



CUSTOMER SATISFACTION TRACKING NEW HAMPSHIRE ELECTRIC



October 2015





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OBJECTIVES & METHODOLOGY

Objectives:

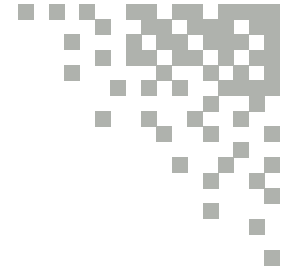
- Analyze current customer satisfaction levels with Liberty Utilities among New Hampshire (NH) Electric Customers.
- Compare current customer satisfaction levels with previous years to determine whether satisfaction significantly increased or not over time.
- Identify areas for improvement in order to increase satisfaction in the future.

Methodology:

Number of Completed Interviews:	n=1,500
Phone vs. Online Completion Ratio:	75% / 25%
Fieldwork Dates:	8/10/15 – 9/4/15
Statistical Significance Level:	95%

Sampling:

- Customers were randomly selected from a sample provided by Liberty Utilities for participation in the survey. The survey sample was representative of Liberty Utilities' New Hampshire Electric customers.
- As is the case in all survey samples, there is an element of sampling error that is known and measurable when making projections to the population of all Liberty Utilities' NH Electric Customers. Sampling error varies inversely with the size of the sample. With a sample size of n=1,500 and a 95% level of confidence, the range of error for proportions observed in this survey is +/- 2.53 percentage points.

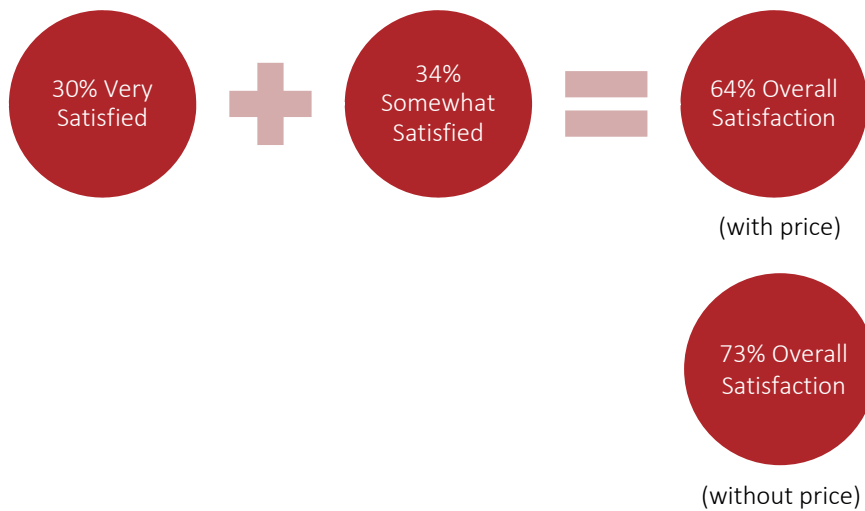


KEY FINDINGS & RECOMMENDATIONS



OVERALL SATISFACTION

Overall satisfaction, both with price and without price, remained stable year over year. Satisfaction without price continued to trend higher than satisfaction with price.



- Excluding price, the percentage who were very satisfied increased by 12 points, to 42%.
- Price had the biggest effect on satisfaction among customers earning \$50,000 or more.
- Whether price was included or excluded, satisfaction with Liberty increased with age.

The most common reason customers were satisfied was that they have never had a problem or complaint with Liberty.

- Many satisfied customers still had complaints, particularly about cost and billing.

Why Satisfied (Unaided)

- 25%* Never had a problem
- 24% Cost too high
- 17%^ Reliable

Price was the overwhelming reason for dissatisfaction, with confusing billing a strong second.

- The percentage of customers mentioning confusing billing and poor customer service both increased in 2015.

Why Dissatisfied (Unaided)

- 64% Cost is too high
- 26%^ Billing is confusing
- 13%^ Bad customer service

[^] Significantly higher than 2014 scores

^{*} Significantly lower than 2014 scores



KEY INDICATORS & COMPANY EVALUATION

When rating the company on key indicators, customers were most satisfied with Liberty on providing reliable and safe services.

- Liberty's ratings increased compared to 2014 for encouraging conservation and communications.

Liberty's highest company evaluations were for protecting safety and quality of services.

- Satisfaction increased for protecting safety, being a well run company and having a vision for the future, while satisfaction declined for providing good value for the price.

Key Indicators		Company Evaluation	
83%	Provide reliable services	67%^	Protecting safety
81%	Provide safe services	65%	Quality of services
66%	Accuracy of bill/statement	58%	Environmentally responsible
65%	Payment options	52%^	A well run company
60%	Customer service	51%	Responsible corporate citizen
58%^	Encouraging conservation	49%	Commitment to community
55%^	Communications	47%	Open about operations
47%	Community presence	47%^	Vision for the future
42%	Company website	38%*	Good value for price
29%	Price		

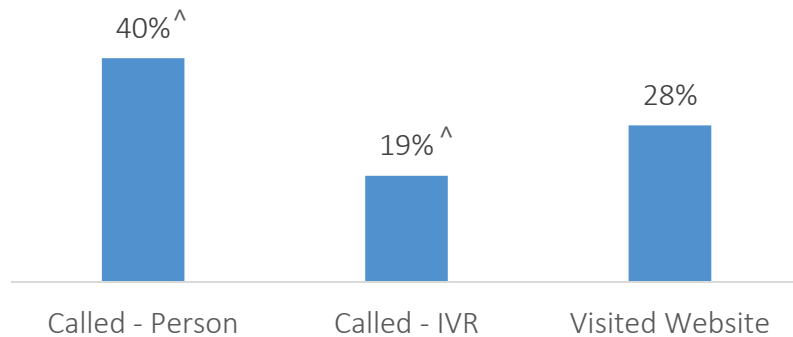


CUSTOMER SERVICE

Customers most commonly contacted customer service via phone.

- Twice as many customers called and spoke with a person (40%) than used IVR (19%). Both increased compared with last year, while website usage was unchanged.

Contacted Customer Service By...



Top Reasons for Using

Customer service	Outage info	Pay bill
Billing info	Customer service	Billing into

Overall satisfaction with customer service declined over the past year.



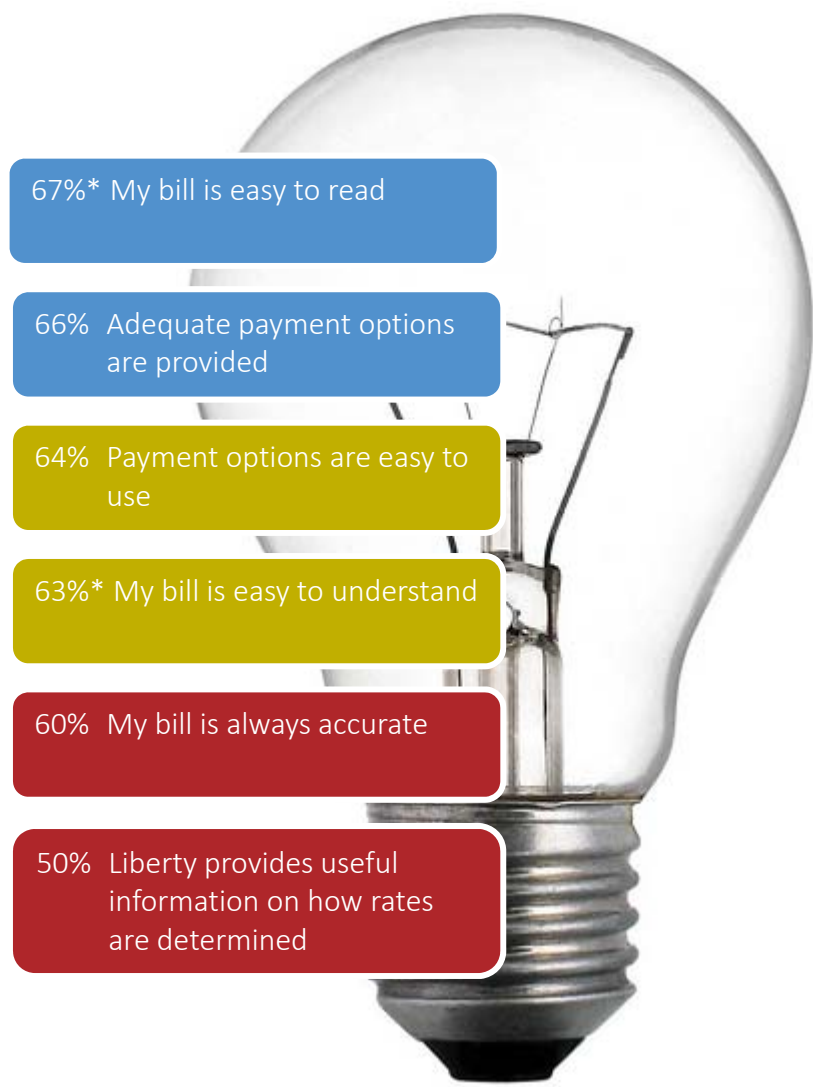
- The percentage who rated their contact with customer service as excellent dropped by 13 points in the past year (40% to 27%), after a 17 point decline between 2012 and 2014 (57% to 40%).
- The percentage rating their contact as fair or poor doubled between 2012 and 2015 (12% to 24%).
- The overall decline was likely due to increased dissatisfaction in handling requests quickly, convenient hours, and issue resolution.



CUSTOMER BILLING

In terms of billing, satisfaction with Liberty Utilities was highest for bills being easy to read and having adequate payment options.

- Satisfaction was lowest for Liberty providing useful information about how rates are determined.
- After significant drops in satisfaction for all metrics in 2014, only two were lower in 2015 compared with 2014 – bills being easy to read and easy to understand.
- Aside from adequate payment options, where satisfaction was similar among all income groups, satisfaction was significantly higher among customers in households earning less than \$50,000 than among more affluent customers.



[^] Significantly higher than 2014 scores

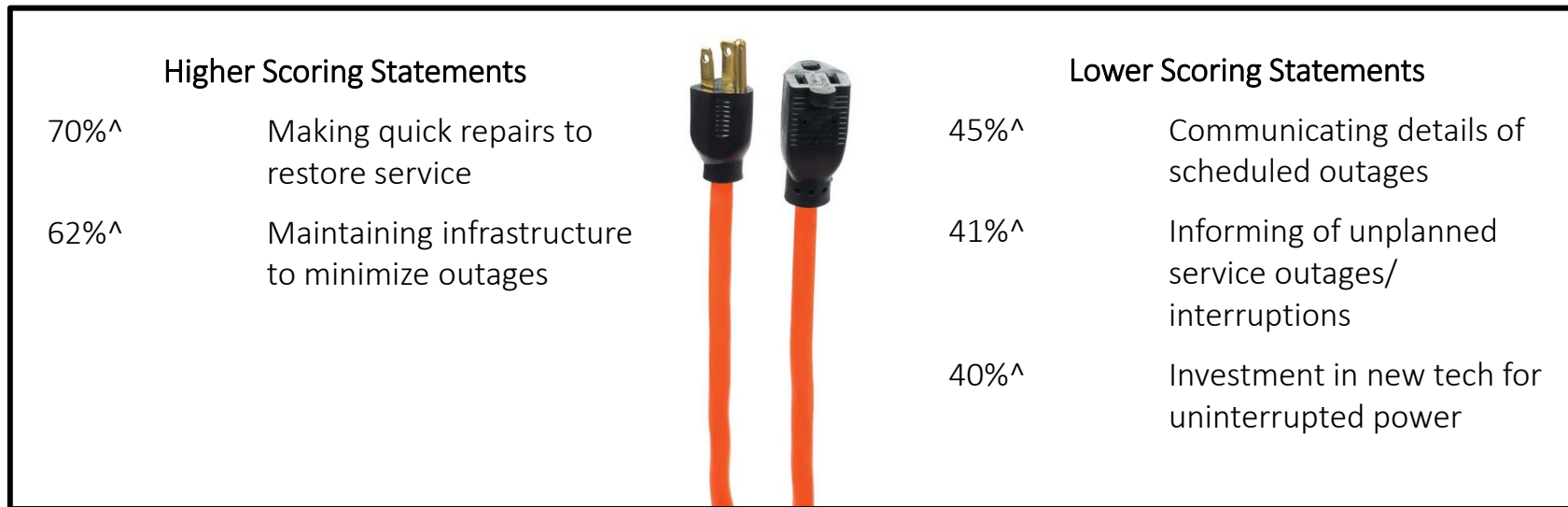
^{*} Significantly lower than 2014 scores



SERVICE OUTAGES

Satisfaction with Liberty was highest for making quick repairs to restore service and maintaining infrastructure to avoid outages.

