

2014 Nonresidential Downstream Deemed ESPI Pipe Insulation Impact Evaluation Report

Appendices

Prepared for
California Public Utilities Commission

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March 29, 2016

Appendix A

Nonresidential Downstream Impact Evaluation Phone Survey

**Participant Survey for CPUC
2013-2014 Commercial Evaluation**

INTRODUCTION AND FINDING CORRECT RESPONDENT

OUTCOME1

This is _____ calling on behalf of the CPUC, from ITRON CONSULTING. THIS IS NOT A SALES CALL NOR A SERVICE CALL. May I please speak with ...<%CONTACT> ...<%OLDCONTACT> ... <%BUSINESS> ... the person at your organization that is most knowledgeable about your participation in <%UTILITY>'s <%PROGRAM> program.
!___[IF NEEDED]...This is a fact-finding survey only, authorized by the California Public Utilities Commission.

| | | |
|----------|--------------------------------|---------------------------|
| 1 | Yes (go to next screen) | Continue |
| 2 | Make appointment | Make appt and record time |
| 3 | Busy/engaged | Record Response and T&T |
| 4 | No Answer | Record Response and T&T |
| 5 | Refused | Record Response and T&T |
| 6 | Disconnected | Record Response and T&T |
| 7 | Answering Machine - no message | Record Response and T&T |
| 8 | Duplicate | Record Response and T&T |
| 9 | DRNA | Record Response and T&T |

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| | | |
|--------------|----------------------------------|-------------------------|
| 10 | Disability | Record Response and T&T |
| 11-12 | Language Barriers | Record Response and T&T |
| 13 | Answering Machine - left message | Record Response and T&T |
| 14 | NO SCREEN - Participant | Record Response and T&T |
| 15 | Hang up | Record Response and T&T |
| 16 | Residence | Record Response and T&T |
| 17 | Fax | Record Response and T&T |
| 18 | Quota full | Record Response and T&T |
| 19 | Wrong Address | Record Response and T&T |
| 20 | Home office | Record Response and T&T |
| 21 | Max attempts | Record Response and T&T |
| 24 | General callback | Record Response and T&T |
| 25 | Name/Number changed | Record Response and T&T |

| | | |
|--|---|-----|
| Thank & Terminate PBLOCK NO_ONE | Thank you for your time. For this study, we need to speak to someone about your organization's installation of energy efficient equipment that your organization installed through <%UTILITY>'s <%PROGRAM> program. | END |
|--|---|-----|

Q1B [IF YOU ARE TRANSFERRED TO ANOTHER PERSON OTHER THAN THE BEST CONTACT]Who would be the person most familiar about your organization's participation in <%UTILITY>'S <%PROGRAM> program? [ENTER NEW CONTACT NAME AND MOVE ON]
 [IF NEEDED] This is not a sales call.
 [IF NEEDED] This is a fact-finding survey only, and responses will not be connected with your firm in any way. The California Public Utilities Commission wants to better understand how businesses think about and manage their energy consumption.

| | | |
|-----------|---|----------|
| 77 | There is no one here who can help you | T&T |
| 1 | Continue Q1B until you find appropriate contact person, record as &NEW CONTACT NAME | Intro3:s |

Intro3:S [IF BEST CONTACT IS AVAILABLE]
 Hello, my name is _____%n_____ and I am calling on behalf of the California Public Utilities Commission from Itron Consulting. THIS IS NOT A SALES CALL. We are interested in speaking with the person most knowledgeable about your organization's participation in ... <%UTILITY>'s <%PROGRAM> program...I was told that would be you.
 ...Your organization participated in <%UTILITY>'s <%PROGRAM>

by installing lighting equipment around 2013 or 2014.

Through this program, your organization installed...

<%CUSTOM_MEASURE>
 <%QTY_1> ... <%UNITS_1> ... <%MEASURE_1>
 <%QTY_2> ... <%UNITS_2> ... <%MEASURE_2>
 <%QTY_3> ... <%UNITS_3> ... <%MEASURE_3>

Are you the best person to speak to about your organization's participation in this program?

| | | |
|-----------|--|----------|
| 1 | Yes | Person:s |
| 2 | No, there is someone else | Intro3:s |
| 3 | No and I don't know who to refer you to | Appoint |
| 5 | Property management company handles this | PMNAME |
| 99 | Don't know/refused | T&T |

Ext Is there a phone extension or phone number you recommend we use when we call back?

| | | |
|-----------|--|-----------------|
| 77 | Record Extension or Phone Number, &PHONE | Thank&Terminate |
| 88 | Refused | Thank&Terminate |
| 99 | Don't know | Thank&Terminate |

PMNAME May I have the name and contact information of your property management company?

| | | |
|-----------|--------------|-------------------------|
| 1 | Yes - RECORD | Record Response and T&T |
| 2 | No | Thank&Terminate |
| 88 | Refused | Thank&Terminate |
| 99 | Don't Know | Thank&Terminate |

Appoint [IF RECOMMENDED CONTACT IS NOT CURRENTLY AVAILABLE]
 When would be a good day and time for us to call back?

| | | |
|-----------|--|-------------------------|
| 77 | Record day of the week, time of day and date to call back, as &APPOINT | Record Response and T&T |
| 88 | Refused | Intro3(99) |
| 99 | Don't know | Intro3(99) |

If Person(3)

| | | |
|-------------------|--|------------------|
| Intro3(99) | Thank you for your time. We need to speak with the person at your organization that is most familiar with this facility's energy using equipment. Those are all of the questions I have for you today. | Abandoned User30 |
|-------------------|--|------------------|

PBLOCK Hi Who would be the person at this location who is most knowledgeable about this facility's energy using equipment? [Enter New Contact Name and move on.]

| | | |
|-----------|--------------------------|-----------------|
| 77 | Record Name, as &CONTACT | May_I |
| 88 | Refused | Thank&Terminate |
| 99 | Don't know | Intro3(99) |

May_I May I speak with him/her?

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| | | |
|-----------|---------------------------------------|-----------------------|
| 77 | Yes | Intro3:s |
| 88 | No (not available right now@, set cb) | Abandoned Appointment |

According to our records, your organization participated in <%UTILITY>'s <%PROGRAM> program by installing energy saving equipment around ... <%DEEM_PAID_DATE1> <%CUST_PAID_DATE> Through this program, your organization installed...
PERSON:s <%CUSTOM_MEASURE>
 <%QTY_1> ... <%UNITS_1> ... <%MEASURE_1>
 <%QTY_2> ... <%UNITS_2> ... <%MEASURE_2>
 <%QTY_3> ... <%UNITS_3> ... <%MEASURE_3>
 Are you the person most knowledgeable about your organization's participation in ...<%UTILITY>'s <%PROGRAM> Program?

| | | |
|-----------|---|-----------------|
| 1 | Yes | Continue |
| 2 | Yes, need to make appointment | Appoint |
| 4 | No, but I will give you a name | Thank&Terminate |
| 99 | No one knows about the energy using equipment | Thank&Terminate |

If you need to provide validation for this survey, provide the following contact name and number: Mona Dzvova (LAST NAME PRONOUNCED 'ZOVA'), (415) 703-1231, and the following website: www.cpuc.ca.gov/evalidation

DISPLAY Before we start, I would like to inform you that for quality control purposes, this call may be monitored by my supervisor. Today we're conducting a very important study on the energy needs and perceptions of organizations like yours. We are interested in how organizations like yours think about and manage their energy consumption. Your input will allow the California Public Utilities Commission to build and maintain better energy savings programs for customers like you. And we would like to remind you, your responses will not be connected with your organization in any way.

SCREENER

VERIFY For verification purposes only, may I please have your name?

| | | |
|-----------|------------|-----------|
| 77 | Get name | Scrn_Addr |
| 88 | Refused | Scrn_Addr |
| 99 | Don't know | Scrn_Addr |

DISPLAY For the sake of expediency, I will refer to ...<%UTILITY>'s <%PROGRAM> ...program as the PROGRAM.

Scrn_Addr First, I'd like to ask you a few questions about your organization and facility. Our records show your organization is located at %ADDRESS in %CITY. Is that correct?
 [CONTINUE IF ADDRESS REPORTED BY RESPONDENT IS SIMILAR ENOUGH]

| | | |
|----------|-----|----------|
| 1 | Yes | Bus_Name |
|----------|-----|----------|

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| | | |
|-----------|------------|---------|
| 2 | No | CORRECT |
| 88 | Refused | COMMENT |
| 99 | Don't Know | COMMENT |

COMMENT We were attempting to reach <%UTILITY>'s customer at <%ADDRESS> and since you cannot confirm this address, those are all the questions that we have for you today, on behalf of the California Public Utilities Commission, thank you for your time.

CORRECT May I have your correct address?

| | | |
|-----------------|-------------------|---------|
| %CORRECT | Corrected Address | COMPARE |
|-----------------|-------------------|---------|

COMPARE Are these addresses similar or totally different?
Computer Address - %ADDRESS
Corrected Address - &CORRECT

| | | |
|----------|-------------------|----------|
| 1 | Similar | Bus_Name |
| 2 | Totally Different | COMMENT2 |

| | | |
|-----------------|---|---------------------|
| COMMENT2 | We were attempting to reach the <%UTILITY> customer at <%ADDRESS> in <%CITY> and since that does not match your address, then we must have mis-dialed the telephone number. Those are all the questions that we have for you today, on behalf of the California Public Utilities Commission. Thank you for your time and cooperation. | Thank and Terminate |
|-----------------|---|---------------------|

BUS_NAME Our records show your organization's name as: <%BUSINESS> <%CONTACT> <%OLDCONTACT>. Is that correct?

| | | |
|-----------|------------|-------------|
| 1 | Yes | INCENT |
| 2 | No | Bus_Correct |
| 88 | Refused | COMMENT |
| 99 | Don't Know | COMMENT |

BUS_CORRECT What is the correct name for your organization?

| | | |
|-------------------------|--------------------|--------|
| &BUS_CORRECT | Corrected Business | INCENT |
|-------------------------|--------------------|--------|

INCENT What percentage of the cost of your rebated equipment was covered by the program?

| | | |
|-----------|-----------------|-------|
| 77 | RECORD RESPONSE | A1gg |
| 88 | REFUSED | FM050 |
| 99 | DON'T KNOW | FM050 |

IF INCENT <> 100 then ask; Else skip to FM050

A1gg What incentive amount did your organization receive from the program towards your energy efficient equipment installation?

| | | |
|-----------|-----------------|-------|
| 77 | RECORD VERBATIM | FM050 |
| 88 | Refused | FM050 |
| 99 | Don't know | FM050 |

FM050 What is the main business ACTIVITY at this facility? [DO NOT READ]

| | | |
|----|---|--------|
| 1 | Offices (non-medical) | FM050a |
| 2 | Restaurant/Food Service | FM050b |
| 3 | Food Store (grocery/liquor/convenience) | FM050c |
| 4 | Agricultural (farms, greenhouses) | FM050d |
| 5 | Retail Stores | FM050e |
| 6 | Warehouse | FM050f |
| 7 | Health Care | FM050g |
| 8 | Education | FM050h |
| 9 | Lodging (hotel/rooms) | FM050i |
| 10 | Public Assembly (church, fitness, theatre, library, museum, convention) | FM050j |
| 11 | Services (hair, nail, massage, spa, gas, repair) | FM050k |
| 12 | Industrial (food processing plant, manufacturing) | FM050l |
| 13 | Laundry (Coin Operated, Commercial Laundry Facility, Dry Cleaner) | FM050m |
| 14 | Condo Assoc./Apartment Mgr (Garden Style, Mobile Home Park, High-rise, Townhouse) | FM050n |
| 15 | Public Service (fire/police/postal/military) | FM050o |
| 77 | OPEN\Record Other Service Shop | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050a Which of the following types of offices best describes this facility? Would you say...[READ]

| | | |
|----|---|------|
| 1 | Administration and management | LANG |
| 2 | Financial/Legal | LANG |
| 3 | Insurance/Real Estate | LANG |
| 4 | Data Processing/Computer Center | LANG |
| 5 | Mixed-Use/Multi-tenant | LANG |
| 6 | Lab/R&D Facility | LANG |
| 7 | Software Development | LANG |
| 8 | Government Services | LANG |
| 9 | Office with Warehouse | LANG |
| 10 | Contractor's Offices | LANG |
| 11 | Telecommunications Center (call center) | LANG |
| 12 | Travel Services (Travel Agent) | LANG |
| 77 | OPEN\DO NOT USE unless necessary | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050b Which of the following types of restaurants or food service best describes this facility? Would you say... [READ]

| | | |
|---|--------------------------------|------|
| 1 | Fast Food or Self Service | LANG |
| 2 | Specialty/Novelty Food Service | LANG |

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| | | |
|----|---|------|
| 3 | Table Service | LANG |
| 4 | Bar/Tavern/Nightclub/Brew Pub or Microbrewery/Other entertainment | LANG |
| 5 | Caterer | LANG |
| 6 | Other Food Service | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050c Which of the following types of food stores best describes this facility? Would you say...[READ]

| | | |
|----|----------------------------------|------|
| 1 | Supermarkets | LANG |
| 2 | Small General Grocery | LANG |
| 3 | Specialty/Ethnic Grocery/Deli | LANG |
| 4 | Convenience Store | LANG |
| 5 | Liquor Store | LANG |
| 6 | Retail Bakery | LANG |
| 77 | OPEN\DO NOT USE unless necessary | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050d What type of agricultural facility is this? [READ]

| | | |
|----|---|------|
| 1 | Commercial Greenhouse | LANG |
| 2 | Commercial Farm | LANG |
| 3 | Dairy/Ranch | LANG |
| 4 | Vineyard/Orchard | LANG |
| 5 | Agricultural Storage (Grain Elevators, etc.) | LANG |
| 6 | Equine Facility (Horse Boarding/Grooming/Racing/Breeding) | LANG |
| 77 | OPEN\Describe type of agricultural facility | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050e Which of the following types of retail stores best describes this facility? Would you say... [READ]

| | | |
|----|----------------------------------|------|
| 1 | Department/Variety Store | LANG |
| 2 | Retail Warehouse/Club | LANG |
| 3 | Shop in Enclosed Mall | LANG |
| 4 | Shop in Strip Mall | LANG |
| 5 | Auto/Truck/Motorcycle Sales | LANG |
| 6 | Art Gallery | LANG |
| 7 | Auction House | LANG |
| 8 | Heavy Equipment Sales | LANG |
| 9 | Facility is a Mall/Strip Mall | LANG |
| 77 | OPEN\DO NOT USE unless necessary | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050f Which of the following types of warehouses best describes this facility? Would you say... [READ]

| | | |
|----|---|------|
| 1 | Refrigerated Warehouse | LANG |
| 2 | Unconditioned Warehouse, High Bay (lighting higher than 13 ft.) | LANG |
| 3 | Unconditioned Warehouse, Low Bay | LANG |
| 4 | Conditioned Warehouse, High Bay (lighting higher than 13 ft.) | LANG |
| 5 | Conditioned Warehouse, Low Bay | LANG |
| 6 | Shipping/Distribution Center | LANG |
| 7 | Garage/Parking/Storage for Commercial Fleet | LANG |
| 8 | Public Self Storage Facility | LANG |
| 77 | OPEN\DO NOT USE unless necessary | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050g Which of the following types of health care centers best describes this facility? Would you say... [READ]

| | | |
|----|---------------------------------------|------|
| 1 | Hospital | LANG |
| 2 | Nursing Home | LANG |
| 3 | Medical/Dental Office | LANG |
| 4 | Clinic/Outpatient Care | LANG |
| 5 | Medical/Dental Lab | LANG |
| 6 | Alcohol/Drug Treatment/Rehabilitation | LANG |
| 7 | Doctor's Office | LANG |
| 8 | Dentist's Office | LANG |
| 9 | Veterinary Hospital/Clinic | LANG |
| 77 | OPEN\DO NOT USE unless necessary | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050h Which of the following types of educational centers best describes this facility? Would you say... [READ]

| | | |
|----|---|------|
| 1 | Daycare or Preschool | LANG |
| 2 | Elementary School | LANG |
| 3 | Middle/Secondary School | LANG |
| 4 | College or University | LANG |
| 5 | Vocational or Trade School | LANG |
| 6 | Instructional Studio (Dance/Music/Martial Arts) | LANG |
| 77 | OPEN\DO NOT USE unless necessary | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050i Which of the following types of lodging best describes this facility? Would you say... [READ]

| | | |
|---|-------|------|
| 1 | Hotel | LANG |
| 2 | Motel | LANG |

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| | | |
|----|----------------------------------|------|
| 3 | Resort | LANG |
| 4 | Bed and Breakfast | LANG |
| 5 | Campground/Trailer Camping/KOA | LANG |
| 6 | Residential Hotel/Motel | LANG |
| 7 | Dormitory/Sorority/Fraternity | LANG |
| 8 | Activity Camp/Summer Camp | LANG |
| 77 | OPEN\DO NOT USE unless necessary | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050j Which of the following types of public assembly buildings best describes this facility? Would you say... [READ]

| | | |
|----|---|------|
| 1 | Religious Assembly (worship only) | LANG |
| 2 | Religious Assembly (mixed use) | LANG |
| 3 | Health/Fitness Center/Athletic Center/Gym | LANG |
| 4 | Movie Theaters | LANG |
| 5 | Theater/Performing Arts Venue | LANG |
| 6 | Library/Museum | LANG |
| 7 | Conference/Convention Center | LANG |
| 8 | Community Center/Activity Center | LANG |
| 9 | Country Club | LANG |
| 77 | OPEN\DO NOT USE unless necessary | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050k Which of the following types of service buildings best describes this facility? Would you say...[READ]

| | | |
|----|--|------|
| 1 | Hair Salon | LANG |
| 2 | Nail Salon | LANG |
| 3 | Massage Spa | LANG |
| 4 | Day Spa | LANG |
| 5 | Gas Station/Auto Repair | LANG |
| 6 | Gas Station w/Convenience Store | LANG |
| 7 | Repair (Non-Auto) | LANG |
| 8 | Copy Center/Printing | LANG |
| 9 | Package Delivery (Fed Ex/UPS/DHL) | LANG |
| 10 | HVAC Repair Installation | LANG |
| 11 | Aircraft Maintenance/Repair | LANG |
| 12 | Airport | LANG |
| 13 | Parking Lot/Commuter Service | LANG |
| 14 | Marina | LANG |
| 15 | Amusement (mini-golf/go-carts/skating/bowling) | LANG |
| 16 | Pet Care/Grooming | LANG |
| 17 | Car Rental | LANG |

