

California Residential Rate OIR Study

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Summer and Winter Bill Amounts

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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.
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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
>>>Core Only<<<

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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 39...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 40...Q2.1c - Which of the following rate plans would work best for you?
>>>Core Only<<<

Table Q2.4 Page 41...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 43...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 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 shifting my electricity use
>>>Core Only<<<

Table Q3.1B_R1 Page 45...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 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 shifting my electricity use
BASE: Sometimes/Often from Q3.1a (shift electricity use)
>>>Core Only<<<

Table Q3.2A Page 47...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 49...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 51...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 52...Q3.4a - Which of these do you currently have in your household? Check all that apply.
>>>Core Only<<<

Table Q3.4BA Page 54...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 56...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 58...Q3.5 - Which of the following services charges you a monthly service fee? Electricity
>>>Core Only<<<

Table Q3.5_R2 Page 59...Q3.5 - Which of the following services charges you a monthly service fee? Natural Gas
>>>Core Only<<<

Table Q3.6 Page 60...Q3.6 - Does a demand charge apply to your current electric bill?
>>>Core Only<<<

Table Q3.7A Page 61...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 63...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 64...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 67...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 68.....Q5.1a - Would your willingness to try each of these rate plans change with 12 months of "Try Before You Buy"? No
TBYB Included
>>>Core Only<<<

Table Q5.1B Page 70.....Q5.1b - Would your willingness to try each of these rate plans change with 12 months of "Try Before You Buy"? 12
Months TBYB Included 2 Tiered Rate
>>>Core Only<<<

Table Q7.2 Page 72.....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 73.....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 75.....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 77.....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 79.....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 80.....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 81.....QD1 - What is the last year of school you completed?
>>>Core Only<<<

Table QD2 Page 82.....QD2 - What is your current employment status?
>>>Core Only<<<

Table QD3 Page 84.....QD3 - Do you spend any part of your work day at home?
>>>Core Only<<<

Table QD4 Page 85.....QD4 - What do you consider your ethnicity to be?
>>>Core Only<<<

Table QD5 Page 87.....QD5 - What languages do you speak in your home?
>>>Core Only<<<

Table QD6 Page 89.....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?
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Table QD7 Page 90.....QD7 - In which category would you classify the disability?
BASE: Those that report a disability
>>>Core Only<<<

Table QH1 Page 92.....QH1 - Which of the following best describes the type of home you live in?
>>>Core Only<<<

Table QH2 Page 94.....QH2 - Do you or does your family own or rent your home?
>>>Core Only<<<

Table QH3 Page 95.....QH3 - Approximately in what year was your home built? Record the nearest decade if not known exactly. Record year:
>>>Core Only<<<

Table QH4 Page 97.....QH4 - Are you enrolled on any of these special electric rate plans?
>>>Core Only<<<

Table QH5 Page 99.....QH5 - Do you plan to add the following in the next 12 months?
>>>Core Only<<<

Table QH7 Page 100.....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 101.....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<<<

	TOTAL	Summer Bill Amount						Winter Bill Amount					
		\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Core	1835	447	505	313	192	369	8	442	577	338	172	292	14
	87%	88%	89%	92%	80%	84%	100%	89%	88%	93%	81%	82%	100%
NET: Spanish	267	59	64	26	47	72	-	56	80	27	41	63	-
	13%	12%	11%	8%	20%	16%		11%	12%	7%	19%	18%	
Spanish (CatalystMR)	18	1	10	4	-	4	-	1	8	2	3	4	-
	1%	*%	2%	1%		1%		*%	1%	1%	1%	1%	
Spanish (uSamp)	249	58	55	22	47	67	-	56	72	24	38	59	-
	12%	11%	10%	7%	20%	15%		11%	11%	7%	18%	17%	

California Residential Rate OIR Study

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

	TOTAL	Summer Bill Amount						Winter Bill Amount					
		\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
TOTAL ANSWERING	2132	528	617	335	249	399	4	493	635	400	228	361	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Core	1981	499	577	314	225	362	4	465	587	379	209	326	15
	93%	95%	94%	94%	90%	91%	100%	94%	92%	95%	92%	90%	100%
NET: Spanish	151	29	40	21	24	37	-	28	48	21	19	35	-
	7%	5%	6%	6%	10%	9%		6%	8%	5%	8%	10%	
Spanish (CatalystMR)	21	2	10	4	-	5	-	1	10	2	3	5	-
	1%	*%	2%	1%		1%		*%	2%	1%	1%	1%	
Spanish (uSamp)	130	27	30	17	24	32	-	27	38	19	16	30	-
	6%	5%	5%	5%	10%	8%		5%	6%	5%	7%	8%	

California Residential Rate OIR Study

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

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
PG&E	956	211	269	154	109	208	4	149	301	171	105	225	5
	45%	42%	47%	46%	46%	47%	46%	30%	46%	47%	49%	63%	33%
SCE	891	235	229	138	94	191	4	306	280	135	73	88	9
	42%	46%	40%	41%	39%	43%	54%	61%	43%	37%	34%	25%	62%
SDG&E	255	59	71	47	36	42	-	44	76	58	35	42	1
	12%	12%	12%	14%	15%	9%		9%	12%	16%	16%	12%	4%

California Residential Rate OIR Study

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

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
TOTAL ANSWERING	2132	528	617	335	249	399	4	493	635	400	228	361	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
PG&E	717	165	214	116	77	143	2	121	207	135	82	168	4
	34%	31%	35%	35%	31%	36%	50%	25%	33%	34%	36%	47%	27%
SCE	715	190	198	102	84	139	2	232	227	117	57	75	7
	34%	36%	32%	30%	34%	35%	50%	47%	36%	29%	25%	21%	47%
SDG&E	700	173	205	117	88	117	-	140	201	148	89	118	4
	33%	33%	33%	35%	35%	29%		28%	32%	37%	39%	33%	27%

California Residential Rate OIR Study

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

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	1835	447	505	313	192	369	8	442	577	338	172	292	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	267	59	64	26	47	72	-	56	80	27	41	63	-
UNWEIGHTED TOTAL	1981	499	577	314	225	362	4	465	587	379	209	326	15
CoastalNorCal	12	1	7	4	1	-	-	-	1	6	-	6	-
	1%	*%	1%	1%	*%				*%	2%		2%	
			BFG	fg						HIKM		HIKM	
InlandCoastalNorCal	65	20	16	12	11	8	-	15	9	17	10	14	-
	4%	4%	3%	4%	6%	2%		3%	2%	5%	6%	5%	
		G	G	G	fG			M	M	IM	IM	iM	
BayAreaNorthCentCoast	233	83	68	32	14	37	-	51	70	54	12	46	-
	13%	19%	13%	10%	7%	10%		12%	12%	16%	7%	16%	
		cDEFG	eG	G	G	G		M	M	KM	M	KM	
InlandCentralCoast	90	19	31	19	12	9	-	10	27	22	12	18	-
	5%	4%	6%	6%	6%	3%		2%	5%	7%	7%	6%	
		G	fG	G	G	g		M	M	HM	hM	hM	
SouthernCentralCoast	34	12	14	3	-	5	-	7	18	2	1	6	-
	2%	3%	3%	1%		1%		2%	3%	1%	1%	2%	
		EG	EG			EG		M	JkM			M	
ExtremeCoastalSoCal	139	68	31	13	12	15	-	56	38	24	9	11	1
	8%	15%	6%	4%	6%	4%		13%	7%	7%	5%	4%	4%
		CDEFG	G	G	G	G		IjKL					

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
CostalSanDiego	145 8%	45 10% G	40 8% G	25 8% G	17 9% G	18 5% g	-	35 8%	39 7%	31 9%	20 12%	20 7%	0 2%
InlandCoastalSoCal	190 10%	48 11%	64 13% ef	35 11%	14 7%	28 8%	1 7%	65 15% JKLM	71 12% KLM	28 8% M	8 5% M	18 6% M	-
InlandCoastalSoCalVallys	173 9%	26 6%	47 9%	38 12% B	15 8%	43 12% B	4 47%	46 10%	59 10%	27 8%	16 9%	20 7%	5 35% j1
InlandSoCalValleys	236 13%	41 9% G	61 12% G	34 11% G	36 19% BG	63 17% BG	-	52 12%	75 13%	51 15%	26 15%	28 10%	4 26%
NorthernInlandValley	60 3%	14 3% G	20 4% G	8 2% G	8 4% G	10 3% g	-	11 2% M	19 3% M	14 4% M	6 3% M	11 4% M	-
NorthernCentralValley	214 12%	36 8%	43 9%	42 13% Bc	18 9%	72 19% BCdE	4 46%	36 8%	51 9%	32 10%	27 16% HIj	63 21% HIJ	4 30%
SouthernCentralValley	111 6%	4 1%	43 9% BG	25 8% BG	18 10% BG	20 5% BG	-	7 2%	63 11% HJL	16 5% h	15 9% HL	9 3%	1 4%
HighDesert	69 4%	14 3% G	8 2% G	21 7% BCG	7 4% G	19 5% CG	-	29 7% IJKM	19 3% kM	8 2% m	2 1%	11 4% KM	-

Comparison Groups: BCDEFG/HIJKLM
 Independent Z-Test for Percentages
 Upper case letters indicate significance at the 95% level.
 Lower case letters indicate significance at the 90% level.
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Climate Zone based on Zip Code
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	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
LowDesert	31	2	6	-	5	18	-	5	9	3	7	7	-
	2%	*%	1%		2%	5%		1%	1%	1%	4%	2%	
			DG		bDG	BCDG		m	M		hJM	M	
HighMountains	33	15	7	3	4	5	-	17	9	3	1	4	-
	2%	3%	1%	1%	2%	1%		4%	2%	1%	*%	1%	
		CDFG	G		G	G		iJKLM	M			M	

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California Residential Rate OIR Study

Age By Income Quota
 >>>Core Only<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
1t25u30k	68 3%	10 2% g	21 4% G	15 4% G	4 2% G	19 4% G	-	13 3% M	10 2% m	15 4% iM	14 7% hIM	17 5% iM	-
1t25b3075k	44 2%	11 2% deG	24 4% DEG	0 *% G	0 *% G	9 2% deG	-	12 2% kM	20 3% jKM	3 1% G	0 *% G	8 2% kM	-
1t25b75kp	15 1%	0 *% G	1 *% G	3 1% G	5 2% BCG	5 1% g	-	0 *% G	1 *% G	-	1 *% G	13 4% HIJKM	-
b2544u30k	208 10%	54 11% dG	60 11% dG	20 6% G	21 9% G	51 12% DG	-	57 11% j	77 12% jI	27 7% G	20 9% G	26 7% G	0 2% G
b2544b3075k	312 15%	83 16% G	82 14% G	53 16% G	35 15% G	59 13% G	-	92 18% iI	82 12% G	55 15% G	39 18% G	44 12% G	1 4% G
b2544b75kp	188 9%	35 7% G	48 8% G	25 8% G	30 12% G	50 11% G	-	35 7% G	49 7% G	43 12% G	27 13% G	33 9% G	1 9% G

Comparison Groups: BCDEFG/HIJKLM
 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

Age By Income Quota
 >>>Core Only<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
b4564u30k	273 13%	97 19% DEF	99 17% DEF	37 11% E	10 4%	30 7%	1 7%	93 19% JKL	112 17% JKL	36 10% k	10 5%	21 6%	2 14%
b4564b3075k	288 14%	65 13%	69 12%	45 13%	48 20% bcf	56 13%	4 54%	59 12%	100 15%	41 11%	25 12%	58 16%	4 30%
b4564b75kp	327 16%	34 7% G	66 12% bG	66 20% BCG	47 20% BcG	113 26% BCG	-	35 7%	81 12% h	79 22% HI	33 15% h	97 27% HIK	2 14%
o64u30k	134 6%	58 12% DEF	45 8% EF	16 5% eF	4 1%	7 2%	3 39%	58 12% IJKL	45 7% JL	12 3%	8 4%	7 2%	4 26% jkl
o64b3075k	158 8%	45 9% G	31 5% G	30 9% G	26 11% G	26 6% G	-	38 8%	57 9% l	29 8%	20 10%	15 4%	0 1%
o64b75kp	88 4%	13 3% G	22 4% G	28 8% BcG	9 4%	17 4% G	-	6 1%	24 4% hM	26 7% HM	16 7% HM	16 5% m	-

Comparison Groups: BCDEFG/HIJKLM
 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	Summer Bill Amount						Winter Bill Amount					
		\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: CA IOUs	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pacific Gas & Electric Company (PG&E)	956	211	269	154	109	208	4	149	301	171	105	225	5
	45%	42%	47%	46%	46%	47%	46%	30%	46%	47%	49%	63%	33%
Southern California Edison (SCE)	891	235	229	138	94	191	4	306	280	135	73	88	9
	42%	46%	40%	41%	39%	43%	54%	61%	43%	37%	34%	25%	62%
San Diego Gas & Electric Company (SDG&E)	255	59	71	47	36	42	-	44	76	58	35	42	1
	12%	12%	12%	14%	15%	9%		9%	12%	16%	16%	12%	4%

California Residential Rate OIR Study

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

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Reviewing and/or paying the monthly electricity bill/electricity and gas bill	1999 95%	492 97% F	544 96%	324 96%	226 95%	405 92%	8 100% BCDEF	490 98% ijL	625 95% 1	345 95%	203 95%	321 91%	14 96%
Calling your electricity/electricity and gas utility company when there is a problem	1500 71%	387 77% CF	387 68%	247 73%	184 77% cF	287 65%	8 100% BCDEF	369 74%	469 71%	252 69%	160 75%	239 67%	12 85%
Making decisions about programs, payments, and other options provided by your electricity/electricity and gas	1551 74%	400 79% CF	407 72%	257 76%	180 75%	302 68%	4 47%	380 76% 1	492 75%	266 73%	159 75%	242 68%	10 68%