- Satisfaction with all outage-related metrics increased in 2015 despite the fact that the percentage of customers who experienced an outage increased (from 49% to 58%).



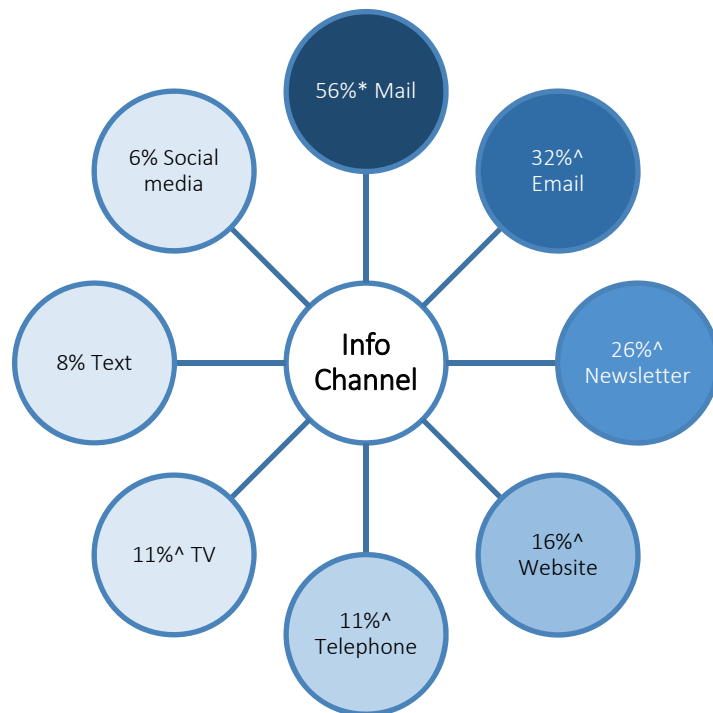
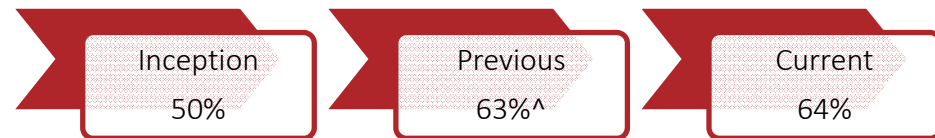


COMMUNICATION

Nearly two-thirds of Liberty customers always or sometimes read their billing inserts.

- Insert readership increased with a customer's age.

Read Inserts Always/Sometimes:



Most customers preferred to receive information from Liberty via mail, followed by email and newsletters.

- The percentage who preferred mail declined in 2015, while the percentages who chose most of the other options, including email, increased.
- Just over half of customers younger than 45 (51%) preferred to receive information via e-mail.
- In terms of information desired, customers most preferred to receive information about rates, followed by energy cost saving tips.



RECOMMENDATIONS

Overall Company:



After declining for the past few years, overall satisfaction with Liberty was relatively stable in 2015 (although at a considerably lower level than in previous years). Satisfaction continued to fall, however, among customers younger than 45 and they are the group which is key to improving the topline numbers.



Cost continues to be the greatest obstacle to satisfaction with Liberty. The fact that cost has a bigger effect on satisfaction among more affluent customers indicates that the issue is not one solely of the amount of the electricity bill, but also the perceived value associated with the amount. Liberty needs to continue an aggressive campaign to educate customers about how rates and charges are determined.



Continue to focus on improving the website and using digital tools for communication. While customers overall still prefer to receive information from Liberty via regular mail, customers under 45 prefer to receive it via email and it is very likely that the trend towards preference for digital communication will continue and current investments will provide payoffs in the long term.



RECOMMENDATIONS

Customer Service:



Although overall satisfaction with customer services was statistically unchanged compared with last year, the long-term trend is troubling. Satisfaction has declined by 23 points since 2012 and unlike in 2012, more customers who were satisfied in 2015 were more likely to give the company 'good' rather than 'excellent' ratings. Liberty needs to place particular focus on the areas where satisfaction has dropped most (handling requests quickly and issue resolution) and investigate what can be done to improve service in these areas.



Satisfaction with 'live' customer care, as well as the company's high ratings for restoring power quickly after outages confirms that Liberty's employees are its greatest ambassadors to customers. They are literally the human face of the company and should be leveraged as much as possible.

Customer Billing:



After significant declines last year for most issues related to customer billing, satisfaction generally stabilized this year at the lower levels. However, Liberty Utilities would benefit from an effort to communicate rate information consistently, clearly and in a way that the average customer can understand.



RECOMMENDATIONS

Service Outages:



Although the percentage who reported experiencing an outage in the past 12 months increased this year, satisfaction increased on the measures related to how Liberty deals with outages. However, while the company receives high marks for making repairs quickly and maintaining the current infrastructure, satisfaction is much lower for investing in new infrastructure and giving customers notice of scheduled outages. Providing customers with more information about Liberty investments in new technology to prevent outages may help to improve these numbers.

Communication:



In customer communications, place particular emphasis on rate information, including how rates are determined, and ways customers can save money. In the open-ended comments, many customers were surprised by fluctuations in their monthly bills and what caused them. Helping customers understand how rates are determined may help take some of sting out of cost complaints. In terms of energy efficiency, while awareness of Liberty programs continues to increase, nearly half of customers are still unaware of these programs.



Increasingly focus on email and the website as customer communication tools. Younger customers are Liberty's least satisfied group and they prefer to receive information from the company via email. Satisfaction with the Liberty website is one of the areas where customers younger than 45 rate Liberty on par with older customers.



DETAILED FINDINGS



OVERALL SATISFACTION & EVALUATION

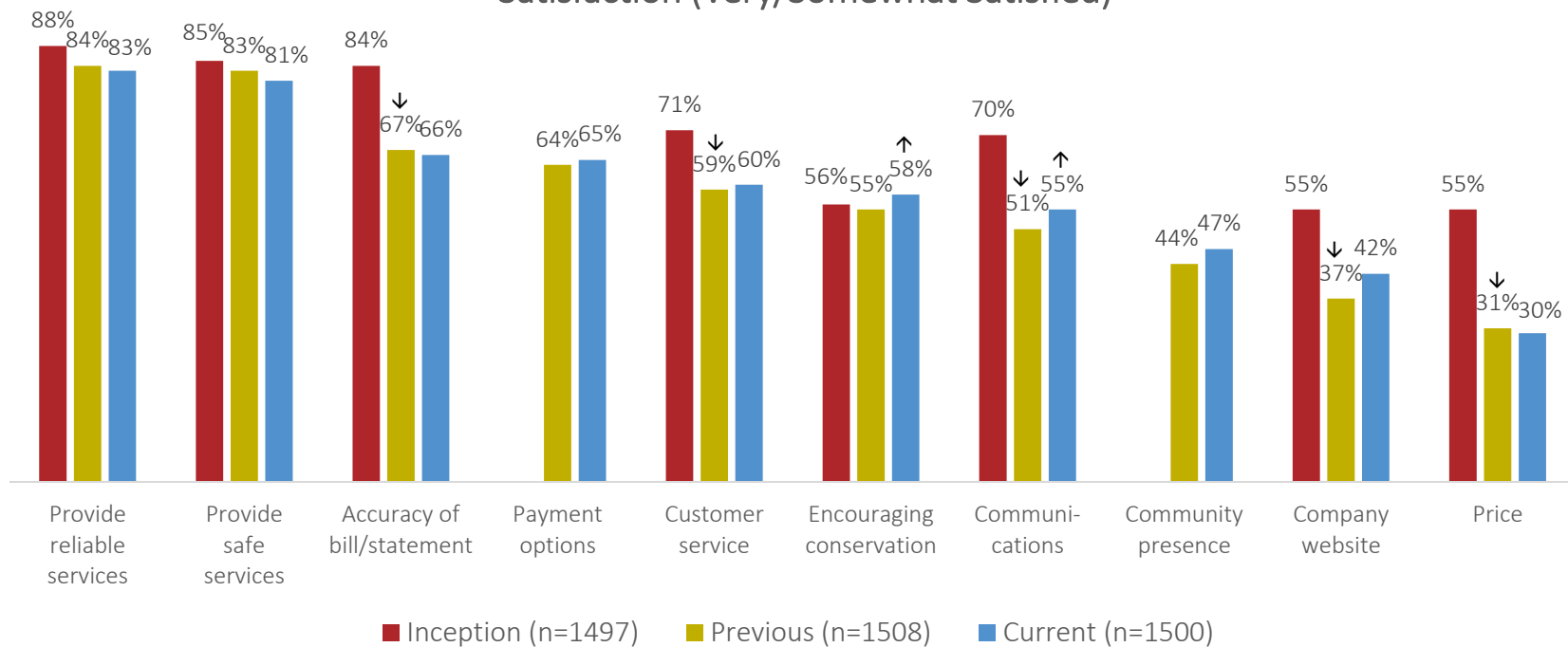


KEY INDICATORS

Satisfaction scores generally held steady or inched up in 2015 after some significant declines last year. Areas where satisfaction increased this year included encouraging conservation and communications .

Aside from providing safe electrical services, where all groups gave Liberty high ratings, satisfaction was consistently lower among 18-44 year olds and among customers living in households earning \$50,000 or more annually.

Satisfaction (Very/Somewhat Satisfied)



↑/↓
Note
Q2

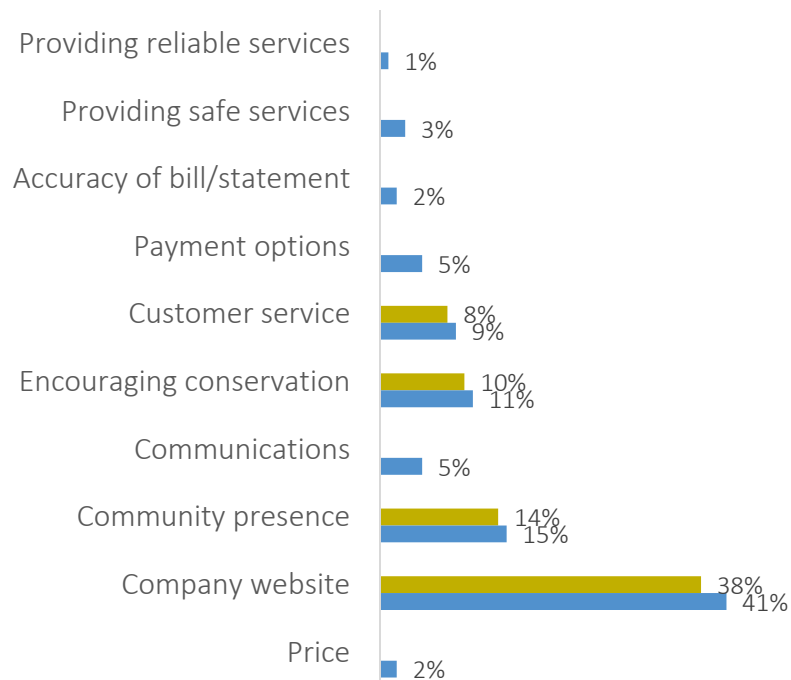
Indicates score is significantly higher/lower than the previous year
Where applicable, all scores shown with N/A excluded from the base
Please rate Liberty Utilities in the following areas by using a 5-point scale with 5 being "Very Satisfied" and 1 being "Very Dissatisfied".