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| | | |
|----|----------------------------------|------|
| 18 | Car Wash | LANG |
| 19 | Cemetery/Mortuary/Crematorium | LANG |
| 20 | Equipment Rental | LANG |
| 21 | Fleet Fueling Services | LANG |
| 22 | Pest Control | LANG |
| 23 | Photographer | LANG |
| 24 | Vehicle Inspections | LANG |
| 25 | Transportation | LANG |
| 26 | Upholstery | LANG |
| 77 | OPEN\DO NOT USE unless necessary | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050l Which of the following types of buildings best describes this facility?
Would you say...[READ]

| | | |
|----|---|------|
| 1 | Assembly/Light Manufacturing | LANG |
| 2 | Food Processing Plant | LANG |
| 3 | Recycling Center | LANG |
| 4 | Commercial/Industrial Bakery | LANG |
| 5 | Commercial Brewery/Winery | LANG |
| 6 | Chemical/Petrochemical Production | LANG |
| 7 | Industrial Process | LANG |
| 8 | Radio/Television/Film/Music Production | LANG |
| 9 | Energy Generation/Distribution | LANG |
| 10 | Machine Shop | LANG |
| 11 | Pharmaceutical Production/Manufacturing | LANG |
| 12 | Mail Sorting | LANG |
| 13 | Mining | LANG |
| 77 | OPEN\DO NOT USE unless necessary | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050m What type of laundry facility is this? [READ]

| | | |
|----|---------------------------------|------|
| 1 | Coin Operated | LANG |
| 2 | Commercial Laundry Facility | LANG |
| 3 | Dry Cleaners | LANG |
| 77 | OPEN\Record other building type | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050n Which of the following types of buildings best describes this facility?
Would you say...[READ]

| | | |
|---|--------------|------|
| 1 | Garden Style | LANG |
| 2 | Mobile Home | LANG |

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| | | |
|----|---------------------------------|------|
| 3 | High-rise | LANG |
| 4 | Townhouse | LANG |
| 5 | Condominium | LANG |
| 6 | Apartment | LANG |
| 7 | Artists' Studio/Live Work/Loft | LANG |
| 8 | Assisted Living | LANG |
| 77 | OPEN\Record other building type | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

FM050o Which of the following types of buildings best describes this facility?
Would you say...[READ]

| | | |
|----|---|------|
| 1 | Police station | LANG |
| 2 | Fire station | LANG |
| 3 | Post office | LANG |
| 4 | Military | LANG |
| 5 | Ambulance Service | LANG |
| 6 | Jail/Correctional facility | LANG |
| 7 | Courthouse | LANG |
| 8 | Library | LANG |
| 9 | Water/Waste Water Treatment | LANG |
| 10 | General Government (Municipal/State/Federal Agency Buildings) | LANG |
| 11 | Public Park | LANG |
| 77 | OPEN\Record other building type | LANG |
| 88 | Refused | LANG |
| 99 | Don't know | LANG |

LANG Is another language besides English used to conduct business at this facility?

| | | |
|----|------------|----------|
| 1 | Yes | OTH_LANG |
| 2 | No | CC2a |
| 88 | Refused | CC2a |
| 99 | Don't Know | CC2a |

OTH_LANG Which languages are used to conduct business at this facility?

| | | |
|----|------------|------|
| 1 | Spanish | CC2a |
| 2 | Chinese | CC2a |
| 3 | Korean | CC2a |
| 4 | Vietnamese | CC2a |
| 5 | Japanese | CC2a |
| 6 | Hindi | CC2a |
| 77 | OPEN | CC2a |
| 88 | Refused | CC2a |
| 99 | Don't know | CC2a |

CUSTOMER CHARACTERISTICS

Now, I'd like to ask you questions regarding your facility.

CC2a What is the total square footage at this facility?

| | | |
|--------|--------------------|------|
| 77 | RECORD Square feet | CC2c |
| 888888 | Refused | CC3 |
| 999999 | Don't know | CC3 |

IF CC2a IN (88, 99)

CC3 Would you say that the floor area is ...?

| | | |
|----|--------------------------------|------|
| 1 | less than 1,500 sq. ft. | CC2c |
| 2 | 1,500 - 5,000 sq. ft. | CC2c |
| 3 | 5,000 - 10,000 sq. ft. | CC2c |
| 4 | 10,000 – 25,000 sq. ft. | CC2c |
| 5 | 25,000 – 50,000 sq. ft. | CC2c |
| 6 | 50,000 – 75,000 sq. ft. | CC2c |
| 7 | 75,000 – 100,000 sq. ft. | CC2c |
| 8 | over 100,000 sq. ft. (ag area) | CC2c |
| 88 | Refused | CC2c |
| 99 | Don't know | CC2c |

CC2c Is the entire floor area of this facility heated or cooled?

| | | |
|----|------------|------|
| 1 | Yes | CC3a |
| 2 | No | CC2d |
| 88 | Refused | C0 |
| 99 | Don't know | C0 |

CC2d What percentage of the floor area is heated or cooled?

| | | |
|-----|------------|------|
| 77 | Percent | CC3a |
| 101 | Refused | C0 |
| 102 | Don't know | C0 |

If CC2d > 0 or CC2c = 1; else skip to C0

CC3a Is your space heated using electricity or gas or something else?

| | | |
|----|--------------------------|----|
| 1 | Electricity | C0 |
| 2 | Gas | C0 |
| 3 | Both electricity and gas | C0 |
| 4 | Propane | C0 |
| 77 | OPEN\Other-record | C0 |
| 88 | Refused | C0 |
| 99 | Don't know | C0 |

C0 About what percentage of your operating costs does energy account for?

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| | | |
|-----------|---------------------|-----|
| 1 | Less than 1 percent | CC4 |
| 2 | 1-2 percent | CC4 |
| 3 | 3-5 percent | CC4 |
| 4 | 6-10 percent | CC4 |
| 5 | 11-15 percent | CC4 |
| 6 | 16-20 percent | CC4 |
| 7 | 21-50 percent | CC4 |
| 8 | Over 51 percent | CC4 |
| 88 | Refused | CC4 |
| 99 | Don't Know | CC4 |

CC4 Does your organization own, lease, or manage the facility?

| | | |
|-----------|------------|----|
| 1 | Own | C5 |
| 2 | Lease/Rent | C5 |
| 3 | Manage | C5 |
| 88 | Refused | C5 |
| 99 | Don't know | C5 |

C5 How many locations does your organization have. Is it...

| | | |
|-----------|------------------------|-----|
| 1 | This facility only | CC6 |
| 2 | 2 to 4 locations | CC6 |
| 3 | 5 to 10 locations | CC6 |
| 4 | 11 to 25 locations | CC6 |
| 5 | more than 25 locations | CC6 |
| 88 | Don't know | CC6 |
| 99 | Refused | CC6 |

CC6 How active a role does your organization take in making purchase decisions related to energy using equipment at this facility? Would you say you are...

| | | |
|-----------|--|-----|
| 1 | Very active – involved in all phases and have veto power | CC8 |
| 2 | Somewhat active – we approve decisions and provide some input and review | CC8 |
| 3 | Slightly active – we have a voice but it's not the dominant voice | CC8 |
| 4 | Not active at all – we're part of a larger firm | CC8 |
| 5 | Not active at all – our firm doesn't get involved in these issues | CC8 |
| 88 | Refused | CC8 |
| 99 | Don't know | CC8 |

CC8 In what year was the facility built?

| | | |
|-------------|------------|------|
| 7777 | Year | CC11 |
| 8888 | Refused | CC10 |
| 9999 | Don't know | CC10 |

If CC8 in (88, 99) then ask; else skip to CC11

CC10 If don't know, would you say it was...

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| | | |
|-----------|-------------|------|
| 1 | After 2010 | CC11 |
| 2 | 2000s | CC11 |
| 3 | 1990s | CC11 |
| 4 | 1980s | CC11 |
| 5 | 1970s | CC11 |
| 6 | 1960s | CC11 |
| 7 | 1950 | CC11 |
| 8 | Before 1950 | CC11 |
| 88 | Refused | CC11 |
| 99 | Don't know | CC11 |

CC11 In what year was this facility last remodeled? [PROBE FOR BEST GUESS]

| | | |
|-------------|-----------------|-------|
| 7777 | Year | CC12a |
| 6666 | Never Remodeled | CC12a |
| 8888 | Refused | CC11a |
| 9999 | Don't know | CC11a |

Ask if CC11 in (88, 99); else skip to CC12a

CC11a Would you say the last remodeling was done [READ RESPONSES.]

| | | |
|-----------|----------------------------------|-------|
| 1 | Between 2010 and present | CC12a |
| 2 | Between 2006 and end of 2009 | CC12a |
| 3 | Between 2000 and the end of 2005 | CC12a |
| 4 | During the 1990s | CC12a |
| 5 | Before the 1990s | CC12a |
| 88 | Refused | CC12a |
| 99 | Don't know | CC12a |

CC12a In what year was this organization established at this location?

| | | |
|-------------|------------|-------|
| 7777 | Year | BC090 |
| 8888 | Refused | CC12b |
| 9999 | Don't know | CC12b |

If CC12a in (88, 99) then ask; else skip to BC090

CC12b Would you say it was...

| | | |
|-----------|-----------------------|-------|
| 1 | After 2010 | BC090 |
| 2 | Between 2006 and 2010 | BC090 |
| 3 | Between 2000 and 2005 | BC090 |
| 4 | In the 1990s | BC090 |
| 5 | In the 1980s | BC090 |
| 6 | In the 1970s | BC090 |
| 7 | In the 1960s or | BC090 |
| 8 | Before 1960 | BC090 |
| 88 | Don't know | BC090 |
| 99 | Refused | BC090 |

ADDITIONAL FACILITY CHARACTERISTICS

BC090 Has the square footage of the facility increased, decreased or remained the same since January 2012?

| | | |
|-----------|----------------------------|-------|
| 1 | Increase in square footage | BC100 |
| 2 | Decrease in square footage | BC110 |
| 3 | Stayed the same | CA15 |
| 88 | Refused | CA15 |
| 99 | Don't know | CA15 |

If BC090 = 1 then ask; else skip to BC110

BC100 How many square feet were added?

| | | |
|-----------|-------------|-------|
| 77 | Square feet | BC120 |
| 88 | Refused | BC120 |
| 99 | Don't know | BC120 |

If BC090 = 2 then ask; else skip to BC120

BC110 By how many square feet was the facility reduced?

| | | |
|-----------|-------------|-------|
| 77 | Square feet | BC120 |
| 88 | Refused | BC120 |
| 99 | Don't know | BC120 |

If BC090 in (1, 2) then ask; else skip to CA15

BC120 In what year did this <%BC090> occur?

| | | |
|-----------|------------|----|
| 1 | 2012 | V1 |
| 2 | 2013 | V1 |
| 3 | 2014 | V1 |
| 88 | Refused | V1 |
| 99 | Don't know | V1 |

ROLE OF CONTRACTORS

V1 Did you use a contractor/vendor to install any of the the energy efficient measures that were purchased through the program?

| | | |
|-----------|------------|-----|
| 1 | Yes | V2 |
| 2 | No | AP9 |
| 88 | Refused | AP9 |
| 99 | Don't Know | AP9 |

If V1 = 1 then ask; else skip to AP9

V2 How did you come into contact with the contractor/vendor?

| | | |
|----------|--------------------|-----|
| 1 | They contacted you | V2b |
| 2 | You contacted them | V3 |

| | | |
|----|---------------------------------|-----|
| 3 | You had worked with them before | V2a |
| 77 | OTHER - Record | V3 |
| 88 | Refused | V3 |
| 99 | Don't Know | V3 |

Ask if V2 = 3; else skip to V2b

In relation to this project, did the vendor/contractor approach you about your energy efficient equipment retrofit/installation?

V2a

| | | |
|----|------------|-----|
| 1 | Yes | V2b |
| 2 | No | V3 |
| 88 | Refused | V3 |
| 99 | Don't Know | V3 |

Ask if V2 = 1 or V2a = 1; else skip to V3

On a scale of 0 - 10, with 0 being NOT AT ALL LIKELY and 10 is VERY LIKELY, how likely is it that your organization would have installed this new equipment had the contractor/vendor not contacted you?

V2b

| | | |
|----|---------------|----|
| 1 | 0-10 response | V3 |
| 88 | Refused | V3 |
| 99 | Don't Know | V3 |

V3 Did the contractor/vendor tell you about or recommend the program?

| | | |
|----|------------|-----|
| 1 | Yes | V4 |
| 2 | No | AP9 |
| 88 | Refused | AP9 |
| 99 | Don't Know | AP9 |

Ask if V3 = 1; else skip to AP9

Prior to coming into contact with the contractor/vendor, did your organization have plans to replace/install this equipment?

V4

| | | |
|----|------------|-----|
| 1 | Yes | V4a |
| 2 | No | V4a |
| 88 | Refused | V4a |
| 99 | Don't Know | V4a |

Using the same scale of 0 - 10 as before, how likely is it that your organization would have installed the new energy efficient equipment had the contractor/vendor not recommended it?

V4a

| | | |
|----|---------------|-----|
| 1 | 0-10 response | V4b |
| 88 | Refused | V4b |
| 99 | Don't Know | V4b |

Using the same scale, how likely is it that your organization would have installed the energy efficient equipment with the same level of efficiency if the contractor/vendor had not recommended to do so?

V4b

| | | |
|-----------|---------------|-----|
| 1 | 0-10 response | V40 |
| 88 | Refused | V40 |
| 99 | Don't Know | V40 |

On a scale of 0 - 10, with 0 being not at all important and 10 being very important, how important was the input from the contractor you worked with in deciding which specific equipment to install?

V40

| | | |
|-----------|---------------|-----|
| 1 | 0-10 response | AP9 |
| 88 | Refused | AP9 |
| 99 | Don't Know | AP9 |

PROGRAM AWARENESS

Next, I'd like to ask you about various energy efficiency programs and what influenced your program participation.

How did you FIRST learn about <%UTILITY>'s program? [DO NOT READ ANSWERS]

AP9

| | | |
|-----------|---|------|
| 1 | Bill insert | AP9a |
| 2 | Program literature | AP9a |
| 3 | Account representative | AP9a |
| 4 | Program approved vendor | AP9a |
| 5 | Program representative | AP9a |
| 6 | Utility or program website | AP9a |
| 7 | Trade publication | AP9a |
| 8 | Conference | AP9a |
| 9 | Newspaper article | AP9a |
| 10 | Word of mouth | AP9a |
| 11 | Previous experience with it | AP9a |
| 12 | Company used it at other locations | AP9a |
| 13 | Contractor | AP9a |
| 14 | Result of an audit | AP9a |
| 15 | Part of a larger expansion or remodeling effort | AP9a |
| 77 | Other (RECORD VERBATIM) | AP9a |
| 88 | Refused | A1b |
| 99 | Don't know | A1b |

If AP9 in (1-77) then ask; else skip to A1b

How ELSE did you learn about <%UTILITY>'s program? [DO NOT READ LIST, ACCEPT MULTIPLES]

AP9a

| | | |
|----------|-------------|-----|
| 1 | Bill insert | N33 |
|----------|-------------|-----|

| | | |
|----|---|-----|
| 2 | Program literature | N33 |
| 3 | Account representative | N33 |
| 4 | Program approved vendor | N33 |
| 5 | Program representative | N33 |
| 6 | Utility or program website | N33 |
| 7 | Trade publication | N33 |
| 8 | Conference | N33 |
| 9 | Newspaper article | N33 |
| 10 | Word of mouth | N33 |
| 11 | Previous experience with it | N33 |
| 12 | Company used it at other locations | N33 |
| 13 | Contractor | N33 |
| 14 | Result of an audit | N33 |
| 15 | Part of a larger expansion or remodeling effort | N33 |
| 77 | Other (RECORD VERBATIM) | N33 |
| 88 | Refused | N33 |
| 99 | Don't know | N33 |

If AP9 = 3 or AP9A = 3 then ask; else skip to A1b

You mentioned that you have a Utility or Program Administrator Account Rep.

Can you give me his or her name?

!! ___Do you have his/her email address?

! ___Do you have a phone number for him/her?

N33 ! ___Do you have a cell phone number for him/her? \,

| | | |
|----|---------------------------------|-----|
| 77 | RECORD NAME, Phone, Email, etc. | A1b |
| 88 | Refused | A1b |
| 99 | Don't know | A1b |

INTEGRATED DEMAND SIDE MANAGEMENT

If AUDIT = 1 then ask; else skip to ID0

According to our records, your organization also received an

A1b AUDIT from <%UTILITY>. Is this correct?

| | | |
|----|------------|-----|
| 1 | Yes | ID0 |
| 2 | No | ID0 |
| 88 | Refused | ID0 |
| 99 | Don't know | ID0 |

If AUDIT <> 1

To the best of your knowledge, has the facility located at this address received a <%UTILITY>-sponsored energy audit within the past 3 years?

ID0

| | | |
|----|------------|-----|
| 1 | Yes | ID1 |
| 2 | No | ID1 |
| 88 | Refused | ID1 |
| 99 | Don't Know | ID1 |

ID1 Are you aware of other programs, other than the one we mentioned earlier, or resources that are designed to help organizations like yours reduce its energy bills?

| | | |
|----|------------|-----|
| 1 | Yes | ID2 |
| 2 | No | ID3 |
| 88 | Refused | ID3 |
| 99 | Don't Know | ID3 |

If ID1 = 1 then ask; else skip to ID3

ID2 What types of programs can you recall? **[RECORD ALL MENTIONS]** [After each response prompt with "Can you recall any others?"]

| | | |
|----|--|-----|
| 1 | Rebates/incentives (include mentions of SPC and Express) | ID3 |
| 2 | Building Commissioning (Retrocommissioning, Monitoring based commissioning) | ID3 |
| 3 | Business energy audits and feasibility studies | ID3 |
| 4 | Energy Centers (Pacific Energy Center, SCE CTAC) | ID3 |
| 5 | Seminars, classes, and workshops | ID3 |
| 6 | Solar or other Distributed Generation Programs (CSI, SGIP) | ID3 |
| 7 | Demand Response Programs (Flex Your Power, Peak Choice, BIP, DBP, Aggregator, PDP) ID3 | ID3 |
| 8 | Upstream HVAC and Motors Program | ID3 |
| 77 | Other programs [SPECIFY:] _____ | ID3 |
| 88 | Refused | ID3 |
| 99 | Don't Know | ID3 |

ID3 Has your Account Representative, or any Program Staff or Program Vendors discussed solar, wind or other self-generation equipment opportunities with you?

| | | |
|----|-----------------------------|------|
| 1 | Yes, Account Representative | ID3a |
| 2 | Yes, Program Staff | ID3a |
| 3 | Yes, Program Vendor | ID3a |
| 4 | No | ID3a |
| 88 | Refused | ID3a |
| 99 | Don't Know | ID3a |

ID3a Has your Account Representative, Program Staff, or Program Vendors discussed Demand Reduction programs, technologies, or opportunities with you? (Select all that apply)

| | | |
|----|-----------------------------|------------------|
| 1 | Yes, Account Representative | Program_Lighting |
| 2 | Yes, Program Staff | Program_Lighting |
| 3 | Yes, Program Vendor | Program_Lighting |
| 4 | No | Program_Lighting |
| 88 | Don't Know | Program_Lighting |
| 99 | Refused | Program_Lighting |

PROGRAM LIGHTING EQUIPMENT

Ask if LIGHTING = 1; else skip to NEXT BATTERY

| | | |
|----------------|--|------|
| Comment | One way that organizations like yours can reduce their energy use is to install more energy efficient lighting equipment. I would like to ask you about the lighting changes you made as part of your participation in <%UTILITY>'s program. | LI99 |
|----------------|--|------|

CONTINUE IF CUSTOM = 1; ELSE SKIP TO A3A IF DEEMED = 1

Our records indicate that your organization installed CUSTOM LIGHTING EQUIPMENT through the program. It is described as <%CUSTOM_MEASURE>. Is this correct?

