10	1	9	11	11	7	2	17
	1%	2%	*%	1%	2%	1%	*%	1%	1%	*%	2%	1%	2%	1%	1%	1%
				C	G								N			

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	\$30K -			<44	45-64	65+	Yes	No	Yes	No	Yes	No	
	Rate	Rate	Rate	<\$30K	<\$75K	\$75K+										
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Mixed race	40 2%	7 2%	14 2%	20 2%	17 2%	15 2%	9 1%	26 3%	12 1%	3 1%	14 3%	27 2%	7 1%	25 2%	0 **	40 2%
							J									O
Something else, specify:	17 1%	1 1%	9 1%	6 1%	7 1%	8 1%	2 **	8 1%	4 **	6 1%	2 **	15 1%	2 **	15 1%	1 **	16 1%
Prefer not to answer	44 2%	4 1%	20 3%	21 2%	10 1%	18 2%	16 3%	20 2%	15 2%	9 2%	6 1%	39 2%	6 1%	26 2%	-	44 2%
																O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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?
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
English	1952	268	585	1098	625	744	583	726	849	377	451	1501	521	1349	198	1754
	93%	94%	92%	93%	92%	93%	94%	87%	96%	99%	93%	93%	95%	93%	74%	96%
									H	HI						O
Spanish	331	48	90	193	138	138	54	259	65	6	113	218	83	221	236	95
	16%	17%	14%	16%	20%	17%	9%	31%	7%	1%	23%	13%	15%	15%	88%	5%
					G	G		IJ	J		L				P	
NET: Chinese	77	16	24	37	30	19	28	52	22	2	11	66	12	60	-	77
	4%	6%	4%	3%	4%	2%	5%	6%	3%	1%	2%	4%	2%	4%		4%
								IJ	j							O
Chinese - Mandarin	43	2	17	24	18	9	16	29	12	2	5	39	9	32	-	43
	2%	1%	3%	2%	3%	1%	3%	3%	1%	*	1%	2%	2%	2%		2%
								iJ								O
Chinese - Cantonese	38	14	8	17	14	12	13	28	10	1	6	32	4	32	-	38
	2%	5%	1%	1%	2%	1%	2%	3%	1%	*	1%	2%	1%	2%		2%
		CD						IJ						m		O
Japanese	23	6	7	10	7	2	13	11	12	-	5	18	8	14	-	23
	1%	2%	1%	1%	1%	*	2%	1%	1%		1%	1%	1%	1%		1%
							F	J	J							O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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?
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	\$30K -			<44	45-64	65+	Yes	No	Yes	No	Yes	No	
	Rate	Rate	Rate	<\$30K	<\$75K	\$75K+										
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Korean	14 1%	-	11 2% BD	3 *% BD	2 *% BD	10 1% eG	2 *% eG	9 1% I	-	5 1% I	-	14 1% K	5 1% K	9 1% K	-	14 1% O
Filipino	27 1%	6 2%	9 1%	13 1%	10 1%	7 1%	11 2%	21 3% IJ	5 1%	1 *% IJ	9 2%	18 1%	12 2%	14 1%	-	27 1% O
Hmong	2 *%	-	2 *% bd	-	2 *% bd	-	-	2 *% ij	-	-	-	2 *% k	-	2 *% m	-	2 *% o
Vietnamese	13 1%	-	4 1%	10 1% b	8 1%	4 *% b	2 *% b	13 2% iJ	1 *% iJ	-	1 *% iJ	12 1%	5 1%	9 1%	-	13 1% O
Something else, specify:	35 2%	8 3%	12 2%	15 1%	11 2%	10 1%	14 2%	14 2%	16 2%	5 1%	5 1%	30 2%	16 3%	19 1%	1 *%	35 2% o
Prefer not to answer	15 1%	0 *%	7 1%	8 1%	3 *%	8 1%	5 1%	11 1%	3 *%	1 *%	-	15 1%	7 1% n	3 *%	-	15 1% O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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