REASONS FOR SELECTING N/A

The percentage of customers choosing Not Applicable for various company evaluation metrics were little changed compared with last year. Customers usually selected Not Applicable because they had not used the service or feature being asked about.

Selected Not Applicable



■ Inception (n=N/A) ■ Previous (n=1508) ■ Current (n=1500)

↑/↓

Note

Indicates score is significantly higher/lower than the previous year

This question was not asked in the Inception year, and was only asked for Customer service, Encouraging conservation, Community presence, and Company website in the Previous year

Q2b

Why did you say that the following aspects of Liberty Utilities' services are not applicable to you? Please be as specific as possible.

Reasons Why

(5%+ Mentions)

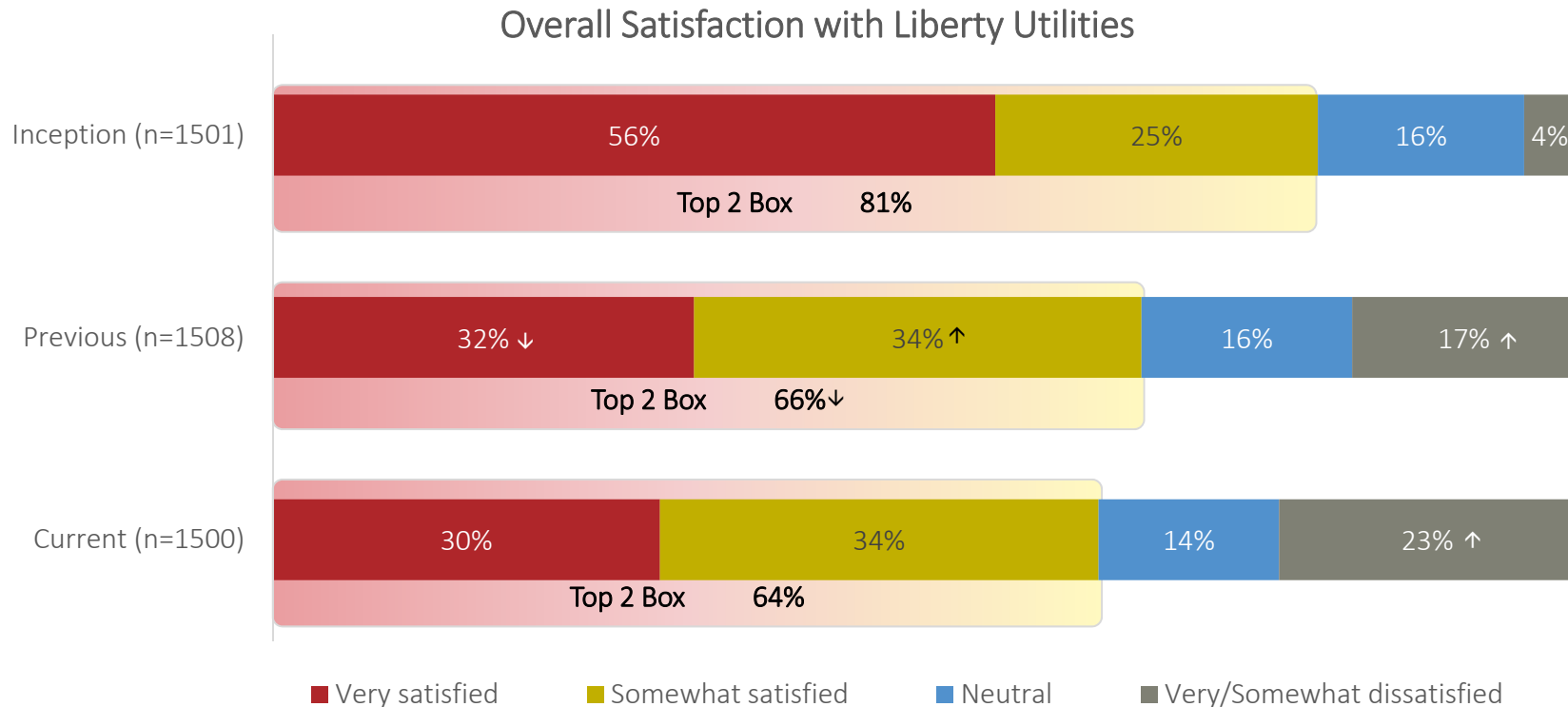
	Previous	Current
Base (Respondents who selected N/A for 1+ statements)	n=699	n=745
Have not used this	59%	59%
Have heard nothing about this	3%	18% ↑
Do not own a computer	11%	7% ↓
Have not contacted them/No need to contact	4%	7%
Don't see them in the community	3%	6% ↑



OVERALL SATISFACTION

While the percentage of customers very or somewhat satisfied with Liberty Utilities overall remained in line with the previous year, there was a significant increase in those reporting dissatisfaction.

Satisfaction was steady among customers 45 and older, and dropped by 11 points among younger customers over the past year; since 2012, satisfaction among 18-44 year olds has declined by 33 points.

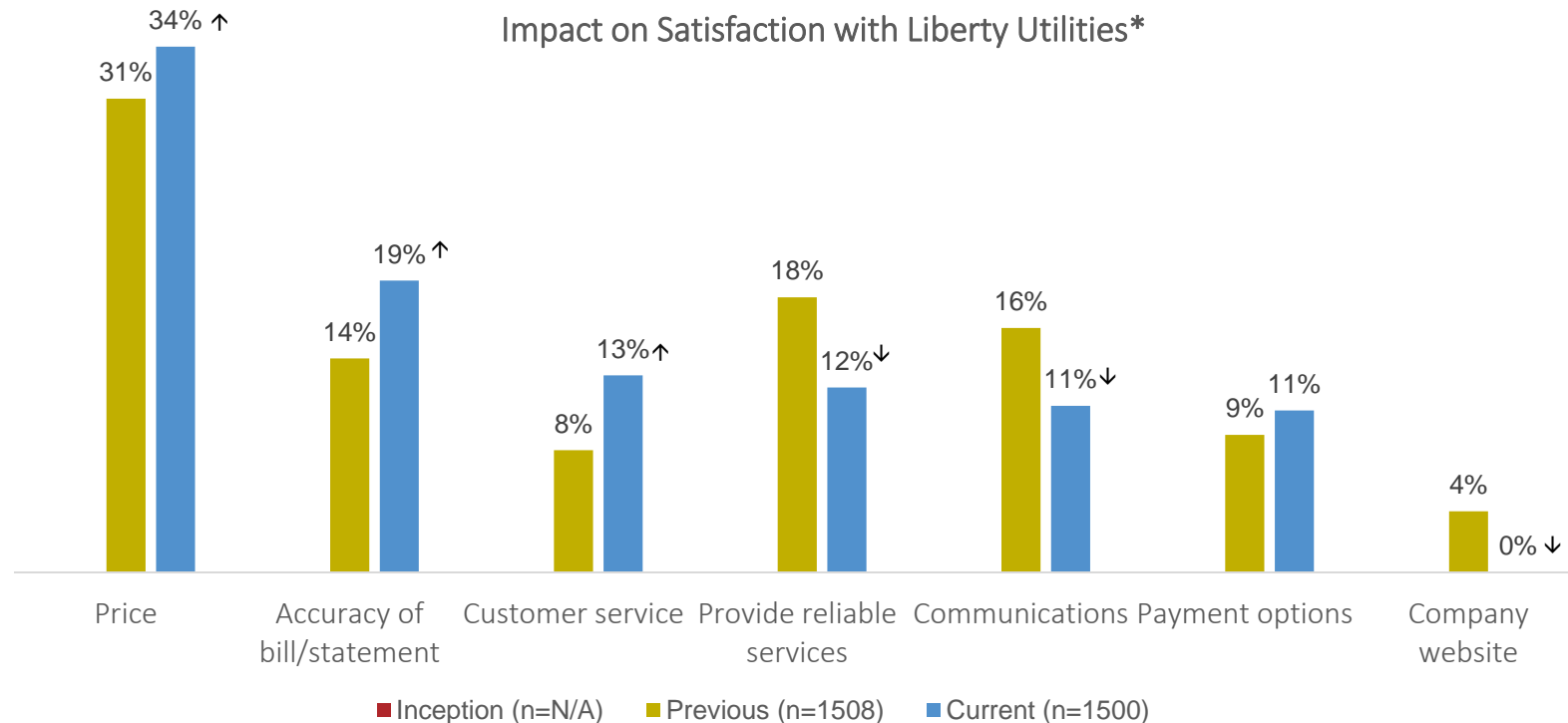




DRIVERS OF SATISFACTION

A regression analysis was conducted to help quantify the impact of the Key Indicators on overall satisfaction with Liberty Utilities. The results for the attributes which had a significant impact on satisfaction are shown below.

Price remained the largest contributor to overall satisfaction with Liberty. Compared with 2014, the importance of price, bill accuracy and customer service has increased.



*Based on standardized regression coefficients

Q2. Please rate Liberty Utilities in the following areas by using a 5-point scale with 5 being "Very Satisfied" and 1 being "Very Dissatisfied".

Q3. Overall, how satisfied are you with Liberty Utilities?



REASONS FOR SATISFACTION/DISSATISFACTION

Never having a complaint remained the top reason why customers said they were satisfied (25%). However, many customers who were satisfied also had complaints, principally about costs (24%).