LI99

| | | |
|----|------------|---------|
| 1 | Yes | LI100 |
| 2 | No | DISPLAY |
| 88 | Refused | DISPLAY |
| 99 | Don't know | DISPLAY |

Ask if LI99 in (2-99); else skip to LI100.

| | | |
|----------------|---|-----|
| DISPLAY | We can not continue this study unless we can speak to someone at your organization that is familiar with the lighting equipment that was installed through the program. | A3A |
|----------------|---|-----|

Ask if LI99 = 1; else skip to A3A.

What types of fixtures, ballasts, or light controls were installed as part of this lighting installation?

<\$2>

LI100

| | | |
|----|---|--------------|
| 1 | High performance T8 (1" diameter bulbs) | LI101A <\$1> |
| 2 | T8 fluorescent fixtures (1" diameter bulbs) | LI101A <\$1> |
| 3 | T10 fluorescent fixtures | LI101A <\$1> |
| 4 | Compact HID (High Density Discharge) Fixtures | LI101A <\$1> |
| 5 | Screw-in modular CFLs | LI101A <\$1> |
| 6 | Hardwire CFL fixtures | LI101A <\$1> |
| 7 | CFL Exit Signs | LI101A <\$1> |
| 8 | Led Exit Signs | LI101A <\$1> |
| 9 | Halogen bulbs | LI101A <\$1> |
| 10 | Reflectors | LI101A <\$1> |

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| | | |
|-----------|--|--------------|
| 11 | Electronic Ballasts | LI101A <\$1> |
| 12 | Lighting Controls, Time Clock | LI101A <\$1> |
| 13 | Lighting Controls, Occupancy Sensor | LI101A <\$1> |
| 14 | Lighting Controls, Bypass/Delay Timers | LI101A <\$1> |
| 15 | Lighting Controls, Photocell | LI101A <\$1> |
| 16 | Other Fluorescent | LI101A <\$1> |
| 17 | Skinny/Thin Tubes | LI101A <\$1> |
| 18 | T5 Fixtures (5/8" diameter) | LI101A <\$1> |
| 19 | Screw-in LEDs | LI101A <\$1> |
| 20 | Screw-in LEDs Reflector Lamps | LI101A <\$1> |
| 21 | LED Fixtures or Panels (e.g., replacement for linear fixtures) | LI101A <\$1> |
| 77 | Other (PLEASE SPECIFY) | LI101A <\$1> |

IF CUSTOM = 1 START MACRO <LI99> FOR CUSTOM MEASURES (LI101A THROUGH LI101H)

LI101A (\$1) Approximately how many <\$2> were installed through the program?

| | | |
|-------------|------------|--------------|
| 77 | Record # | LI101C <\$4> |
| 8888 | Refused | LI101B <\$3> |
| 9999 | Don't know | LI101B <\$3> |

If LI101A <\$1> in (88, 99) the ask; else skip to LI101C <\$4>

LI101B (\$3) Would you say that the number of <\$2> installed under the program are...

| | | |
|-----------|---------------------|--------------|
| 1 | less than 10 units | LI101C <\$4> |
| 2 | 11 - 50 units | LI101C <\$4> |
| 3 | 50 - 100 units | LI101C <\$4> |
| 4 | More than 100 units | LI101C <\$4> |
| 88 | Refused | LI101C <\$4> |
| 99 | Don't know | LI101C <\$4> |

LI101C (\$4) Were any of the program provided <\$2> placed/installed at another facility? If so, what percentage would you estimate?

| | | |
|------------|-------------------------|--------------|
| 1 | Yes, #record percentage | LI101D <\$5> |
| 2 | No | LI101D <\$5> |
| 101 | Refused | LI101D <\$5> |
| 102 | Don't know | LI101D <\$5> |

LI101D (\$5) What type of lighting equipment was removed and replaced when you installed <\$2> through the program?

| | | |
|----------|---|--------------|
| 1 | High performance T8 (1" diameter bulbs) | LI101F <\$7> |
|----------|---|--------------|

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| | | |
|----|--|--------------|
| 2 | T8 fluorescent fixtures (1" diameter bulbs) | LI101F <\$7> |
| 3 | T10 fluorescent fixtures | LI101F <\$7> |
| 4 | T12 Fixtures (1.5" diameter bulbs) | LI101F <\$7> |
| 5 | Compact HID (High Density Discharge) Fixtures | LI101E <\$6> |
| 6 | Screw-in Modular CFLs | LI101F <\$7> |
| 7 | Hardwire CFL Fixtures | LI101F <\$7> |
| 8 | Incandescent bulbs | LI101F <\$7> |
| 9 | CFL Exit Signs | LI101F <\$7> |
| 10 | LED Exit Signs | LI101F <\$7> |
| 11 | Halogen bulbs | LI101F <\$7> |
| 12 | Reflectors | LI101F <\$7> |
| 13 | Electronic Ballast | LI101F <\$7> |
| 14 | Magnetic Ballast | LI101F <\$7> |
| 15 | Manual Switches | LI101F <\$7> |
| 16 | Lighting Controls, Time Clock | LI101F <\$7> |
| 17 | Lighting Controls, Occupancy Sensor | LI101F <\$7> |
| 18 | Lighting Controls, Bypass/Delay Timers | LI101F <\$7> |
| 19 | Lighting Controls, Photocell | LI101F <\$7> |
| 20 | Other Fluorescent | LI101F <\$7> |
| 21 | Fat/Thick Tubes | LI101F <\$7> |
| 22 | Skinny/Thin Tubes | LI101F <\$7> |
| 23 | T5 Fixtures (5/8" diameter) | LI101F <\$7> |
| 24 | Screw-in LEDs | LI101F <\$7> |
| 25 | Screw-in LEDs Reflector Lamps | LI101F <\$7> |
| 26 | LED Fixtures or Panels (e.g., replacement for linear fixtures) | LI101F <\$7> |
| 66 | Did not replace anything - new equipment | LI90 |
| 77 | Other (PLEASE SPECIFY) | LI101F <\$7> |

Ask if LI101D <\$5> = 5; else skip to LI101F

Were the HID lamps you removed High Pressure Sodium, Metal Halide, Mercury Vapor or Incandescent?

LI101E (\$6)

| | | |
|----|----------------------|--------------|
| 1 | High pressure sodium | LI101F <\$7> |
| 2 | Metal Halide | LI101F <\$7> |
| 3 | Mercury Vapor | LI101F <\$7> |
| 4 | Incandescent | LI101F <\$7> |
| 88 | Refused | LI101F <\$7> |
| 99 | Don't know | LI101F <\$7> |

Ask if LI101D <\$5> <> 66; else skip to LI90

Approximately how old was the lighting that was removed and replaced with <\$2>? Would you say...

LI101F (\$7)

| | | |
|---|-----------------------------|--------------|
| 1 | Less than 5 years old | LI101G <\$8> |
| 2 | Between 5 and 10 years old | LI101G <\$8> |
| 3 | Between 10 and 15 years old | LI101G <\$8> |
| 4 | More than 15 years old | LI101G <\$8> |

| | | |
|----|------------|--------------|
| 88 | Refused | LI101G <\$8> |
| 99 | Don't know | LI101G <\$8> |

LI101G (\$8) How would you describe the removed equipment's condition? Would you say they were in...

| | | |
|----|----------------|--------------|
| 1 | Poor condition | LI101H <\$9> |
| 2 | Fair condition | LI101H <\$9> |
| 3 | Good condition | LI101H <\$9> |
| 88 | Refused | LI101H <\$9> |
| 99 | Don't know | LI101H <\$9> |

LI101H (\$9) Approximately what percentage of the lighting equipment that was removed and replaced was broken or not working prior to installing <\$2>?

| | | |
|-----|------------|------|
| % | Percent | LI90 |
| 101 | Refused | LI90 |
| 102 | Don't know | LI90 |

**END MACRO FOR CUSTOM MEASURES;
RESTART LOOP IF NEEDED FOR ADDITIONAL
MEASURES SELECTED IN LI100; ELSE GO TO
LI90**

Ask if LI100 = 5

Of the CFLs you received through the program, what percentage do you estimate were placed into storage for later use?

LI90

| | | |
|-----|-------------|-------|
| 77 | Open Record | LI901 |
| 101 | Refused | LI901 |
| 102 | Don't know | LI901 |

Ask if LI100 = 19

Of the LEDs you received through the program, what percentage do you estimate were placed into storage for later use?

LI901

| | | |
|-----|-------------|-------|
| 77 | Open Record | LI902 |
| 101 | Refused | LI902 |
| 102 | Don't know | LI902 |

Ask only if LI100 = 20

Of the LED Reflector Lamps you received through the program, what percentage do you estimate were placed into storage for later use?

LI902

| | | |
|-----|-------------|-----------------------|
| 77 | Open Record | CUST_INSTALL_DATE_ NU |
| 101 | Refused | CUST_INSTALL_DATE_ NU |
| 102 | Don't know | CUST_INSTALL_DATE_ NU |

IF UNRECORDED <> CUST_INSTALL_DATE;
 Our records indicate that your company installed this
CUST_INSTALL_ CUSTOM LIGHTING EQUIPMENT on
DATE_NU <%CUST_INSTALL_DATE>. Is this correct?

| | | |
|-----------|------------|-----------------------|
| 1 | Yes | NTGCHECK |
| 2 | No | CUST_INSTALL_YEA R |
| 88 | Refused | CUST_INSTALL_YEA R |
| 99 | Don't know | CUST_INSTALL_YEA R |

**IF UNRECORDED(CUST_INSTALL_DATE) &
 ^UNRECORDED(CUST_PAID_DATE);**
 According to our records, your organization received a
 rebate for the installation of your CUSTOM LIGHTING
DISPLAY EQUIPMENT on ... <%CUST_PAID_DATE>.
IF CUST_INSTALL_DATE_NU = 2 OR
(UNRECORDED = CUST_INSTALL_DATE AND
UNRECORDED <> CUST_PAID_DATE);
 In what year did you install this CUSTOM LIGHTING
CUST_INSTALL_YEAR EQUIPMENT (PROBE FOR BEST GUESS)

| | | |
|-----------|------------|------------------------|
| 1 | 2013 | CUST_INSTALL_MON TH |
| 2 | 2014 | CUST_INSTALL_MON TH |
| 88 | Refused | NTGCHECK |
| 99 | Don't know | NTGCHECK |

**If CUST_INSTALL_YEAR in (1-3) then ask; else
 skip to A3a**

CUST_INSTALL_ And in which Month. If you don't know the MONTH,
MONTH could you remember the SEASON?

| | | |
|-----------|-----------|----------|
| 1 | January | NTGCHECK |
| 2 | February | NTGCHECK |
| 3 | March | NTGCHECK |
| 4 | April | NTGCHECK |
| 5 | May | NTGCHECK |
| 6 | June | NTGCHECK |
| 7 | July | NTGCHECK |
| 8 | August | NTGCHECK |
| 9 | September | NTGCHECK |
| 10 | October | NTGCHECK |
| 11 | November | NTGCHECK |
| 12 | December | NTGCHECK |
| 13 | Fall | NTGCHECK |
| 14 | Winter | NTGCHECK |
| 15 | Spring | NTGCHECK |

| | | |
|----|------------|----------|
| 16 | Summer | NTGCHECK |
| 88 | Refused | NTGCHECK |
| 99 | Don't know | NTGCHECK |

**NTGCHECK GO TO NTG BATTERY IF NTGCUSTOM = 1;
ELSE CONTINUE**

IF DEEMED = 1 START LOOP FOR DEEMED MEASURES (<%LT_MEAS_x>, WHERE x = 1, 2, or 3); ELSE SKIP TO LI30

According to our records, your organization (MxDELAMP = 0) installed/delamped <%LT_QTY_x> <%LT_MEAS_x> through <%UTILITY>'s program, is this correct? [IF MxDELAMP == 1, READ: delamping occurs when you retrofit your T12s to T8s and reduce the number of lamps in a fixture or simply reduce the

A3[A-C] number of fixtures]

| | | |
|----|------------------------------------|------------------------|
| 1 | Yes - Quantity is Correct | DEEMED_INSTALL_DATE_NU |
| 2 | Yes - Installed Different Quantity | A3_QTY |
| 3 | No, did not install | DISPLAY |
| 88 | Refused | DISPLAY |
| 99 | Don't know | DISPLAY |

IF A3[A-C](3 - 99), READ: "We must conduct this study with someone that knows about the installation of this measure." and ABANDON USER. Else

DISPLAY continue with A3[A-C]_QTY

Ask if A3[A-C] = 2 or LT_QTY_x = 0

Approximately how many units of <%LT_MEAS_x> were (MxDELAMP = 0) installed/delamped under the %PROGRAM program?

A3[A-C]_QTY

| | | |
|------|------------|------------------------|
| 77 | Record # | DEEMED_INSTALL_DATE_NU |
| 8888 | Refused | A3_OTH |
| 9999 | Don't know | A3_OTH |

IF A3_QTY IN (88, 99)

A3[A-C]_OTH Would you say that the number of <%LT_MEAS_x> (MxDELAMP = 0) installed/delamped are...

| | | |
|----|---------------------|------------------------|
| 1 | less than 10 units | DEEMED_INSTALL_DATE_NU |
| 2 | 11 - 50 units | DEEMED_INSTALL_DATE_NU |
| 3 | 50 - 100 units | DEEMED_INSTALL_DATE_NU |
| 4 | More than 100 units | DEEMED_INSTALL_DATE_NU |
| 88 | Refused | DEEMED_INSTALL_DATE_NU |
| 99 | Don't know | DEEMED_INSTALL_DATE_NU |

IF ^UNRECORDED(DEEM_INSTALL_DATEx)

Our records indicate that your organization
<(MxDELAMP = 0)/installed/delamped>
...<%LT_MEAS_x> on

DEEM_INSTALL_DATE <%DEEM_INSTALL_DATEx>. _____ Is this
x_NU correct?

| | | |
|-----------|------------|-----------------------|
| 1 | Yes | LI18 |
| 2 | No | DEEM_INSTALL_YEA R |
| 88 | Refused | DEEM_INSTALL_YEA R |
| 99 | Don't know | DEEM_INSTALL_YEA R |

**IF UNRECORDED(DEEM_INSTALL_DATEx) &
^UNRECORDED(DEEM_PAID_DATEx)**

According to our records, your organization received a
rebate for the (MxDELAMP = 0)
installation/delamping> of ...<%LT_MEAS_x>... on
DISPLAY <%DEEM_PAID_DATEx>.

**IF DEEM_INSTALL_DATEx_NU in (2,88,99) |
(UNRECORDED(DEEM_INSTALL_DATEx) &
^UNRECORDED(DEEM_PAID_DATEx))**

DEEM_INSTALL_YEAR In what year did you (MxDELAMP = 0) install/delamp
x <%LT_MEAS_x>? (PROBE FOR BEST GUESS)

| | | |
|-----------|------------|-------------------------|
| 1 | 2013 | DEEM_INSTALL_MO NTHx |
| 2 | 2014 | DEEM_INSTALL_MO NTHx |
| 88 | Refused | LI18 |
| 99 | Don't know | LI18 |

IF DEEM_INSTALL_YEARx in (1-3)

DEEM_INSTALL_MON And what month? {If they can not recall month, try to
THx get the season.}

| | | |
|-----------|-----------|------|
| 1 | January | LI18 |
| 2 | February | LI18 |
| 3 | March | LI18 |
| 4 | April | LI18 |
| 5 | May | LI18 |
| 6 | June | LI18 |
| 7 | July | LI18 |
| 8 | August | LI18 |
| 9 | September | LI18 |
| 10 | October | LI18 |
| 11 | November | LI18 |
| 12 | December | LI18 |
| 13 | Fall | LI18 |
| 14 | Winter | LI18 |

| | | |
|----|------------|------|
| 15 | Spring | LI18 |
| 16 | Summer | LI18 |
| 88 | Refused | LI18 |
| 99 | Don't know | LI18 |

If A3[A-C] is 1 or 2;

Ask only if CFLx = 1; else skip to LI181[A-C]

Of the CFLs you received through the program, what percentage do you estimate were placed into storage for later use?

LI18[A-C]

| | | |
|-----|-------------|-------|
| 77 | Open Record | LI181 |
| 101 | Refused | LI181 |
| 102 | Don't know | LI181 |

Ask only if LEDx = 1; else skip to LI182[A-C]

Of the LEDs you received through the program, what percentage do you estimate were placed into storage for later use?

LI181[A-C]

| | | |
|-----|-------------|-------|
| 77 | Open Record | LI182 |
| 101 | Refused | LI182 |
| 102 | Don't know | LI182 |

ASK ONLY IF LEDRLx = 1

Of the LED Reflector Lamps you received through the program, what percentage do you estimate were placed into storage for later use?

LI182[A-C]

| | | |
|-----|-------------|------|
| 77 | Open Record | LI19 |
| 101 | Refused | LI19 |
| 102 | Don't know | LI19 |

Were any of the program provided <%LT_MEAS_x> (MxDELAMP = 0) installed/delamped at another facility? If so, what percentage would you estimate?

LI19[A-C]

| | | |
|-----|-------------------------|------|
| 77 | Yes, #record percentage | LI20 |
| 101 | Refused | LI20 |
| 102 | Don't know | LI20 |

IF MxDELAMP = 0; else skip to end of DEEMED MEASURE LOOP

What type of lighting was removed and replaced when you installed <%LT_MEAS_x> through the program?

LI20[A-C]

| | | |
|---|---|------|
| 1 | High performance T8 (1" diameter bulbs) | LI22 |
| 2 | T8 fluorescent fixtures (1" diameter bulbs) | LI22 |
| 3 | T10 fluorescent fixtures | LI22 |
| 4 | T12 Fixtures (1.5" diameter bulbs) | LI22 |
| 5 | Compact HID (High Density Discharge) Fixtures | LI21 |
| 6 | Screw-in Modular CFLs | LI22 |

| | | |
|----|--|-----------|
| 7 | Hardwire CFL Fixtures | LI22 |
| 8 | Incandescent | LI22 |
| 9 | CFL Exit Signs | LI22 |
| 10 | LED Exit Signs | LI22 |
| 11 | Halogen bulbs | LI22 |
| 12 | Reflectors | LI22 |
| 13 | Electronic Ballast | LI22 |
| 14 | Magnetic Ballast | LI22 |
| 15 | Manual Switches | LI22 |
| 16 | Lighting Controls, Time Clock | LI22 |
| 17 | Lighting Controls, Occupancy Sensor | LI22 |
| 18 | Lighting Controls, Bypass/Delay Timers | LI22 |
| 19 | Lighting Controls, Photocell | LI22 |
| 20 | Other Fluorescent | LI22 |
| 21 | Fat/Thick Tubes | LI22 |
| 22 | Skinny/Thin Tubes | LI22 |
| 23 | T5 Fixtures (5/8" diameter) | LI22 |
| 24 | Screw-in LEDs | LI22 |
| 25 | Screw-in LEDs Reflector Lamps | LI22 |
| 26 | LED Fixtures or Panels (e.g., replacement for linear fixtures) | LI22 |
| 66 | DID NOT REMOVE ANYTHING-ADDITIONAL EQUIP ONLY | NTGCHECK1 |
| 77 | Other (PLEASE SPECIFY) | LI22 |

IF MxDELAMP = 0;

ASK IF LI20[A-C] = 5; else skip to LI22[A-C]

Were the HID lamps you removed High Pressure

LI21[A-C] Sodium, Metal Halide, Mercury Vapor or Incandescent?

| | | |
|----|----------------------|------|
| 1 | High pressure sodium | LI22 |
| 2 | Metal Halide | LI22 |
| 3 | Mercury Vapor | LI22 |
| 4 | Incandescent | LI22 |
| 88 | Refused | LI22 |
| 99 | Don't know | LI22 |

If LI20[A-C]^= 66 then ask; else skip to end of DEEMED Loop

Approximately how old was the equipment that were removed and replaced? Would you say...