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Agriculture	490	229	122	51	27	58	4	201	150	63	25	47	5
	23%	45%	21%	15%	11%	13%	47%	40%	23%	17%	12%	13%	32%
		CDEF	dEF					IJKL	KL				
Banking / insurance / financial services	898	182	259	171	93	188	4	193	300	177	81	139	7
	43%	36%	45%	50%	39%	43%	53%	39%	46%	49%	38%	39%	48%
			B	Be						Hkl			
Business or professional services / consulting	436	78	120	67	57	113	-	72	125	87	54	96	1
	21%	15%	21%	20%	24%	26%		14%	19%	24%	25%	27%	8%
		G	bG	G	bG	BG				H	H	Hi	
Construction / home improvement / contractor	349	60	79	50	55	105	-	65	94	57	49	83	2
	17%	12%	14%	15%	23%	24%		13%	14%	16%	23%	23%	13%
		G	G	G	BCG	BCDG					HI	HIj	
Education	355	58	104	56	48	88	1	55	114	65	55	65	2
	17%	11%	18%	16%	20%	20%	7%	11%	17%	18%	26%	18%	14%
			B		B	B			h	h	Hi	h	
Entertainment	79	17	28	8	6	20	-	19	26	8	3	23	-
	4%	3%	5%	2%	3%	5%		4%	4%	2%	1%	6%	
		G	G	g		G		M	M	M		jKM	

Comparison Groups: BCDEFG/HIJKLM

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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
City, County, State, or National government	157 7%	20 4%	39 7%	20 6%	24 10%	54 12%	-	15 3%	37 6%	55 15%	15 7%	34 10%	1 4%
		G	G	G	BG	BcDG				HIKl		H	
Healthcare	213 10%	51 10%	50 9%	37 11%	25 10%	50 11%	-	52 10%	65 10%	35 10%	21 10%	39 11%	1 4%
		G	G	G	G	G							
High technology / computer programming	88 4%	18 4%	21 4%	10 3%	12 5%	27 6%	-	11 2%	22 3%	17 5%	21 10%	18 5%	1 4%
		G	G		G	G					HIj		
Hospitality / food services	83 4%	17 3%	18 3%	16 5%	4 2%	27 6%	-	16 3%	28 4%	4 1%	13 6%	23 6%	-
		G	G	G		EG		M	JM		JM	JM	
Manufacturing	93 4%	6 1%	25 4%	15 5%	11 4%	35 8%	-	18 4%	19 3%	22 6%	14 7%	20 6%	-
			BG	bG	G	BcG		M	M	iM	M	M	
Market research / marketing / advertising	-	-	-	-	-	-	-	-	-	-	-	-	-
Retail	154 7%	31 6%	37 6%	22 7%	9 4%	56 13%	-	29 6%	47 7%	21 6%	5 3%	52 15%	-
		G	G	G	g	BCDEG		M	kM	M		HIJKM	
Utilities such as electrical or gas power companies	-	-	-	-	-	-	-	-	-	-	-	-	-

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Retired	552 26%	126 25%	141 25%	107 32%	75 31%	98 22%	4 47%	116 23%	196 30%	95 26%	54 26%	83 23%	7 52%
				f	f				h				
Unemployed	175 8%	55 11%	43 7%	20 6%	21 9%	36 8%	-	54 11%	60 9%	22 6%	16 7%	24 7%	-
		DG	G	G	G	G		JM	M	M	M	M	
None of these	436 21%	112 22%	124 22%	75 22%	52 22%	70 16%	4 46%	119 24%	125 19%	65 18%	50 24%	72 20%	4 29%

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
1	421	217	106	48	17	28	4	189	136	54	16	21	5
	20%	43%	19%	14%	7%	6%	47%	38%	21%	15%	8%	6%	32%
		CDEF	EF	eF				IJKL	KL	kL			
NET: 2 or more	1681	288	463	291	222	413	4	309	522	310	196	334	10
	80%	57%	81%	86%	93%	94%	53%	62%	79%	85%	92%	94%	68%
			B	B	BCd	BCD			H	H	HIj	HIJ	
2	861	175	249	164	91	177	4	186	291	170	77	130	7
	41%	35%	44%	49%	38%	40%	53%	37%	44%	47%	36%	37%	48%
			B	Be						hkl			
NET: 3 or more	820	114	214	126	131	236	-	124	232	139	119	203	3
	39%	23%	38%	37%	55%	53%		25%	35%	38%	56%	57%	20%
		G	BG	BG	BCDG	BCDG			H	H	HIJm	HIJm	
3	349	59	101	58	48	84	-	54	104	73	36	81	1
	17%	12%	18%	17%	20%	19%		11%	16%	20%	17%	23%	7%
		G	BG	G	BG	BG			h	H		Hi	
4	273	40	62	42	46	83	-	50	77	39	45	60	2
	13%	8%	11%	12%	19%	19%		10%	12%	11%	21%	17%	13%
		G	G	G	BCG	BCG					HIJ	Hj	

Comparison Groups: BCDEFG/HIJKLM
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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
5 or more	199 9%	15 3% G	51 9% BG	27 8% BG	36 15% BcdG	69 16% BCDG	-	20 4% M	51 8% HM	27 8% M	39 18% HIJM	62 17% HIJM	-
Statistics Base	2102	506	569	339	239	441	8	498	658	364	213	355	14
Mean	2.6	2.0	2.5 Bg	2.5 B	3.1 BCDG	3.1 BCDG	1.5	2.1	2.5 H	2.5 H	3.2 HIJM	3.2 HIJM	2.0
Standard Deviation	1.5	1.2	1.3	1.2	1.6	1.7	0.5	1.3	1.3	1.2	1.6	1.7	1.0
Median	2.0	2.0	2.0	2.0	3.0	3.0	2.0	2.0	2.0	2.0	3.0	3.0	2.0

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Up to 1,499 sq ft	913	331	298	137	47	100	1	328	326	143	40	73	4
	43%	65%	52%	40%	20%	23%	7%	66%	50%	39%	19%	20%	27%
		CDEFG	DEFG	EF				IJKLM	JKL	KL			
Under 1,000	365	182	95	41	4	42	1	171	110	46	7	30	0
	17%	36%	17%	12%	2%	10%	7%	34%	17%	13%	3%	9%	2%
		CDEF	EF	E		E		IJKLM	KL	K		k	
1,000 to 1,499	549	149	204	96	43	57	-	157	216	96	33	42	4
	26%	29%	36%	28%	18%	13%		32%	33%	26%	16%	12%	26%
		EFG	EFG	EFG	G	G		KL	KL	KL			
NET: 1,500 to 2,499 sq ft	763	104	196	143	114	201	4	105	236	148	109	159	5
	36%	21%	34%	42%	48%	46%	54%	21%	36%	41%	51%	45%	33%
			B	B	BC	BC			H	H	HIj	Hi	
1,500 to 1,999	498	83	137	83	74	117	4	76	167	94	77	79	4
	24%	16%	24%	24%	31%	27%	47%	15%	25%	26%	36%	22%	29%
			B	b	B	B			H	H	HIjL	h	
2,000 to 2,499	264	21	58	60	40	84	1	29	69	54	32	80	1
	13%	4%	10%	18%	17%	19%	7%	6%	11%	15%	15%	23%	4%
			B	BC	B	BC			h	H	H	HIjm	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
NET: 2,500 sq ft or more	250 12%	15 3% G	34 6% G	47 14% BCG	58 24% BCDG	96 22% BCdG	-	17 3%	46 7% h	47 13% Hi	44 21% HI	94 27% HIJ	2 17%
2,500 to 2,999	133 6%	9 2% g	19 3% G	24 7% BG	33 14% BCdG	47 11% BCG	-	11 2%	28 4% H	25 7% H	15 7% HIJ	52 15% HIJK	1 8%
3,000 to 3,499	83 4%	5 1%	12 2% G	20 6% BcG	18 7% BcG	30 7% BCG	-	3 1%	16 2% h	15 4% HIJ	24 11% HIJ	24 7% H	1 5%
3,500 or more	34 2%	2 *% *	3 1%	3 1%	7 3% g	19 4% bcG	-	2 *% *	2 *% *	7 2% 2%	4 2% 2%	18 5% HI	1 4%
Not sure	176 8%	55 11% cD	41 7% d	12 4%	20 8% d	44 10% D	3 39%	49 10%	49 7%	27 7%	19 9%	29 8%	3 22%

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
18-24	127	21	46	18	9	33	-	25	31	18	15	38	-
	6%	4%	8%	5%	4%	7%		5%	5%	5%	7%	11%	
		G	BEG	G	G	G		M	M	M	M	HIJM	
NET: 25 to 44	708	172	190	99	86	160	-	184	208	124	86	103	2
	34%	34%	33%	29%	36%	36%		37%	32%	34%	41%	29%	15%
		G	G	G	G	G					1		
25-34	362	94	98	45	48	77	-	107	100	53	46	56	1
	17%	19%	17%	13%	20%	18%		22%	15%	14%	21%	16%	5%
		G	G	G	G	G		ij					
35-44	346	79	93	53	38	83	-	77	108	72	41	47	1
	16%	16%	16%	16%	16%	19%		15%	16%	20%	19%	13%	10%
		G	G	G	G	G							
NET: 45 to 64	888	196	234	148	106	199	5	187	293	155	67	176	8
	42%	39%	41%	44%	44%	45%	61%	38%	44%	43%	32%	50%	58%
									K	k		HK	
45-54	269	64	66	43	33	62	-	64	87	43	23	52	1
	13%	13%	12%	13%	14%	14%		13%	13%	12%	11%	15%	5%
		G	G	G	G	G							

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
55-64	618 29%	132 26%	168 30%	105 31%	73 30%	136 31%	5 61%	124 25%	206 31% hk	112 31% k	44 21%	124 35% HK	8 53%
NET: 65 or older	380 18%	116 23% cF	99 17% f	74 22% F	38 16%	50 11%	3 39%	102 20% L	126 19% L	67 18% l	44 21% L	38 11%	4 27%
65-74	300 14%	88 17% F	78 14%	58 17% F	32 13%	41 9%	3 39%	80 16% L	95 15% l	57 16% l	34 16% l	30 8%	3 22%
75 or older	79 4%	28 6% fG	21 4% G	16 5% G	6 2%	9 2%	-	21 4%	30 5%	10 3%	9 4%	8 2%	1 5%

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Less and \$30,000	682	220	225	89	39	106	4	220	244	89	51	71	6
	32%	44%	40%	26%	16%	24%	46%	44%	37%	25%	24%	20%	42%
		DEF	DEF	E		e		ijkl	JKL				
Less than \$15,000	221	73	70	22	9	45	3	71	76	33	13	25	3
	11%	14%	12%	6%	4%	10%	39%	14%	12%	9%	6%	7%	22%
		DE	DE			E		JKL	kL				
\$15,000 to just less than \$22,000	244	93	73	28	20	31	-	96	79	20	21	27	-
	12%	18%	13%	8%	8%	7%		19%	12%	6%	10%	8%	
		CDEFG	deFG	G	G	G		IJKLM	JLM	M	M	M	
\$22,000 to just less than \$30,000	217	55	82	39	10	30	1	53	89	36	17	19	3
	10%	11%	14%	12%	4%	7%	7%	11%	14%	10%	8%	5%	20%
		E	EF	Ef				L	kL	l			
NET: \$30,000 to less than \$75,000	802	203	207	128	110	150	4	201	259	127	85	125	5
	38%	40%	36%	38%	46%	34%	54%	40%	39%	35%	40%	35%	35%
					cF								
\$30,000 to just less than \$38,000	152	49	54	13	21	15	-	51	51	16	13	20	0
	7%	10%	9%	4%	9%	3%		10%	8%	4%	6%	6%	3%
		DFG	DFG	G	dFG	G		JkL	j				

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
\$38,000 to just less than \$46,000	152 7%	45 9% eG	44 8% G	29 8% G	9 4% G	26 6% G	-	50 10% k	43 6%	27 7%	11 5%	22 6%	0 1%
\$46,000 to just less than \$54,000	138 7%	32 6%	37 6%	17 5%	24 10%	24 5%	4 47%	36 7%	47 7%	26 7%	13 6%	12 3%	4 31% hijkl
\$54,000 to just less than \$62,000	177 8%	41 8% G	39 7% G	28 8% G	21 9% G	47 11% G	-	35 7% M	55 8% M	23 6% M	28 13% hjm	35 10% M	-
\$62,000 to just less than \$75,000	184 9%	36 7%	34 6%	41 12% C	34 14% bC	38 9%	1 7%	29 6% M	63 10% M	36 10% M	20 10% M	36 10% M	-
<u>NET: \$75,000 or more</u>	<u>617 29%</u>	<u>82 16% G</u>	<u>137 24% BG</u>	<u>123 36% BCG</u>	<u>91 38% BCG</u>	<u>185 42% BCG</u>	-	<u>77 15%</u>	<u>155 24% H</u>	<u>148 41% HI</u>	<u>76 36% HI</u>	<u>159 45% HI</u>	<u>3 23%</u>
\$75,000 to just less than \$100,000	221 11%	31 6% G	64 11% bG	40 12% G	40 17% BG	46 10% G	-	29 6% M	61 9% M	55 15% HiM	28 13% hM	48 13% HM	-
\$100,000 to just less than \$200,000	341 16%	44 9% G	69 12% G	74 22% BCG	38 16% G	116 26% BCeG	-	40 8%	85 13% h	85 23% HI	44 21% H	83 24% HI	3 23%
\$200,000 or more	56 3%	7 1% g	5 1%	8 2%	12 5% cG	23 5% cG	-	8 2% m	9 1%	8 2%	4 2%	27 8% HIjkm	-

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Male	841	177	206	140	110	204	4	187	265	145	80	159	5
	40%	35%	36%	41%	46%	46%	47%	37%	40%	40%	38%	45%	37%
					Bc	BC							
Female	1261	328	363	199	129	237	4	312	393	219	133	196	9
	60%	65%	64%	59%	54%	54%	53%	63%	60%	60%	62%	55%	63%
		EF	eF										

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Availability of rate plans to suit your specific needs	541 26%	171 34% cDEFG	151 26% fG	76 22% G	55 23% G	88 20% G	-	168 34% JKLM	182 28% jLM	76 21% m	47 22% m	68 19%	1 4%
Charging a fair price for electricity services	417 20%	138 27% cDEFG	119 21% fG	50 15% G	45 19% G	65 15% G	-	147 30% IJKLM	128 20% j	48 13%	35 16%	59 16%	1 4%
Communicating rate changes in a timely manner	540 26%	159 31% DFG	154 27% FG	75 22% G	69 29% FG	82 19% G	-	164 33% JKLM	184 28% JLM	69 19%	47 22% m	74 21%	1 4%
Educating you on the benefits of different rate plans	455 22%	162 32% CDEFG	109 19% G	60 18% G	48 20% G	77 17% G	-	154 31% IJKLM	139 21% m	59 16%	32 15%	70 20%	1 4%
Keeping my lights on / no power outages	1034 49%	278 55% F	279 49%	162 48%	118 49%	190 43%	7 93% df	264 53% L	320 49% l	192 53% L	104 49%	144 41%	10 71%