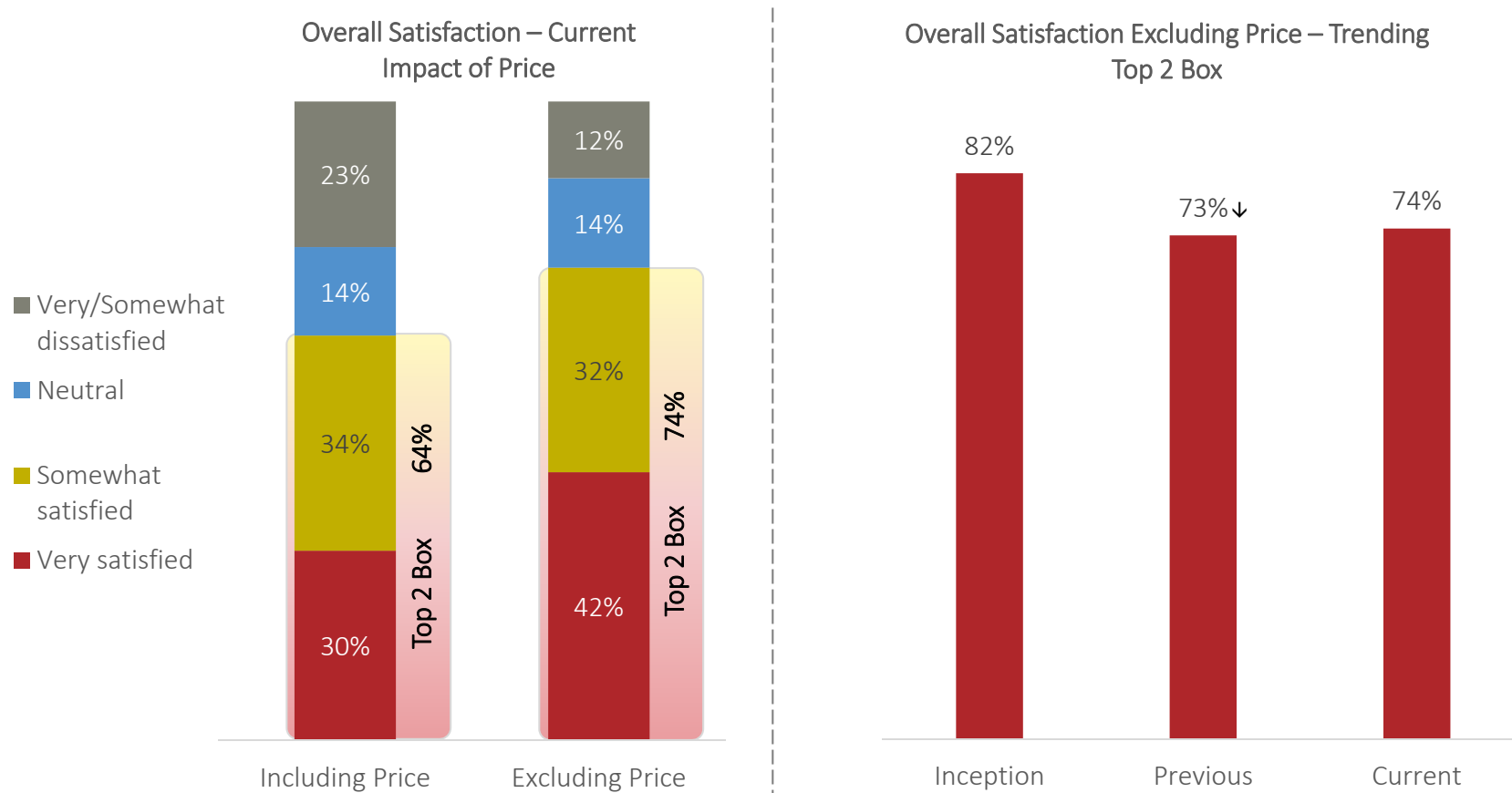
High cost and rate increases (64%) were by far the main reasons customers were dissatisfied, although billing problems (26%) were a common complaint as well.

	Inception	Previous	Current	Difference from Previous
Why Satisfied	n=1211	n=999	n=951	
Never had a problem/complaint	47%	31%	25%	-6% ↓
Cost is too high/rate increases	4%	21%	24%	+3%
Reliable/Receive services paid for/No service interruptions	12%	10%	17%	+7% ↑
Prompt, considerate repair service	3%	7%	6%	-1%
Billing is confusing/problematic	1%	2%	6%	+4% ↑
Good/friendly/courteous customer service	4%	2%	6%	+4% ↑
Why Dissatisfied	n=51	n=265	n=341	
Cost is too high/rate increases	35%	66%	64%	-2%
Billing is confusing/problematic	12%	17%	26%	+9% ↑
Poor/unfriendly/uncaring customer service	20%	8%	13%	+5% ↑
Website not user-friendly/informative	0%	8%	5%	-3%



OVERALL SATISFACTION EXCLUDING PRICE

Satisfaction was higher when customers were asked to consider Liberty services excluding price. The percentage who were very satisfied increased from 30% to 42%, confirming that price played a role in overall satisfaction levels.



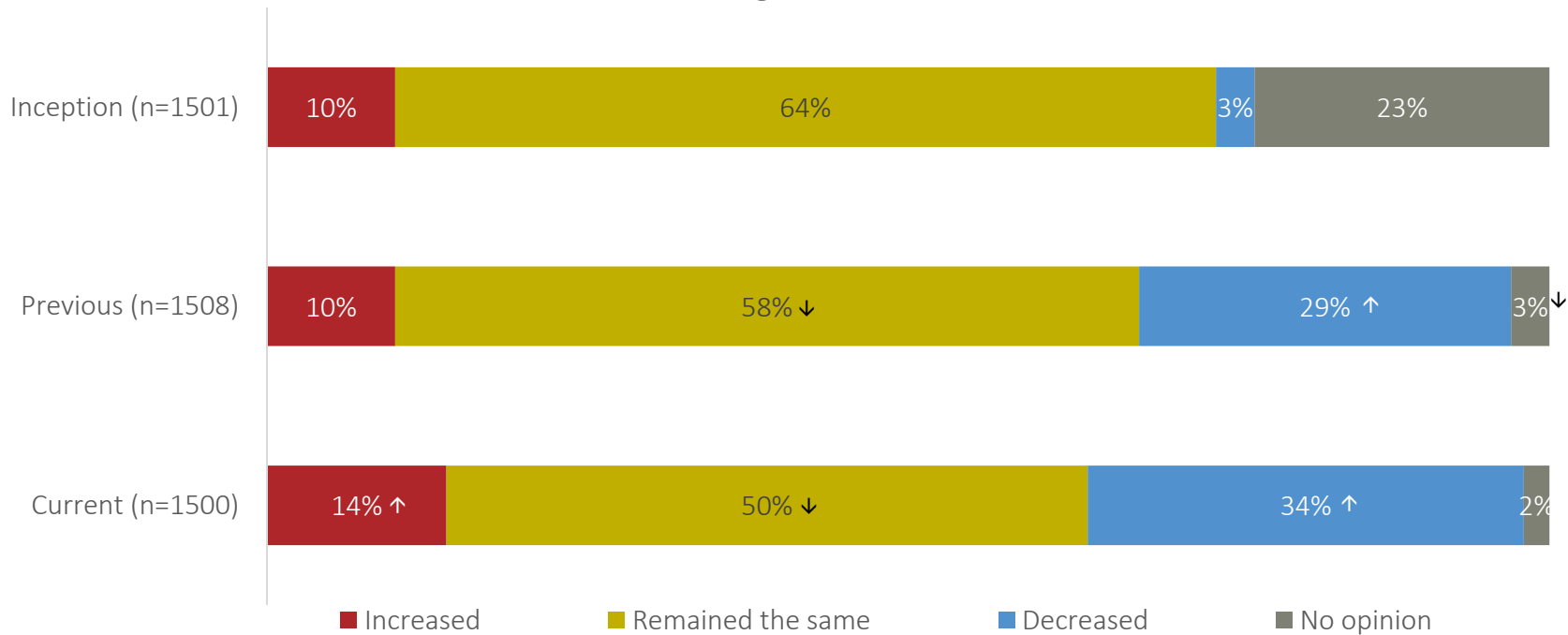
↑/↓ Indicates score is significantly higher/lower than the previous year
 Q3 Overall, how satisfied are you with Liberty Utilities?
 QEASTO1 Using a scale where 5 is "very satisfied" and 1 is "very dissatisfied", how satisfied are you with the services, excluding price, that you are receiving from Liberty Utilities?



OVERALL CHANGE IN SATISFACTION

Half of New Hampshire Electric customers said their overall satisfaction with Liberty Utilities remained the same over the past year, while 14% reported an increase and 34% reported a decrease. The percentage reporting no change in their satisfaction declined this year, while the percentages who reported their satisfaction levels increased or decreased both rose.

Overall Change in Satisfaction



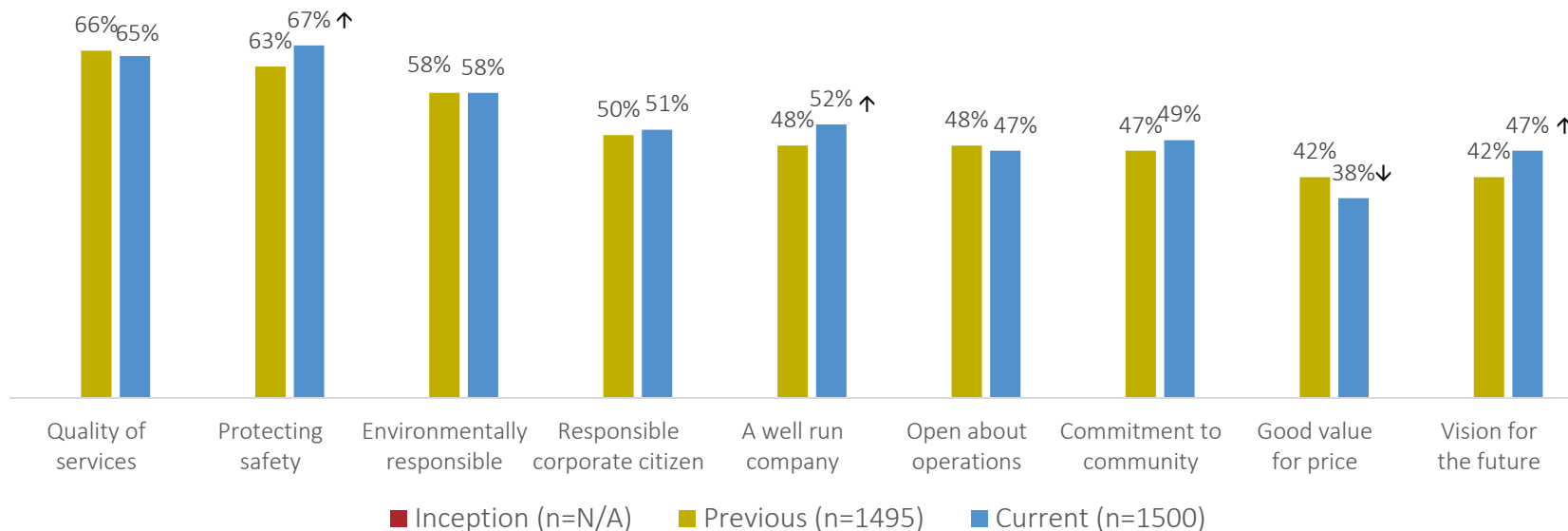


COMPANY EVALUATION

Satisfaction with Liberty as a company was highest for protecting safety and the quality of services provided, while it was lowest for good value for the price. Compared with last year, satisfaction increased for protecting safety, being a well run company and having a vision for the future. Satisfaction decreased in 2015 for good value for the price.

Satisfaction with Liberty generally increased with age and declined as customer income increased.

Company Evaluation (Excellent/Good)



↑/↓
Note
Q5

Indicates score is significantly higher/lower than the previous year
Where applicable, all scores shown with N/A excluded from the base
Based on a scale from 1 to 5 where 1 is "Poor" and 5 is "Excellent", please rate how good a job Liberty Utilities does on each of the following items:



REASONS FOR SELECTING N/A

Customers were most likely to select Not Applicable for metrics related to how the company is managed; few selected Not applicable for price and service quality.

Not Applicable was usually selected because customers were not sure what was meant by the question, even though more descriptive explanations were provided this year.