LI22[A-C]

| | | |
|----|-----------------------------|------|
| 1 | Less than 5 years old | LI23 |
| 2 | Between 5 and 10 years old | LI23 |
| 3 | Between 10 and 15 years old | LI23 |
| 4 | More than 15 years old | LI23 |
| 88 | Refused | LI23 |
| 99 | Don't know | LI23 |

LI23[A-C] How would you describe the removed equipment's condition? Would you say they were in...

| | | |
|-----------|----------------|------|
| 1 | Poor condition | LI24 |
| 2 | Fair condition | LI24 |
| 3 | Good condition | LI24 |
| 88 | Refused | LI24 |
| 99 | Don't know | LI24 |

LI24[A-C] Approximately what percentage of the lighting equipment that was removed and replaced was broken or not working prior to installing <%LT_MEAS_x>?

| | | |
|------------|------------|-----------|
| % | Percent | NTGCHECK1 |
| 101 | Refused | NTGCHECK1 |
| 102 | Don't know | NTGCHECK1 |

NTGCHECK1 GO TO NTGBATTERY IF NTGDEEMED =1;
ELSE RESTART LOOP IF NEEDED FOR
<%LT_MEAS_x> WHERE x = 2, 3

AFTER ALL DEEMED MEASURES HAVE GONE THROUGH LOOP AND THE NTGBATTERY HAS BEEN COMPLETED FOR A LIGHTING MEASURE, ASK LI30

ASK IF LIGHTING=1

LI30 Considering all of the lighting changes we just discussed, approximately what percentage of the facility's lighting was affected by those changes?

| | | |
|------------|------------|-----|
| % | Percent | HB1 |
| 101 | Refused | HB1 |
| 102 | Don't know | HB1 |

HIGH BAY AND DELAMPING

If LINEAR = 1 or LI100 in (1, 2, 3, 16, 17, 18, 77); else skip to HB1a

Thinking about all of the types of linear fluorescent bulbs that were installed through the program, what is the highest height, in feet, above the area they light? [IN FEET]

HB1

| | | |
|-----------|--|------|
| 1 | Record number of feet | HB2 |
| 66 | Did not install linear fluorescent lamps | HB1a |
| 88 | Refused | HB2 |
| 99 | Don't know | HB2 |

IF HB1 < 13 then ask; else skip to HB3

Just to double check, was any of the linear fluorescent lighting installed through the program at a height of 13 or more feet above the area it is meant to light? This

HB2

would qualify as HIGH BAY lighting.

| | | |
|----|------------|------|
| 1 | Yes | HB3 |
| 2 | No | HB1a |
| 88 | Refused | HB1a |
| 99 | Don't know | HB1a |

ASKI IF IF (HB1 >> 12 & HB1 <> 66 & HB1 <> 88 & HB1 <> 99) | HB2(1); else skip to HB1a

What is the main kind of linear fluorescent bulbs located at this height?

HB3

| | | |
|----|-------------------|------|
| 1 | T8s | HB1a |
| 2 | T5s | HB1a |
| 77 | OPEN\RECORD OTHER | HB1a |
| 88 | Refused | HB1a |
| 99 | Don't know | HB1a |

Ask if NON_LINEAR = 1 or LI100 in (4, 5, 6, 9, 77); else skip to DEL1

Is any of the lighting installed through the program considered to be High Bay? (If needed, lighting higher than 13 ft)

HB1a

| | | |
|----|------------|------|
| 1 | Yes | HB2a |
| 2 | No | DEL1 |
| 88 | Refused | DEL1 |
| 99 | Don't know | DEL1 |

Ask if HB1a = 1 else skip to DEL1

HB2a

What kind of High Bay Lighting is it?

| | | |
|----|---|------|
| 1 | HID (High-intensity discharge) High pressure sodium | DEL1 |
| 2 | HID Metal halide | DEL1 |
| 3 | HID Mercury Vapor | DEL1 |
| 4 | HID - I don't know what type | DEL1 |
| 5 | CFLs | DEL1 |
| 77 | OPEN\RECORD OTHER | DEL1 |
| 88 | Refused | DEL1 |
| 99 | Don't know | DEL1 |

Ask if DELAMP = 1; else skip to DEL1a

We also show that you delamped linear fluorescent fixtures. Is this correct? (If needed: delamping occurs when you retrofit your T12s to T8s and reduce the number of lamps in a fixture or simply reduce the number of fixtures.)

DEL1

| | | |
|----|------------|------|
| 1 | Yes | DEL2 |
| 2 | No | Gas |
| 88 | Refused | Gas |
| 99 | Don't know | Gas |

Ask if DELAMP ^= 1 and LINEAR = 1 and M1DELAMP ^= 1 and M2DELAMP ^= 1 and M3DELAMP ^= 1 OR LI100(1-3, 16-18, 77);

As part of the lighting installation you had completed during your participation in program did you have any delamping done? (If needed: delamping occurs when you retrofit your T12s to T8s and reduce the number of lamps in a fixture or simply reduce the number of fixtures.)

DEL1a

| | | |
|----|------------|------|
| 1 | Yes | DEL2 |
| 2 | No | Gas |
| 88 | Refused | Gas |
| 99 | Don't know | Gas |

Ask if DEL1 = 1 or DEL1a = 1 or (M1DELAMP = 1 and A3A in (1, 2)) or (M2DELAMP = 1 and A3B in (1, 2)) or (M3DELAMP = 1 and A3C in (1, 2))

There are a few different types of delamping that can take place. Today we will be asking about 3 types in particular. One type of delamping occurs when fixtures are simply removed (removal only). Another type of delamping occurs when the fixtures themselves are removed and replaced with new fixtures containing less bulbs (remove and replace fixtures). The final type is where the current fixtures are retrofitted, not replaced, to accomodate less bulbs (reduce # of bulbs).

DEL2 Have you had Removal only Delamping done within your facility since January 2012?

| | | |
|----|------------|-------|
| 1 | Yes | DEL2a |
| 2 | No | DEL3 |
| 88 | Refused | DEL3 |
| 99 | Don't know | DEL3 |

If DEL2 = 1 then ask; else skip to DEL3

DEL2a What percent of the original fixtures within the delamped area were removed?

| | | |
|-----|-------------------|------|
| 77 | Record percentage | DEL3 |
| 101 | Refused | DEL3 |
| 102 | Don't know | DEL3 |

Have you had Remove and Replace delamping done within your facility since 2012? Remove and replace occurs when the fixtures themselves are removed and replaced with new fixtures containing less bulbs.

DEL3

| | | |
|----|------------|-------|
| 1 | Yes | DEL3a |
| 2 | No | DEL4 |
| 88 | Refused | DEL4 |
| 99 | Don't know | DEL4 |

If DEL3 = 1 then ask; else skip to DEL4

DEL3a What type of fixtures were removed?

2014 Deemed ESPI Pipe Insulation Impact Evaluation

| | | |
|----|-------------|-------|
| 77 | Open Record | DEL3b |
| 88 | Refused | DEL3b |
| 99 | Don't know | DEL3b |

DEL3b What type of fixtures were installed?

| | | |
|----|-------------|-------|
| 77 | Open Record | DEL3c |
| 88 | Refused | DEL3c |
| 99 | Don't know | DEL3c |

How many lamps per fixture were present prior to the delamping retrofit? [PROBE FOR BEST GUESS IF

DEL3c DON'T KNOW]

| | | |
|----|------------|-------|
| 1 | 1 | DEL3d |
| 2 | 2 | DEL3d |
| 3 | 3 | DEL3d |
| 4 | 4 | DEL3d |
| 5 | 5 | DEL3d |
| 6 | 6 | DEL3d |
| 7 | 7 | DEL3d |
| 8 | 8 | DEL3d |
| 88 | Refused | DEL3d |
| 99 | Don't know | DEL3d |

How many lamps per fixture are present now, after the delamping retrofit? [PROBE FOR BEST GUESS IF

DEL3d DON'T KNOW]

| | | |
|----|------------|-------|
| 1 | 1 | DEL3E |
| 2 | 2 | DEL3E |
| 3 | 3 | DEL3E |
| 4 | 4 | DEL3E |
| 5 | 5 | DEL3E |
| 6 | 6 | DEL3E |
| 7 | 7 | DEL3E |
| 8 | 8 | DEL3E |
| 88 | Refused | DEL4 |
| 99 | Don't know | DEL4 |

Approximately how old were the fixtures that were removed and replaced as a result of this Remove and Replace delamping? Would you say...

DEL3E

| | | |
|----|-----------------------------|------|
| 1 | Less than 5 years old | LI23 |
| 2 | Between 5 and 10 years old | LI23 |
| 3 | Between 10 and 15 years old | LI23 |
| 4 | More than 15 years old | LI23 |
| 88 | Refused | LI23 |
| 99 | Don't know | LI23 |

How would you describe the condition of the fixtures that were Removed and Replaced as a result of the remove and replace delamping? Would you say they were in...

DEL3F

| | | |
|----|--------------------|------|
| 1 | Poor condition | LI24 |
| 2 | Fair condition, or | LI24 |
| 3 | Good condition | LI24 |
| 88 | Refused | LI24 |
| 99 | Don't know | LI24 |

Approximately what percentage of the fixtures that were removed and replaced were broken or not working prior to the Remove and Replace delamping?

DEL3G

| | | |
|-----|------------|------|
| % | Percent | LI30 |
| 101 | Refused | LI30 |
| 102 | Don't know | LI30 |

Have you had a delamping retrofit to reduce the number of lamps per fixture within your facility since 2012? This is where the current fixtures are retrofitted, not replaced, to accomodate less bulbs (reduce # of lamps).

DEL4

| | | |
|----|------------|-------|
| 1 | Yes | DEL4a |
| 2 | No | DEL5 |
| 88 | Refused | DEL5 |
| 99 | Don't know | DEL5 |

If DEL4 = 1 then ask; else skip to DEL5

How many lamps per fixture were present prior to the delamping retrofit?[PROBE FOR BEST GUESS IF DON'T KNOW]

DEL4a

| | | |
|----|-------------|-------|
| 77 | Open Record | DEL4b |
| 88 | Refused | DEL4b |
| 99 | Don't know | DEL4b |

How many lamps per fixture are present now, after the delamping retrofit? [PROBE FOR BEST GUESS IF DON'T KNOW]

DEL4b

| | | |
|----|-------------|------|
| 77 | Open Record | DEL5 |
| 88 | Refused | DEL5 |
| 99 | Don't know | DEL5 |

Is the amount of lighting better, worse, or the same than before your delamping job?

DEL5

| | | |
|----|------------|-------|
| 1 | Better | Gas |
| 2 | Worse | DEL11 |
| 3 | Same | Gas |
| 88 | Refused | DEL11 |
| 99 | Don't know | DEL11 |

If DEL5 in (2, 88, 99) then ask; else skip to G1

Did you install additional lighting equipment to increase the amount of lighting in the delamped area(s)?

DEL11

| | | |
|----|------------|-----|
| 1 | Yes | Gas |
| 2 | No | Gas |
| 88 | Refused | Gas |
| 99 | Don't know | Gas |

GAS EQUIPMENT

Ask if CC3a(2|3) (respondent said organization has gas heating) or GAS=1; else skip to NEXT BATTERY

In this next section we will be discussing the GAS

DISPLAY EQUIPMENT present at your facility.

Which of the following natural gas equipment is present at your facility?...

G1

| | | |
|----|-------------------|---------------|
| 1 | Water Heater | G25 |
| 2 | Gas Furnace | G25 |
| 3 | Gas Boiler | G25 |
| 4 | Gas Stove | G25 |
| 5 | Gas Clothes Dryer | G25 |
| 66 | No natural gas | Refrigeration |
| 77 | Other (specify) | G25 |
| 88 | Refused | G25 |
| 99 | Don't know | G25 |

Does your organization have any plans to install any high efficiency gas equipment within the next 12 months?

G25

| | | |
|----|------------|---------------|
| 1 | Yes | Refrigeration |
| 2 | No | Refrigeration |
| 88 | Refused | Refrigeration |
| 99 | Don't Know | Refrigeration |

REFRIGERATION EQUIPMENT

Ask R9 through CD4 if REFRIGERATION = 1; else skip to NEXT BATTERY

READ IF ^UNRECORDED(RF_MEAS_x) where x = 1, 2, 3....

DISPLAY

In this section of the survey we would like to ask you about the refrigeration equipment changes you made as part of your participation in <%UTILITY>'s program.

According to our records, your organization installed <%RF_QTY_x> ... <%RF_UNITS_x>...<%RF_MEAS_x> through the <%UTILITY> program, is this correct?

R9_x

| | | |
|-----------|--|---------------------------------|
| 1 | Correct as stated | R5b_x |
| 2 | Refrigeration equipment installed but not as described | R9X_x |
| 3 | No refrigeration equipment installed through the program | Next Measure/Greenhouse e |
| 88 | Refused | Greenhouse |
| 99 | Don't know | Greenhouse |

ASK IF IF R9_x(2)

Approximately how many units of ...<%RF_MEAS_x>... were installed under the Program?

R9X_x

| | | |
|-----------|------------|-------|
| 77 | Record # | Calc |
| 88 | Refused | R5b_x |
| 99 | Don't know | R5b_x |

Calc If <%ClaimInstal_RF_x>/<%RFx_QTY_x> <75% then ask RF9Y_x; else if <%ClaimInstal_RF_x>/<%RFx_QTY_x> > 125% ask RF9Z_x; else skip to R5b_x

ASK R9Y IF R9X_x <> 88888 & R9X_x <> 99999; R9X_x << RFxUNDER

Perhaps you could help us to understand the difference between our records and what has been installed...Do you have any suggestions as to why our numbers differ? Were any of these <%RF_MEAS_x> put into storage, perhaps installed at another facility, or never received? It is okay if you don't know why there is a difference, but if you had any ideas of why our counts don't match, it would really help us to evaluate the program's record keeping?

R9Y_x

| | | |
|-----------|---|-------|
| 1 | Have no idea why numbers differ | R5b_x |
| 2 | Did not install all of the refrigeration equipment, Put some in storage | R5b_x |
| 3 | Installed at another facility | R5b_x |
| 4 | Did not receive all of the <%RF_MEAS_x> | R5b_x |
| 77 | Other | R5b_x |
| 88 | Refused | R5b_x |
| 99 | Don't know | R5b_x |

ASK R9Z_x IF R9X_x >> RFxOVER

Perhaps you can help us to understand the difference between our records and what has been installed....Do you have any suggestions as to why our numbers differ? Did your facility participate multiple times in the program since 2013 and maybe we don't have these other records? Did you install additional equipment outside of the program that you are including in these numbers? It is okay if you don't know why there is a difference, but if you had any ideas of why our counts don't match, it would really help us to evaluate the program's record keeping?

R9Z_x

| | | |
|-----------|--|-------|
| 1 | Have no idea why numbers differ | R5b_x |
| 2 | Multiple participation | R5b_x |
| 3 | Installed equipment outside of the program | R5b_x |
| 77 | Other | R5b_x |
| 88 | Refused | R5b_x |
| 99 | Don't know | R5b_x |

ASK IF R9_x(1|2);

R5b_x

What type of refrigeration equipment was removed and replaced when you installed <%RF_MEAS_x>?

| | | |
|-----------|---|-------|
| 1 | Old Strip curtains | R5c_x |
| 2 | Older Main door cooler/freezer door gaskets | R5c_x |
| 3 | Older Anti-sweat heat controllers | R5c_x |
| 4 | Same Equipment, just newer | R5c_x |
| 5 | Older Display cases without doors | R5c_x |
| 66 | NONE - Not a replacement | R5c_x |
| 77 | Other (Specify) | R5c_x |
| 88 | Refused | R5c_x |
| 99 | Don't know | R5c_x |

ASK IF IF R5b_x(1|65|77)

R5c_x

How would you describe the condition of refrigeration equipment that was removed and replaced? Was it...

| | | |
|-----------|---------------------|-------|
| 1 | Inoperable (broken) | R5d_x |
| 2 | Poor condition | R5d_x |
| 3 | Fair condition | R5d_x |
| 4 | Good condition | R5d_x |
| 88 | Refused | R5d_x |
| 99 | Don't know | R5d_x |

R5d_x

Approximately how old was the refrigeration equipment that was removed and replaced by the refrigeration equipment we just discussed? Would you say...

| | | |
|-----------|----------------------------|--------|
| 1 | Less than 5 years old | R9d1_x |
| 2 | Between 5 and 10 years old | R9d1_x |
| 3 | 10 to 20 years old | R9d1_x |
| 4 | more than 20 years old | R9d1_x |
| 88 | Refused | R9d1_x |
| 99 | Don't know | R9d1_x |

ASK IF ^UNRECORDED(RF_INSTDTx); ELSE GO TO DISPLAY

R9d1_x Our records indicate that your company installed the refrigeration equipment in <%RF_INSTDTx> through the <%PROGRAM> program, is this correct?

| | | |
|-----------|------------|------------------|
| 1 | Yes | NTGCHECK3 |
| 2 | No | DISPLAY; RF9f1_x |
| 88 | Refused | DISPLAY; RF9f1_x |
| 99 | Don't know | DISPLAY; RF9f1_x |

ASK IF ^UNRECORDED(RF_CHKDTx) & UNRECORDED(RF_INSTDTx)

DISPLAY Our records indicate that your company received a rebate for the refrigeration equipment installed through the program in <%RF_CHKDTx>.

ASK IF (^UNRECORDED(RF_CHKDTx) & UNRECORDED(RF_INSTDTx)) | R9D1_x(2)

RF9f1_x In what year did you install <%RF_MEAS_x>? (PROBE FOR BEST GUESS) Was it in....

| | | |
|-----------|------------|-----------|
| 1 | 2013 | R9f2 |
| 2 | 2014 | R9f2 |
| 88 | Refused | NTGCHECK3 |
| 99 | Don't know | NTGCHECK3 |

ASK IF RF9F1_x(1|2)

RF9f2_x And what month? {If they can not recall month, try to get the season.}

| | | |
|-----------|------------|-----------|
| 1 | January | NTGCHECK3 |
| 2 | February | NTGCHECK3 |
| 3 | March | NTGCHECK3 |
| 4 | April | NTGCHECK3 |
| 5 | May | NTGCHECK3 |
| 6 | June | NTGCHECK3 |
| 7 | July | NTGCHECK3 |
| 8 | August | NTGCHECK3 |
| 9 | September | NTGCHECK3 |
| 10 | October | NTGCHECK3 |
| 11 | November | NTGCHECK3 |
| 12 | December | NTGCHECK3 |
| 13 | Fall | NTGCHECK3 |
| 14 | Winter | NTGCHECK3 |
| 15 | Spring | NTGCHECK3 |
| 16 | Summer | NTGCHECK3 |
| 88 | Refused | NTGCHECK3 |
| 99 | Don't know | NTGCHECK3 |

NTGCHECK3 IF NTGREFRIG == 1 PERFORM NTG BATTERY; ELSE CONTINUE....