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?
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Yes	548	78	146	324	216	207	125	200	260	89	186	362	548	-	66	482
	26%	27%	23%	27%	32%	26%	20%	24%	29%	23%	39%	22%	100%		25%	26%
					G	g			h		L					
No	1453	193	455	805	429	548	477	591	583	280	276	1178	-	1453	176	1278
	69%	68%	72%	68%	63%	68%	77%	71%	66%	74%	57%	73%		100%	66%	70%
							EF			I		K				
Prefer not to answer	100	14	35	51	38	47	15	44	45	12	21	79	-	-	25	75
	5%	5%	5%	4%	6%	6%	2%	5%	5%	3%	4%	5%			9%	4%
					g	G									p	

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
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
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	548	78	146	324	216	207	125	200	260	89	186	362	548	-	66	482
TOTAL ANSWERING	548	78	146	324	216	207	125	200	260	89	186	362	548	-	66	482
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	485	66	139	280	156	177	152	170	228	87	125	360	485	-	37	448
Mobility	143	14	42	87	83	43	16	23	93	27	80	63	143	-	13	130
	26%	18%	28%	27%	38%	21%	13%	12%	36%	30%	43%	17%	26%		20%	27%
					FG				H	H	L					
Hearing	78	11	27	40	16	38	25	10	43	25	14	65	78	-	1	77
	14%	15%	19%	12%	7%	18%	20%	5%	16%	29%	7%	18%	14%		2%	16%
						E	E		H	H		K				O
Vision	65	20	16	29	23	30	12	29	25	10	21	44	65	-	9	56
	12%	25%	11%	9%	10%	14%	10%	14%	10%	11%	11%	12%	12%		13%	12%
		cD														
Cognitive (learning or mental)	27	2	10	16	7	12	8	10	15	2	13	15	27	-	6	21
	5%	2%	7%	5%	3%	6%	7%	5%	6%	2%	7%	4%	5%		9%	4%
Psychological	59	4	6	48	35	21	3	26	26	7	33	26	59	-	9	50
	11%	6%	4%	15%	16%	10%	3%	13%	10%	8%	18%	7%	11%		14%	10%
			BC	G	g					L						
Chronic disease	186	21	48	116	79	74	33	46	96	43	78	107	186	-	15	170
	34%	28%	33%	36%	36%	36%	26%	23%	37%	49%	42%	30%	34%		23%	35%
								H	H	H	L					

Comparison Groups: BCD/EFH/HIJ/KL/MN/OP

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
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Other (specify):	51 9%	12 15%	15 10%	24 7%	17 8%	21 10%	13 11%	14 7%	29 11%	8 9%	18 10%	33 9%	51 9%	-	7 10%	44 9%
Not sure / Prefer not to answer	115 21%	16 20%	37 25%	63 19%	33 15%	47 23%	36 28%	78 39%	30 11%	8 9%	21 11%	94 26%	115 21%	-	27 40%	89 18%
							e	IJ			K				p	

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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?
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
	Rate	Rate	Rate	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Single family	1448	201	445	801	350	572	525	515	657	276	246	1202	395	989	167	1281
	69%	70%	70%	68%	51%	71%	85%	62%	74%	73%	51%	74%	72%	68%	62%	70%
						E	EF		H	H		K				
Single family, detached (e.g., freestanding house)	1298	180	403	715	309	506	483	436	606	256	220	1078	356	886	144	1154
	62%	63%	63%	61%	45%	63%	78%	52%	68%	67%	45%	67%	65%	61%	54%	63%
						E	EF		H	H		K				o
Single family attached such as town house or row house	150	21	42	86	41	66	42	79	52	19	26	124	39	104	23	127
	7%	8%	7%	7%	6%	8%	7%	9%	6%	5%	5%	8%	7%	7%	9%	7%
								ij								
NET: Apartment or condo	526	77	144	305	250	186	91	288	174	63	178	348	117	393	77	449
	25%	27%	23%	26%	37%	23%	15%	35%	20%	17%	37%	22%	21%	27%	29%	24%
					FG	G		IJ			L			m		
Apartment or condo in multi-unit structure of 2-4 units	225	37	49	139	110	76	39	125	83	17	69	156	44	177	43	183
	11%	13%	8%	12%	16%	9%	6%	15%	9%	5%	14%	10%	8%	12%	16%	10%
				c	FG			IJ	J		l			m		
Apartment or condo in multi-unit structure of 5 or more units	301	40	95	166	139	109	52	163	92	46	108	192	73	216	34	267
	14%	14%	15%	14%	20%	14%	8%	20%	10%	12%	22%	12%	13%	15%	13%	15%
					FG	G		IJ			L					