Selected Not Applicable



Reasons Why (5%+ Mentions)

	Previous	Current
Base (Respondents who selected N/A for 1+ statements)	n=587	n=659
Don't know/not sure what is meant by this	60%	65%
Have no experience in this area	20%	18%
Nothing/no comment	12%	8%

■ Inception (n=N/A) ■ Previous (n=1508) ■ Current (n=1500)



CUSTOMER SERVICE

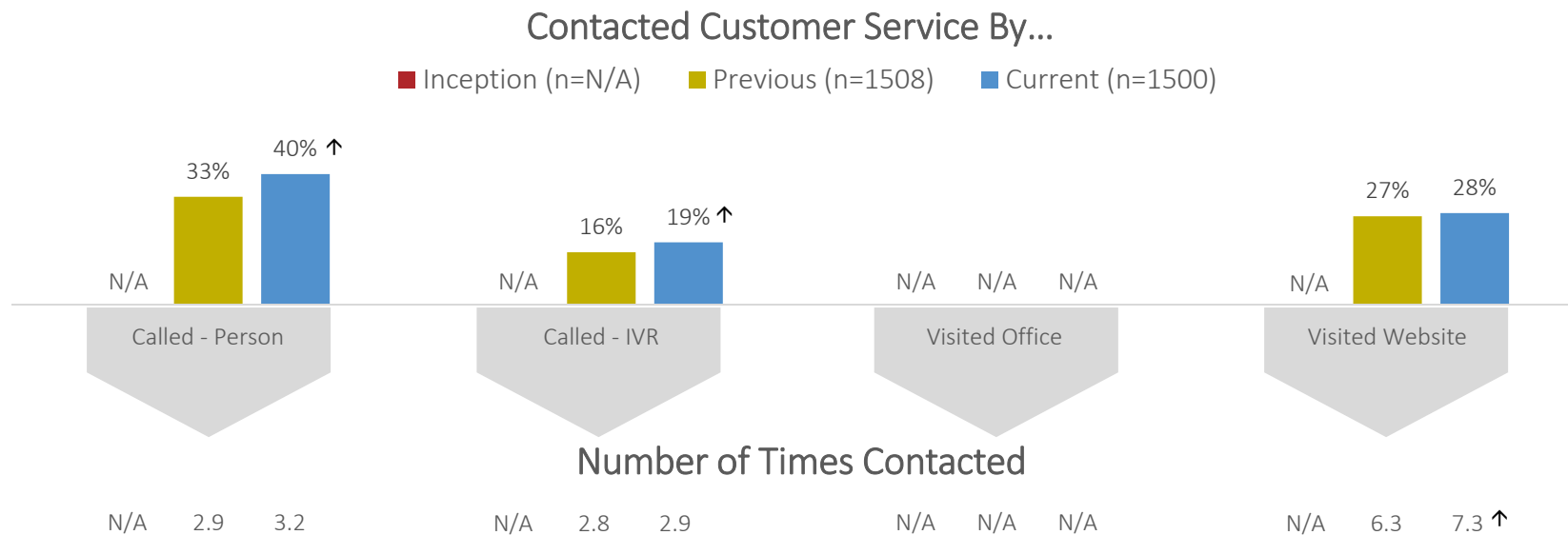


CUSTOMER SERVICE

Customers most often contacted customer service by calling (53%). Those who called spoke with a person an average of 3.2 times and utilized IVR 2.9 times over the past year. The percentage of customers who contacted Liberty by phone increased compared with 2014, from 43% to 53%.

More than one in four customers visited the website for customer service (28%), visiting an average of 7.3 times, an increase compared with 2014.

Eighty percent of customers younger than 45 contacted Liberty customer service in the past year, compared with 65% of 45-64 year olds and 52% of customers 65 and older.



↑/↓ Indicates score is significantly higher/lower than the previous year
 Q6z Which of the following have you done in the past year? Please select all that apply.
 Q6x When you called Liberty Utilities in the past year, did you...?
 Q6a To the best of your recollection, how many times have you done each of the following within the last year?

REASONS FOR CONTACTING CUSTOMER SERVICE



The most common reasons for contacting Liberty and speaking with a person were for customer service or billing information. Compared with 2014, the percentage contacting Liberty and speaking with a person increased for customer service.

	Inception	Previous	Current
Called – Person	n=N/A	n=500	n=603
For customer service	N/A	46%	58% [↑]
Needed billing information	N/A	N/A	52%
Change or inquire about account information	N/A	N/A	31%
To pay a bill	N/A	33%	30%
Outage information	N/A	N/A	25%
Start or stop service	N/A	N/A	19%
To report an emergency	N/A	16%	12%
Needed company information	N/A	N/A	9%
Energy saving information	N/A	N/A	7%
Alternative energy	N/A	N/A	4%

REASONS FOR CONTACTING CUSTOMER SERVICE



Customers most commonly contacted Liberty and used IVR for outage information and customer service. The percentage using IVR to report an emergency declined significantly compared with 2014.

	Inception	Previous	Current
Called – IVR	n=N/A	n=236	n=265
Outage information	N/A	N/A	45%
For customer service	N/A	37%	39%
Needed billing information	N/A	N/A	29%
To pay a bill	N/A	23%	25%
To report an emergency	N/A	45%	14% ↓
Change or inquire about account information	N/A	N/A	12%
Start or stop service	N/A	N/A	8%
Needed company information	N/A	N/A	7%
Energy saving information	N/A	N/A	4%
Alternative energy	N/A	N/A	3%

REASONS FOR CONTACTING CUSTOMER SERVICE



Customers were most likely to use the Liberty website to pay a bill or to obtain billing information. The percentage who used the website to pay a bill declined compared with 2014.

	Inception	Previous	Current
Visited Website	n=N/A	n=402	n=391
To pay a bill	N/A	66%	59%↓
Needed billing information	N/A	N/A	52%
For customer service	N/A	21%	26%
Needed company information	N/A	N/A	24%
Change or inquire about account information	N/A	N/A	24%
Outage information	N/A	N/A	22%
Energy saving information	N/A	N/A	19%
Alternative energy	N/A	N/A	11%
Start or stop service	N/A	N/A	9%
To report an emergency	N/A	5%	5%

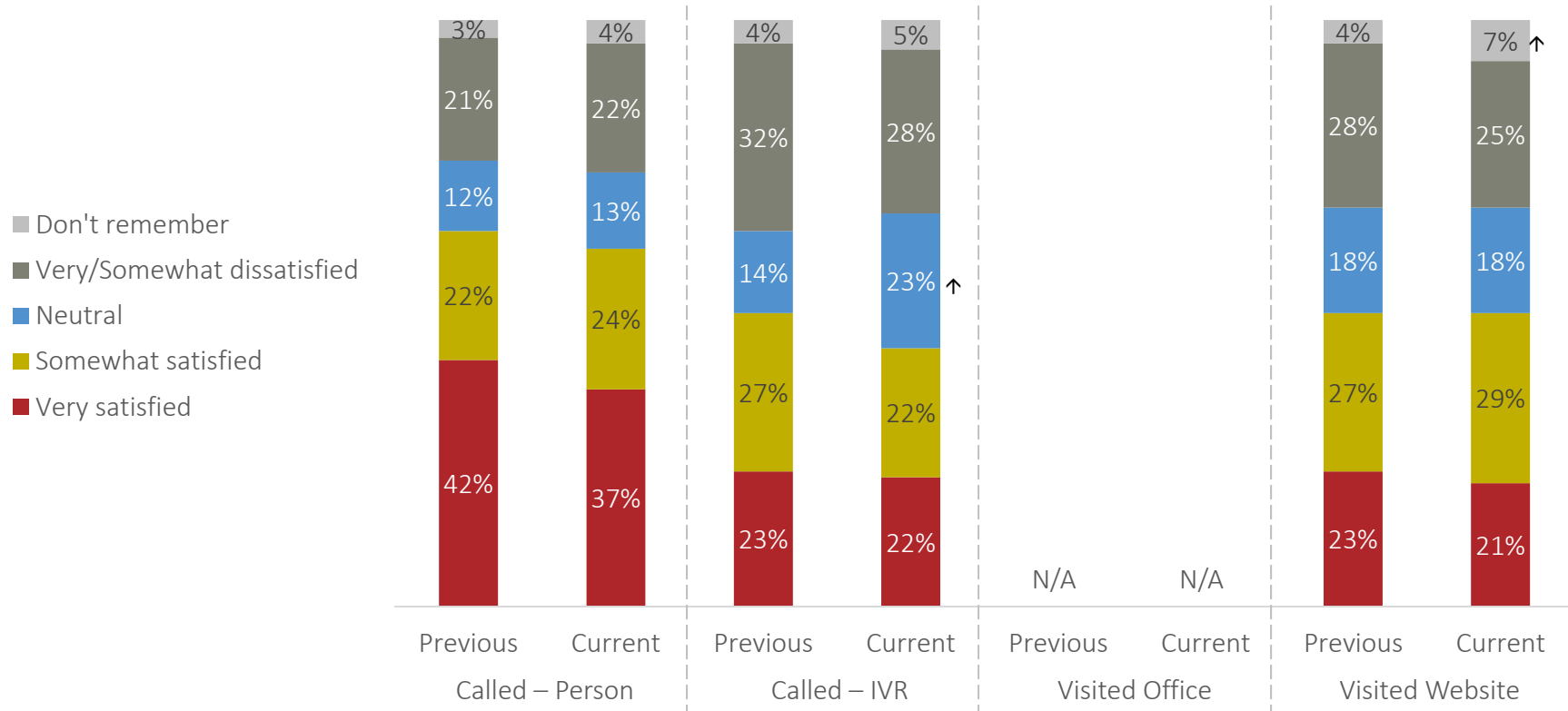


SATISFACTION WITH CONTACT METHOD

As in 2014, satisfaction with the customer service experience was significantly higher among those who called and spoke with a person (61%) than those who called and used IVR (44%) or visited the website (50%).

Satisfaction among customers who called and spoke with a person was significantly lower among those younger than 45 (53%) than among those 45 and older (65%).

Satisfaction with Each Contact Method



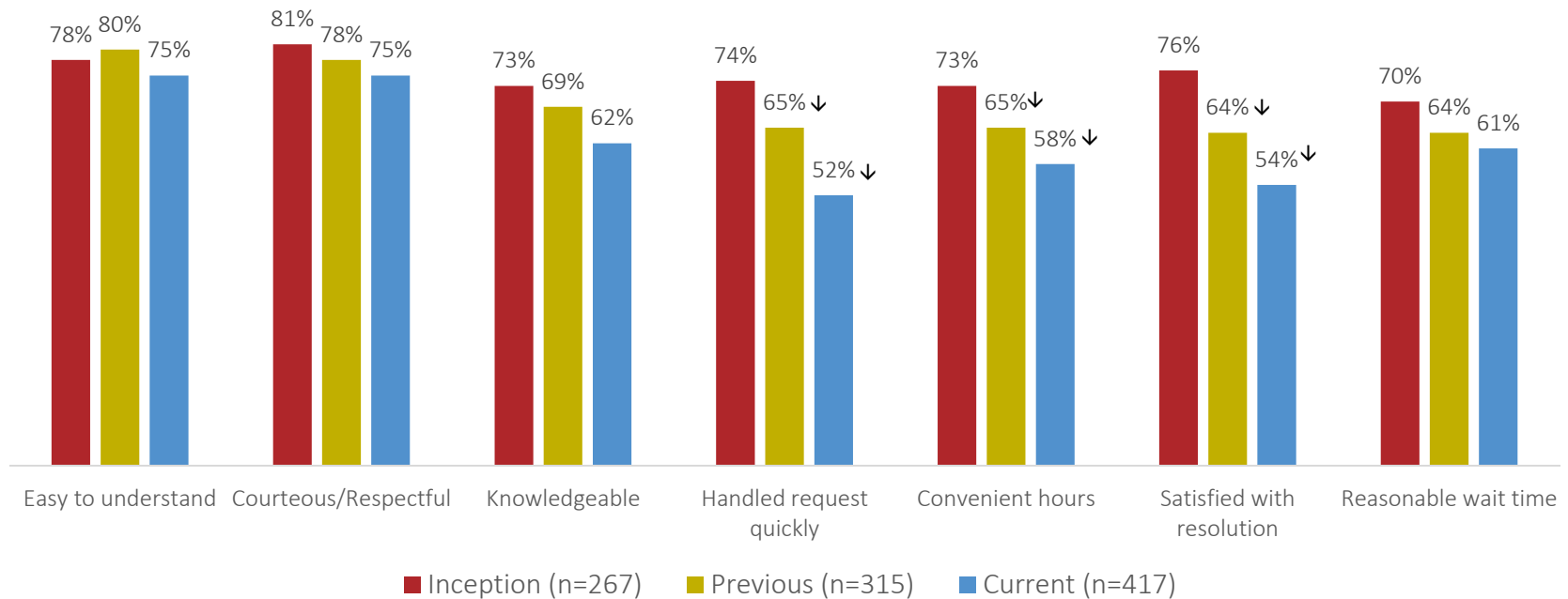


SATISFACTION WITH CUSTOMER SERVICE

Customers who used Liberty customer service were most satisfied with the ease of understanding customer service staff and their courtesy and respectfulness. Satisfaction lagged for requests being handled quickly and obtaining a resolution to their issue.