END REFRIGERATION MEASURE LOOP; GO TO R9_x if ^UNRECORDED(RF_MEAS_x) WHERE x = 2, 3; ELSE CONTINUE WITH SURVEY

IF CASES = 1 ASK CD2 THROUGH CD4 ; ELSE SKIP TO NEXT BATTERY

CD2 What is the length across the front (linear feet) of your display case? An approximation would be fine.

| | | |
|-----------|---|-----|
| 77 | Record length of case and number of cases | CD3 |
| 88 | Refused | CD3 |
| 99 | Don't know | CD3 |

CD3 Does your new display case have efficient lighting (T-8 or LED lighting) installed?

| | | |
|-----------|------------|-----|
| 1 | Yes | CD4 |
| 2 | No | CD4 |
| 88 | Refused | CD4 |
| 99 | Don't know | CD4 |

CD4 Does your new display case have a variable speed fan motor installed?

| | | |
|-----------|------------|------------|
| 1 | Yes | Greenhouse |
| 2 | No | Greenhouse |
| 88 | Refused | Greenhouse |
| 99 | Don't know | Greenhouse |

GREENHOUSE HEAT CURTAINS

Ask if CONTROLS = 1 and FM050 in 4 (Agricultural - farms/greenhouses), 8 (Education), or 12 (Industrial); else skip to NEXT BATTERY

GG1 Does your facility have any greenhouses?

| | | |
|-----------|------------|---------|
| 1 | Yes | GG1a |
| 2 | No | Cooling |
| 88 | Refused | Cooling |
| 99 | Don't know | Cooling |

Ask if GG1=1; else skip to NEXT BATTERY

GG1a How many square feet of greenhouses do you have at your facility?

| | | |
|-----------|--------------------------------|---------|
| 66 | We do not have any greenhouses | Cooling |
| 77 | Square feet | GG1b |
| 88 | Refused | GG1a1 |
| 99 | Don't know | GG1a1 |

Ask if GG1a IN (88, 99)

GG1a1 Can you identify the appropriate size range from the following list?

| | | |
|-----------|------------------------|---------|
| 1 | < 1,500 sq ft | Cooling |
| 2 | 1,500 - 5,000 sq ft | Cooling |
| 3 | 5,000 - 10,000 sq ft | Cooling |
| 4 | 10,000 – 25,000 sq ft | Cooling |
| 5 | 25,000 – 50,000 sq ft | Cooling |
| 6 | 50,000 – 75,000 sq ft | Cooling |
| 7 | 75,000 – 100,000 sq ft | Cooling |
| 8 | > 100,000 sq ft | Cooling |
| 88 | Refused | Cooling |
| 99 | Don't know | Cooling |

COOLING EQUIPMENT

Now we would like to discuss your cooling equipment.

What type of equipment is used to cool this facility? (allow multiples)

CL1

| | | |
|-----------|--|----------------|
| 1 | No A/C | PipeInsulation |
| 2 | Split system (two components; compressor is separate from the supply air fan, air conditioner, or heat pump) | CL2 |
| 3 | Packaged systems (one component; rooftop units) | CL2 |
| 4 | Package Terminal A/C or Heat Pump (e.g., Hotel/Motel units) | CL2 |
| 5 | Evaporative coolers (swamp coolers) | CL2 |
| 6 | Water Chiller (Central plant) | CL2 |
| 7 | Individual A/C or Heat Pump Units (e.g., Unitary Equipment, Central A/C with multiple units, single unit for small business) NOTE: ASK IF SPLIT OR PACKAGED SYSTEM | CL2 |
| 8 | Window/Wall Units | CL2 |
| 77 | Other (Specify) | CL2 |
| 88 | Refused | CL2 |
| 99 | Don't Know | CL2 |

Ask if CL1<>1; else skip to NEXT BATTERY

How would you describe the condition of the primary cooling equipment currently in use at your facility? Would you say the cooling equipment is in ...

CL2

| | | |
|-----------|-------------------|-----|
| 1 | In poor condition | CL3 |
| 2 | In fair condition | CL3 |
| 3 | Good condition | CL3 |
| 88 | Refused | CL3 |
| 99 | Don't know | CL3 |

CL3 How old is this cooling equipment currently in use at your facility? Would you say...

| | | |
|-----------|----------------------------|-----|
| 1 | Less than 5 years old | CL4 |
| 2 | Between 5 and 10 years old | CL4 |
| 3 | 10 to 20 years old | CL4 |
| 4 | more than 20 years old | CL4 |
| 88 | Refused | CL4 |
| 99 | Don't know | CL4 |

CL4 What is the primary fuel used by this cooling equipment?

| | | |
|-----------|--------------------------|------|
| 1 | Electricity | CL35 |
| 2 | Natural Gas | CL35 |
| 3 | Both Electricity and Gas | CL35 |
| 77 | Other (PLEASE SPECIFY) | CL35 |
| 88 | Refused | CL35 |
| 99 | Don't Know | CL35 |

CL35 Does your company have any plans to install high efficiency cooling equipment within the next 12 months?

| | | |
|-----------|------------|----------------|
| 1 | Yes | PipeInsulation |
| 2 | No | PipeInsulation |
| 88 | Refused | PipeInsulation |
| 99 | Don't Know | PipeInsulation |

PIPE INSULATION

ASK IF PIPE = 1; else skip to NEXT BATTERY

DISPLAY

In the next section we'll be discussing the pipe insulation present at your facility.

ASK IF ^UNRECORDED(PI_INSTDT); ELSE GO TO DISPLAY/PI1a

PI1

We'd like to confirm that new pipe insulation was installed at your facility on approximately <%PI_INSTDT>. Is this correct?

| | | |
|-----------|------------|---------------|
| 1 | Yes | PI3 |
| 2 | No | DISPLAY; PI1a |
| 88 | Refused | DISPLAY; PI1a |
| 99 | Don't know | DISPLAY; PI1a |

ASK IF ^UNRECORDED(PI_CHKDT) & UNRECORDED(PI_INSTDT)

DISPLAY

Our records indicate that your company received a rebate for the pipe insulation installed through the program in <%PI_CHKDT>.

ASK IF (^UNRECORDED(PI_CHKDT) & UNRECORDED(PI_INSTDT)) | PI1(2)

PI1a In what year did you install the pipe insulation?

| | | |
|-----------|------------|------|
| 1 | 2013 | PI1b |
| 2 | 2014 | PI1b |
| 88 | Refused | PI3 |
| 99 | Don't know | PI3 |

ASK IF PI1A(1|2)

PI1b And what month? {If they can not recall month, try to get the season.}

| | | |
|-----------|------------|-----|
| 1 | January | PI3 |
| 2 | February | PI3 |
| 3 | March | PI3 |
| 4 | April | PI3 |
| 5 | May | PI3 |
| 6 | June | PI3 |
| 7 | July | PI3 |
| 8 | August | PI3 |
| 9 | September | PI3 |
| 10 | October | PI3 |
| 11 | November | PI3 |
| 12 | December | PI3 |
| 13 | Fall | PI3 |
| 14 | Winter | PI3 |
| 15 | Spring | PI3 |
| 16 | Summer | PI3 |
| 88 | Refused | PI3 |
| 99 | Don't know | PI3 |

PI3 Our records indicate that <%PI_QTY> feet of pipe insulation was installed at your facility. Is this about right?

| | | |
|-----------|------------|------|
| 1 | Yes | PI7 |
| 2 | No | PI3a |
| 88 | Refused | PI3a |
| 99 | Don't know | PI3a |

ASK IF PI3(2|99)

How many total linear feet of pipe insulation is present at your facility?

PI13a Your best estimate is okay.

| | | |
|-----------|--------------------------------------|---------------|
| 66 | No pipe insulation | Sprinklers_Ag |
| 77 | Total linear feet of pipe insulation | PI7 |
| 88 | Refused | PI3aa |
| 99 | Don't know | PI3aa |

ASK IF PI3a = 88,99

P13aa Can you estimate what percent of the pipes present at your facility were insulated through the program?

| | | |
|------------|---|-----|
| 1 | Total linear feet of pipe insulation: | PI7 |
| 2 | Percentage of pipe insulation replaced: | PI7 |
| 101 | Refused | PI7 |
| 102 | Don't know | PI7 |

ASK IF PI3a <> 66;

PI7 Was the pipe insulation installed on new pipes or was it a retrofit of older pipes or both?

| | | |
|-----------|--------------------|------|
| 1 | ONLY NEW | PI7b |
| 2 | ONLY OLDER | PI7b |
| 3 | BOTH NEW AND OLDER | P17a |
| 88 | Refused | PI8 |
| 99 | Don't know | PI8 |

ASK IF PI7 = 3; else skip

PI7a What percentage of the pipe insulation was installed on new pipes?

| | | |
|---------------|---------------------|------|
| Record | (record percentage) | PI7b |
| 77 | Other | PI7b |
| 101 | Refused | PI7b |
| 102 | Don't know | PI7b |

ASK IF PI7(2|3);

PI7b How many years old were the pipes receiving the pipe insulation?

| | | |
|---------------|------------------------|-----|
| Record | (record in # of years) | PI8 |
| 77 | Other | PI8 |
| 88 | Refused | PI8 |
| 99 | Don't know | PI8 |

PI8 Was insulation already present on the pipes before the insulation was installed through the program?

| | | |
|-----------|------------|-----|
| 1 | Yes | P21 |
| 2 | No | P25 |
| 77 | Other | P25 |
| 88 | Refused | P25 |
| 99 | Don't know | P25 |

ASK IF PI8(1);

P21 Was the existing insulation removed and replaced, or was additional insulation added to existing insulation?

| | | |
|-----------|---|-----|
| 1 | old insulation removed and replaced | P23 |
| 2 | Additional insulation added over old insulation | P23 |
| 3 | Both | P23 |
| 88 | Refused | P23 |

| | | |
|----|------------|-----|
| 99 | Don't know | P23 |
|----|------------|-----|

P23 What condition was your old pipe insulation in at the time of the replacement?

| | | |
|----|-------------------|-----|
| 1 | Good | P25 |
| 2 | Fair | P25 |
| 3 | Poor | P25 |
| 4 | Not a replacement | P25 |
| 88 | Refused | P25 |
| 99 | Don't know | P25 |

ASK ALL

P25 Are boilers present at your facility?

| | | |
|----|-------------------------|-----|
| 1 | Yes | P27 |
| 2 | No | P33 |
| 77 | Other [Record Verbatim] | P33 |
| 88 | Refused | P33 |
| 99 | Don't know | P33 |

ASK IF PI25(1)

P27 Have the boilers been repaired or replaced since you installed the pipe insulation through the program?

| | | |
|----|-------------------------|-----|
| 1 | Yes | P29 |
| 2 | No | P33 |
| 77 | Other [Record Verbatim] | P33 |
| 88 | Refused | P33 |
| 99 | Don't know | P33 |

ASK IF PI27(1)

P29 How long ago in months was the most recent boiler repair or replacement?

| | | |
|----|--------------------------------|-----|
| # | Record DATE or # of months ago | P33 |
| 77 | Other [Record Verbatim] | P33 |
| 88 | Refused | P33 |
| 99 | Don't know | P33 |

ASK IF PI3A<>66666

P33 Whose idea was it to install new pipe insulation?

| | | |
|----|------------------------------|-----|
| 1 | Me or someone at my facility | P35 |
| 2 | Contractor | P35 |
| 3 | Utility company contact | P35 |
| 4 | Manufacturer | P35 |
| 77 | Other (specify) | P35 |
| 88 | Refused | P35 |
| 99 | Don't know | P35 |

P35 What percentage of the pipe insulation cost would you estimate the program rebate covered?

| | | |
|-----------|---|-----|
| 1 | Rebate covered all of the cost | P37 |
| 2 | Rebate covered most of the cost | P37 |
| 3 | Rebate covered less than half of the cost | P37 |
| 4 | Other | P37 |
| 88 | Refused | P37 |
| 99 | Don't know | P37 |

P37 How effective was the new pipe insulation in reducing your natural gas bill? Would you say there were...

| | | |
|-----------|--------------------------|-----|
| 1 | Considerable gas savings | P39 |
| 2 | Some gas savings | P39 |
| 3 | No noticeable savings | P39 |
| 88 | Refused | P39 |
| 99 | Don't know | P39 |

P39 Have you noticed any problems with the pipe insulation since the installation?

| | | |
|-----------|------------|-----------|
| 1 | Yes | P40 |
| 2 | No | NTGCHECK4 |
| 88 | Refused | NTGCHECK4 |
| 99 | Don't know | NTGCHECK4 |

ASK IF P39(1)

P40 What problems have you noticed since the pipe insulation was installed?

| | | |
|-----------|-----------------|-----------|
| 77 | RECORD RESPONSE | NTGCHECK4 |
| 88 | Refused | NTGCHECK4 |
| 99 | Don't know | NTGCHECK4 |

NTGCHECK4 GO TO NTG BATTERY IF NTGPIPES = 1; ELSE CONTINUE

AGRICULTURAL SPRINKLERS

ASK IF SPRINKLERS = 1; ELSE SKIP TO NEXT BATTERY

DISPLAY Now, I would like to ask you about the low-pressure sprinkler nozzles you installed on your irrigation system as part of your participation in <%UTILITY>'s program.

ASK IF AG_QTY > 0

Our records indicate that <%AG_QTY> low-pressure sprinkler nozzles were installed on either portable or permanent irrigation systems. Is this correct?

AG1

| | | |
|----------|-------------------------------|-------|
| 1 | Yes, correct | AG40 |
| 2 | Yes, but a different quantity | AG200 |

| | | |
|----|-----------------|---------------------|
| 3 | Did not install | Computer_Power_Mgmt |
| 88 | Refused | Computer_Power_Mgmt |
| 99 | Don't know | AG40 |

ASK IF AG1(2) | AG_QTY = 0

How many low-pressure sprinkler nozzles were installed through the program?

AG200

| | | |
|----|------------|------|
| 77 | Record | AG40 |
| 88 | Refused | AG40 |
| 99 | Don't know | AG40 |

ASK IF ^AG1(3);

ASK IF ^UNRECORDED(AG_INSTDT); ELSE GO TO DISPLAY/AG41

AG40 Our records indicate that you installed the low-pressure sprinkler nozzles around <%AG_INSTDTx> through the <%PROGRAM> program, is this correct?

| | | |
|----|------------|---------------|
| 1 | Yes | AG5 |
| 2 | No | DISPLAY; AG41 |
| 88 | Refused | DISPLAY; AG41 |
| 99 | Don't know | DISPLAY; AG41 |

ASK IF ^UNRECORDED(AG_CHKDT) & UNRECORDED(AG_INSTDT)

Our records indicate that your company received a rebate for the low-flow sprinkler nozzles installed through the program in <%AG_CHKDT>.

DISPLAY

ASK IF (^UNRECORDED(AG_CHKDT) & UNRECORDED(AG_INSTDT)) | AG40(2);

AG41 In what year did you install low-flow sprinkler nozzles? (PROBE FOR BEST GUESS) Was it in....

| | | |
|----|------------|------|
| 1 | 2013 | AG42 |
| 2 | 2014 | AG42 |
| 88 | Refused | AG42 |
| 99 | Don't know | AG42 |

ASK IF AG41(1)|2)

AG42 And what month? {If they can not recall month, try to get the season. }

| | | |
|---|----------|-----|
| 1 | January | AG5 |
| 2 | February | AG5 |
| 3 | March | AG5 |
| 4 | April | AG5 |
| 5 | May | AG5 |
| 6 | June | AG5 |
| 7 | July | AG5 |

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| | | |
|-----------|------------|-----|
| 8 | August | AG5 |
| 9 | September | AG5 |
| 10 | October | AG5 |
| 11 | November | AG5 |
| 12 | December | AG5 |
| 13 | Fall | AG5 |
| 14 | Winter | AG5 |
| 15 | Spring | AG5 |
| 16 | Summer | AG5 |
| 88 | Refused | AG5 |
| 99 | Don't know | AG5 |

ASK IF AG1(1 | 99);

On what type of irrigation systems are the low-pressure sprinkler nozzles installed? Portable, permanent, or some combination of the two?

AG2

| | | |
|-----------|--|---------------------|
| 1 | Portable irrigation system | AG5 |
| 2 | Permanent irrigation system | AG5 |
| 3 | Both portable and permanent irrigation systems | AG3 |
| 66 | Neither | Computer_Power_Mgmt |
| 88 | Refused | Computer_Power_Mgmt |
| 99 | Don't know | Computer_Power_Mgmt |

READ IF AG2 = 3; ELSE SKIP TO AG5

Since you have low-pressure sprinkler nozzles installed on both portable and permanent irrigation systems, I'd like for you to tell me what share is installed on each type of irrigation system. Adding up to 100 percent, what share is installed on each type of irrigation system? What percent is installed on PORTABLE irrigation systems?

AG3

| | | |
|------------|-------------------|-----|
| 77 | Record percentage | AG4 |
| 101 | Refused | AG4 |
| 102 | Don't know | AG4 |

ASK IF AG3 < 100;

Of all the low-pressure sprinkler nozzles you have installed, what percent is installed on permanent irrigation systems?

AG4

| | | |
|------------|-------------------|----------|
| 77 | Record percentage | CHECKSUM |
| 101 | Refused | CHECKSUM |
| 102 | Don't know | CHECKSUM |

IF AG3 < 101 AND (AG3 + AG4 ^ = 100) REDO AG3 AND CHECKSUM AG4; ELSE AG3a

IF AG3 = 102 ASK AG3a;

Can you estimate the percentage installed on portable irrigation systems. Is it....

AG3a

| | | |
|------------|-------------------|------|
| 1 | 1 to 10 percent | AG4a |
| 2 | 11 to 20 percent | AG4a |
| 3 | 21 to 30 percent | AG4a |
| 4 | 31 to 40 percent | AG4a |
| 5 | 41 to 50 percent | AG4a |
| 6 | 51 to 60 percent | AG4a |
| 7 | 61 to 70 percent | AG4a |
| 8 | 71 to 80 percent | AG4a |
| 9 | 81 to 90 percent | AG4a |
| 10 | 91 to 100 percent | AG4a |
| 101 | Refused | AG4a |
| 102 | Don't know | AG4a |

If you are not sure, can you estimate the percentage installed on permanent irrigation systems. Is it...

AG4a

| | | |
|-----------|-------------------|---------------|
| 1 | 1 to 10 percent | CHECK_EST_SUM |
| 2 | 11 to 20 percent | CHECK_EST_SUM |
| 3 | 21 to 30 percent | CHECK_EST_SUM |
| 4 | 31 to 40 percent | CHECK_EST_SUM |
| 5 | 41 to 50 percent | CHECK_EST_SUM |
| 6 | 51 to 60 percent | CHECK_EST_SUM |
| 7 | 61 to 70 percent | CHECK_EST_SUM |
| 8 | 71 to 80 percent | CHECK_EST_SUM |
| 9 | 81 to 90 percent | CHECK_EST_SUM |
| 10 | 91 to 100 percent | CHECK_EST_SUM |
| 88 | Refused | CHECK_EST_SUM |
| 99 | Don't know | CHECK_EST_SUM |

CHECK_EST_SUM **PERFORM A CHECK SO THAT AG3+AG4 = 100% OR**
M **AG3a+AG4a=100%**

What type(s) of crops are grown in the areas irrigated with the installed low-pressure sprinkler nozzles? [ACCEPT MULTIPLES...]