Comparison Groups: BCD/EFH/IJ/KL/MN/OP

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?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	<\$30K	\$30K -	>\$75K	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
	Rate	Rate	Rate													
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
Mobile home	104	5	41	58	66	38	0	15	48	41	57	46	34	64	17	87
	5%	2%	6%	5%	10%	5%	*%	2%	5%	11%	12%	3%	6%	4%	6%	5%
			B	B	FG	G			H	HI	L					
Not sure or prefer not to answer	24	3	6	16	16	7	1	17	8	-	3	22	3	7	7	17
	1%	1%	1%	1%	2%	1%	*%	2%	1%		1%	1%	*%	*%	3%	1%
					G			J								

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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?
 >>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Own	1335	170	417	748	323	499	513	371	641	323	219	1116	339	939	124	1211
	64%	60%	66%	63%	47%	62%	83%	45%	72%	85%	45%	69%	62%	65%	46%	66%
					E	EF			H	HI		K				O
Rent	767	115	219	432	359	303	104	463	247	57	265	502	209	514	144	623
	36%	40%	34%	37%	53%	38%	17%	55%	28%	15%	55%	31%	38%	35%	54%	34%
					FG	G		IJ	J		L				P	

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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:
>>>Core Only<<<

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
Before 1950	195	42	65	88	76	67	53	79	87	30	42	154	48	138	21	174
	9%	15%	10%	7%	11%	8%	9%	9%	10%	8%	9%	10%	9%	9%	8%	10%
		D														
1950s	261	39	64	158	89	98	74	85	116	61	65	196	62	175	29	232
	12%	14%	10%	13%	13%	12%	12%	10%	13%	16%	13%	12%	11%	12%	11%	13%
										h						
1960s	269	31	80	159	88	93	88	83	143	44	71	198	56	199	26	243
	13%	11%	13%	13%	13%	12%	14%	10%	16%	12%	15%	12%	10%	14%	10%	13%
										H						
1970s	418	38	155	226	143	161	115	135	196	87	99	319	82	323	35	383
	20%	13%	24%	19%	21%	20%	19%	16%	22%	23%	21%	20%	15%	22%	13%	21%
			Bd							H	h			M		O
1980s	375	65	119	191	120	171	84	163	143	70	103	273	112	249	60	316
	18%	23%	19%	16%	18%	21%	14%	20%	16%	18%	21%	17%	20%	17%	22%	17%
						G										
1990s	268	37	67	164	84	98	86	119	115	34	56	212	82	175	52	216
	13%	13%	10%	14%	12%	12%	14%	14%	13%	9%	11%	13%	15%	12%	20%	12%
								j							p	

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
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:
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	<\$30K	\$30K -	>\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	Rate	Rate	Rate													
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
2000s	314	34	86	193	82	114	118	172	89	53	49	265	106	196	44	270
	15%	12%	14%	16%	12%	14%	19%	21%	10%	14%	10%	16%	19%	13%	16%	15%
							Ef	IJ				K	N			
Statistics Base	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
Mean	1974.2	1971.3	1973.5	1975.3	1971.8	1974.4	1976.5	1976.0	1972.7	1973.4	1972.2	1974.8	1976.6	1973.5	1977.8	1973.6
				B		e	Ef	Ij				k	N		P	
Standard Deviation	23.0	24.4	22.6	22.8	23.2	23.0	22.7	25.3	21.0	22.2	21.5	23.4	24.9	22.3	20.7	23.3
Median	1977.0	1978.0	1975.0	1978.0	1975.0	1978.0	1977.0	1980.0	1974.0	1976.0	1976.0	1977.0	1980.0	1975.0	1980.0	1976.0