Compared with 2014, satisfaction declined for three attributes – handling requests quickly, convenient hours and issue resolution.

Satisfaction (Strongly/Somewhat Agree)



↑/↓
Q7

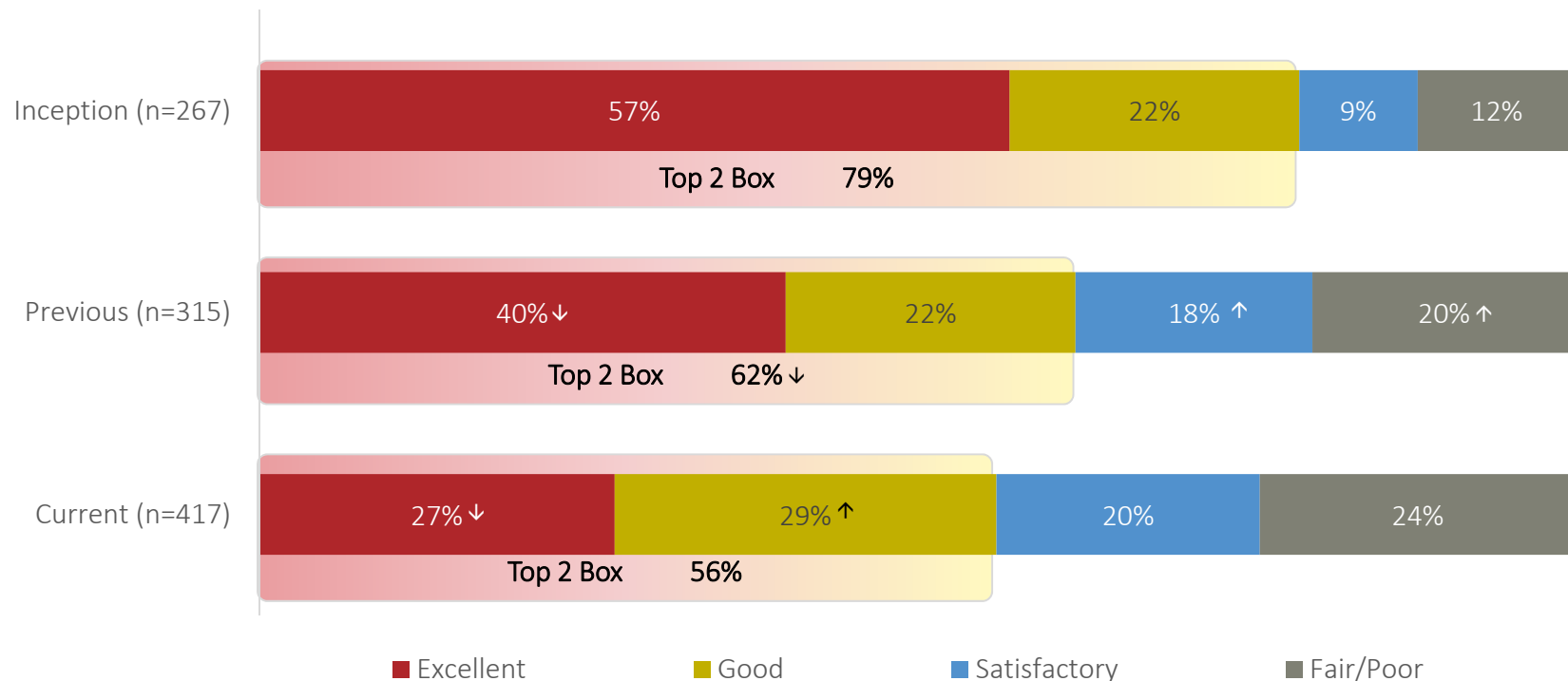
Indicates score is significantly higher/lower than the previous year
Using a 5-point scale where 5 is Strongly Agree and 1 is Strongly Disagree, please tell me how much you agree or disagree with each of the following statements about Liberty Utilities' customer service. If you have called more than once within the last year, please think only about your last contact with Liberty Utilities.



RATING OF OVERALL EXPERIENCE

Just over half of customers were satisfied with their overall customer service experience (56%). The percentage who rated their experience as excellent has dropped from 57% to 27% since 2012, while the percentage who rated their experience as poor has doubled (12% to 24%).

Overall Satisfaction with Liberty Utilities



↑/↓
Q8

Indicates score is significantly higher/lower than the previous year
Overall, how would you rate your experience with the customer service you received? If you have called the office more than once in the last year, please think only about your last contact with Liberty Utilities.



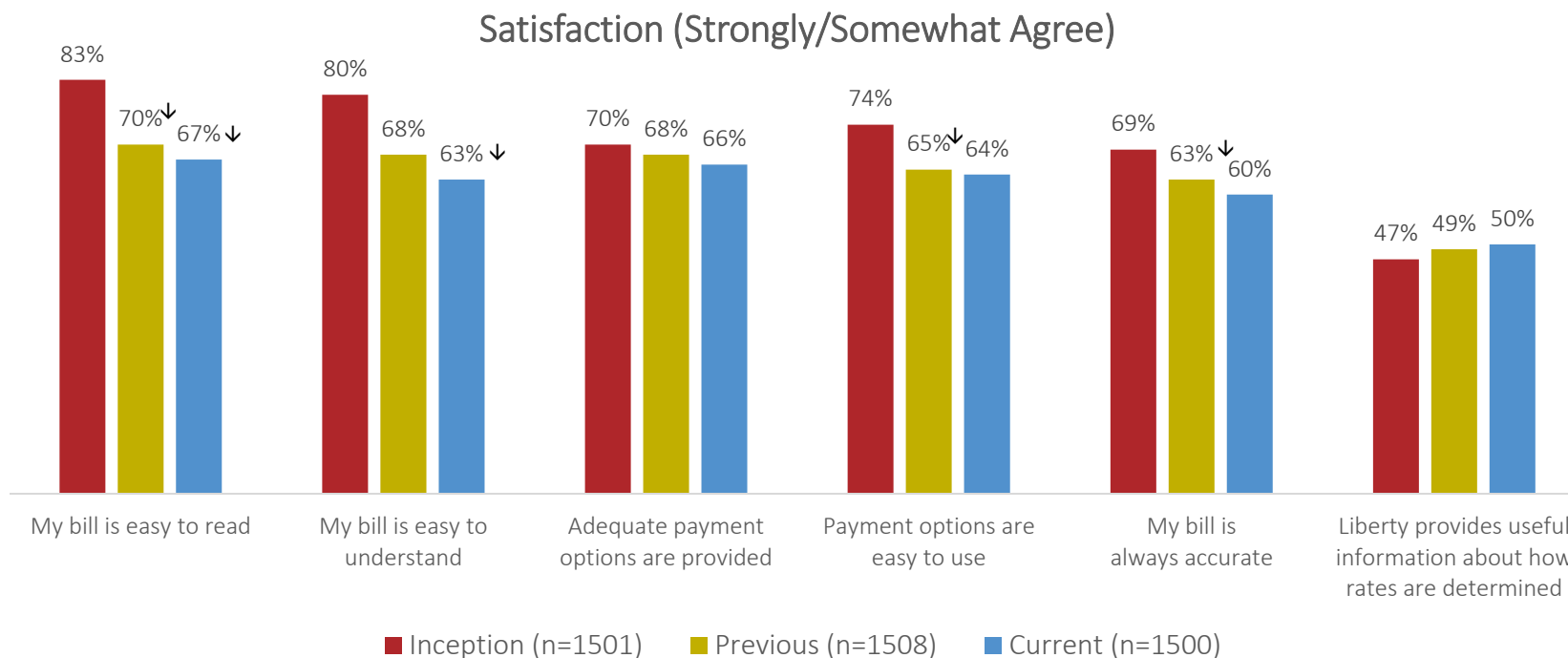
CUSTOMER BILLING



SATISFACTION WITH CUSTOMER BILLING

After significant declines in satisfaction for many aspects of customer billing last year, satisfaction this year only slightly declined for bills being easy to read and understand. Satisfaction with other aspects of billing was stable.

Aside from adequate payment options, where satisfaction was similar among all income groups, satisfaction was significantly higher among customers in households earning less than \$50,000 than among more affluent customers.





SERVICE OUTAGE

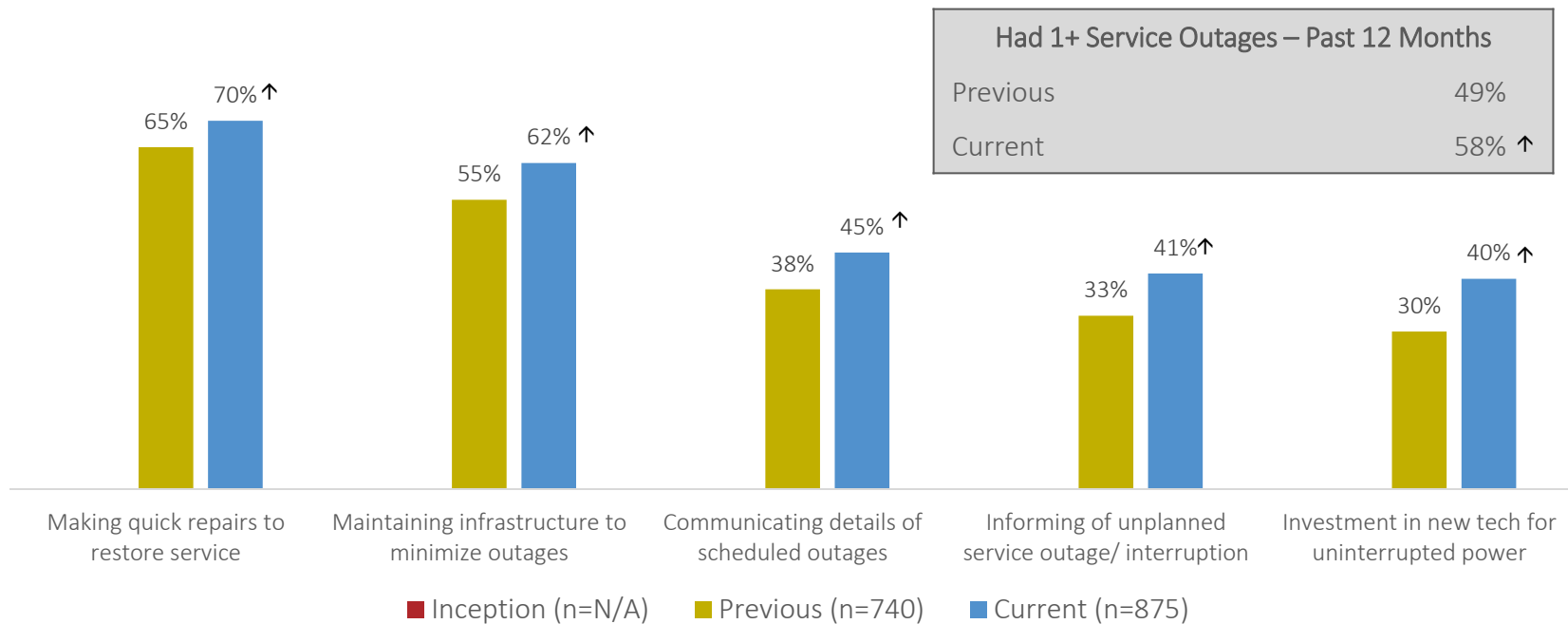


SERVICE OUTAGE

More than half of Liberty customers (58%) experienced a service outage in the past 12 months, a 9 point increase compared with last year.