AG5

| | | |
|-----------|---|------|
| 1 | Asparagus | AG5a |
| 2 | Tomatoes | AG5a |
| 3 | Almonds | AG5a |
| 4 | Grapes | AG5a |
| 5 | Apricots | AG5a |
| 77 | Other [RECORD] - list only one other crop | AG5a |
| 88 | Refused | AG5a |
| 99 | Don't know | AG5a |

ASK IF AG5(77); ELSE SKIP TO AG5b

AG5a Is there another crop grown in these irrigated areas?

| | | |
|-----------|----------------------------|-------|
| 66 | No other crop | AG5_1 |
| 77 | Other - list only one crop | AG5b |
| 88 | Refused | AG5_1 |
| 99 | Don't know | AG5_1 |

ASK IF AG5a(77); ELSE SKIP TO AG5_1

AG5b Is there another crop grown in these irrigated areas?

| | | |
|-----------|----------------------------|-------|
| 66 | No other crop | AG5_1 |
| 77 | Other - list only one crop | AG5_1 |
| 88 | Refused | AG5_1 |
| 99 | Don't know | AG5_1 |

ASK IF AG5(1); ELSE SKIP TO AG5_2

What is the growing season, in months, for ASPARAGUS? If you cannot, the season will do.

AG5_1

| | | |
|-----------|------------|-------|
| 1 | January | AG5_2 |
| 2 | February | AG5_2 |
| 3 | March | AG5_2 |
| 4 | April | AG5_2 |
| 5 | May | AG5_2 |
| 6 | June | AG5_2 |
| 7 | July | AG5_2 |
| 8 | August | AG5_2 |
| 9 | September | AG5_2 |
| 10 | October | AG5_2 |
| 11 | November | AG5_2 |
| 12 | December | AG5_2 |
| 13 | Fall | AG5_2 |
| 14 | Winter | AG5_2 |
| 15 | Spring | AG5_2 |
| 16 | Summer | AG5_2 |
| 88 | Refused | AG5_2 |
| 99 | Don't know | AG5_2 |

ASK IF AG5(2); ELSE SKIP TO AG5_3

What is the growing season, in months, for TOMATOES? If you cannot, the season will do.

AG5_2

| | | |
|----------|----------|-------|
| 1 | January | AG5_3 |
| 2 | February | AG5_3 |
| 3 | March | AG5_3 |
| 4 | April | AG5_3 |
| 5 | May | AG5_3 |
| 6 | June | AG5_3 |
| 7 | July | AG5_3 |

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| | | |
|----|------------|-------|
| 8 | August | AG5_3 |
| 9 | September | AG5_3 |
| 10 | October | AG5_3 |
| 11 | November | AG5_3 |
| 12 | December | AG5_3 |
| 13 | Fall | AG5_3 |
| 14 | Winter | AG5_3 |
| 15 | Spring | AG5_3 |
| 16 | Summer | AG5_3 |
| 88 | Refused | AG5_3 |
| 99 | Don't know | AG5_3 |

ASK IF AG5(3); ELSE SKIP TO AG5_4

What is the growing season, in months, for ALMONDS? If you cannot, the season will do.

AG5_3

| | | |
|----|------------|-------|
| 1 | January | AG5_4 |
| 2 | February | AG5_4 |
| 3 | March | AG5_4 |
| 4 | April | AG5_4 |
| 5 | May | AG5_4 |
| 6 | June | AG5_4 |
| 7 | July | AG5_4 |
| 8 | August | AG5_4 |
| 9 | September | AG5_4 |
| 10 | October | AG5_4 |
| 11 | November | AG5_4 |
| 12 | December | AG5_4 |
| 13 | Fall | AG5_4 |
| 14 | Winter | AG5_4 |
| 15 | Spring | AG5_4 |
| 16 | Summer | AG5_4 |
| 88 | Refused | AG5_4 |
| 99 | Don't know | AG5_4 |

ASK IF AG5(4); ELSE SKIP AG5_5

What is the growing season, in months, for GRAPES? If you cannot, the season will do.

AG5_4

| | | |
|---|----------|-------|
| 1 | January | AG5_5 |
| 2 | February | AG5_5 |
| 3 | March | AG5_5 |
| 4 | April | AG5_5 |
| 5 | May | AG5_5 |
| 6 | June | AG5_5 |
| 7 | July | AG5_5 |
| 8 | August | AG5_5 |

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| | | |
|----|------------|-------|
| 9 | September | AG5_5 |
| 10 | October | AG5_5 |
| 11 | November | AG5_5 |
| 12 | December | AG5_5 |
| 13 | Fall | AG5_5 |
| 14 | Winter | AG5_5 |
| 15 | Spring | AG5_5 |
| 16 | Summer | AG5_5 |
| 88 | Refused | AG5_5 |
| 99 | Don't know | AG5_5 |

ASK IF AG5(5); ELSE SKIP AG5_77

What is the growing season, in months, for APRICOTS? If you cannot, the season will do.

AG5_5

| | | |
|----|------------|--------|
| 1 | January | AG5_77 |
| 2 | February | AG5_77 |
| 3 | March | AG5_77 |
| 4 | April | AG5_77 |
| 5 | May | AG5_77 |
| 6 | June | AG5_77 |
| 7 | July | AG5_77 |
| 8 | August | AG5_77 |
| 9 | September | AG5_77 |
| 10 | October | AG5_77 |
| 11 | November | AG5_77 |
| 12 | December | AG5_77 |
| 13 | Fall | AG5_77 |
| 14 | Winter | AG5_77 |
| 15 | Spring | AG5_77 |
| 16 | Summer | AG5_77 |
| 88 | Refused | AG5_77 |
| 99 | Don't know | AG5_77 |

ASK IF AG5(77); ELSE SKIP TO AG5a_77

What is the growing season, in months, for <%AG5>? If you cannot, the season will do.

AG5_77

| | | |
|---|-----------|---------|
| 1 | January | AG5a_77 |
| 2 | February | AG5a_77 |
| 3 | March | AG5a_77 |
| 4 | April | AG5a_77 |
| 5 | May | AG5a_77 |
| 6 | June | AG5a_77 |
| 7 | July | AG5a_77 |
| 8 | August | AG5a_77 |
| 9 | September | AG5a_77 |

| | | |
|----|------------|---------|
| 10 | October | AG5a_77 |
| 11 | November | AG5a_77 |
| 12 | December | AG5a_77 |
| 13 | Fall | AG5a_77 |
| 14 | Winter | AG5a_77 |
| 15 | Spring | AG5a_77 |
| 16 | Summer | AG5a_77 |
| 88 | Refused | AG5a_77 |
| 99 | Don't know | AG5a_77 |

ASK IF AG5a(77); ELSE SKIP TO AG5b_77

What is the growing season, in months, for <%AG5a>? If you cannot, the season will do.

AG5a_77

| | | |
|----|------------|---------|
| 1 | January | AG5b_77 |
| 2 | February | AG5b_77 |
| 3 | March | AG5b_77 |
| 4 | April | AG5b_77 |
| 5 | May | AG5b_77 |
| 6 | June | AG5b_77 |
| 7 | July | AG5b_77 |
| 8 | August | AG5b_77 |
| 9 | September | AG5b_77 |
| 10 | October | AG5b_77 |
| 11 | November | AG5b_77 |
| 12 | December | AG5b_77 |
| 13 | Fall | AG5b_77 |
| 14 | Winter | AG5b_77 |
| 15 | Spring | AG5b_77 |
| 16 | Summer | AG5b_77 |
| 88 | Refused | AG5b_77 |
| 99 | Don't know | AG5b_77 |

ASK IF AG5b(77); ELSE SKIP TO AG6

What is the growing season, in months, for <%AG5b>? If you cannot, the season will do.

AG5b_77

| | | |
|----|-----------|-----|
| 1 | January | AG6 |
| 2 | February | AG6 |
| 3 | March | AG6 |
| 4 | April | AG6 |
| 5 | May | AG6 |
| 6 | June | AG6 |
| 7 | July | AG6 |
| 8 | August | AG6 |
| 9 | September | AG6 |
| 10 | October | AG6 |

2014 Deemed ESPI Pipe Insulation Impact Evaluation

| | | |
|-----------|------------|-----|
| 11 | November | AG6 |
| 12 | December | AG6 |
| 13 | Fall | AG6 |
| 14 | Winter | AG6 |
| 15 | Spring | AG6 |
| 16 | Summer | AG6 |
| 88 | Refused | AG6 |
| 99 | Don't know | AG6 |

AG6 Are the fields with low-pressure sprinkler nozzles irrigated during non-growing seasons?

| | | |
|-----------|------------|------|
| 1 | Yes | AG6a |
| 2 | No | AG7 |
| 88 | Refused | AG7 |
| 99 | Don't know | AG7 |

ASK IF AG6(1)

AG6a Can you provide the months during which those fields are irrigated?

| | | |
|-----------|------------|-----|
| 1 | January | AG7 |
| 2 | February | AG7 |
| 3 | March | AG7 |
| 4 | April | AG7 |
| 5 | May | AG7 |
| 6 | June | AG7 |
| 7 | July | AG7 |
| 8 | August | AG7 |
| 9 | September | AG7 |
| 10 | October | AG7 |
| 11 | November | AG7 |
| 12 | December | AG7 |
| 13 | Fall | AG7 |
| 14 | Winter | AG7 |
| 15 | Spring | AG7 |
| 16 | Summer | AG7 |
| 88 | Refused | AG7 |
| 99 | Don't know | AG7 |

AG7 Can you estimate the size of the fields, in acres, irrigated with the low-pressure sprinkler nozzles?

| | | |
|-----------|------------------------|------|
| 77 | Record number of acres | AG8 |
| 88 | Refused | AG8 |
| 99 | Don't know | AG7a |

ASK IF AG7=99

If you are unable to give an exact number of acres, can you estimate a range of the size of the fields irrigated with low-pressure sprinkler nozzles. Is it...

AG7a

| | | |
|-----------|---------------|-----|
| 1 | 1-25 acres | AG8 |
| 2 | 26-50 acres | AG8 |
| 3 | 51-100 acres | AG8 |
| 4 | 101-200 acres | AG8 |
| 5 | 201+ acres | AG8 |
| 88 | Refused | AG8 |
| 99 | Don't know | AG8 |

How many irrigation pumps were affected by the installation of low-pressure sprinkler nozzles?

AG8

| | | |
|-----------|-------------------|-------|
| 1 | 1 | AG9_1 |
| 2 | 2 | AG9_1 |
| 3 | 3 | AG9_1 |
| 4 | 4 | AG9_1 |
| 5 | 5 | AG9_1 |
| 6 | More than 5 pumps | AG9_1 |
| 88 | Refused | AG9_1 |
| 99 | Don't know | AG9_1 |

ASK IF AG8(1||6); ELSE SKIP TO AG9_2

What is the rated horsepower of the 1st pump? Would you say it is....

AG9_1

| | | |
|-----------|------------------|-------|
| 1 | Less than 15 hp | AG9_2 |
| 2 | 15-30 hp | AG9_2 |
| 3 | 35-55 hp | AG9_2 |
| 4 | 60 hp or greater | AG9_2 |
| 88 | Refused | AG9_2 |
| 99 | Don't know | AG9_2 |

ASK IF AG8(2||6); ELSE SKIP TO AG9_3

What is the rated horsepower of the 2nd pump? Would you say it is....

AG9_2

| | | |
|-----------|------------------|-------|
| 1 | Less than 15 hp | AG9_3 |
| 2 | 15-30 hp | AG9_3 |
| 3 | 35-55 hp | AG9_3 |
| 4 | 60 hp or greater | AG9_3 |
| 88 | Refused | AG9_3 |
| 99 | Don't know | AG9_3 |

ASK IF AG8(3||6); ELSE SKIP TO AG9_4

What is the rated horsepower of the 3rd pump? Would you say it is....

AG9_3

| | | |
|----------|-----------------|-------|
| 1 | Less than 15 hp | AG9_4 |
| 2 | 15-30 hp | AG9_4 |

| | | |
|----|------------------|-------|
| 3 | 35-55 hp | AG9_4 |
| 4 | 60 hp or greater | AG9_4 |
| 88 | Refused | AG9_4 |
| 99 | Don't know | AG9_4 |

ASK IF AG8(4||6); ELSE SKIP TO AG9_5

What is the rated horsepower of the 4th pump? Would you say it is....

AG9_4

| | | |
|----|------------------|-------|
| 1 | Less than 15 hp | AG9_5 |
| 2 | 15-30 hp | AG9_5 |
| 3 | 35-55 hp | AG9_5 |
| 4 | 60 hp or greater | AG9_5 |
| 88 | Refused | AG9_5 |
| 99 | Don't know | AG9_5 |

ASK IF AG8(5||6); ELSE SKIP TO AG10

What is the rated horsepower of the 5th pump? Would you say it is....

AG9_5

| | | |
|----|------------------|------|
| 1 | Less than 15 hp | AG10 |
| 2 | 15-30 hp | AG10 |
| 3 | 35-55 hp | AG10 |
| 4 | 60 hp or greater | AG10 |
| 88 | Refused | AG10 |
| 99 | Don't know | AG10 |

Whose idea was it to install new the low-pressure sprinkler nozzles?

AG10

| | | |
|----|------------------------------|------|
| 1 | Me or someone at my facility | AG11 |
| 2 | Contractor | P35 |
| 3 | Utility company contact | P35 |
| 4 | Manufacturer | P35 |
| 77 | Other (specify) | P35 |
| 88 | Refused | P35 |
| 99 | Don't know | P35 |

Have you noticed any problems with the low-pressure sprinkler nozzles since the installation?

AG11

| | | |
|----|------------|-----------|
| 1 | Yes | AG12 |
| 2 | No | NTGCHECK5 |
| 88 | Refused | NTGCHECK5 |
| 99 | Don't know | NTGCHECK5 |

ASK AG12 if AG11(1)

What problems have you noticed since the sprinkler nozzles were installed?

AG12

| | | |
|----|-----------------|-----------|
| 77 | RECORD RESPONSE | NTGCHECK5 |
| 88 | Refused | NTGCHECK5 |

| | | |
|----|------------|-----------|
| 99 | Don't know | NTGCHECK5 |
|----|------------|-----------|

**GO TO NTG BATTERY IF NTGSPRINKLERS = 1; ELSE
NTGCHECK5 CONTINUE**

PC POWER MANAGEMENT SOFTWARE

ASK IF PCPOWER = 1; ELSE SKIP TO NEXT BATTERY

DISPLAY In the next section we'll be discussing the PC power management software present at your facility.

IF PC_QTY > 0; ELSE SKIP TO PC200

According to our records, your organization purchased <%PC_QTY>

PC100 power management software licenses through the program, is this correct?

| | | |
|----|---------------------------|-----------------|
| 1 | Yes, correct | PC1a |
| 2 | Yes, but different amount | PC200 |
| 3 | Did not purchase any | NEXT BATTERY |
| 88 | Refused | PC200 |
| 99 | Don't know | PC200 |

IF PC_QTY = 0 | PC100(2)

Approximately how many power management software licenses were purchased through the program?

PC200

| | | |
|----|------------|------|
| 77 | Record amt | PC1a |
| 88 | Refused | PC1a |
| 99 | Don't know | PC1a |

IF PC100 ^=3

ASK IF ^UNRECORDED(PC_CHKDT); ELSE SKIP TO PC1b

Our records indicate that your company received a rebate for the software licenses purchased through the program in <%PC_CHKDT>. Is this correct?

PC1a

| | | |
|----|------------|------|
| 1 | Yes | PI3 |
| 2 | No | PC1b |
| 88 | Refused | PC1b |
| 99 | Don't know | PC1b |

ASK IF PC1a(2||99) OR UNRECORDED(PC_CHKDT);

In what year did you purchase the software licenses through the program?

PC1b

Was it in...

| | | |
|----|------------|------|
| 1 | 2013 | PC1c |
| 2 | 2014 | PC1c |
| 88 | Refused | PC1 |
| 99 | Don't know | PC1 |

ASK IF PC1b(1||2);

PC1c And what month? {If they can not recall month, try to get the season.}

| | | |
|----|------------|-----|
| 1 | January | PI3 |
| 2 | February | PI3 |
| 3 | March | PI3 |
| 4 | April | PI3 |
| 5 | May | PI3 |
| 6 | June | PI3 |
| 7 | July | PI3 |
| 8 | August | PI3 |
| 9 | September | PI3 |
| 10 | October | PI3 |
| 11 | November | PI3 |
| 12 | December | PI3 |
| 13 | Fall | PI3 |
| 14 | Winter | PI3 |
| 15 | Spring | PI3 |
| 16 | Summer | PI3 |
| 88 | Refused | PI3 |
| 99 | Don't know | PI3 |

How many desktop computers are present at this location? We are not counting LAPTOPS.....Your best estimate is fine. DO NOT READ....if they say don't know, then ask them if it is more or less than 50, then find another number within a range and try to get the estimate from that.

PC1

| | | |
|---------------|---------------------------|------|
| Record | Total number of computers | PC2 |
| 88 | Refused | PC1A |
| 99 | Don't know | PC1A |

How many desktop computers are controlled by the power management software at this location?

PC2

| | | |
|---------------|---------------------------|------|
| Record | Total number of computers | PC3 |
| 88 | Refused | PC2A |
| 99 | Don't know | PC2A |

ASK IF PC2 = 88,99

What percent of the desktop computers at this location are controlled by the software?