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 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?
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	/-----\			/-----\			/-----\			/-----\		/-----\		/-----\		
	TOTAL	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
CARE or FERA (discount for low-income customers)	484	54	122	308	349	132	2	193	209	82	484	-	186	276	99	385
	23%	19%	19%	26%	51%	16%	*%	23%	24%	22%	100%		34%	19%	37%	21%
				BC	FG	G							N		P	
Electric Vehicle rate plan	8	3	1	4	5	3	0	4	4	-	0	8	8	0	7	1
	*%	1%	*%	*%	1%	*%	*%	*%	*%		*%	*%	1%	*%	3%	*%
									J				N			
Time Of Use rate plan	55	11	28	15	17	23	14	10	30	14	3	52	16	34	20	35
	3%	4%	4%	1%	3%	3%	2%	1%	3%	4%	1%	3%	3%	2%	7%	2%
			D						H			K			P	
Solar or Net Energy Metering (NEM) rate plan	45	5	16	24	10	11	25	9	24	12	-	45	9	36	6	39
	2%	2%	3%	2%	1%	1%	4%	1%	3%	3%		3%	2%	2%	2%	2%
							EF					K				
SmartRate Plan	40	3	15	22	15	10	15	19	19	2	16	24	16	24	11	28
	2%	1%	2%	2%	2%	1%	2%	2%	2%	*%	3%	1%	3%	2%	4%	2%
								j	j		1					
Balanced Payment Plan	129	12	39	78	43	48	38	32	69	28	30	99	60	68	8	121
	6%	4%	6%	7%	6%	6%	6%	4%	8%	7%	6%	6%	11%	5%	3%	7%
									H	h			N			

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

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?
 >>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat	3TOU	3Tier	\$30K -			<44	45-64	65+	Yes	No	Yes	No	Yes	No	
	Rate	Rate	Rate	<\$30K	<\$75K	\$75K+	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
Automatic Payment Service	241	27	76	138	56	79	106	68	110	63	33	208	61	176	15	225
	11%	10%	12%	12%	8%	10%	17%	8%	12%	17%	7%	13%	11%	12%	6%	12%
							EF		h	H		K				O
None of these	842	125	264	453	135	376	331	304	369	169	-	842	177	633	57	785
	40%	44%	42%	38%	20%	47%	54%	36%	42%	44%		52%	32%	44%	21%	43%
						E	Ef			h		K		M		O
Not sure	392	55	106	231	133	155	105	232	117	43	-	392	86	270	78	314
	19%	19%	17%	20%	19%	19%	17%	28%	13%	11%		24%	16%	19%	29%	17%
								IJ				K			P	

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
 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?
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	834	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	0	-	-	0	0	-	-	0	-	-	-	0	0	-	0	-
UNWEIGHTED TOTAL	2131	238	696	1197	510	789	832	875	882	374	351	1780	484	1539	150	1981
Electric Vehicle rate plan	38	7	13	18	13	18	7	28	5	5	2	35	13	23	25	13
	2%	2%	2%	2%	2%	2%	1%	3%	1%	1%	1%	2%	2%	2%	9%	1%
								IJ				k			P	
Solar or Net Energy Metering (NEM) rate plan	43	7	16	20	17	15	11	23	13	8	5	39	24	19	13	30
	2%	3%	3%	2%	2%	2%	2%	3%	1%	2%	1%	2%	4%	1%	5%	2%
													N			
Not sure	580	90	163	328	165	214	201	322	211	48	119	461	156	374	139	441
	28%	31%	26%	28%	24%	27%	33%	39%	24%	13%	25%	29%	28%	26%	52%	24%
							Ef	IJ	J						P	
No, I do not	1449	182	447	820	490	559	400	464	660	324	357	1091	361	1040	91	1357
	69%	64%	70%	70%	72%	70%	65%	56%	74%	85%	74%	67%	66%	72%	34%	74%
					g				H	HI	1					O