However, among customers who experienced an outage, satisfaction increased across all attributes and was particularly high for making quick repairs and maintaining infrastructure to minimize outages.

Service Outage Evaluation (Excellent/Good)



↑/↓
Q10b
Q10

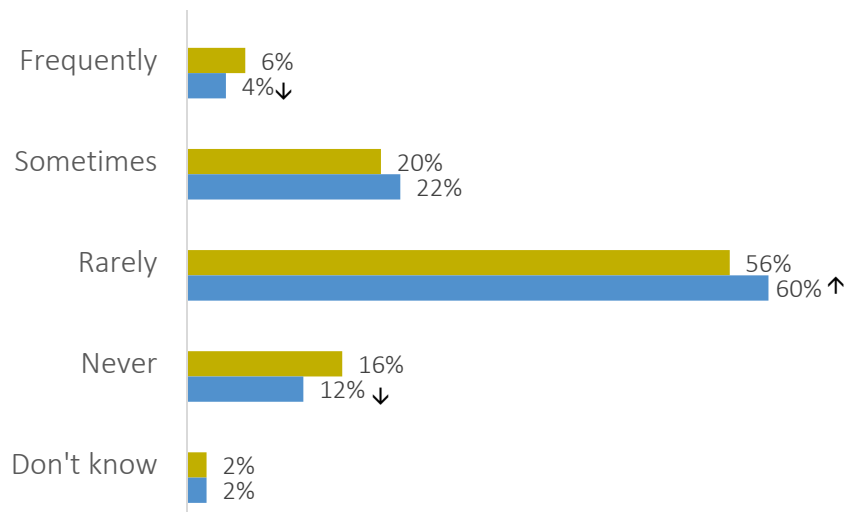
Indicates score is significantly higher/lower than the previous year
Have you experienced a service outage in the past year?
Thinking about all of your experiences with Liberty Utilities, please rate how good a job they do on each of these items on a scale from 1 to 5, where 1 is "Poor" and 5 is "Excellent".



SERVICE OUTAGE

Nearly three-quarters of Liberty customers (72%) said that they rarely or never experience an outage. Half expected the time required to regain electricity should be within 1-6 hours of the Liberty Utilities' estimate (48%).

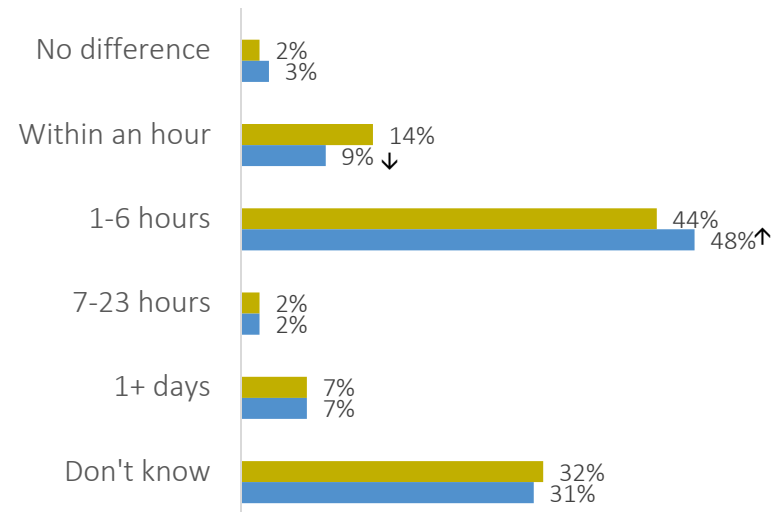
Frequency of Service Outages



■ Inception (n=N/A) ■ Previous (n=1508) ■ Current (n=1500)

Acceptable # of Outages – 12 Month Span	
Previous	2.17
Current	2.17

Expected Restoration Times



■ Inception (n=N/A) ■ Previous (n=1508) ■ Current (n=1500)

↑/↓ Indicates score is significantly higher/lower than the previous year
 QEAST02 Liberty Utilities understands that outage information is important to you. When contacting Liberty Utilities to obtain an estimated restoration time, how close do you expect the estimate from Liberty Utilities to be to the actual time of restoration?
 QEAST03 Would you say that your power goes out...
 QEAST04 Recognizing that electric outages happen periodically, how many are acceptable over a 12-month period?



COMMUNICATION

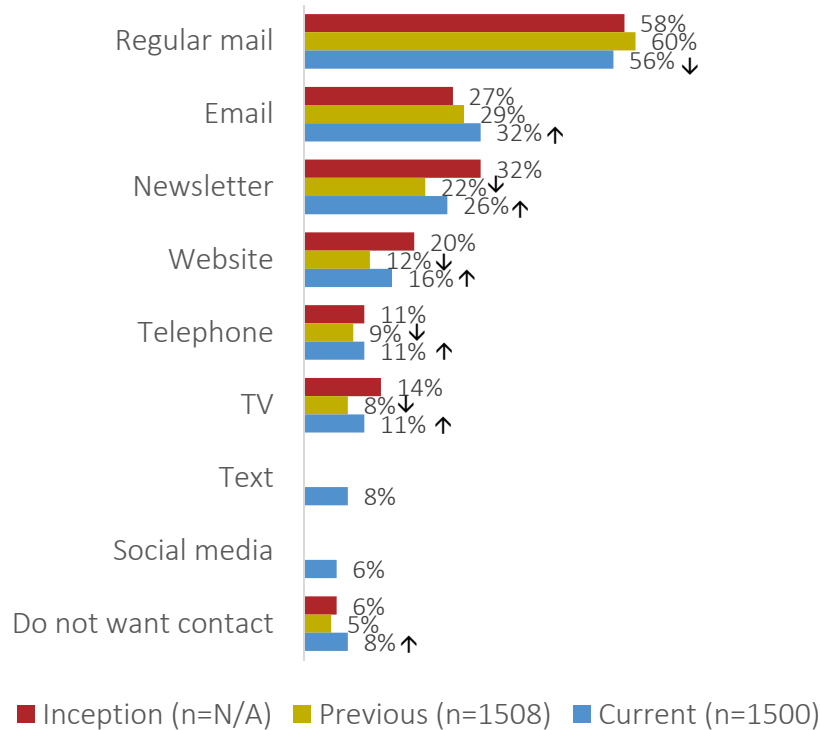


PREFERRED CHANNELS, TYPES OF INFO

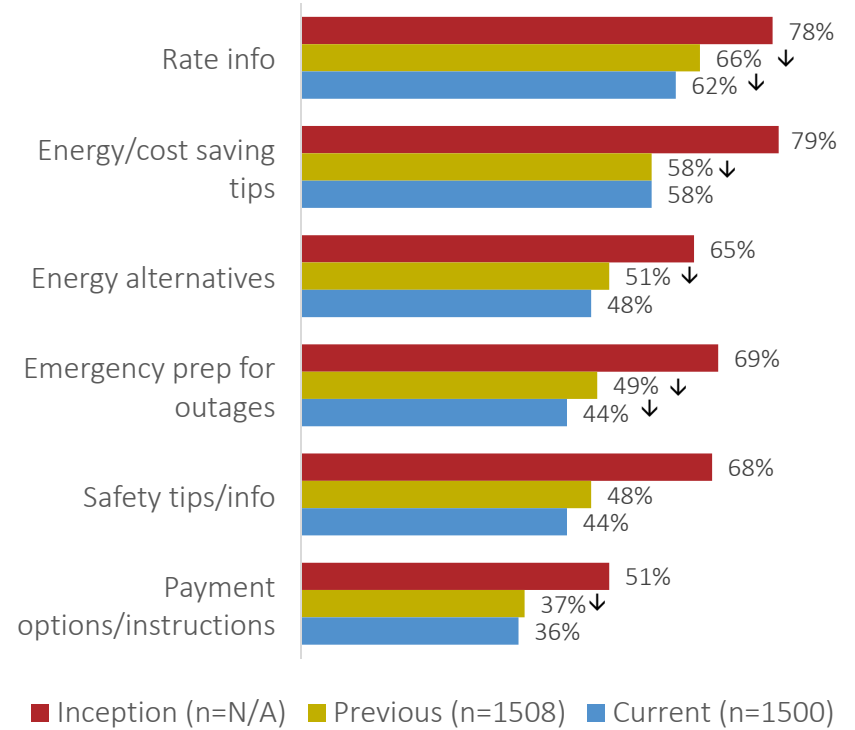
Most customers preferred to receive information from Liberty via regular mail (56%), although one-third preferred to receive it via email (32%). More than half customers younger than 45 (51%) preferred to receive information via e-mail.

Customers were most interested in receiving rate information, as well as energy/cost saving tips.

Preferred Channels



Preferred Types of Info



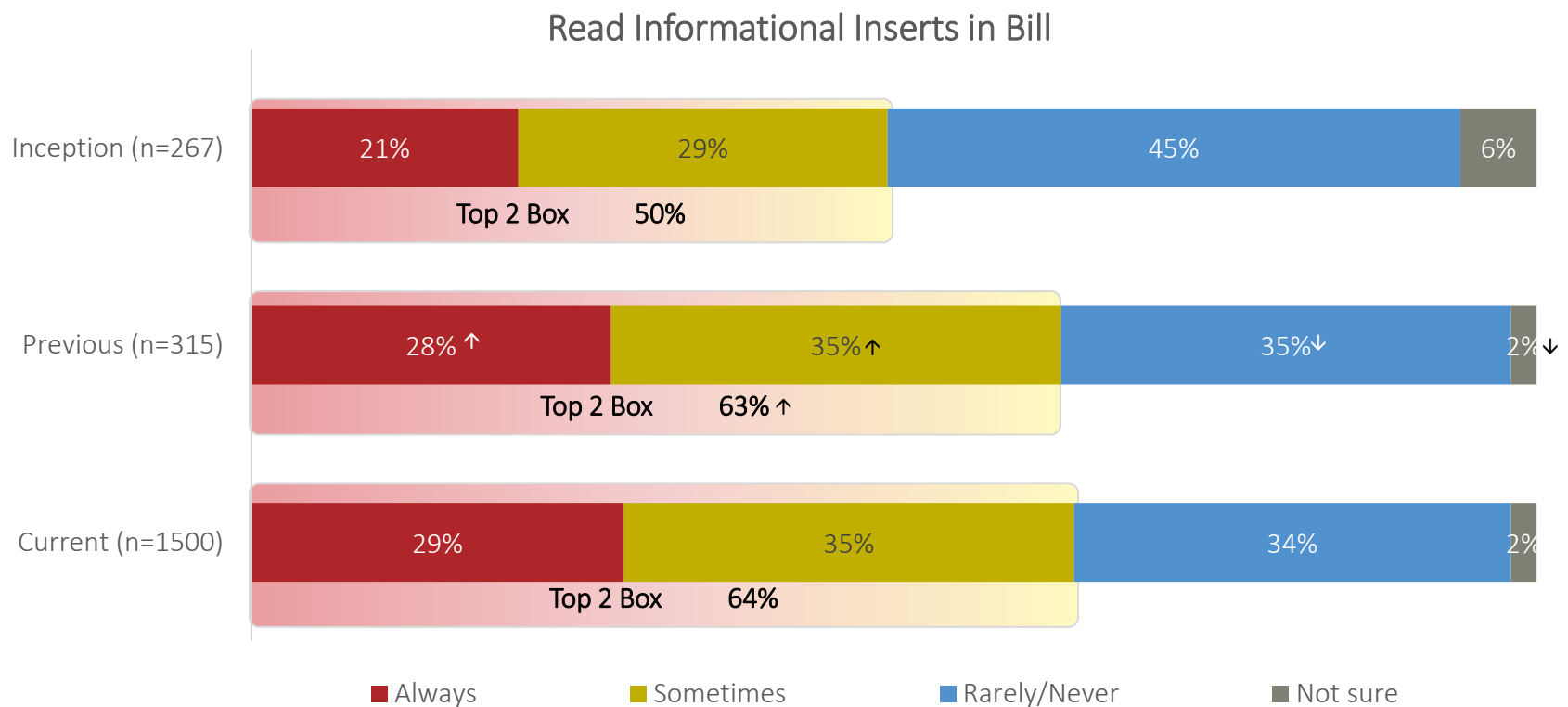
↑/↓ Indicates score is significantly higher/lower than the previous year
 Q12 How would you like to receive information from Liberty Utilities? Please select all that apply.
 QEAST05 What types of information would you like Liberty Utilities to include in future communications? Please select all that apply.