PC2A

| | | |
|---------------|--|-----|
| Record | Percentage of desktop computers controlled | PC3 |
| 88 | Refused | PC3 |
| 99 | Don't know | PC3 |

PC3 What is the predominant type of computer processor installed within your desktop computers? Is it....(READ LIST)

| | | |
|---|-----------------|------|
| 1 | AMD Athlon | PC3a |
| 2 | Intel Pentium 3 | PC3a |
| 3 | Intel Pentium 4 | PC3a |

| | | |
|----|-------------------------|------|
| 77 | Other [Record Verbatim] | PC3a |
| 88 | Refused | PC3a |
| 99 | Don't know | PC3a |

PC3a What is the predominant type of monitor that is controlled by the software at this location? Is it... (READ LIST)

| | | |
|----|-------------------------|------|
| 1 | CRT | PC3b |
| 2 | LCD | PC3b |
| 3 | LED | PC3b |
| 77 | Other [Record Verbatim] | PC3b |
| 88 | Refused | PC3b |
| 99 | Don't know | PC3b |

PC3b What is the predominant size (in inches) of the monitors that are controlled by the software at this location?

| | | |
|----|-------------------------|-----|
| 1 | (record in # of inches) | PC4 |
| 77 | Other [Record Verbatim] | PC4 |
| 88 | Refused | PC4 |
| 99 | Don't know | PC4 |

PC4 How often do you upgrade/replace your desktop computers/monitors at this location?

| | | |
|----|-------------------------|-----|
| 1 | Number of years | PC5 |
| 77 | Other [Record Verbatim] | PC5 |
| 88 | Refused | PC5 |
| 99 | Don't know | PC5 |

PC5 Is the central server that controls the installed network software located at this facility?

| | | |
|----|------------|-----|
| 1 | Yes | PC6 |
| 2 | No | PC8 |
| 77 | Other | PC8 |
| 88 | Refused | PC8 |
| 99 | Don't know | PC8 |

ASK IF PC5=1

PC6 Does this server control desktop computers aside from those located at this facility?

| | | |
|----|------------|-----|
| 1 | Yes | PC7 |
| 2 | No | PC8 |
| 77 | Other | PC8 |
| 88 | Refused | PC8 |
| 99 | Don't know | PC8 |

ASK IF PC6=1

PC7 How many desktop computers are controlled by the power management software at this other location(s)?

| | | |
|---------------|---------------------------|-----|
| Record | Total number of computers | PC8 |
| 88 | Refused | PC8 |
| 99 | Don't know | PC8 |

PC8 Does the software monitor and provide reports on the usage of individual or groups of network computers?

| | | |
|-----------|-------------------------|-----|
| 1 | Yes | PC9 |
| 2 | No | PC9 |
| 77 | Other [Record Verbatim] | PC9 |
| 88 | Refused | PC9 |
| 99 | Don't know | PC9 |

PC9 How effective was the desktop computer power management software at reducing your energy bill? Would you say you have achieved...

| | | |
|-----------|-----------------------------|------|
| 1 | Considerable energy savings | PC10 |
| 2 | Some energy savings | PC10 |
| 3 | No noticeable savings | PC10 |
| 88 | Refused | PC10 |
| 99 | Don't know | PC10 |

PC10 Have you noticed any problems with the software performance since the installation?

| | | |
|-----------|-------------------------|-------|
| 1 | Yes | PC10a |
| 2 | No | PC11 |
| 77 | Other [Record Verbatim] | PC11 |
| 88 | Refused | PC11 |
| 99 | Don't know | PC11 |

ASK PC10a if PC10(1)

PC10a What problems have you noticed since the software was installed?

| | | |
|-----------|-----------------|------|
| 77 | RECORD RESPONSE | PC11 |
| 88 | Refused | PC11 |
| 99 | Don't know | PC11 |

PC11 Whose idea was it to install the power management software?

| | | |
|-----------|-------------------------------|------|
| 1 | Me or someone at my facility. | PC12 |
| 2 | Contractor. | PC12 |
| 3 | Utility company contact. | PC12 |
| 4 | Manufacturer. | PC12 |
| 77 | Other (specify) | PC12 |
| 88 | Refused | PC12 |
| 99 | Don't know | PC12 |

Did your facility have any guidelines or protocols in place for turning off equipment or putting equipment in sleep mode while not in use before the power management software was installed?

| | | |
|-------------|-------------------------|-----------|
| PC12 | | |
| 1 | Yes | PC13 |
| 2 | No | NTGCHECK6 |
| 77 | Other [Record Verbatim] | PC13 |
| 88 | Refused | NTGCHECK6 |
| 99 | Don't know | NTGCHECK6 |

ASK IF PC12=1

What specific guidelines or protocols were in place before the software was installed?

| | | |
|-------------|-------------------|-----------|
| PC13 | | |
| 1 | [Record Verbatim] | NTGCHECK6 |
| 88 | Refused | NTGCHECK6 |
| 99 | Don't know | NTGCHECK6 |

Go to NTG BATTERY IF NTGPC = 1; ELSE CONTINUE WITH NTGCHECK6 SPILLOVER BATTERY

FINANCE QUESTIONS

I would like to ask you about funding this project. Funding could include external financing such as a company credit card, getting financing through a contractor or retailer, getting a bank loan or internal financing such as using retained earnings.

DISPLAY

FIN1 Did you use internal or external funding for this project?

| | | |
|-----------|--|---------------------|
| 1 | Internal funding | SURVEY_OP_HOUR S |
| 2 | External funding | FIN2 |
| 3 | Combination of internal and external funding | FIN2 |
| 88 | Refused | SURVEY_OP_HOUR S |
| 99 | Don't know | SURVEY_OP_HOUR S |

[ASK IF FIN1 = 2, 3]

We are interested in known what type of external financing you used? Did you use...[READ THROUGH FULL LIST, RECORD 1=Yes, 2=No, 88=Refused, 99=Don't Know]

FIN2

| | | |
|--------------|---|---------------|
| FIN2A | Contractor financing | Y, N, Ref, DK |
| FIN2B | Vendor financing [FOR INTERVIEWER: for example, taking a store loan from SEARS to buy an appliance] | Y, N, Ref, DK |
| FIN2C | Secured loan from bank [FOR INTERVIEWER: a loan using property or assets as collateral or lien on the business] | Y, N, Ref, DK |
| FIN2D | Unsecured loan from bank [FOR INTERVIEWER: a loan which does not require a collateral] | Y, N, Ref, DK |
| FIN2E | Line of credit | Y, N, Ref, DK |

| | | |
|---------------|---|---------------|
| FIN2F | Equipment financing or leasing | Y, N, Ref, DK |
| FIN2G | Company credit card | Y, N, Ref, DK |
| FIN2H | Energy efficiency financing program (please specify) | Y, N, Ref, DK |
| FIN2HA | Please specify which EE financing program. [ASK IF FIN2H=1] | |
| FIN2I | &UTILITY sponsored on-bill financing | Y, N, Ref, DK |
| FIN2J | Property Assessed Clean Energy (PACE) Financing | Y, N, Ref, DK |
| FIN2K | Any other type of financing (please specify) | NONE, OPENEND |

SPILOVER BATTERY - LIGHTING

Comment Thanks for discussing the new equipment that you installed through the program. Next I would like to discuss any equipment you might have installed OUTSIDE of the <%UTILITY> <%PROGRAM> program. SP1

ASK ALL

Since receiving the PROGRAM INCENTIVE we just discussed, did you implement any additional energy efficiency equipment without any assistance from the ...<%UTILITY> program... either at this facility or at other locations?

SP1

| | | |
|-----------|---|-----|
| 1 | Yes, only at this facility | SP2 |
| 2 | Yes, only at other locations | SP2 |
| 3 | Yes, at this facility and other locations | SP2 |
| 4 | No | End |
| 88 | Refused | End |
| 99 | Don't know | End |

If SP1(1||3); else skip out of spillover battery

What type of equipment did you install? Was the equipment related to lighting, air conditioning, heating, refrigeration, motors or something else? (SELECT ALL THAT APPLY AND RECORD

SP2 ADDITIONAL INFO)

| | | |
|-----------|---------------------------|------|
| 1 | Lighting | SP2L |
| 2 | HVAC or Cooling equipment | OT5 |
| 3 | Water Heating Equipment | OT5 |
| 4 | Compressed Air Equipment | OT5 |
| 5 | Food Service Equipment | OT5 |
| 6 | Refrigeration Equipment | OT5 |
| 7 | Gas Equipment | OT5 |
| 77 | Other (SPECIFY) | OT5 |
| 88 | Refused | OT5 |
| 99 | Don't Know | OT5 |

Ask if SP2 = 1; else OT5

What type of fixtures, ballasts, or lighting controls were installed as part of this lighting retrofit without any assistance from the utility program? [SELECT ALL THAT APPLY, AFTER EACH RESPONSE, PROMPT WITH,]

<\$2>

| SP2L | | |
|------|--|------|
| 1 | High performance T8 fluorescent fixtures (1" diameter bulbs) | High |
| 2 | T8 fluorescent fixtures (1" diameter bulbs) | High |
| 3 | T10 fluorescent fixtures | Low |
| 4 | T12 Fixtures (1.5" diameter bulbs) | Low |
| 5 | HID (High Density Discharge) Fixtures, Compact | High |
| 6 | Screw-in Modular CFLs | High |
| 7 | Hardwire CFLs | High |
| 8 | Incandescent bulbs | None |
| 9 | Compact Fluorescent Exit Signs | High |
| 10 | LED Exit Signs | High |
| 11 | Halogen | Low |
| 12 | Installed Reflectors | High |
| 13 | Electronic Ballast | Low |
| 14 | Magnetic Ballast | Low |
| 15 | Time Clock Lighting Controls | High |
| 16 | Occupancy Sensors Lighting Controls | High |
| 17 | Bypass/Delay Timers Lighting Controls | High |
| 18 | Photocell Lighting Controls | High |
| 19 | Other Fluorescent | Low |
| 20 | Fat/Thick Tubes | Low |
| 21 | Skinny/Thin Tubes | High |
| 22 | T5 Fixtures (5/8" diameter) | High |
| 23 | Generic Screw-Based LEDs | High |
| 77 | Other (PLEASE SPECIFY) | Low |
| 88 | Refused | None |
| 99 | Don't Know | None |

ASK IF SP2L = 5; ELSE SKIP TO MSP2a

Were the HID lamps you installed High Pressure Sodium, Metal Halide, Mercury Vapor or Incandescent?

LI17

| | | |
|----|----------------------|-------|
| 1 | High pressure sodium | MSP2a |
| 2 | Metal Halide | MSP2a |
| 3 | Mercury Vapor | MSP2a |
| 4 | Incandescent | MSP2a |
| 88 | Refused | MSP2a |
| 99 | Don't know | MSP2a |

**BEGIN MACRO HIGH
PERFORM MACRO HIGH OR LOW FOR FIRST THREE
MEASURES MENTIONED IN SP2L**

Ask if SP1 in (1|3); else skip to MSP2b <\$3>

MSP2a <\$1> How many <\$2> products did you buy on your own for this facility?

| | | |
|-----------|-----------------------------------|-------------|
| 1 | {Record Number} for this facility | MSP2b <\$3> |
| 88 | Refused | MSP2b <\$3> |
| 99 | Don't know | MSP2b <\$3> |

Ask if SP1 in (2|3); else skip to SP2bL <\$4>
MSP2b <\$3> How many <\$2> products did you buy on your own for other locations?

| | | |
|-----------|-------------------------------------|-------------|
| 1 | {Record Number} for other locations | SP2bL <\$4> |
| 88 | Refused | SP2bL <\$4> |
| 99 | Don't know | SP2bL <\$4> |

SP2bL <\$4> Did you receive an incentive or rebate, or do you expect to receive an incentive or rebate for &LIGHT_TECH1B from elsewhere, such as another utility or from another organization such as the government?

| | | |
|----------|---|-------------|
| 1 | Yes, Received/expect to receive an incentive from ANOTHER utility program | SP2cU <\$5> |
| 2 | Yes, Received/expect to receive an incentive from a program offered by an organization other than a utility (e.g. a government program) | SP2c <\$6> |
| 3 | Yes, Received/expect to receive an incentive from the manufacturer | SP5L <\$7> |
| 4 | No, did not receive/expect to receive an incentive | SP5L <\$7> |

ASK IF SP2bL <\$4> = 1
SP2cU <\$5> From what utility program did you receive/expect to receive an incentive or rebate?

| | | |
|-----------|--------|---------------|
| 77 | Record | RESTART MACRO |
|-----------|--------|---------------|

ASK IF SP2bL <\$4> = 2
SP2c <\$6> From what organization or program did you receive/do you expect to receive an incentive or rebate?

| | | |
|-----------|--------|------------|
| 77 | Record | SP5L <\$7> |
|-----------|--------|------------|

Ask if SP2bL <\$4> ^ = 1
SP5L <\$7> Why did you install this energy efficiency equipment without receiving a rebate or incentive from the &UTILITY program? {DO NOT READ; INDICATE ALL THAT APPLY}

| | | |
|----------|--|------------|
| 1 | Too much paperwork | SP5c <\$9> |
| 2 | Takes too long to get approval | SP5c <\$9> |
| 3 | No time to participate, needed equipment immediately | SP5c <\$9> |
| 4 | The program had ended | SP5c <\$9> |
| 5 | The equipment would not qualify {PROBE: Why not?} | <\$8> |

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| | | |
|-----------|---|------------|
| 6 | The amount of the rebate wasn't important enough | SP5c <\$9> |
| 7 | Did not know the program was available | SP5c <\$9> |
| 8 | There was no program available | SP5c <\$9> |
| 9 | Received rebate from an organization other than a utility | SP5c <\$9> |
| 10 | Received a larger incentive from another organization | SP5c <\$9> |
| 11 | Took the first incentive offered | SP5c <\$9> |
| 77 | Other {SPECIFY} | SP5c <\$9> |
| 88 | Refused | SP5c <\$9> |
| 99 | Don't know | SP5c <\$9> |

ASK IF SP5L <\$7> = 5; ELSE SKIP TO SP5c

<\$8> Why would this equipment not qualify?

| | | |
|-----------|------------------|------------|
| 77 | Record reason... | SP5c <\$9> |
| 88 | Refused | SP5c <\$9> |
| 99 | Don't know | SP5c <\$9> |

SP5c <\$9> Was this equipment specifically recommended by a PROGRAM or UTILITY sponsored audit?

| | | |
|-----------|------------|-------------|
| 1 | Yes | SP5d <\$10> |
| 2 | No | SP5d <\$10> |
| 88 | Refused | SP5d <\$10> |
| 99 | Don't know | SP5d <\$10> |

SP5d <\$10> Can you briefly explain why you decided to implement this equipment? (Note to interviewer, if the respondent mentions the utility programs as a factor in deciding to install the measure, record the open ended response in the appropriate response below)

| | | |
|-----------|---|--------------|
| 77 | Response not related to utility program (record verbatim) | SP5eL <\$11> |
| 78 | Response related to utility program (record verbatim) | SP5f <\$12> |

If \$10 is not 78

SP5eL <\$11> Did your experience participating in the <%UTILITY> in 2013-2014 encourage you in any way to implement <\$2>?

| | | |
|-----------|------------|-------------|
| 1 | Yes | SP5f <\$12> |
| 2 | No | SP5h <\$15> |
| 88 | Refused | SP5f <\$12> |
| 99 | Don't Know | SP5f <\$12> |

SP5f <\$12> How influential was your experience in the <PROGRAM> in your decision to implement this equipment, using a scale of 0 to 10, where 0 is not at all influential and 10 is extremely influential?

| | | |
|-----------|--------------------------------|----------------------|
| | {Record Response (0-10)} _____ | SP5f_CONCHECK <\$13> |
| 88 | Refused | SP5f_CONCHECK <\$13> |
| 99 | Don't Know | SP5f_CONCHECK <\$13> |

IF (\$10(78) | \$11(1)) & \$12(11|1|2|3|4); else skip to SP5gL

SP5f_CONCHECK
 <\$13> Earlier you indicated that the program encouraged you to implement this equipment, but now you've scored the program fairly low. Why is that?

| | | |
|----|--|-------------|
| 77 | Record VERBATIM [REVISE SP5f IF NECESSARY] | SP5h <\$15> |
|----|--|-------------|

If they would like to give a new rating, type it in the open end below and the reason\,

IF \$12(5|10); else skip to SP5h

SP5gL <\$14> Can you explain specifically how your experience with the PROGRAM influenced your decision to install this additional energy efficient equipment?

| | | |
|----|-----------------|----------------|
| 77 | Record VERBATIM | MEAS2_1 <\$17> |
| 88 | Don't know | MEAS2_1 <\$17> |
| 99 | Refused | MEAS2_1 <\$17> |

IF \$12(11|1|2|3|4);
 Using a 0 to 10 scale where 0 is not at all likely and 10 is extremely likely, how likely would you have been to install this equipment...<\$2>...if you had not participated in the program?

| | | |
|----|--|---------------------------|
| # | Record 0 to 10 likelihood rating (_____) | SP5h_CONCHECK K <\$16> |
| 88 | Refused | SP5h_CONCHECK K <\$16> |
| 99 | Don't know | SP5h_CONCHECK K <\$16> |

IF \$15 (11 or 1 - 4) & (\$10(77) | \$11(2)); else skip to MEAS2_1 <\$17>

SP5h_CONCHECK
 K <\$16> Earlier you indicated that the program did not encourage you to implement this equipment, but now say that you would have been less likely to install the measure without the program. Why is that?

| | | |
|----|--|----------------|
| 77 | Record VERBATIM [REVISE SP5h IF NECESSARY] | MEAS2_1 <\$17> |
|----|--|----------------|

MEAS2_1 <\$17> In what year did you install <\$2>? (PROBE FOR BEST GUESS)

| | | |
|----|------------|--------------|
| 1 | 2013 | MSP20 <\$18> |
| 2 | 2014 | MSP20 <\$18> |
| 88 | Refused | MSP20 <\$18> |
| 99 | Don't know | MSP20 <\$18> |

MSP20 <\$18> What type of lighting was removed and replaced when you installed <\$2>?

| | | |
|---|---|--------------|
| 1 | High performance T8 (1" diameter bulbs) | MSP25 <\$19> |
| 2 | T8 fluorescent fixtures (1" diameter bulbs) | MSP25 <\$19> |
| 3 | T10 fluorescent fixtures | MSP25 <\$19> |
| 4 | T12 Fixtures (1.5" diameter bulbs) | MSP25 <\$19> |

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| | | |
|----|---|--------------|
| 5 | HID (High Density Discharge) Fixtures, Compact | MSP25 <\$19> |
| 6 | Compact Fluorescent, Screw-in Modular | MSP25 <\$19> |
| 7 | Compact Fluorescent, Hardwire | MSP25 <\$19> |
| 8 | Incandescent | MSP25 <\$19> |
| 9 | Exit Signs, Compact Fluorescent | MSP25 <\$19> |
| 10 | Exit Signs, LED | MSP25 <\$19> |
| 11 | Halogen | MSP25 <\$19> |
| 12 | Install Reflectors | MSP25 <\$19> |
| 13 | Electronic Ballast | MSP25 <\$19> |
| 14 | Magnetic Ballast | MSP25 <\$19> |
| 15 | Lighting Controls, Time Clock | MSP25 <\$19> |
| 16 | Lighting Controls, Occupancy Sensor | MSP25 <\$19> |
| 17 | Lighting Controls, Bypass/Delay Timers | MSP25 <\$19> |
| 18 | Lighting Controls, Photocell | MSP25 <\$19> |
| 19 | Other Fluorescent | MSP25 <\$19> |
| 20 | Fat/Thick Tubes | MSP25 <\$19> |
| 21 | Skinny/Thin Tubes | MSP25 <\$19> |
| 22 | T5 Fixtures (5/8" diameter) | MSP25 <\$19> |
| 66 | NOTHING, EQUIPMENT WAS ONLY ADDED, NOT REPLACED | |
| 77 | Other (PLEASE SPECIFY) | MSP25 <\$19> |
| 88 | Refused | MSP25 <\$19> |
| 99 | Don't know | MSP25 <\$19> |

ASK IF ^\$18(66)

MSP25 <\$19> Approximately how old was this light equipment that you removed/replaced? Would you say...

| | | |
|----|-----------------------------|--------------|
| 1 | Less than 5 years old | MSP26 <\$20> |
| 2 | Between 5 and 10 years old | MSP26 <\$20> |
| 3 | Between 10 and 15 years old | MSP26 <\$20> |
| 4 | More than 15 years old | MSP26 <\$20> |
| 88 | Refused | MSP26 <\$20> |
| 99 | Don't know | MSP26 <\$20> |

MSP26 <\$20> How would you describe the condition of this removed equipment? Would you say they were...