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Availability of rate plans to suit your specific needs	856	252	230	123	97	151	3	250	284	122	80	114	5
	41%	50%	40%	36%	40%	34%	39%	50%	43%	34%	37%	32%	35%
		CDeF						JKL	JL				
Charging a fair price for electricity services	680	221	203	85	68	99	3	228	218	82	57	90	4
	32%	44%	36%	25%	28%	22%	39%	46%	33%	22%	27%	25%	31%
		cDEF	DF					IJKL	JL				
Communicating rate changes in a timely manner	854	240	251	122	101	134	7	245	273	132	83	113	9
	41%	47%	44%	36%	42%	30%	86%	49%	41%	36%	39%	32%	60%
		DF	dF		F		f	iJKL	L				
Educating you on the benefits of different rate plans	689	216	184	92	72	121	3	211	213	101	64	95	5
	33%	43%	32%	27%	30%	27%	39%	42%	32%	28%	30%	27%	34%
		CDEF						IJKL					
Keeping my lights on / no power outages	1350	342	365	225	150	261	7	338	415	241	151	193	10
	64%	68%	64%	66%	63%	59%	93%	68%	63%	66%	71%	54%	71%
		f						L	l	L	L		

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Top 3 box	856	252	230	123	97	151	3	250	284	122	80	114	5
	41%	50%	40%	36%	40%	34%	39%	50%	43%	34%	37%	32%	35%
		CDeF						JKL	JL				
NET: Top 2 box	541	171	151	76	55	88	-	168	182	76	47	68	1
	26%	34%	26%	22%	23%	20%		34%	28%	21%	22%	19%	4%
		cDEFG	fG	G	G	G		JKLM	jLM		m		
10 Extremely Satisfied	302	98	76	48	30	50	-	88	99	49	28	39	-
	14%	19%	13%	14%	13%	11%		18%	15%	13%	13%	11%	
		CeFG	G	G	G	G		LM	M	M	M	M	
9	239	73	75	28	25	38	-	80	83	27	19	29	1
	11%	15%	13%	8%	10%	9%		16%	13%	7%	9%	8%	4%
		dFG	G	G	G	G		JkL	j				
8	315	81	80	47	42	63	3	82	103	46	33	47	4
	15%	16%	14%	14%	17%	14%	39%	16%	16%	13%	15%	13%	31%
7	253	54	73	40	21	66	-	57	63	49	23	58	3
	12%	11%	13%	12%	9%	15%		11%	10%	13%	11%	16%	24%
		G	G	G	G	G						I	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	
6	232 11%	49 10% G	62 11% G	52 15% bFG	34 14% G	36 8% G	-	61 12%	69 11%	41 11%	15 7%	45 13%	1 5%	
5	348 17%	63 12%	99 17%	58 17%	45 19%	82 19%	1 14%	61 12% M	117 18% hM	68 19% hM	37 17% M	65 18% M	-	
4	72 3%	14 3% G	22 4% G	14 4% G	8 4% g	13 3% g	-	4 1%	37 6% H	10 3%	5 3%	15 4%	0 2%	
3	83 4%	8 2%	14 2%	15 4%	13 5%	29 7% Bc	4 47% bc	8 2%	21 3%	17 5% h	10 5%	23 6% H	4 30% HIjkl	
2	64 3%	13 3% G	11 2% G	6 2%	8 3% G	27 6% BCDG	-	9 2% m	7 1% m	14 4% iM	18 8% HIjIM	16 5% hIM	-	
1 Extremely Dissatisfied	52 2%	9 2% g	12 2% G	10 3% g	5 2%	16 4% G	-	2 *% *	15 2%	16 4% H	6 3%	12 4% h	1 4%	
Not sure	143 7%	45 9% eG	47 8% G	20 6% G	9 4%	22 5% G	-	47 9% LM	43 7% LM	27 7% LM	18 8% LM	8 2%	-	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Top 3 box	680	221	203	85	68	99	3	228	218	82	57	90	4
	32%	44%	36%	25%	28%	22%	39%	46%	33%	22%	27%	25%	31%
		cDEF	DF					IJKL	JL				
NET: Top 2 box	417	138	119	50	45	65	-	147	128	48	35	59	1
	20%	27%	21%	15%	19%	15%		30%	20%	13%	16%	16%	4%
		cDEFG	fg	G	G	G		IJKLM	j				
10 Extremely Satisfied	199	72	46	26	19	37	-	68	52	33	20	26	-
	9%	14%	8%	8%	8%	8%		14%	8%	9%	9%	7%	
		CDEFG	G	G	G	G		ILM	M	M	M	M	
9	218	66	73	25	26	28	-	80	76	15	14	32	1
	10%	13%	13%	7%	11%	6%		16%	12%	4%	7%	9%	4%
		dFG	dFG	G	fg	G		JKL	J			j	
8	262	83	84	35	23	33	3	81	90	34	22	31	4
	12%	16%	15%	10%	10%	8%	39%	16%	14%	9%	10%	9%	27%
		deF	F					JL					
7	247	57	85	41	17	46	-	69	92	39	21	25	2
	12%	11%	15%	12%	7%	10%		14%	14%	11%	10%	7%	14%
		G	EG	G	G	G		L	L				

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
6	206 10%	45 9%	56 10%	37 11%	28 12%	35 8%	4 53%	50 10%	63 10%	42 12%	11 5%	35 10%	4 31%
5	327 16%	68 13%	89 16%	53 16%	35 15%	81 18%	1 7%	71 14%	96 15%	76 21% hiK	24 11%	60 17%	1 6%
4	198 9%	39 8% G	46 8% G	41 12% G	41 17% BCFG	31 7% G	-	26 5%	76 12% H	30 8%	24 11% h	41 12% H	0 2%
3	149 7%	23 5% G	30 5% G	25 7% G	21 9% G	50 11% BCG	-	13 3%	44 7% H	23 6%	25 12% H	43 12% Hij	1 5%
2	110 5%	11 2% G	17 3% G	20 6% bG	11 5% G	51 12% BCdEG	-	12 2% M	19 3% M	31 8% HIM	27 13% HIIM	21 6% M	-
1 Extremely Dissatisfied	102 5%	14 3% G	10 2% g	30 9% BCG	15 6% cG	34 8% BCG	-	3 1%	25 4% H	29 8% Hi	13 6% h	31 9% Hi	1 8%
Not sure	82 4%	27 5% DEG	33 6% DEG	5 2%	2 1%	14 3% G	-	26 5%	24 4%	13 4%	11 5%	8 2%	0 3%

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Top 3 box	854	240	251	122	101	134	7	245	273	132	83	113	9
	41%	47%	44%	36%	42%	30%	86%	49%	41%	36%	39%	32%	60%
		DF	dF		F		f	iJKL	L				
NET: Top 2 box	540	159	154	75	69	82	-	164	184	69	47	74	1
	26%	31%	27%	22%	29%	19%		33%	28%	19%	22%	21%	4%
		DFG	FG	G	FG	G		JKLM	JLM		m		
10 Extremely Satisfied	287	98	69	45	37	39	-	92	94	38	25	39	-
	14%	19%	12%	13%	15%	9%		19%	14%	10%	12%	11%	
		CdFG	G	G	fG	G		JkLM	M	M	M	M	
9	252	61	86	30	33	43	-	72	90	31	23	35	1
	12%	12%	15%	9%	14%	10%		14%	14%	9%	11%	10%	4%
		G	dfG	G	G	G		j	j				
8	314	81	97	47	31	52	7	80	89	63	35	39	8
	15%	16%	17%	14%	13%	12%	86%	16%	13%	17%	17%	11%	56%
							BCDEF			1			HIJKL
7	214	50	62	35	18	50	-	53	66	38	15	39	3
	10%	10%	11%	10%	7%	11%		11%	10%	10%	7%	11%	21%
		G	G	G	G	G							

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
6	191 9%	49 10%	47 8%	51 15% CEF	14 6%	30 7%	1 7%	63 13% IK	49 7%	35 10%	10 5%	34 9%	1 6%
5	370 18%	73 14%	96 17%	53 16%	52 22%	95 22% b	1 7%	63 13%	128 19% Hm	72 20% hm	39 18%	68 19% hm	0 2%
4	139 7%	24 5% G	31 5% G	26 8% G	18 8% G	40 9% bG	-	23 5%	42 6%	18 5%	19 9%	37 10% Hj	1 4%
3	99 5%	10 2% g	23 4% G	11 3% G	15 6% bG	39 9% BCDG	-	7 1%	24 4% M	28 8% HiM	11 5% M	29 8% HiM	-
2	50 2%	9 2% g	9 2% g	10 3% G	12 5% cG	10 2%	-	5 1%	20 3%	6 2%	12 6% Hj	6 2%	1 8%
1 Extremely Dissatisfied	69 3%	11 2% G	9 2% G	21 6% bCG	5 2%	22 5% CG	-	9 2% M	15 2% M	15 4% M	7 3%	23 7% HiM	-
Not sure	115 5%	40 8% DEG	41 7% dEG	10 3% g	4 2%	19 4% G	-	30 6% LM	42 6% LM	21 6% LM	17 8% LM	5 2%	-

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

California Residential Rate OIR Study

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

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Top 3 box	689	216	184	92	72	121	3	211	213	101	64	95	5
	33%	43%	32%	27%	30%	27%	39%	42%	32%	28%	30%	27%	34%
		CDEF						IJKL					
NET: Top 2 box	455	162	109	60	48	77	-	154	139	59	32	70	1
	22%	32%	19%	18%	20%	17%		31%	21%	16%	15%	20%	4%
		CDEFG	G	G	G	G		IJKLM	m				
10 Extremely Satisfied	243	85	49	39	22	48	-	84	61	35	22	40	-
	12%	17%	9%	12%	9%	11%		17%	9%	10%	10%	11%	
		CdEFG	G	G	G	G		IJkLM	M	M	M	M	
9	212	77	59	20	26	29	-	70	78	24	9	30	1
	10%	15%	10%	6%	11%	7%		14%	12%	7%	4%	8%	4%
		cDFG	G	G	G	G		JKL	JK				
8	234	54	75	33	25	44	3	57	74	42	32	25	4
	11%	11%	13%	10%	10%	10%	39%	11%	11%	12%	15%	7%	30%
											L		
7	232	47	64	40	34	44	4	43	82	46	22	33	7
	11%	9%	11%	12%	14%	10%	47%	9%	12%	13%	10%	9%	52%
													HIJKL

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

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

	Summer Bill Amount							Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	
6	196 9%	49 10% G	69 12% efG	31 9% G	15 6% G	32 7% G	-	56 11% K	63 10%	31 8%	10 5%	35 10%	0 1%	
5	314 15%	60 12%	81 14%	65 19% B	34 14%	73 16%	1 14%	58 12%	113 17% h	61 17%	28 13%	55 15%	0 1%	
4	157 7%	38 8% G	34 6% G	25 7% G	24 10% G	36 8% G	-	41 8%	45 7%	23 6%	14 7%	34 10%	0 1%	
3	162 8%	22 4% G	34 6% G	22 6% G	21 9% G	63 14% BCDG	-	13 3%	41 6% h	30 8% H	25 12% H	52 15% HIj	1 4%	
2	113 5%	17 3% G	34 6% G	20 6% G	24 10% BfG	18 4% g	-	22 4%	42 6%	18 5%	16 8%	15 4%	1 4%	
1 Extremely Dissatisfied	135 6%	24 5% G	27 5% G	32 10% BCeG	10 4%	42 10% bCeG	-	20 4%	26 4%	37 10% HI	19 9%	32 9% HI	1 4%	
Not sure	105 5%	33 7% eG	41 7% EFG	12 4% G	5 2%	14 3% G	-	35 7% LM	33 5% LM	18 5% LM	13 6% LM	5 1%	-	

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

California Residential Rate OIR Study

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

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Top 3 box	1350	342	365	225	150	261	7	338	415	241	151	193	10
	64%	68%	64%	66%	63%	59%	93%	68%	63%	66%	71%	54%	71%
		f						L	l	L	L		
NET: Top 2 box	1034	278	279	162	118	190	7	264	320	192	104	144	10
	49%	55%	49%	48%	49%	43%	93%	53%	49%	53%	49%	41%	71%
		F					df	L	l	L			
10 Extremely Satisfied	582	173	162	88	52	107	-	165	182	114	48	72	1
	28%	34%	28%	26%	22%	24%		33%	28%	31%	23%	20%	4%
		dEFG	G	G	G	G		KLM	lm	kLM			
9	452	104	117	74	66	83	7	99	138	78	56	72	9
	22%	21%	21%	22%	28%	19%	93%	20%	21%	21%	27%	20%	66%
				f			BCDEF						HIJKL
8	315	64	86	63	32	71	-	74	96	49	47	50	0
	15%	13%	15%	18%	13%	16%		15%	15%	13%	22%	14%	1%
		G	G	G	G	G					jM		
7	198	46	54	41	21	35	-	42	65	42	16	30	3
	9%	9%	9%	12%	9%	8%		8%	10%	12%	7%	8%	18%
		G	G	G	G	G							

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
6	130 6%	30 6% G	39 7% G	13 4% G	18 8% G	30 7% G	-	31 6%	45 7%	20 6%	11 5%	22 6%	0 2%
5	212 10%	37 7%	63 11%	27 8%	19 8%	65 15% Bde	1 7%	34 7%	76 12% hk	33 9%	13 6%	56 16% HjK	1 4%
4	50 2%	7 1% g	12 2% G	7 2%	10 4% G	14 3% G	-	8 2% M	17 3% M	7 2%	5 2%	14 4% M	-
3	54 3%	17 3% G	14 3% G	9 3% G	3 1%	10 2% g	-	18 4% K	14 2%	8 2%	1 1%	13 4% k	1 4%
2	33 2%	10 2% G	9 2% G	6 2% g	5 2%	3 1%	-	13 3% M	10 2% M	3 1%	4 2%	3 1%	-
1 Extremely Dissatisfied	32 2%	7 1%	2 *% *	7 2%	4 2%	12 3% cG	-	6 1%	5 1%	6 2%	2 1%	13 4% i	0 1%
Not sure	43 2%	9 2% g	12 2% G	3 1%	9 4% DG	11 3% G	-	8 2% M	11 2% M	3 1%	9 4% hiJM	11 3% M	-