BILLING INSERTS

Insert readership levels in 2015 were similar to those in 2014, with nearly two-thirds (64%) reporting that they always or sometimes read their bill inserts.

Readership of bill inserts increased with customer age.



↑/↓
Q11

Indicates score is significantly higher/lower than the previous year

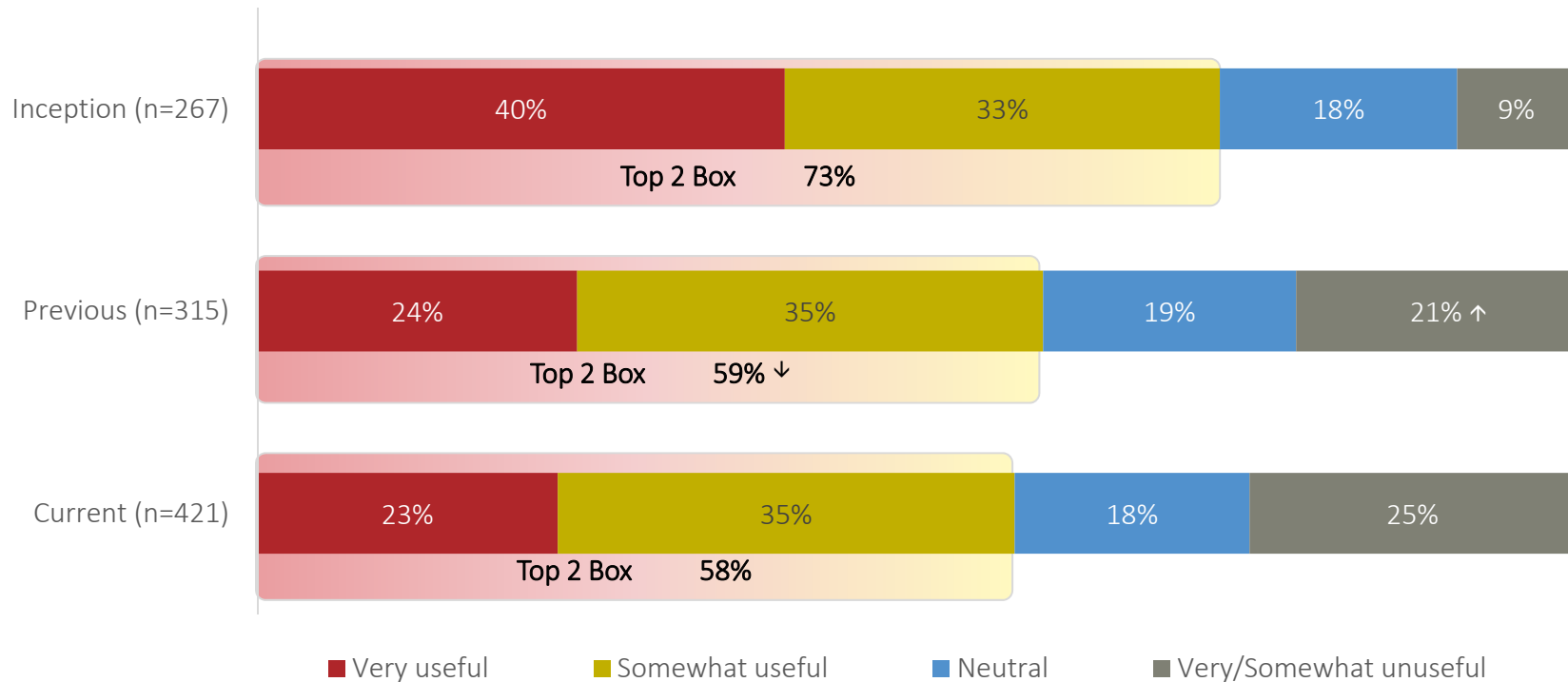
Liberty Utilities inserts informational newsletters into their customers' monthly bill. How often do you read the informational inserts included in your bill?

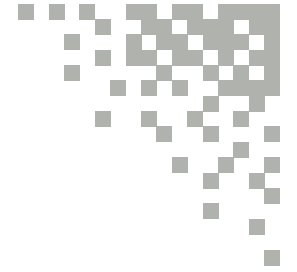


WEBSITE USEFULNESS

While the percentage of customers who thought the website was useful remained stable in 2015, it has declined from 73% to 58% since 2012. At the same time, the percentage who thought the site was not useful nearly tripled, from 9% to 25%.

Overall Usefulness





AWARENESS OF ENERGY EFFICIENCY PROGRAMS

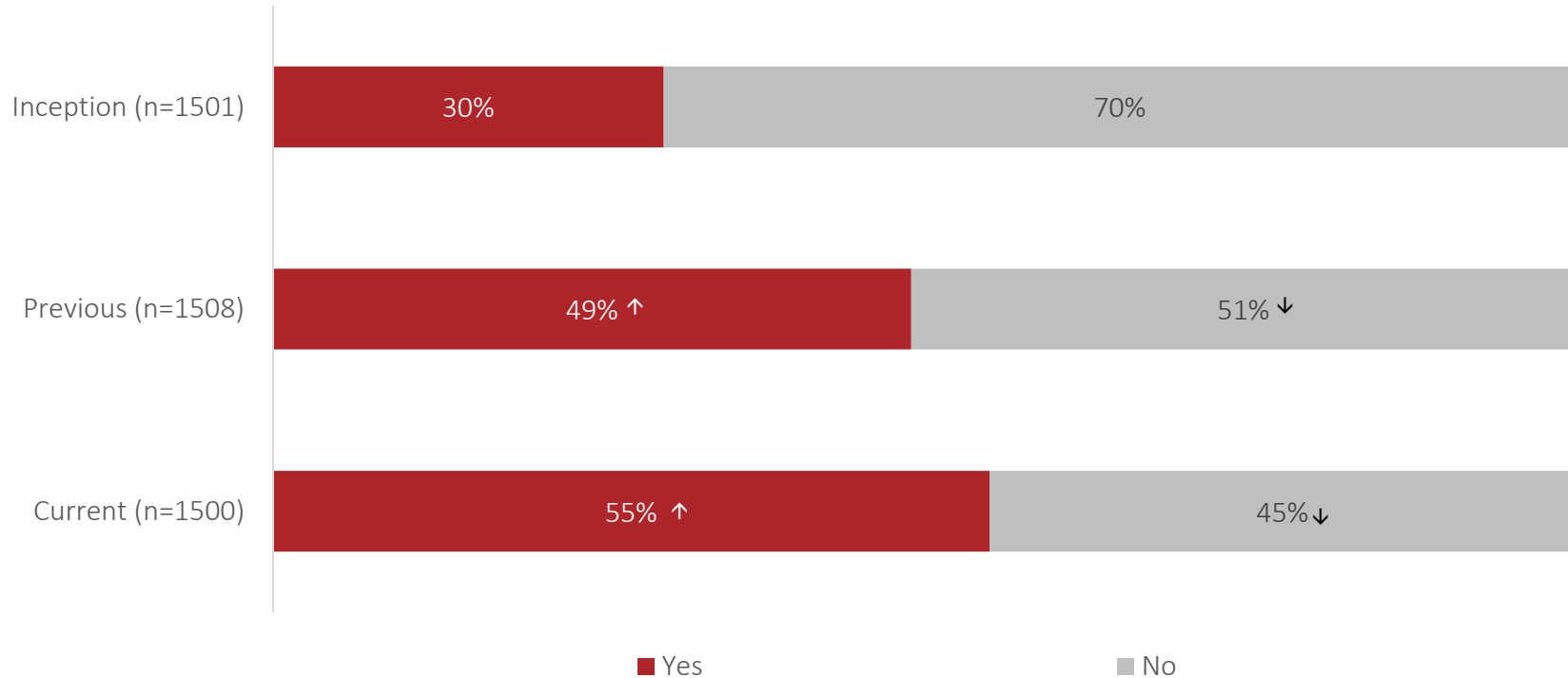
AWARENESS OF ENERGY EFFICIENCY PROGRAMS



More than half of customers (55%) said they were aware of Liberty’s energy efficiency programs, a six point increase compared with 2014 and a 25 point increase compared with 2012.

Awareness was highest among customers 65 and older.

Awareness of Energy Efficiency Programs





APPENDIX



RESPONDENT PROFILE

	Inception	Previous	Current
	n=1501	N=1508	n=1500
Gender			
Male	45%	45%	45%
Female	55%	55%	55%
Age			
18-24 years	3%	1%	2%
25-34 years	10%	11%	9%
35-44 years	14%	12%	11%
45-54 years	19%	18%	18%
55-64 years	22%	20%	24%
65+ years	33%	37%	37%
Household Income			
Under \$25,000	12%	13%	12%
\$25,000-\$49,999	18%	17%	19%
\$50,000-\$74,999	16%	16%	14%
\$75,000-\$99,999	11%	11%	11%
\$100,000-\$149,999	9%	7%	10%
\$150,000+	7%	6%	6%
Prefer not to say	26%	30%	28%



RESPONDENT PROFILE

	Inception	Previous	Current
	n=1501	N=1508	n=1500
Ethnicity			
White/Caucasian	86%	87%	86%
Asian/Pacific Islander	2%	2%	2%
Hispanic/Latino	1%	1%	1%
Black/African American	1%	1%	1%
Other	4%	2%	2%
Prefer not to say	5%	6%	8%
Education Level			
Less than high school	2%	2%	2%
High school/GED	21%	22%	20%
Professional school/training	6%	5%	5%
Some college	16%	15%	14%
Associate's degree	8%	7%	7%
Bachelor's degree	20%	17%	21%
Some graduate school	3%	4%	5%
Graduate school degree	19%	18%	20%
Prefer not to say	5%	10%	7%



RESPONDENT PROFILE

	Inception	Previous	Current
	n=1501	N=1508	n=1500
Average Number of Children in Household			
Under 18 years of age	1.73	1.78	1.82
Home Status			
Rent	21%	20%	20%
Own	78%	78%	79%
Home Type			
Single family	80%	81%	79%
Multi-family/Apartment	18%	17%	19%
Other/Don't know	1%	1%	2%
Years in Current Residence			
0-5 years	29%	32%	27%
6-10 years	14%	12%	14%
11-20 years	22%	20%	23%
20+ years	34%	35%	37%
Age of Home			
Less than 10 years old	N/A	N/A	7%
10-25 years old	N/A	N/A	22%
26-40 years old	N/A	N/A	26%
More than 40 years old	N/A	N/A	45%



RESPONDENT PROFILE

	Inception	Previous	Current
Main Heat Source for Home			
Oil	53%	48%	46%
Propane gas	16%	19%	22%
Electric	11%	11%	11%
Other	20%	22%	21%

FOR FOLLOW-UP QUESTIONS, PLEASE CONTACT:



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