Comparison Groups: BCD/EFG/HIJ/KL/MN/OP
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...
>>>Core Only<<<

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	1847	258	561	1027	618	687	542	733	774	340	438	1409	490	1265	235	1612
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	255	28	75	153	65	115	76	101	114	40	46	209	58	188	33	223
UNWEIGHTED TOTAL	1432	169	466	797	377	502	553	589	581	262	255	1177	331	1019	101	1331
Yes, I will provide my account number	228	22	62	143	101	81	45	48	115	65	72	156	82	135	31	196
	12%	9%	11%	14%	16%	12%	8%	7%	15%	19%	16%	11%	17%	11%	13%	12%
					G				H	H	l		N			
No, I prefer not to	1619	236	499	884	517	606	496	685	659	275	366	1253	408	1130	203	1416
	88%	91%	89%	86%	84%	88%	92%	93%	85%	81%	84%	89%	83%	89%	87%	88%
							E	IJ				k		M		

Comparison Groups: BCD/EFH/HIJ/KL/MN/OP

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

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

	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	<\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
TOTAL	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)
TOTAL	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
TOTAL ANSWERING	2102	286	636	1180	682	802	617	835	888	380	484	1618	548	1453	267	1835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	238	696	1198	511	789	832	876	882	374	351	1781	485	1539	151	1981
NET: Enjoyed it	974	130	291	553	328	393	253	430	417	127	257	717	283	646	218	756
	46%	46%	46%	47%	48%	49%	41%	52%	47%	33%	53%	44%	52%	44%	81%	41%
					g	G		J	J		L		n		P	
I enjoyed it a lot	447	74	116	257	170	176	100	244	160	43	131	317	134	294	173	275
	21%	26%	18%	22%	25%	22%	16%	29%	18%	11%	27%	20%	24%	20%	65%	15%
		c			G	G		IJ	J		L				P	
I enjoyed it a little	527	56	174	296	158	217	152	186	257	83	127	400	149	352	45	482
	25%	20%	27%	25%	23%	27%	25%	22%	29%	22%	26%	25%	27%	24%	17%	26%
									Hj							O
I felt neutral about it	908	126	279	503	276	323	309	337	375	195	191	717	222	649	45	863
	43%	44%	44%	43%	40%	40%	50%	40%	42%	51%	39%	44%	41%	45%	17%	47%
							EF			HI						O
NET: Didn't enjoy it	220	29	67	123	78	86	55	67	95	58	36	184	43	159	4	216
	10%	10%	11%	10%	11%	11%	9%	8%	11%	15%	7%	11%	8%	11%	2%	12%
										H		k				O
I didn't enjoy it	172	22	46	104	57	68	47	49	80	43	26	146	37	121	3	169
	8%	8%	7%	9%	8%	9%	8%	6%	9%	11%	5%	9%	7%	8%	1%	9%
										H		k				O

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP

Independent Z-Test for Percentages

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Prepared by: Hiner & Partners, Inc. --- Santa Ana, CA

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

TOTAL	Fixed Choice			Income			Age			CARE/FERA		Disabled HH		Spanish Int		
	Flat Rate	3TOU Rate	3Tier Rate	<\$30K	\$30K - <\$75K	\$75K+	<44	45-64	65+	Yes	No	Yes	No	Yes	No	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	
I didn't enjoy it at all	48	7	21	20	21	18	9	18	15	14	10	38	6	37	1	47
	2%	2%	3%	2%	3%	2%	1%	2%	2%	4%	2%	2%	1%	3%	*%	3%

Comparison Groups: BCD/EFJ/HIJ/KL/MN/OP
 Independent Z-Test for Percentages
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