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Top 3 box	1235	340	359	174	139	216	7	333	415	188	120	168	10
	59%	67%	63%	51%	58%	49%	93%	67%	63%	52%	57%	47%	70%
		DF	DF					JkL	JL				
NET: Top 2 box	761	226	217	107	80	125	7	232	246	101	74	99	8
	36%	45%	38%	32%	33%	28%	86%	47%	37%	28%	35%	28%	56%
		DEF	F				def	IJKL	JL				
10 Extremely Favorable	304	89	87	42	26	60	-	91	98	42	32	41	-
	14%	18%	15%	12%	11%	14%		18%	15%	12%	15%	12%	
		eG	G	G	G	G		JLM	M	M	M	M	
9	457	136	129	65	54	65	7	142	148	59	42	58	8
	22%	27%	23%	19%	23%	15%	86%	28%	23%	16%	20%	16%	56%
		dF	F		f		bcDEF	JkL	jl				iJKL
8	473	114	142	67	59	91	1	101	168	87	46	69	2
	23%	22%	25%	20%	25%	21%	7%	20%	26%	24%	22%	19%	14%
7	281	56	72	68	19	66	-	60	80	71	15	53	3
	13%	11%	13%	20%	8%	15%		12%	12%	19%	7%	15%	19%
		G	G	BCEG	G	eG				HIK		k	

Comparison Groups: BCDEFG/HIJKLM
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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
6	244 12%	45 9%	61 11%	42 12%	46 19%	50 11%	1 7%	46 9%	81 12%	35 10%	31 15%	50 14%	0 1%
					BCf								
5	178 8%	29 6%	46 8%	27 8%	25 10%	52 12%	-	39 8%	40 6%	37 10%	23 11%	38 11%	1 10%
		G	G	G	G	BG							
4	54 3%	5 1%	12 2%	11 3%	3 1%	23 5%	-	5 1%	13 2%	16 4%	5 3%	15 4%	-
			G	G		BG			M	hM		M	
3	47 2%	14 3%	11 2%	11 3%	3 1%	9 2%	-	1 *	18 3%	11 3%	2 1%	15 4%	-
		G	G	G		g			HM	hM		HM	
2	31 1%	5 1%	5 1%	5 1%	1 *	15 4%	-	2 *	4 1%	6 2%	10 5%	8 2%	-
		g				bceG					HIjM	m	
1 Not At All Favorable	14 1%	2 *	2 *	1 *	2 1%	7 2%	-	0 *	4 1%	1 *	2 1%	6 2%	-
						g						hm	
Not sure	17 1%	10 2%	1 *	0 *	3 1%	3 1%	-	11 2%	3 *	-	3 2%	-	-
		CDfG						IJLM					

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Flat rate, meaning you pay the same price for each unit of electricity regardless of when you use it or how much you used during the month	836 40%	233 46%	243 43%	122 36%	92 38%	142 32%	4 46%	210 42%	278 42%	128 35%	79 37%	134 38%	9 60%
		DF	F										
Tiered rate, meaning your price for each unit of electricity may increase over the month if you use more than a certain amount of electricity	1214 58%	284 56%	316 56%	191 56%	155 65%	260 59%	8 93%	290 58%	381 58%	198 54%	135 64%	196 55%	13 94%
					c								HIJKL
Time of Use rate, meaning you pay a different price for each unit of electricity depending on the time of day you use that electricity	832 40%	211 42%	222 39%	139 41%	89 37%	163 37%	7 93%	188 38%	258 39%	159 44%	85 40%	131 37%	12 86%
							bCdEF						HIJKL
Not sure	418 20%	101 20%	115 20%	71 21%	40 17%	91 21%	-	95 19%	139 21%	78 21%	33 16%	73 21%	-
		G	G	G	G	G		M	M	M	M	M	
Mean number aware	1.4	1.4	1.4	1.3	1.4	1.3	2.3	1.4	1.4	1.3	1.4	1.3	2.4
		F					bcdEF						HIJKL
Standard deviation number aware	1.0	1.0	1.0	1.0	1.0	1.0	0.6	1.0	1.0	1.0	1.0	1.0	0.7

Comparison Groups: BCDEFG/HIJKLM
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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Flat rate, meaning you pay the same price for each unit of electricity regardless of when you use it or how much you used during the month	266 13%	70 14% G	89 16% FG	39 12% G	27 11% G	41 9% G	-	70 14%	86 13%	53 15%	20 9%	35 10%	2 13%
Tiered rate, meaning your price for each unit of electricity may increase over the month if you use more than a certain amount of electricity	1044 50%	225 45%	237 42%	178 52% C	142 60% BC	254 58% BC	8 93% bc	238 48%	307 47%	161 44%	131 62% HIJ	198 56% iJ	9 66%
Time of Use rate, meaning you pay a different price for each unit of electricity depending on the time of day you use that electricity	397 19%	83 16% G	117 20% G	80 24% bG	39 16% G	79 18% G	-	77 15% M	113 17% M	86 24% HiM	40 19% M	82 23% hM	-
Something else: Describe	65 3%	31 6% CeF	5 1%	14 4% C	7 3%	8 2%	1 7%	27 5% IKLM	11 2% m	16 4% iKM	2 1%	9 3% M	-
Not sure	445 21%	126 25% DEG	145 25% DEFG	55 16% G	37 16% G	81 18% G	-	124 25% kL	160 24% kL	75 20%	34 16%	49 14%	3 21%

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Flat rate, meaning you pay the same price per unit regardless of when you use it or how much you have used during the month	704 33%	123 24% G	161 28% G	128 38% BCG	92 38% BcG	200 45% BCG	-	137 27%	196 30%	150 41% HI	71 33%	147 41% HI	4 26%
Tiered rate, meaning your price per unit increases over the month as you use more electricity	447 21%	142 28% DF	134 23% dF	52 15%	51 21%	65 15%	3 39%	120 24% L	165 25% L	67 19%	38 18%	53 15%	4 25%
Time of Use rate, meaning you pay a different price per unit depending on the time of day you use electricity	464 22%	96 19%	131 23%	88 26%	48 20%	96 22%	4 54%	107 22%	140 21%	74 20%	58 27%	78 22%	6 43%
Something else: Describe	48 2%	18 4% CG	5 1%	11 3% cG	8 3% cG	7 1%	-	17 3% JkM	11 2% M	2 1%	1 1%	17 5% IJKM	-
Not sure	439 21%	127 25% deF	138 24% eF	61 18%	40 17%	73 17%	1 7%	117 23% 1	147 22%	71 19%	44 21%	60 17%	1 6%

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
\$0 to \$99	621	195	213	89	48	75	-	216	206	90	40	68	1
	30%	39%	37%	26%	20%	17%		43%	31%	25%	19%	19%	10%
		DEFG	DEFG	FG	G	G		IJKLM	KL				
\$100 to \$149	453	141	132	71	42	59	8	134	148	70	50	43	7
	22%	28%	23%	21%	18%	13%	93%	27%	22%	19%	24%	12%	50%
		dEF	F	f			BCDEF	jL	L	l	L		jL
\$150 to \$199	60	24	13	3	10	10	-	19	18	10	8	4	-
	3%	5%	2%	1%	4%	2%		4%	3%	3%	4%	1%	
		DG	G		G	g		M	M	M	M		
\$200 to \$299	336	85	107	61	26	57	-	84	117	57	33	43	3
	16%	17%	19%	18%	11%	13%		17%	18%	16%	16%	12%	19%
		G	EfG	G	G	G							
\$300 to \$399	169	26	35	35	24	49	-	22	48	54	13	31	0
	8%	5%	6%	10%	10%	11%		4%	7%	15%	6%	9%	3%
		G	G	bG	G	BcG				HIKL			
\$400 to \$499	46	2	8	5	17	14	1	1	13	11	6	15	1
	2%	*%	1%	1%	7%	3%	7%	*%	2%	3%	3%	4%	4%
					BCD	B			H	H		H	

Comparison Groups: BCDEFG/HIJKLM
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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
\$500 or more	417 20%	34 7% G	60 11% G	75 22% BCG	72 30% BCG	177 40% BCDeG	-	22 4%	108 16% H	73 20% H	61 29% HI	151 42% HIJKm	2 13%
Statistics Base	2102	506	569	339	239	441	8	498	658	364	213	355	14
Mean	237.4	137.2	175.6 B	240.7 BC	299.3 BCD	398.0 BCDE	123.0	124.4	204.0 H	260.1 HI	318.1 HIJ	386.5 HIJKm	232.6 H
Standard Deviation	257.8	149.2	207.9	236.5	250.1	338.3	92.6	148.8	213.1	258.8	307.0	323.3	277.3
Median	120.0	100.0	100.0	200.0	200.0	300.0	100.0	100.0	120.0	200.0	200.0	300.0	100.0

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Never	102	39	34	11	8	10	-	45	35	6	4	12	-
	5%	8%	6%	3%	3%	2%		9%	5%	2%	2%	3%	
		DeFG	fG	G	g	g		iJKLM	JkM			M	
NET: Sometimes/Often	2000	467	536	328	231	431	8	454	623	358	209	343	14
	95%	92%	94%	97%	97%	98%	100%	91%	95%	98%	98%	97%	100%
				B	b	Bc	BCDef		h	HI	Hi	H	HIL
Sometimes	818	211	219	130	100	158	-	198	238	161	91	125	4
	39%	42%	38%	38%	42%	36%		40%	36%	44%	43%	35%	31%
		G	G	G	G	G				il			
Often	1182	256	317	197	131	273	8	256	385	197	117	217	10
	56%	51%	56%	58%	55%	62%	100%	51%	59%	54%	55%	61%	69%
						B	BCDEF		h			h	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Never	518	141	136	93	60	85	4	130	182	102	27	73	4
	25%	28%	24%	27%	25%	19%	46%	26%	28%	28%	13%	20%	30%
		F		f				K	KL	K			
NET: Sometimes/Often	1584	365	434	246	179	356	4	368	475	263	186	282	10
	75%	72%	76%	73%	75%	81%	54%	74%	72%	72%	87%	80%	70%
						Bd					HIJ	i	
Sometimes	966	226	268	160	109	198	4	229	297	151	109	171	9
	46%	45%	47%	47%	46%	45%	54%	46%	45%	41%	51%	48%	62%
Often	619	139	166	86	70	159	-	140	179	112	77	111	1
	29%	27%	29%	25%	29%	36%		28%	27%	31%	36%	31%	8%
		G	G	G	G	bdG				m	M	m	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2000	467	536	328	231	431	8	454	623	358	209	343	14
TOTAL ANSWERING	2000	467	536	328	231	431	8	454	623	358	209	343	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2033	492	584	325	241	387	4	453	606	388	224	347	15
NET: A Lot/A Little	1641	395	454	270	177	342	4	390	522	292	163	264	10
	82%	85%	85%	82%	76%	79%	47%	86%	84%	82%	78%	77%	68%
		e	e					L					
A Lot	362	96	110	46	34	76	-	96	131	64	24	47	-
	18%	21%	21%	14%	15%	18%		21%	21%	18%	11%	14%	
		dG	dG	G	G	G		KLM	KLM	M	M	M	
A Little	1279	300	343	223	143	266	4	294	391	228	140	217	10
	64%	64%	64%	68%	62%	62%	47%	65%	63%	64%	67%	63%	68%
None	359	72	82	58	55	89	4	64	101	66	45	79	5
	18%	15%	15%	18%	24%	21%	53%	14%	16%	18%	22%	23%	32%
					bc							H	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	1584	365	434	246	179	356	4	368	475	263	186	282	10
TOTAL ANSWERING	1584	365	434	246	179	356	4	368	475	263	186	282	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	1564	359	450	252	183	318	2	344	463	280	185	281	11
NET: A Lot/A Little	1178	276	334	189	127	251	1	276	372	200	137	189	5
	74%	76%	77%	77%	71%	71%	14%	75%	78%	76%	74%	67%	53%
									L				
A Lot	218	59	65	34	24	36	-	58	77	41	17	24	-
	14%	16%	15%	14%	13%	10%		16%	16%	16%	9%	8%	
		G	G	G	G	G		LM	kLM	LM	M	M	
A Little	961	218	268	155	104	215	1	218	294	158	120	165	5
	61%	60%	62%	63%	58%	60%	14%	59%	62%	60%	65%	59%	53%
None	406	88	100	58	52	105	4	93	104	63	49	93	5
	26%	24%	23%	23%	29%	29%	86%	25%	22%	24%	26%	33%	47%
												I	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Installing and using a programmable thermostat	1132 54%	199 39%	298 52% Bg	204 60% Bg	144 60% Bg	285 65% BCG	1 7%	216 43%	330 50%	223 61% HI	128 60% Hi	230 65% HI	5 35%
Replacing or cleaning furnace / air conditioning filters	1409 67%	246 49%	372 65% B	273 81% BC	180 75% BC	333 75% BC	5 61%	286 57%	419 64%	267 73% HI	161 76% HI	268 75% HI	9 64%
Reducing air conditioning temperature settings on the thermostat	1543 73%	299 59%	408 72% B	281 83% BC	184 77% B	362 82% BC	8 100% BCDEF	349 70%	461 70%	278 76% HI	176 83% HI	267 75%	13 89%
Unplugging appliances when not in use	1256 60%	322 64% Ef	364 64% Ef	205 60% e	116 49%	244 55%	4 53%	315 63% j	395 60%	197 54%	132 62%	211 59%	7 47%
Installing and using energy saving power strips	1007 48%	242 48%	264 46%	177 52% e	99 41%	221 50%	3 39%	248 50%	311 47%	167 46%	103 49%	172 48%	6 43%
None of these	115 5%	49 10% DEFG	37 6% DeG	4 1%	8 3% G	18 4% dG	-	33 7% K1	53 8% JKL	16 4%	3 1%	10 3%	1 4%

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Mean number of actions taken	3.0	2.6	3.0 B	3.4 BCE	3.0 B	3.3 BCE	2.6	2.8	2.9	3.1 HI	3.3 HIj	3.2 HI	2.8
Standard deviation number of actions taken	1.4	1.5	1.5	1.2	1.2	1.3	0.7	1.5	1.5	1.4	1.3	1.3	1.1
Median number of actions taken	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

Comparison Groups: BCDEFG/HIJKLM
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages
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 Lower case letters indicate significance at the 90% level.
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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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Installing and using a programmable thermostat	934 44%	218 43% G	268 47% G	148 44% G	108 45% G	192 43% G	-	224 45%	291 44%	158 43%	116 55% ijL	139 39%	4 30%
Replacing or cleaning furnace / air conditioning filters	993 47%	226 45%	268 47%	168 50%	115 48%	211 48%	4 53%	223 45%	338 51% L	168 46%	109 51%	148 42%	8 54%
Reducing air conditioning temperature settings on the thermostat	777 37%	163 32%	223 39%	131 39%	91 38%	163 37%	4 53%	168 34%	247 38%	134 37%	98 46% Hl	123 35%	7 50%
Unplugging appliances when not in use	1204 57%	283 56%	329 58%	205 60%	136 57%	249 56%	4 46%	284 57%	374 57%	234 64% kl	113 53%	191 54%	9 62%
Installing and using energy saving power strips	1182 56%	250 49%	335 59% B	192 57%	146 61% B	251 57%	8 100% BCDEF	248 50%	376 57% h	210 58%	142 67% Hil	194 55%	12 86% Hil
None of these	228 11%	87 17% cDEFG	66 12% dG	23 7% G	17 7% G	36 8% G	-	75 15% JKLM	79 12% kM	31 8% M	14 7% M	29 8% M	-

Comparison Groups: BCDEFG/HIJKLM
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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Mean number of actions that could be taken	2.4	2.3	2.5 B	2.5 B	2.5 b	2.4	2.5	2.3	2.5 hL	2.5 L	2.7 HIjL	2.2	2.8
Standard deviation number of actions that could be taken	1.6	1.7	1.6	1.6	1.5	1.6	0.8	1.7	1.6	1.6	1.7	1.4	1.2
Median number of actions that could be taken	2.0	2.0	2.0	2.0	2.0	2.0	3.0	2.0	2.0	2.0	3.0	2.0	3.0

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Flat Rate Plan (no tiers)	773	140	197	124	116	197	-	152	224	155	99	140	3
	37%	28%	35%	36%	48%	45%		31%	34%	43%	47%	39%	18%
		G	bG	bG	BCDG	BCG				Hi	HI	h	
Two-tier Plan	421	111	117	68	38	87	1	100	152	75	31	62	1
	20%	22%	20%	20%	16%	20%	7%	20%	23%	21%	15%	18%	5%
									k				
Three-tier Plan	428	110	120	73	49	71	4	110	142	63	40	69	5
	20%	22%	21%	22%	20%	16%	53%	22%	22%	17%	19%	19%	35%
No Preference	480	145	136	74	36	86	3	136	140	72	42	84	6
	23%	29%	24%	22%	15%	19%	39%	27%	21%	20%	20%	24%	42%
		EF	e					ij					

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Clothes Washer	1655	283	452	298	221	397	4	284	529	327	183	322	10
	79%	56%	79%	88%	92%	90%	53%	57%	80%	90%	86%	91%	72%
			B	BC	BC	BC			H	HI	H	HI	
Pool Pump	242	12	27	37	58	108	-	14	45	41	45	95	1
	11%	2%	5%	11%	24%	25%		3%	7%	11%	21%	27%	8%
		G	G	BCG	BCDG	BCDG			H	H	HIJ	HIJ	
Air Conditioner	1360	227	342	248	190	348	4	294	426	237	164	230	10
	65%	45%	60%	73%	80%	79%	47%	59%	65%	65%	77%	65%	67%
			B	BC	BC	BC					HIJL		
Electric Stove	755	188	212	97	111	145	3	165	236	133	71	146	5
	36%	37%	37%	29%	46%	33%	39%	33%	36%	37%	33%	41%	32%
		d	d		cDF								
Electric Oven	1019	223	273	143	147	229	3	201	297	187	110	217	6
	48%	44%	48%	42%	62%	52%	39%	40%	45%	51%	52%	61%	41%
					BCD	d				H	h	HIj	
Electric Heater	745	181	218	100	90	156	-	154	240	127	72	150	1
	35%	36%	38%	29%	38%	35%		31%	37%	35%	34%	42%	4%
		G	dG	G	G	G		M	M	M	M	HM	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Television(s)	2040 97%	482 95%	555 97%	331 98%	236 99%	430 97%	7 93%	476 96%	643 98%	349 96%	209 98%	348 98%	14 100%
					b								HIJL
Computer(s)	2029 97%	477 94%	549 96%	332 98%	231 97%	431 98%	7 93%	466 93%	641 97%	358 98%	208 98%	343 97%	13 92%
				b		b			H	H	h	h	
Video Game Console(s)	933 44%	166 33%	255 45%	165 49%	110 46%	238 54%	-	169 34%	297 45%	173 47%	104 49%	187 53%	4 31%
		G	BG	BG	BG	BcG			H	H	H	H	
None of these	1 *%	-	0 *%	-	-	-	1 7%	-	1 *%	0 *%	-	-	-

Comparison Groups: BCDEFG/HIJKLM
 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 devise

>>>Core Only<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Clothes Washer	1084	175	302	189	154	260	4	183	354	202	141	196	8
	65%	62%	67%	63%	70%	66%	100%	64%	67%	62%	77%	61%	83%
							BCDEF				hiJL		
Pool Pump	139	8	18	21	31	61	-	9	22	29	34	46	1
	58%	70%	65%	57%	54%	56%		63%	48%	70%	75%	48%	51%
									1		iL		
Air Conditioner	777	131	203	141	88	215	-	171	231	119	102	150	4
	57%	58%	59%	57%	46%	62%		58%	54%	50%	62%	65%	40%
		G	EG	G	G	EG						iJ	
Electric Stove	279	72	74	46	46	42	-	64	92	46	31	45	-
	37%	38%	35%	47%	41%	29%		39%	39%	35%	44%	31%	
		G	G	FG	G	G		M	M	M	M	M	
Electric Oven	442	80	111	71	68	109	3	80	116	94	57	91	5
	43%	36%	41%	49%	46%	48%	100%	40%	39%	50%	52%	42%	80%
				b		b	BCDEF						
Electric Heater	343	87	91	42	43	81	-	67	115	48	38	74	-
	46%	48%	42%	42%	47%	52%		43%	48%	38%	53%	49%	
								M	M	M	M	M	

Comparison Groups: BCDEFG/HIJKLM

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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Television(s)	601 29%	132 27% G	182 33% DG	73 22% G	77 33% dG	137 32% DG	-	148 31% M	176 27% M	89 26% M	82 39% IJM	105 30% M	1 4%
Computer(s)	562 28%	126 26% G	160 29% G	92 28% G	53 23% G	131 30% G	-	129 28%	173 27%	83 23%	88 42% HIJL	89 26%	2 12%
Video Game Console(s)	329 35%	61 37%	104 41% Df	43 26% Df	50 45% Df	71 30%	-	67 40%	108 36%	53 31%	41 40%	57 30%	3 59%
None of these	501 24%	175 35% CDEF	129 23% f	72 21%	52 22%	72 16%	1 7%	150 30% KL	159 24% K	96 26% Kl	27 13%	67 19%	1 9%
Mean number of electronics where use was shifted	2.2	1.7	2.2 B	2.1 B	2.5 BCD	2.5 BCD	0.9	1.8	2.1 H	2.1 H	2.9 HIJLM	2.4 HIJ	1.6
Standard deviation of electronics where use was shifted	1.9	1.8	1.9	1.8	2.2	1.9	0.3	1.7	1.8	2.0	2.2	1.9	1.2
Median number of electronics where use was shifted	2.0	1.0	2.0	2.0	2.0	2.0	1.0	1.0	2.0	2.0	3.0	2.0	1.0

Comparison Groups: BCDEFG/HIJKLM
 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 devise

>>>Core Only<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Clothes Washer	851	154	217	168	116	192	4	146	286	157	95	161	6
	51%	54%	48%	56%	52%	48%	100%	51%	54%	48%	52%	50%	55%
							BCDEF						
Pool Pump	113	7	10	18	23	55	-	8	16	19	22	47	1
	47%	58%	37%	49%	40%	51%		62%	36%	47%	48%	49%	51%
Air Conditioner	563	99	134	121	87	123	-	115	190	91	89	75	2
	41%	43%	39%	49%	46%	35%		39%	45%	39%	55%	33%	22%
		G	G	FG	G	G			L		HJL		
Electric Stove	320	77	95	38	42	67	-	70	94	61	38	55	1
	42%	41%	45%	40%	38%	47%		43%	40%	46%	54%	38%	13%
		G	G	G	G	G							
Electric Oven	462	102	124	67	64	102	3	96	125	88	59	90	4
	45%	46%	45%	46%	43%	45%	100%	47%	42%	47%	54%	42%	75%
							BCDEF						
Electric Heater	344	83	103	51	44	64	-	73	108	56	46	60	1
	46%	46%	47%	51%	49%	41%		47%	45%	44%	63%	40%	100%
											ijL		HIJKL

Comparison Groups: BCDEFG/HIJKLM

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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Television(s)	983 48%	206 43%	263 47%	186 56% Bce	105 45%	219 51%	4 50%	211 44%	325 51%	153 44%	111 53%	174 50%	9 62%
Computer(s)	969 48%	215 45%	274 50%	161 48%	101 44%	215 50%	4 50%	237 51%	289 45%	153 43%	112 54% j	170 50%	8 63%
Video Game Console(s)	473 51%	77 46%	117 46%	94 57%	64 58%	121 51%	-	71 42%	161 54%	88 51%	59 57%	93 50%	1 16%
None of these	461 22%	164 33% CDEF	123 22% D	44 13%	42 18%	87 20% d	1 7%	144 29% IKLM	129 20%	87 24% M	35 17%	66 19%	1 4%
Mean number of electronics where use can be shifted	2.4	2.0	2.3 B	2.7 BC	2.7 BC	2.6 BC	1.9	2.1	2.4 H	2.4 H	3.0 HIJL	2.6 H	2.2
Standard deviation of electronics where use can be shifted	2.0	2.0	1.9	1.9	2.3	2.0	1.2	1.9	1.9	2.2	2.3	2.0	1.2
Median number of electronics where use can be shifted	2.0	2.0	2.0	2.0	2.0	2.0	1.0	2.0	2.0	2.0	3.0	3.0	2.0

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Yes	805	193	222	112	87	188	3	167	236	158	85	154	5
	38%	38%	39%	33%	37%	43%	39%	33%	36%	43%	40%	43%	34%
						d				H		H	
No	327	93	104	45	33	51	1	96	114	52	20	45	0
	16%	18%	18%	13%	14%	12%	7%	19%	17%	14%	9%	13%	1%
		F	F					Klm	K				
Not Sure	970	220	244	181	118	202	4	236	308	154	108	156	9
	46%	43%	43%	54%	50%	46%	53%	47%	47%	42%	51%	44%	65%
				bc									

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	1729	380	457	286	203	395	7	383	530	298	187	317	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	1771	408	514	289	217	340	3	387	529	328	200	313	14
Yes	609	140	154	78	79	158	-	125	179	116	73	116	0
	35%	37%	34%	27%	39%	40%		33%	34%	39%	39%	37%	1%
		dG	G	G	dG	DG		M	M	M	M	M	
No	217	44	76	42	17	37	-	48	80	31	19	38	1
	13%	12%	17%	15%	8%	9%		13%	15%	10%	10%	12%	6%
		G	EFG	G	G	G							
Not Sure	903	196	227	166	107	200	7	209	272	151	95	163	13
	52%	52%	50%	58%	53%	51%	100%	55%	51%	51%	51%	51%	93%
							BCDEF						HIJKL
Don't Have (removed from base)	373	125	113	53	36	46	1	116	128	66	26	38	0

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Yes	268	46	51	44	40	87	-	43	78	44	41	63	-
	13%	9%	9%	13%	17%	20%		9%	12%	12%	19%	18%	
		G	G	G	bcG	BCdG		M	M	M	HiM	HM	
No	572	155	177	77	65	97	1	148	180	87	60	95	2
	27%	31%	31%	23%	27%	22%	14%	30%	27%	24%	28%	27%	13%
		dF	dF										
Not sure	1262	305	341	218	134	257	7	307	399	234	111	198	12
	60%	60%	60%	64%	56%	58%	86%	62%	61%	64%	52%	56%	87%
									k				k1

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Saves Money : Provides opportunity to change my energy use behavior to lower my bill.	1378 66% (1)	331 65% (1)	370 65% (1)	238 70% (1)	155 65% (1)	280 64% (1)	4 53% *(1)	339 68% (1)	449 68% (1)	232 64% (1)	126 59% (1)	222 63% (1)	10 69% (1)
Stable : Will not cause bill to change a lot from month to month, or from season to season (winter / summer).	647 31% (2)	140 28% (6)	152 27% (5)	113 33% (3)	84 35% (2)	154 35% (2)	3 39% *(5)	124 25% (7)	193 29% (3)	128 35% (2)	81 38% (2)	117 33% (2)	5 32% (5)
Simple : Does not require a lot of my effort and time to understand how my energy use behavior will affect my bill.	627 30% (3)	151 30% (5)	172 30% (3)	126 37% (2)	76 32% (3)	102 23% (8)	1 7% *(7)	134 27% (6)	235 36% (2)	101 28% (5)	57 27% (6)	99 28% (5)	1 7% (10)
Works for Me : Fits my habits and lifestyle.	604 29% (4)	166 33% (2)	150 26% (7)	84 25% (5)	66 27% (5)	134 30% (3)	4 53% *(1)	143 29% (4)	177 27% (5)	107 29% (4)	64 30% (4)	108 30% (3)	5 36% (4)
Predictable : I know what bill amount should be each month.	598 28% (5)	126 25% (7)	175 31% (2)	103 30% (4)	75 32% (4)	118 27% (4)	1 7% *(7)	134 27% (5)	192 29% (4)	120 33% (3)	75 35% (3)	74 21% (10)	3 24% (6)

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Green : Helps protect our air and environment.	557 26%	162 32%	151 26%	78 23%	52 22%	113 26%	1 7%	175 35%	148 23%	88 24%	50 23%	95 27%	1 9%
	(6)	(3)	(6)	(8)	(9)	(6)	(9)	(2)	(9)	(7)	(7)	(6)	(9)
Fair : Seems like a fair way to be charged for energy.	543 26%	159 31%	139 24%	81 24%	56 23%	105 24%	4 47%	154 31%	156 24%	94 26%	57 27%	76 21%	6 44%
	(7)	(4)	(9)	(7)	(7)	(7)	(4)	(3)	(7)	(6)	(5)	(9)	(2)
Understandable : In language I can understand.	502 24%	111 22%	157 28%	56 17%	57 24%	117 27%	3 39%	115 23%	157 24%	78 21%	46 21%	101 29%	6 40%
	(8)	(8)	(4)	(9)	(6)	(5)	*(5)	(8)	(6)	(8)	(8)	(4)	(3)
Reflects Cost of Electricity : Encourages me to use less electricity during peak periods when it costs the most.	469 22%	93 18%	140 25%	84 25%	53 22%	99 22%	-	104 21%	156 24%	75 20%	41 19%	92 26%	3 18%
	(9)	(9)	(8)	(6)	(8)	(10)		(9)	(8)	(9)	(10)	(7)	(8)
Worry-Free : I don't need to pay attention to when during the day or month I use energy.	382 18%	78 15%	103 18%	53 16%	43 18%	101 23%	4 47%	74 15%	111 17%	70 19%	41 20%	82 23%	3 22%
	(10)	(10)	(10)	(10)	(10)	(9)	(3)	(10)	(10)	(10)	(9)	(8)	(7)

Comparison Groups: BCDEFG/HIJKLM
 Independent Z-Test for Percentages
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 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Flat Rate, \$0.24/kWh, Monthly Service Fee = \$10, Demand Charge = \$5	286	41	52	56	51	86	-	40	73	65	38	70	1
	14%	8%	9%	16%	21%	20%		8%	11%	18%	18%	20%	5%
		G	G	BCG	BCG	BCG				HI	Hi	HI	
3-Price TOU Rate, kWh = wide spread, Monthly Service Fee = \$0, Demand Charge = \$2	636	163	188	110	64	111	1	150	214	107	53	107	4
	30%	32%	33%	32%	27%	25%	7%	30%	33%	30%	25%	30%	27%
			f										
3-Tier Rate, kWh = all high, Monthly Service Fee = \$0, Demand Charge = \$0	1180	302	330	173	124	244	7	309	370	192	122	178	10
	56%	60%	58%	51%	52%	55%	93%	62%	56%	53%	57%	50%	68%
		d						jL					

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 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
=====	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Would definitely switch	195	32	47	24	28	64	-	24	52	32	38	49	1
	9%	6%	8%	7%	12%	14%		5%	8%	9%	18%	14%	5%
		G	G	G	G	BCDG					HIJ	Hi	
Would consider switching	1271	278	359	216	150	263	4	280	429	204	120	228	10
	60%	55%	63%	64%	63%	60%	53%	56%	65%	56%	57%	64%	69%
			b	b					HJ				
No interest in switching	214	89	51	25	23	26	1	84	56	37	14	22	-
	10%	18%	9%	7%	10%	6%	7%	17%	9%	10%	7%	6%	
		CDEF						IJKLM	M	M	M	M	
Not sure	422	107	113	73	37	88	3	110	121	91	40	56	4
	20%	21%	20%	22%	16%	20%	39%	22%	18%	25%	19%	16%	26%
										iL			
Fixed 1: Flat Rate, \$0.24/kWh, Monthly Service Fee = \$10, Demand Charge = \$5	286	41	52	56	51	86	-	40	73	65	38	70	1
	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%

Comparison Groups: BCDEFG/HIJKLM
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

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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 -	\$50 -	\$100 -	\$150 -	Unsure	\$0 -	\$50 -	\$100 -	\$150 -	Unsure		
		\$49	\$99	\$149	\$199		\$200+	\$49	\$99	\$149		\$199	\$200+
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	
Would definitely switch	34 12%	3 7%	7 13% d	1 1%	12 23% D	12 14% d	-	2 5%	7 10%	4 7%	14 37% HIJL	7 9%	1 100% HIJKL
Would consider switching	164 57%	17 42%	26 50%	32 57%	30 58%	59 68% b	-	17 42% M	47 64% M	28 44% M	17 44% M	55 78% HJKM	-
No interest in switching	43 15%	17 43% CDEF	4 7%	9 17%	6 11%	7 8%	-	18 45% IJKLM	3 5%	9 14% M	7 19% M	5 8% M	-
Not sure	45 16%	4 9%	15 29% bEF	14 25%	4 8%	8 10%	-	3 7%	16 22% KLM	23 35% HKLM	-	3 5%	-
Fixed 2: 3-Price TOU Rate, kWh = wide spread, Monthly Service Fee = \$0, Demand Charge = \$2	636 100%	163 100%	188 100%	110 100%	64 100%	111 100%	1 100%	150 100%	214 100%	107 100%	53 100%	107 100%	4 100%
Would definitely switch	62 10%	14 9% G	14 8% G	9 8% G	4 7%	21 19% bCdG	-	9 6% M	16 7% M	11 10% M	8 14% M	19 17% HiM	-
Would consider switching	413 65%	95 58% G	134 71% bG	73 67% G	43 66% G	68 62% G	-	91 61%	152 71%	64 59%	35 67%	67 62%	4 100% HIJKL
No interest in switching	67 11%	27 17% DF	18 10%	6 6%	10 15% f	6 5%	1 100% BCDEF	20 13% LM	26 12% LM	14 13% LM	3 6%	4 3%	-

Comparison Groups: BCDEFG/HIJKLM
 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

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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Not sure	94 15%	27 17% G	22 11% G	22 20% G	7 11% g	16 14% G	-	30 20% iM	20 9% M	19 17% M	7 13% M	18 17% M	-
Fixed 3: 3-Tier Rate, kWh = all high, Monthly Service Fee = \$0, Demand Charge = \$0	1180 100%	302 100%	330 100%	173 100%	124 100%	244 100%	7 100%	309 100%	370 100%	192 100%	122 100%	178 100%	10 100%
Would definitely switch	98 8%	15 5% G	26 8% G	15 9% G	12 10% G	30 12% BG	-	13 4% M	29 8% M	16 8% M	17 14% HM	23 13% HM	-
Would consider switching	694 59%	166 55%	199 60%	111 64%	78 63%	136 56%	4 58%	172 56%	229 62%	112 58%	68 56%	107 60%	6 62%
No interest in switching	104 9%	44 15% DEFG	29 9% G	10 6% G	7 6% g	14 6% G	-	46 15% IjKLM	27 7% M	14 7% M	4 3%	13 7% M	-
Not sure	284 24%	76 25%	76 23%	38 22%	26 21%	64 26%	3 42%	77 25%	85 23%	50 26%	33 27%	34 19%	4 38%

Comparison Groups: BCDEFG/HIJKLM
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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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
...Stay the same. I am not willing to risk a higher bill for potential savings.	832	247	219	117	86	160	3	238	262	137	78	110	7
	40%	49%	38%	35%	36%	36%	39%	48%	40%	38%	36%	31%	48%
		CDEF						iJKL	l				
...Decrease by 5%, but increase no more than 5%.	312	94	85	48	20	64	-	97	90	42	29	54	0
	15%	19%	15%	14%	9%	15%		19%	14%	11%	14%	15%	2%
		EG	G	G	G	G		iJ					
...Decrease by 10%, but increase no more than 10%.	472	90	128	76	73	101	4	87	142	89	59	90	5
	22%	18%	22%	23%	30%	23%	54%	17%	22%	25%	28%	25%	34%
					B					h	H	h	
...Decrease by 15%, but increase no more than 15%.	186	21	67	36	24	38	-	28	65	51	7	35	1
	9%	4%	12%	11%	10%	9%		6%	10%	14%	3%	10%	7%
		G	BG	BG	bG	G			hK	HK		k	
...Decrease by 20%, but increase no more than 20%.	93	12	21	28	11	20	1	11	44	18	3	16	1
	4%	2%	4%	8%	5%	5%	7%	2%	7%	5%	1%	4%	5%
				Bc					HK				
...Decrease by 25%, but increase no more than 25%.	207	41	51	33	24	58	-	38	54	28	37	50	0
	10%	8%	9%	10%	10%	13%		8%	8%	8%	18%	14%	3%
		G	G	G	G	bG					HIJ	HiJ	

Comparison Groups: BCDEFG/HIJKLM
 Independent Z-Test for Percentages
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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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
2 Tiered Rate: =====													
Would Try	1026	239	289	163	108	225	1	244	306	174	118	181	3
	49%	47%	51%	48%	45%	51%	14%	49%	47%	48%	56%	51%	24%
Would NOT Try	1076	267	280	176	131	216	7	255	352	190	94	174	11
	51%	53%	49%	52%	55%	49%	86%	51%	53%	52%	44%	49%	76%
3 Tiered Rate: =====													
Would Try	892	212	251	149	106	174	1	225	276	150	105	135	2
	42%	42%	44%	44%	44%	39%	14%	45%	42%	41%	49%	38%	16%
											lm		
Would NOT Try	1210	294	318	190	134	267	7	274	382	214	108	220	12
	58%	58%	56%	56%	56%	61%	86%	55%	58%	59%	51%	62%	84%
												k	k
Flat Rate: =====													
Would Try	1104	208	297	189	139	270	1	226	314	222	120	218	4
	53%	41%	52%	56%	58%	61%	14%	45%	48%	61%	57%	61%	28%
			B	B	B	Bc				HI	h	HIIm	

Comparison Groups: BCDEFG/HIJKLM
 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

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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Would NOT Try	998 47%	298 59% CDEF	272 48% f	150 44%	101 42%	171 39%	7 86%	273 55% JkL	344 52% JL	142 39%	92 43%	137 39%	10 72% 1
Steep TOU Rate: =====													
Would Try	325 15%	64 13%	94 17%	44 13%	33 14%	88 20% Bd	1 7%	77 15%	75 11%	50 14%	40 19% i	81 23% HIJ	1 6%
Would NOT Try	1777 85%	442 87% F	475 83%	295 87% f	206 86%	353 80%	8 93%	421 85% L	582 89% kL	314 86% L	173 81%	274 77%	13 94%
Mild TOU Rate: =====													
Would Try	635 30%	147 29%	163 29%	88 26%	94 39% bcd	141 32%	1 14%	140 28%	191 29%	100 27%	84 39% HiJM	118 33% m	1 6%
Would NOT Try	1467 70%	359 71% e	406 71% E	251 74% E	145 61%	300 68%	7 86%	358 72% K	467 71% k	264 73% K	129 61%	237 67%	13 94% K1

Comparison Groups: BCDEFG/HIJKLM
 Independent Z-Test for Percentages
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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 TBYY Included 2 Tiered Rate
 >>>Core Only<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
2 Tiered Rate: =====													
Would Try	1514	322	423	248	181	336	4	322	474	286	164	259	10
	72%	64%	74%	73%	76%	76%	53%	65%	72%	78%	77%	73%	67%
			B	B	B	B			h	Hi	H	h	
Would NOT Try	588	184	146	91	58	106	4	176	184	79	48	96	5
	28%	36%	26%	27%	24%	24%	47%	35%	28%	22%	23%	27%	33%
		CDEF						iJKL	j				
3 Tiered Rate: =====													
Would Try	1411	327	384	237	169	290	4	331	459	243	159	209	10
	67%	65%	67%	70%	71%	66%	53%	66%	70%	67%	75%	59%	68%
									L		L		
Would NOT Try	691	178	185	102	70	151	4	167	199	121	54	146	5
	33%	35%	33%	30%	29%	34%	47%	34%	30%	33%	25%	41%	32%
												IK	
Flat Rate: =====													
Would Try	1536	299	426	261	182	363	5	310	475	289	176	274	10
	73%	59%	75%	77%	76%	82%	61%	62%	72%	79%	83%	77%	74%
			B	B	B	Bc			H	Hi	HI	H	

Comparison Groups: BCDEFG/HIJKLM
 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

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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Would NOT Try	566 27%	207 41% CDEF	143 25% f	78 23%	57 24%	78 18%	3 39%	188 38% IJKL	182 28% jK	75 21%	36 17%	81 23%	4 26%
Steep TOU Rate: =====													
Would Try	738 35%	151 30%	202 35%	111 33%	85 35%	189 43% Bd	1 7%	151 30%	225 34%	132 36%	82 38%	144 41% H	4 31%
Would NOT Try	1364 65%	355 70% F	367 65%	228 67% f	154 65%	252 57%	8 93%	348 70% L	433 66%	233 64%	131 62%	211 59%	10 69%
Mild TOU Rate: =====													
Would Try	1091 52%	239 47%	287 50%	155 46%	158 66% BCDg	252 57% BD	1 14%	226 45%	353 54% h	181 50%	129 61% Hj	197 56% H	5 35%
Would NOT Try	1011 48%	266 53% EF	283 50% E	184 54% EF	82 34%	189 43%	7 86% e	273 55% iKL	305 46%	183 50% k	83 39%	158 44%	9 65%

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 Independent Z-Test for Percentages
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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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Look at the amount due and/or the due date	1794	429	476	299	212	371	7	425	559	327	187	282	14
	85%	85%	84%	88%	89%	84%	93%	85%	85%	90%	88%	80%	97%
										L	1		1
Look at actual electricity or kWh use	1383	338	362	230	158	290	4	328	421	254	137	232	11
	66%	67%	64%	68%	66%	66%	54%	66%	64%	70%	64%	65%	78%
Read the details about how your bill is calculated	888	218	248	133	100	186	4	215	274	151	97	146	5
	42%	43%	44%	39%	42%	42%	47%	43%	42%	42%	46%	41%	37%
Read notes or other messages that are on the bill	884	192	249	152	110	182	-	199	254	164	104	158	5
	42%	38%	44%	45%	46%	41%		40%	39%	45%	49%	45%	34%
		G	G	G	G	G					i		
Read any inserts that are included with the bill	644	156	196	106	52	134	-	160	188	115	73	105	4
	31%	31%	34%	31%	22%	30%		32%	29%	32%	34%	29%	26%
		eG	EG	eG	G	G							
None of these - you don't look at the bill	62	19	16	13	5	9	-	19	25	11	5	3	-
	3%	4%	3%	4%	2%	2%		4%	4%	3%	2%	1%	
		G	G	G				1M	1M	M			
Not sure	74	20	36	5	7	6	-	18	37	7	3	9	-
	4%	4%	6%	1%	3%	1%		4%	6%	2%	1%	2%	
		FG	DeFG		g	g		M	JKLM	m		M	

Comparison Groups: BCDEFG/HIJKLM
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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
\$0 to \$49	506	506	-	-	-	-	-	365	122	15	1	3	0
	24%	100%						73%	18%	4%	*%	1%	2%
								IJKLM	JKL	KL			
\$50 to \$99	569	-	569	-	-	-	-	94	334	113	16	8	4
	27%		100%					19%	51%	31%	8%	2%	30%
								KL	HJKL	HKL	1		
\$100 to \$149	339	-	-	339	-	-	-	28	108	125	44	34	-
	16%			100%				6%	16%	34%	21%	10%	
								M	HLM	HIKLM	HLM	M	
\$150 to \$199	239	-	-	-	239	-	-	10	63	45	64	56	1
	11%				100%			2%	10%	12%	30%	16%	4%
									H	H	HIJLM	Hi	
\$200 or more	441	-	-	-	-	441	-	1	30	66	88	254	2
	21%					100%		*%	5%	18%	42%	72%	16%
									H	HI	HIJ	HIJKM	
Unsure	8	-	-	-	-	-	8	-	1	-	-	-	7
	*%						100%		*%				49%
													HIJKL

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Statistics Base	2094	506	569	339	239	441	-	498	657	364	213	355	7
Mean	138.3	30.9	69.4 B	113.8 BC	160.5 BCD	357.4 BCDE	-	43.3	95.3 H	131.7 HI	193.3 HIJ	324.4 HIJKm	191.5 HIJ
Standard Deviation	166.9	11.1	13.7	13.4	13.1	252.3	-	32.6	112.2	88.0	93.4	270.6	210.9
Median	90.0	32.0	70.0	110.0	150.0	275.0	-	35.0	70.0	110.0	170.0	250.0	75.0

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
\$0 to \$49	498	365	94	28	10	1	-	498	-	-	-	-	-
	24%	72%	16%	8%	4%	1%		100%					
		CDEFG	DEFG	eFG	FG	*							
\$50 to \$99	658	122	334	108	63	30	1	-	658	-	-	-	-
	31%	24%	59%	32%	26%	7%	14%		100%				
		F	BDEF	bF	F								
\$100 to \$149	364	15	113	125	45	66	-	-	-	364	-	-	-
	17%	3%	20%	37%	19%	15%				100%			
		G	BG	BCEFG	BG	BG							
\$150 to \$199	213	1	16	44	64	88	-	-	-	-	213	-	-
	10%	1%	3%	13%	27%	20%					100%		
			BG	BCG	BCDG	BCdG							
\$200 or more	355	3	8	34	56	254	-	-	-	-	-	355	-
	17%	1%	1%	10%	24%	58%						100%	
		G	g	BCG	BCDG	BCDEG							
Unsure	14	0	4	-	1	2	7	-	-	-	-	-	14
	1%	1%	1%		1%	1%	86%						100%
							BCDEF						

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Statistics Base	2088	505	565	339	239	439	1	498	658	364	213	355	-
Mean	167.0	40.2	77.7 B	113.2 BC	141.0 BCDg	483.9 BCDE	67.0 b	31.0	68.1 H	115.4 HI	162.4 HIJ	596.8 HIJK	-
Standard Deviation	1209.2	24.4	37.7	55.6	64.1	2613.5	22.4	10.1	13.8	14.3	14.2	2896.2	-
Median	85.0	35.0	70.0	100.0	150.0	200.0	60.0	35.0	69.0	115.0	155.0	250.0	-

Comparison Groups: BCDEFG/HIJKLM
 Independent T-Test for Means (equal variances), 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

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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
\$0 to \$9	268	137	63	23	13	29	4	134	62	26	16	27	4
	13%	27%	11%	7%	6%	7%	47%	27%	9%	7%	8%	8%	27%
		CDEF	Ef					IJKL					
\$10 to \$19	480	193	161	64	28	34	-	180	194	54	23	28	2
	23%	38%	28%	19%	12%	8%		36%	29%	15%	11%	8%	14%
		CDEFG	DEFG	FG	G	G		JKL	JKL	1			
\$20 to \$29	465	78	150	105	57	75	1	82	169	112	54	49	-
	22%	15%	26%	31%	24%	17%	7%	16%	26%	31%	25%	14%	
			BF	BF	b			M	HLM	HLM	hLM	M	
\$30 to \$39	225	23	60	56	49	37	-	38	69	43	22	53	-
	11%	4%	11%	16%	21%	8%		8%	10%	12%	11%	15%	
		G	BG	BcFG	BCFG	G		M	M	M	M	HM	
\$40 to \$49	158	20	47	12	22	57	-	19	45	33	19	39	3
	8%	4%	8%	4%	9%	13%		4%	7%	9%	9%	11%	21%
		G	BdG	g	G	BDG			h	H		H	
\$50 to \$74	186	20	24	21	27	94	-	20	33	36	19	77	1
	9%	4%	4%	6%	11%	21%		4%	5%	10%	9%	22%	8%
		G	G	G	BCG	BCDEG				HI	h	HIJK	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
\$75 to \$99	65 3%	4 1%	15 3%	6 2%	7 3%	31 7%	-	5 1%	14 2%	10 3%	13 6%	23 7%	1 4%
			G		g	BcDG					h	HI	
More than \$100	158 7%	8 2%	32 6%	42 12%	28 12%	47 11%	-	1 *	46 7%	39 11%	34 16%	37 11%	-
		G	BG	BCG	BCG	BcG			HM	HM	HIM	HM	
Not sure	97 5%	24 5%	18 3%	9 3%	8 3%	36 8%	4 47%	21 4%	27 4%	12 3%	12 6%	21 6%	4 26%
						CDe							HIJKL

Comparison Groups: BCDEFG/HIJKLM
 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

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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Never	180	81	44	20	13	19	3	79	56	21	5	15	3
	9%	16%	8%	6%	5%	4%	39%	16%	9%	6%	2%	4%	22%
		CDEF	f					IJKL	KL				jKl
NET: At least rarely	1922	424	526	319	226	422	5	419	602	343	207	340	11
	91%	84%	92%	94%	95%	96%	61%	84%	91%	94%	98%	96%	78%
			B	B	B	Bc		H	Hm	HIM	HIM	HIM	
Rarely (1-2 bills)	1035	310	311	159	104	150	1	311	358	141	93	130	3
	49%	61%	55%	47%	44%	34%	14%	62%	54%	39%	44%	37%	19%
		DEF	EF	F				iJKLM	JkLm				
Sometimes (3-4 bills)	736	109	191	118	105	209	4	100	216	172	91	148	8
	35%	22%	33%	35%	44%	47%	47%	20%	33%	47%	43%	42%	59%
			B	B	Bc	BCD		H	HI	Hi	Hi	Hi	H
Often (more than 4 bills)	152	5	24	42	18	63	-	8	28	31	24	61	-
	7%	1%	4%	12%	7%	14%		2%	4%	8%	11%	17%	
			BG	BCG	BG	BCeG		m	hM	HiM	HIM	HIJM	

Comparison Groups: BCDEFG/HIJKLM
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

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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	1922	424	526	319	226	422	5	419	602	343	207	340	11
TOTAL ANSWERING	1922	424	526	319	226	422	5	419	602	343	207	340	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	1967	447	578	316	238	385	3	416	588	383	218	348	14
Called my electricity/electricity and gas utility company	351 18%	86 20% DG	88 17% dG	35 11% G	54 24% DG	88 21% DG	-	74 18%	87 14%	67 20%	53 26% hI	69 20%	1 10%
Checked my usage online	659 34%	138 33%	181 35%	128 40% F	86 38%	125 30%	1 12%	156 37%	207 34%	128 37%	66 32%	99 29%	2 18%
Something else:	262 14%	70 16%	64 12%	38 12%	29 13%	60 14%	1 11%	69 16%	68 11%	45 13%	25 12%	55 16%	1 5%
I did not take action	694 36%	156 37%	202 39% e	119 37%	66 29%	146 35%	4 77%	139 33%	235 39%	121 35%	75 36%	117 34%	7 66%
Can't recall	116 6%	19 5% G	31 6% G	21 7% G	15 6% G	29 7% G	-	23 6%	38 6%	23 7%	10 5%	21 6%	1 5%

Comparison Groups: BCDEFG/HIJKLM
 Independent Z-Test for Percentages
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 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Less than college	1465	349	380	240	167	321	7	349	471	242	154	240	9
	70%	69%	67%	71%	70%	73%	86%	70%	72%	66%	72%	68%	63%
NET: High school or less	841	203	214	140	93	187	4	193	273	141	85	142	6
	40%	40%	38%	41%	39%	42%	47%	39%	42%	39%	40%	40%	41%
Some high school or less	45	4	19	4	9	8	-	4	17	6	10	8	-
	2%	1%	3%	1%	4%	2%		1%	3%	2%	5%	2%	
		G	BDG	G	BDG	G		M	HM	M	HJM	hM	
High school graduate	796	199	195	135	84	178	4	189	256	135	75	134	6
	38%	39%	34%	40%	35%	40%	47%	38%	39%	37%	36%	38%	41%
						c							
Trade or technical school graduate	624	146	166	101	74	135	3	155	198	101	69	98	3
	30%	29%	29%	30%	31%	31%	39%	31%	30%	28%	32%	28%	22%
NET: College grad or more	637	156	189	99	72	120	1	150	187	122	58	115	5
	30%	31%	33%	29%	30%	27%	14%	30%	28%	34%	28%	32%	37%
Undergraduate college degree	404	99	122	63	47	72	1	97	125	72	38	69	2
	19%	20%	22%	19%	20%	16%	7%	19%	19%	20%	18%	20%	15%
Masters or doctorate degree	233	57	66	36	25	48	1	53	61	51	20	45	3
	11%	11%	12%	11%	11%	11%	7%	11%	9%	14%	10%	13%	22%

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Employed	1066	246	295	175	113	237	1	261	302	213	100	187	3
	51%	49%	52%	52%	47%	54%	14%	52%	46%	59%	47%	53%	21%
										Ikm			
Employed full-time	790	175	203	137	82	192	1	174	223	165	81	144	3
	38%	35%	36%	40%	34%	44%	14%	35%	34%	45%	38%	41%	19%
						bc				HI			
Employed part-time	276	71	92	38	30	45	-	87	79	49	18	43	0
	13%	14%	16%	11%	13%	10%		17%	12%	13%	9%	12%	2%
		G	fG	G	G	G		iK					
NET: Not employed/student	998	251	270	156	125	188	7	229	347	149	110	152	11
	47%	50%	47%	46%	52%	43%	86%	46%	53%	41%	52%	43%	79%
									JL		j		hjl
Unemployed or between jobs	207	72	53	21	22	40	-	61	80	21	16	29	-
	10%	14%	9%	6%	9%	9%		12%	12%	6%	8%	8%	
		CDeFG	G	G	G	G		JM	JLM	M	M	M	
Homemaker or caregiver (non-professional)	112	14	37	14	19	28	-	17	43	8	24	20	-
	5%	3%	7%	4%	8%	6%		3%	7%	2%	11%	6%	
		G	BG	G	BG	bG		M	hJM	M	HJM	M	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Student	96 5%	21 4% G	29 5% G	9 3% G	13 6% G	23 5% G	-	21 4% M	25 4% M	10 3% M	14 7% jM	26 7% iJM	-
Retired	583 28%	144 29%	151 27%	112 33% F	71 30%	97 22%	7 86% bcdeF	129 26%	199 30% L	110 30% 1	56 27%	77 22%	11 79% HIJKL
Prefer not to answer	38 2%	9 2% G	4 1%	8 2% G	1 1%	16 4% CeG	-	8 2% m	9 1% m	2 1%	3 1%	16 4% hIJkM	-

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Work at home at lest sometimes	633	135	141	105	83	167	1	130	167	101	85	148	1
	30%	27%	25%	31%	35%	38%	7%	26%	25%	28%	40%	42%	10%
					c	BC					HIJm	HIJm	
Work at home all the time	200	38	45	40	24	53	-	35	63	36	16	49	1
	10%	7%	8%	12%	10%	12%		7%	10%	10%	8%	14%	4%
		G	G	G	G	G						H	
Work at home most of the time	123	19	27	25	16	35	-	18	29	21	23	32	-
	6%	4%	5%	8%	7%	8%		4%	4%	6%	11%	9%	
		G	G	G	G	G		M	M	M	hiM	hiM	
Work at home sometimes	310	78	69	40	43	79	1	76	75	44	47	67	1
	15%	15%	12%	12%	18%	18%	7%	15%	11%	12%	22%	19%	6%
											IJ	i	
Do not work at home	1469	370	428	234	156	274	8	369	491	263	127	207	13
	70%	73%	75%	69%	65%	62%	93%	74%	75%	72%	60%	58%	90%
		F	eF					KL	KL	KL			kl

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
White (but not Hispanic)	1338	339	336	228	152	274	8	324	417	251	124	212	10
	64%	67%	59%	67%	64%	62%	100%	65%	63%	69%	59%	60%	73%
		c		c			BCDEF			k1			
NET: Non-white	719	157	216	105	84	158	-	168	226	106	79	137	3
	34%	31%	38%	31%	35%	36%		34%	34%	29%	37%	39%	24%
		G	bG	G	G	G						j	
African-American	44	15	13	3	6	8	-	13	10	9	4	6	2
	2%	3%	2%	1%	2%	2%		3%	2%	2%	2%	2%	14%
		G	G			g							
Asian or Pacific Islander	235	41	80	55	21	38	-	51	85	41	22	34	1
	11%	8%	14%	16%	9%	9%		10%	13%	11%	11%	10%	8%
		G	BfG	BeFG	G	G							
Hispanic or Latin American	364	79	95	40	54	96	-	78	115	40	47	85	-
	17%	16%	17%	12%	22%	22%		16%	17%	11%	22%	24%	
		G	G	G	bDG	bDG		M	JM	M	JM	HiJM	
Native American	19	2	11	1	-	5	-	2	6	5	-	6	-
	1%	*%	2%	*%		1%		*%	1%	1%		2%	
			BDEG			eg			KM	KM		KM	

Comparison Groups: BCDEFG/HIJKLM
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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Mixed race	40 2%	16 3% G	8 1% g	7 2% g	3 1%	7 2%	-	20 4% IjLM	7 1%	4 1%	6 3% m	4 1%	-
Something else, specify:	17 1%	4 1%	9 1% G	0 *%*	0 *%*	3 1%	-	4 1%	3 *%*	8 2%	0 *%*	3 1%	0 1%
Prefer not to answer	44 2%	10 2% g	17 3% G	6 2%	3 1%	9 2%	-	7 1%	14 2%	8 2%	9 4%	6 2%	1 4%

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
English	1952	470	519	317	229	410	8	462	609	344	197	326	14
	93%	93%	91%	93%	96%	93%	100%	93%	93%	94%	93%	92%	100%
					c		BCDEF						HIJKL
Spanish	331	62	92	43	36	98	-	70	91	38	40	91	-
	16%	12%	16%	13%	15%	22%		14%	14%	10%	19%	26%	
		G	G	G	G	BcDeG		M	M	M	JM	HIJM	
NET: Chinese	77	12	38	19	3	6	-	17	35	15	3	7	-
	4%	2%	7%	5%	1%	1%		3%	5%	4%	1%	2%	
		G	BEFG	bEFG				M	KLM	M			
Chinese - Mandarin	43	5	22	10	1	5	-	6	24	5	3	6	-
	2%	1%	4%	3%	1%	1%		1%	4%	1%	1%	2%	
			BEFG	G					hM				
Chinese - Cantonese	38	9	17	8	2	3	-	13	12	10	0	3	-
	2%	2%	3%	2%	1%	1%		3%	2%	3%	*%	1%	
		G	eFG	G				KM	kM	KM			
Japanese	23	5	1	11	1	5	-	5	12	1	1	4	-
	1%	1%	*%	3%	*%	1%		1%	2%	*%	*%	1%	
		g		BCEFG				m	JkM				

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Korean	14 1%	1 **	5 EG	5 bEG	-	2 **	-	1 **	6 KM	5 km	-	2 1%	-
Filipino	27 1%	7 1% G	7 1% g	1 **	4 1%	9 2% G	-	8 2% jM	9 1% M	0 **	1 1%	9 3% JM	-
Hmong	2 **	-	-	-	-	2 1%	-	-	-	-	-	2 1%	-
Vietnamese	13 1%	1 **	2 **	4 1%	1 1%	4 1%	-	2 **	1 **	5 2% m	1 1%	3 1%	-
Something else, specify:	35 2%	7 1%	10 2% g	12 4% fG	2 1%	4 1%	-	7 1%	15 2%	5 1%	1 **	7 2%	1 5%
Prefer not to answer	15 1%	10 2% DefG	3 1%	1 **	0 **	1 **	-	8 2% jM	4 1%	1 **	1 **	1 **	-

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Yes	548	141	138	93	50	127	-	154	178	82	50	83	0
	26%	28%	24%	27%	21%	29%		31%	27%	23%	24%	23%	2%
		G	G	G	G	G		JLM	m				
No	1453	332	410	239	174	291	7	316	447	274	153	249	14
	69%	66%	72%	71%	73%	66%	93%	63%	68%	75%	72%	70%	98%
										Hi			HIjKL
Prefer not to answer	100	33	21	7	15	23	1	29	32	8	9	22	-
	5%	7%	4%	2%	6%	5%	7%	6%	5%	2%	4%	6%	
		D						jM	M		m	jM	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	548	141	138	93	50	127	-	154	178	82	50	83	0
TOTAL ANSWERING	548	141	138	93	50	127	-	154	178	82	50	83	0
	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	485	127	135	76	51	96	-	123	143	86	47	84	2
Mobility	143	46	44	18	2	33	-	47	48	19	13	16	-
	26%	33%	31%	20%	3%	26%		30%	27%	23%	25%	20%	
		E	E	e		E		M	M	M	M	M	
Hearing	78	16	19	23	3	17	-	14	31	11	8	14	0
	14%	11%	13%	25%	7%	14%		9%	17%	13%	16%	17%	50%
				bE									
Vision	65	16	13	11	7	18	-	17	18	11	14	5	-
	12%	12%	10%	12%	13%	14%		11%	10%	13%	27%	6%	
								M	M	M	hiLM		
Cognitive (learning or mental)	27	2	12	4	2	7	-	5	10	5	1	6	-
	5%	1%	9%	4%	4%	6%		3%	6%	6%	3%	7%	
			b						m				
Psychological	59	9	23	12	2	14	-	15	26	5	1	12	-
	11%	6%	16%	13%	4%	11%		9%	15%	6%	3%	14%	
			Be					M	jkM			M	
Chronic disease	186	40	54	39	23	29	-	43	85	26	8	24	-
	34%	29%	39%	42%	47%	23%		28%	48%	32%	15%	29%	
			f	f	F			M	HjKLM	M	m	M	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Other (specify):	51 9%	16 11%	8 5%	6 6%	11 22% Cdf	10 8%	-	18 11%	9 5%	6 7%	9 17%	10 12%	0 50%
Not sure / Prefer not to answer	115 21%	31 22%	27 19%	19 21%	10 19%	28 22%	-	43 28% iM	26 15% M	19 23% M	9 17% M	19 23% M	-

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Single family	1448	216	387	264	207	370	4	213	442	296	189	298	9
	69%	43%	68%	78%	86%	84%	54%	43%	67%	81%	89%	84%	63%
			B	BC	BCD	BC			H	HI	HIj	HI	
Single family, detached (e.g., freestanding house)	1298	177	340	244	193	343	1	193	381	268	181	273	3
	62%	35%	60%	72%	81%	78%	7%	39%	58%	74%	85%	77%	22%
			Bg	BCG	BCdG	BCG			Hm	HIM	HIJlM	HIM	
Single family attached such as town house or row house	150	39	47	19	14	28	4	20	62	28	8	26	6
	7%	8%	8%	6%	6%	6%	47%	4%	9%	8%	4%	7%	41%
									HK				HIJKL
NET: Apartment or condo	526	253	153	49	29	39	3	244	174	54	12	36	5
	25%	50%	27%	15%	12%	9%	39%	49%	26%	15%	6%	10%	33%
		CDEF	DEF					IJKL	JKL	K			
Apartment or condo in multi-unit structure of 2-4 units	225	81	78	23	16	25	3	74	96	29	4	19	4
	11%	16%	14%	7%	7%	6%	39%	15%	15%	8%	2%	5%	25%
		DEF	DEF					JKL	JKL	K			
Apartment or condo in multi-unit structure of 5 or more units	301	171	76	27	13	14	-	170	78	25	8	18	1
	14%	34%	13%	8%	5%	3%		34%	12%	7%	4%	5%	8%
		CDEFG	dEFG	FG	G	G		IJKLm	jKL				

Comparison Groups: BCDEFG/HIJKLM
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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Mobile home	104 5%	32 6% E	25 4% E	23 7% E	1 1%	21 5% E	1 7%	37 7% JKL	35 5% k	13 4%	4 2%	15 4%	1 4%
Not sure or prefer not to answer	24 1%	5 1%	4 1%	3 1%	3 1%	11 2% G	-	4 1%	7 1%	1 *%	7 3% hJM	5 2%	- m

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Own	1335	246	339	243	174	329	5	232	435	249	152	260	8
	64%	49%	59%	72%	73%	74%	61%	47%	66%	68%	72%	73%	53%
			B	BC	BC	BC			H	H	H	H	
Rent	767	260	231	96	65	113	3	266	223	116	60	95	7
	36%	51%	41%	28%	27%	26%	39%	53%	34%	32%	28%	27%	47%
		CDEF	DEF					IJKL					

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
Before 1950	195	63	54	32	18	29	-	56	57	31	13	38	-
	9%	13%	10%	9%	7%	7%		11%	9%	8%	6%	11%	
		FG	G	G	G	G		M	M	M	M	M	
1950s	261	64	69	41	41	45	1	49	88	58	20	46	-
	12%	13%	12%	12%	17%	10%	7%	10%	13%	16%	10%	13%	
					f			M	M	hM	M	M	
1960s	269	76	77	42	24	50	-	73	78	40	33	46	-
	13%	15%	13%	13%	10%	11%		15%	12%	11%	16%	13%	
		G	G	G	G	G		M	M	M	M	M	
1970s	418	99	129	69	33	81	7	98	133	73	33	70	12
	20%	19%	23%	20%	14%	18%		20%	20%	20%	15%	20%	82%
			e										HIJKL
1980s	375	94	96	57	47	82	-	95	131	60	35	52	1
	18%	19%	17%	17%	20%	19%		19%	20%	16%	17%	15%	9%
		G	G	G	G	G							
1990s	268	49	77	41	32	70	-	54	98	48	31	37	-
	13%	10%	13%	12%	13%	16%		11%	15%	13%	15%	10%	
		G	G	G	G	BG		M	M	M	M	M	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
2000s	314 15%	61 12% G	69 12% G	57 17% G	43 18% G	85 19% bCG	-	73 15%	71 11%	55 15%	47 22% I	66 19% I	1 9%
Statistics Base	2102	506	569	339	239	441	8	498	658	364	213	355	14
Mean	1974.2	1969.8	1973.8 B	1974.7 B	1975.7 B	1978.4 BCD	1973.3	1972.3	1974.3	1974.2	1978.5 HIJL	1973.9	1976.8
Standard Deviation	23.0	26.0	21.5	22.9	23.3	20.4	6.1	25.9	21.2	22.2	22.0	23.6	9.5
Median	1977.0	1973.0	1975.0	1977.0	1980.0	1980.0	1977.0	1976.0	1977.0	1976.0	1980.0	1975.0	1975.0

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
CARE or FERA (discount for low-income customers)	484	200	124	58	32	66	3	192	173	46	35	33	5
	23%	40%	22%	17%	14%	15%	39%	38%	26%	13%	16%	9%	38%
		CDEF	EF					IJKL	JKL		1		1
Electric Vehicle rate plan	8	0	5	-	-	3	-	-	5	0	-	3	-
	*%	*%	1%			1%			1%	*%		1%	
			DEG						hkm				
Time Of Use rate plan	55	7	14	6	12	17	-	5	24	6	6	14	-
	3%	1%	2%	2%	5%	4%		1%	4%	2%	3%	4%	
		G	G		bG	G			HM			M	
Solar or Net Energy Metering (NEM) rate plan	45	12	4	14	3	12	-	10	6	5	9	16	-
	2%	2%	1%	4%	1%	3%		2%	1%	1%	4%	4%	
		G		CG		G		m			M	IjM	
SmartRate Plan	40	6	10	7	2	14	-	8	6	6	4	15	-
	2%	1%	2%	2%	1%	3%		2%	1%	2%	2%	4%	
		g	G	g		G		M		m		IM	
Balanced Payment Plan	129	10	27	31	13	48	-	11	38	25	15	39	0
	6%	2%	5%	9%	5%	11%		2%	6%	7%	7%	11%	3%
		G	bG	BcG	G	BCeG			H	H	h	HI	

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Automatic Payment Service	241 11%	64 13%	58 10%	48 14%	24 10%	43 10%	4 47%	61 12%	64 10%	50 14%	31 14%	31 9%	4 31%
None of these	842 40%	162 32%	232 41% B	130 38%	115 48% B	201 46% B	1 14%	164 33%	248 38%	182 50% HI	87 41%	158 45% H	3 23%
Not sure	392 19%	80 16% G	120 21% G	67 20% G	48 20% G	77 17% G	-	83 17%	133 20%	59 16%	39 18%	78 22%	1 8%

Comparison Groups: BCDEFG/HIJKLM
 Independent Z-Test for Percentages
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 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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	0	-	-	-	-	0	-	-	-	-	-	0	-
UNWEIGHTED TOTAL	2131	528	617	335	249	398	4	493	635	400	228	360	15
Electric Vehicle rate plan	38	5	9	9	6	8	-	9	8	7	9	6	-
	2%	1%	2%	3%	3%	2%		2%	1%	2%	4%	2%	
			G	G	g	g		M	m	M	HIjM		
Solar or Net Energy Metering (NEM) rate plan	43	4	8	6	4	21	-	4	13	6	6	14	-
	2%	1%	1%	2%	2%	5%		1%	2%	2%	3%	4%	
			G			BCG			M		M	hM	
Not sure	580	130	144	75	87	144	1	127	159	99	76	117	1
	28%	26%	25%	22%	36%	33%	7%	25%	24%	27%	36%	33%	10%
					BCD	cD					hI	i	
No, I do not	1449	368	408	252	141	272	7	361	478	255	125	218	13
	69%	73%	72%	74%	59%	62%	93%	72%	73%	70%	59%	62%	90%
		EF	EF	EF				KL	KL	k			k1

Comparison Groups: BCDEFG/HIJKLM
 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<<<

	Summer Bill Amount							Winter Bill Amount					
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	1847	446	498	292	203	399	8	454	581	306	178	313	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NO ANSWER	255	59	71	47	36	42	-	44	76	58	35	42	1
UNWEIGHTED TOTAL	1432	355	412	218	161	282	4	353	434	252	139	243	11
Yes, I will provide my account number	228	63	59	40	33	33	-	62	67	39	29	30	0
	12%	14%	12%	14%	16%	8%		14%	12%	13%	16%	10%	3%
		fg	G	G	fg	G							
No, I prefer not to	1619	384	439	252	170	367	8	392	514	267	149	283	13
	88%	86%	88%	86%	84%	92%	100%	86%	88%	87%	84%	90%	97%
						be	BCDEF						

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

California Residential Rate OIR Study

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

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
TOTAL	2102	506	569	339	239	441	8	498	658	364	213	355	14
TOTAL ANSWERING	2102	506	569	339	239	441	8	498	658	364	213	355	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UNWEIGHTED TOTAL	2132	528	617	335	249	399	4	493	635	400	228	361	15
NET: Enjoyed it	974	222	296	139	125	191	1	225	321	146	105	172	5
	46%	44%	52%	41%	52%	43%	7%	45%	49%	40%	49%	48%	37%
			bDfg		dg				j				
I enjoyed it a lot	447	103	127	62	58	97	-	105	133	75	52	83	1
	21%	20%	22%	18%	24%	22%		21%	20%	21%	24%	23%	4%
		G	G	G	G	G		m			m	m	
I enjoyed it a little	527	120	169	77	67	94	1	121	188	72	53	89	5
	25%	24%	30%	23%	28%	21%	7%	24%	29%	20%	25%	25%	32%
			F						J				
I felt neutral about it	908	220	227	150	96	211	4	220	275	181	88	138	5
	43%	44%	40%	44%	40%	48%	47%	44%	42%	50%	42%	39%	36%
						c				iL			
NET: Didn't enjoy it	220	63	46	50	17	39	4	53	62	36	20	46	4
	10%	12%	8%	15%	7%	9%	47%	11%	9%	10%	9%	13%	27%
				Ce									
I didn't enjoy it	172	43	38	47	15	26	4	38	54	28	14	34	4
	8%	8%	7%	14%	6%	6%	47%	8%	8%	8%	7%	10%	27%
				CEF									

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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<<<

	Summer Bill Amount						Winter Bill Amount						
	TOTAL	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure	\$0 - \$49	\$50 - \$99	\$100 - \$149	\$150 - \$199	\$200+	Unsure
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
I didn't enjoy it at all	48	20	9	3	3	13	-	14	8	9	6	11	-
	2%	4%	2%	1%	1%	3%		3%	1%	2%	3%	3%	
		cdeG	g			G		M	m	M		M	

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 Independent Z-Test for Percentages
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