| | | |
|----|--------------------|--------------|
| 1 | In poor condition | MSP27 <\$21> |
| 2 | Fair condition, or | MSP27 <\$21> |
| 3 | Good condition | MSP27 <\$21> |
| 88 | Refused | MSP27 <\$21> |
| 99 | Don't know | MSP27 <\$21> |

MSP27 <\$21> Approximately what percentage of this removed lighting equipment was broken or not working prior to installing...

| | | |
|-----|---------|-----------|
| % | Percent | MACRO LOW |
| 101 | Refused | MACRO LOW |

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| | | |
|------------|------------|-----------|
| 102 | Don't know | MACRO LOW |
|------------|------------|-----------|

BEGIN MACRO LOW

<\$1> In what year did you install <\$2>? (PROBE FOR BEST GUESS)

| | | |
|-----------|------------|-------|
| 1 | 2013 | <\$3> |
| 2 | 2014 | <\$3> |
| 88 | Refused | <\$3> |
| 99 | Don't know | <\$3> |

<\$3> What type of lighting was removed and replaced when you installed <\$2>?

| | | |
|-----------|---|-------|
| 1 | High performance T8 (1" diameter bulbs) | <\$4> |
| 2 | T8 fluorescent fixtures (1" diameter bulbs) | <\$4> |
| 3 | T10 fluorescent fixtures | <\$4> |
| 4 | T12 Fixtures (1.5" diameter bulbs) | <\$4> |
| 5 | HID (High Density Discharge) Fixtures, Compact | <\$4> |
| 6 | Compact Fluorescent, Screw-in Modular | <\$4> |
| 7 | Compact Fluorescent, Hardwire | <\$4> |
| 8 | Incandescent | <\$4> |
| 9 | Exit Signs, Compact Fluorescent | <\$4> |
| 10 | Exit Signs, LED | <\$4> |
| 11 | Halogen | <\$4> |
| 12 | Install Reflectors | <\$4> |
| 13 | Electronic Ballast | <\$4> |
| 14 | Magnetic Ballast | <\$4> |
| 15 | Lighting Controls, Time Clock | <\$4> |
| 16 | Lighting Controls, Occupancy Sensor | <\$4> |
| 17 | Lighting Controls, Bypass/Delay Timers | <\$4> |
| 18 | Lighting Controls, Photocell | <\$4> |
| 19 | Other Fluorescent | <\$4> |
| 20 | Fat/Thick Tubes | <\$4> |
| 21 | Skinny/Thin Tubes | <\$4> |
| 22 | T5 Fixtures (5/8" diameter) | <\$4> |
| 66 | NOTHING, EQUIPMENT WAS ONLY ADDED, NOT REPLACED | <\$4> |
| 77 | Other (PLEASE SPECIFY) | <\$4> |
| 88 | Refused | <\$4> |
| 99 | Don't know | <\$4> |

ASK IF ^\$3(66)

<\$4> Approximately how old was this light equipment that you removed/replaced? Would you say...

| | | |
|----------|-----------------------------|-------|
| 1 | Less than 5 years old | <\$5> |
| 2 | Between 5 and 10 years old | <\$5> |
| 3 | Between 10 and 15 years old | <\$5> |
| 4 | More than 15 years old | <\$5> |

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| | | |
|-----------|------------|-------|
| 88 | Refused | <\$5> |
| 99 | Don't know | <\$5> |

<\$5> How would you describe the condition of this removed equipment?
Would you say they were...

| | | |
|-----------|--------------------|-------|
| 1 | In poor condition | <\$6> |
| 2 | Fair condition, or | <\$6> |
| 3 | Good condition | <\$6> |
| 88 | Refused | <\$6> |
| 99 | Don't know | <\$6> |

<\$6> Approximately what percentage of this removed lighting equipment
was broken or not working prior to installing...

| | | |
|-----------|------------|-------|
| % | Percent | CFL1A |
| 88 | Refused | CFL1A |
| 99 | Don't know | CFL1A |

| | | |
|--|--|--|
| | | |
|--|--|--|

IF SP2L = 6; else skip to VEND1

CFL1A Where did you purchase the CFLs that were installed OUTSIDE the
program? [ACCEPT MULTIPLES]

| | | |
|-----------|-------------------------|-------|
| 1 | Home Depot | CFL3A |
| 2 | Costco | CFL3A |
| 3 | Orchard Supply Hardware | CFL3A |
| 4 | ACE Hardware | CFL3A |
| 5 | Lowe's | CFL3A |
| 6 | SaveMart | CFL3A |
| 7 | K-Mart | CFL3A |
| 8 | Sam's Club | CFL3A |
| 9 | Smart & Final | CFL3A |
| 10 | Yardbirds Home Center | CFL3A |
| 11 | Fry's Electronics | CFL3A |
| 12 | True Value | CFL3A |
| 65 | CONTRACTOR INSTALLED | CFL3A |
| 66 | Did not install CFLs | VEND1 |
| 77 | OTHER [Specify:] | CFL3A |
| 88 | Refused | CFL3A |
| 99 | Don't know | CFL3A |

ASK IF ^CFL1A(66)

CFL3A Were all these CFLs installed or were some put in storage for later
use?

| | | |
|-----------|---------------------------------|-------|
| 1 | All installed | VEND1 |
| 2 | All in storage | VEND1 |
| 3 | Some in storage, Some installed | CFL4 |
| 88 | Refused | VEND1 |

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| | | |
|-----------|------------|-------|
| 99 | Don't Know | VEND1 |
|-----------|------------|-------|

IF CFL3A = 3

CFL4 What percentage were installed?

| | | |
|-----------|-------------|------|
| 77 | Open Record | CFL5 |
| 88 | Refused | CFL5 |
| 99 | Don't know | CFL5 |

IF CFL3A = in (2, 3)

CFL5 Why were they put in storage?

| | | |
|-----------|-------------|-------|
| 77 | Open Record | VEND1 |
| 88 | Refused | VEND1 |
| 99 | Don't know | VEND1 |

ROLE OF CONTRACTORS

ASK IF SP2L(1|2|5|6|7|9|10|12|15|16|17|18|21|22|23)

Now I would like to find out, did you use a contractor/vendor to install the non-rebated energy efficient lighting?

VEND1

| | | |
|-----------|------------------------------------|---------|
| 1 | Yes | VEND2 |
| 2 | No | ENDLOOP |
| 3 | Received a rebate | ENDLOOP |
| 88 | Refused | ENDLOOP |
| 99 | [DO NOT READ] Don't know/No Answer | ENDLOOP |

IF VEND1 = 1

On a scale of 0 - 10, with 0 being very unimportant and 10 being very important. How important was the input from the contractor you worked with in deciding which specific equipment to install?

VEND2

Was it ...

| | | |
|-----------|---------------|-------|
| 1 | 0-10 response | VEND3 |
| 88 | Refused | VEND3 |
| 99 | Don't know | VEND3 |

Ask if VEND2(7||10); Else LI30_A;

Can you give me your contractor's name?

Do you have his/her email address?

VEND3

Do you have a phone number for him/her?

| | | |
|-----------|-------------------------------|--------|
| 77 | RECORD NAME, Phone, Email ETC | LI30_A |
| 88 | Refused | LI30_A |
| 99 | Don't know | LI30_A |

ASK IF SP2L(1||77)

Considering all of the lighting changes we just discussed (purchases outside the programs), approximately what percentage of the facility's lighting was affected by those changes?

LI30_1

| | | |
|----------|---------|-----|
| % | Percent | OT5 |
|----------|---------|-----|

| | | |
|-----|------------|-----|
| 101 | Refused | OT5 |
| 102 | Don't know | OT5 |

SPILLOVER BATTERY - OTHER

IF SP2(2||77)

Comment Next I would like to discuss any equipment you might have installed OUTSIDE of the &UTILITY program.

DISPLAY Earlier you mentioned that your organization installed...<(SP2(2))/HVAC or COOLING EQUIPMENT/> <(SP2(3))/WATER HEATING EQUIPMENT/> <(SP2(4))/COMPRESSED AIR EQUIPMENT/> <(SP2(5))/FOOD SERVICE EQUIPMENT/> <(SP2(6))/GAS EQUIPEMMENT/> %O<%SP2> outside of the program without any benefit of incentive or rebate. I would like to ask you a few questions about this equipment.

Response names in the following questions will have endings "_#" where # signifies the response number to SP2 (# = 1, 2, or 3)

MACRO OTHER

<\$1> Was this equipment ...<\$2> ...installed at this facility or another facility or was it installed in both?

| | | |
|----|--------------------------------|--------------|
| 1 | This facility | <\$3> |
| 2 | Another facility | <\$2> |
| 3 | Both this and another facility | <\$3> |
| 66 | Was not installed | NEXT MEASURE |
| 88 | Refused | NEXT MEASURE |
| 99 | Don't know | NEXT MEASURE |

Ask if <\$1> in (1,3)

<\$3> Please describe the type of <\$2> that you installed at this facility.

| | | |
|----|-----------------|-------|
| 77 | Record verbatim | <\$4> |
| 88 | Refused | <\$4> |
| 99 | Don't know | <\$4> |

<\$4> Please describe the quantity of <\$2> that was installed at this facility.

| | | |
|----|-----------------|-------|
| 77 | Record verbatim | <\$5> |
| 88 | Refused | <\$5> |
| 99 | Don't know | <\$5> |

<\$5> Please describe the efficiency level of <\$2> that was installed at this facility.

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| | | |
|-----------|---------------------|-------|
| 1 | Standard Efficiency | <\$6> |
| 2 | High Efficiency | <\$6> |
| 3 | Energy Star | <\$6> |
| 88 | Refused | <\$6> |
| 99 | Don't know | <\$6> |

Ask if <\$1> in (2-3)

<\$6> Please describe the type of <\$2> that you purchased and installed at your other facility

| | | |
|-----------|-----------------|-------|
| 77 | Record verbatim | <\$7> |
| 88 | Refused | <\$7> |
| 99 | Don't know | <\$7> |

<\$7> Please describe the quantity of <\$2> that was installed at your other facility

| | | |
|-----------|-----------------|-------|
| 77 | Record verbatim | <\$8> |
| 88 | Refused | <\$8> |
| 99 | Don't know | <\$8> |

<\$8> Please describe the efficiency level of <\$2> that was installed at your other facility

| | | |
|-----------|---------------------|-------|
| 1 | Standard Efficiency | <\$9> |
| 2 | High Efficiency | <\$9> |
| 3 | Energy Star | <\$9> |
| 88 | Refused | <\$9> |
| 99 | Don't know | <\$9> |

<\$9> Did you receive an incentive or rebate, or do you expect to receive an incentive or rebate for &OT_TECH1B from elsewhere, such as another utility or from another organization such as the government?

| | | |
|----------|---|--------|
| 1 | Yes, Received/expect to receive an incentive from ANOTHER utility program | <\$10> |
| 2 | Yes, Received/expect to receive an incentive from a program offered by an organization other than a utility (e.g. a government program) | <\$11> |
| 3 | Yes, Received/expect to receive an incentive from the manufacturer | <\$12> |
| 4 | No, did not receive/expect to receive an incentive | <\$12> |

ASK IF \$9 = 1

<\$10> From what utility program did you receive/expect to receive an incentive or rebate?

| | | |
|-----------|--------|----------------------|
| 77 | Record | end for this measure |
|-----------|--------|----------------------|

ASK IF \$9 = 2

<\$11> From what organization or program did you receive/expect to receive an incentive or rebate?

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| | | |
|----|--------|------|
| 77 | Record | SP50 |
|----|--------|------|

ASK IF ^\$9(1)

Why did you purchase this equipment without the financial assistance available through &UTILITY program? {DO NOT READ; INDICATE

<\$12> ALL THAT APPLY }

| | | |
|----|---|--------|
| 1 | Too much paperwork | <\$14> |
| 2 | Takes too long to get approval | <\$14> |
| 3 | No time to participate, needed equipment immediately | <\$14> |
| 4 | The program had ended | <\$14> |
| 5 | The equipment would not qualify {PROBE: Why not?} | <\$13> |
| 6 | The amount of the rebate wasn't important enough | <\$14> |
| 7 | Did not know the program was available | <\$14> |
| 8 | There was no program available | <\$14> |
| 10 | Received a larger incentive from another organization | <\$14> |
| 11 | Took the first incentive offered | <\$14> |
| 77 | Other {SPECIFY } | <\$14> |
| 88 | Refused | <\$14> |
| 99 | Don't know | <\$14> |

ASK IF <\$12> = 5

<\$13> Why would this equipment not qualify?

| | | |
|----|---------------|--------|
| 77 | Record answer | <\$14> |
| 88 | Refused | <\$14> |
| 99 | Don't know | <\$14> |

Was this equipment... <\$2>... specifically recommended by a PROGRAM/UTILITY sponsored audit?

<\$14>

| | | |
|----|------------|--------|
| 1 | Yes | <\$15> |
| 2 | No | <\$15> |
| 88 | Refused | <\$15> |
| 99 | Don't know | <\$15> |

Can you briefly explain why you decided to implement this equipment?
(Note to interviewer, if the respondent mentions the utility programs as a factor in deciding to install the measure, record the open ended response in the appropriate response below

<\$15>

| | | |
|----|---|--------|
| 77 | Response not related to utility program (record verbatim) | <\$17> |
| 78 | Response related to utility program (record verbatim) | <\$16> |
| 88 | Refused | <\$17> |
| 99 | Don't know | <\$17> |

ASK IF <\$15> ^= 78

Did your experience participating in the <%UTILITY> <%PROGRAM> program in 2013-2014 encourage you in any way to implement

<\$16> &OT_TECH1B?

| | | |
|----|------------|--------|
| 1 | Yes | <\$17> |
| 2 | No | <\$17> |
| 88 | Refused | <\$17> |
| 99 | Don't Know | <\$17> |

<\$17> How influential was your experience in the PROGRAM in your decision to implement this equipment, using a scale of 0 to 10, where 0 is not at all influential and 10 is extremely influential?

| | | |
|----|--------------------------------|--------|
| | {Record Response (0-10)} _____ | <\$18> |
| 88 | Refused | <\$18> |
| 99 | Don't Know | <\$18> |

ASK IF (\$15(78) | \$16(1)) & \$17(11|1|2|3|4)

<\$18> Earlier you indicated that the program encouraged you to implement this equipment, but now you've scored the program fairly low. Why is that?

| | | |
|----|--|--|
| 77 | Record VERBATIM [REVISE <\$17> IF NECESSARY] | |
|----|--|--|

ASK IF IF \$17(5|10)

<\$19> Can you explain specifically how your experience with the <%PROGRAM> program influenced your decision to install this additional energy efficient equipment?

| | | |
|----|-----------------|--|
| 77 | Record VERBATIM | |
| 88 | Don't know | |
| 99 | Refused | |

ASK IF \$17(11|1|2|3|4)

<\$20> Using a 0 to 10 scale where 0 is not at all likely and 10 is extremely likely, how likely would you have been to install this equipment...<\$2>...if you had not participated in the program?

| | | |
|----|--|--|
| # | Record 0 to 10 likelihood rating (_____) | |
| 88 | Refused | |
| 99 | Don't know | |

ASK IF \$20(11|1|2|3|4) & (\$15(77) | \$16(2))

<\$21> Earlier you indicated that the program did not encourage you to implement this equipment ...<\$2> >..., but now say that you would have been less likely to install the equipment without the program. Why is that?

| | | |
|----|---|--|
| 77 | Record VERBATIM [REVISE xxx IF NECESSARY] | |
|----|---|--|

<\$22> In what year did you install <\$2>

| | | |
|----|------------|-------|
| 1 | 2013 | VEND1 |
| 2 | 2014 | VEND1 |
| 88 | Refused | VEND1 |
| 99 | Don't know | VEND1 |

ROLE OF CONTRACTORS

ASK IF SP2(2||77)

Now I would like to find out, did you use a contractor/vendor to install the non-rebated energy efficient equipment?

OTVEND1

| | | |
|-----------|------------------------------------|--------------|
| 1 | Yes | OTVEND2 |
| 2 | No | ENDOTHERLOOP |
| 88 | Refused | ENDOTHERLOOP |
| 99 | [DO NOT READ] Don't know/No Answer | ENDOTHERLOOP |

ASK IF OTVEND1(1)

On a scale of 0 - 10, with 0 being very unimportant and 10 being very important. How important was the input from the contractor you worked with in deciding which specific equipment to install? Was it ...

OTVEND2

| | | |
|-----------|---------------|-------|
| 1 | 0-10 response | VEND3 |
| 88 | Refused | VEND3 |
| 99 | Don't know | VEND3 |

IF OTVEND2(7||10)

Can you give me your contractor's name?

OTVEND3_1

Do you have his/her email address?

-3) Do you have a phone number for him/her?

| | | |
|-----------|-------------------------------|--------------|
| 77 | RECORD NAME, Phone, Email ETC | ENDOTHERLOOP |
| 88 | Refused | ENDOTHERLOOP |
| 99 | Don't know | ENDOTHERLOOP |

END OTHER MEASURE LOOP; IF FINISHED OTHER MEASURES OR NO MORE OTHER MEASURES, GO ON TO LOOP NEXT BATTERY

OPERATING HOURS

DISPLAY We are almost finished. The next few questions are to help us get a full understanding of your organization's operational hours.

ALWAYS Is your organization operation 24 hours a day, 7 days a week?

| | | |
|-----------|---------|----------|
| 1 | Yes | HOLIDAYS |
| 2 | No | HOLIDAYS |
| 88 | Refused | HOLIDAYS |

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HOLIDAYS Dose your facility closed for any holidays during the year? If so, which one(s)?

| | | |
|-----------|---|------|
| 1 | New Year's Day - January 1 | DAYS |
| 2 | Martin Luther King Jr. Day - January 18, 2010 (3rd Monday in January) | DAYS |
| 3 | President's Day - February 15, 2010 (3rd Monday in February) | DAYS |
| 4 | Memorial Day - May 31, 2010 (Last Monday in May) | DAYS |
| 5 | Independence Day - July 4th (Or Surrounding Monday/Friday if July 4 is a weekend) | DAYS |
| 6 | Labor Day - September 6, 2010 (First Monday in September) | DAYS |
| 7 | Thanksgiving - November 26, 2010 (4th Thursday in November) | DAYS |
| 8 | Day after Thanksgiving | DAYS |
| 9 | Christmas Eve - December 24 | DAYS |
| 10 | Christmas Day - December 25 | DAYS |
| 66 | NO HOLIDAY CLOSURES | DAYS |
| 77 | Other - Specify | DAYS |
| 88 | Refused | DAYS |
| 99 | Don't Know | DAYS |

Ask if ALWAYS = 2; else skip to OS_REC;

DAYS Is your facility closed any of the 7 days of the week? If so, which days are you CLOSED?

| | | |
|-----------|---------------|-------------|
| 1 | Monday | MONDAY_OPEN |
| 2 | Tuesday | MONDAY_OPEN |
| 3 | Wednesday | MONDAY_OPEN |
| 4 | Thursday | MONDAY_OPEN |
| 5 | Friday | MONDAY_OPEN |
| 6 | Saturday | MONDAY_OPEN |
| 7 | Sunday | MONDAY_OPEN |
| 66 | Open EVERYDAY | MONDAY_OPEN |
| 88 | REFUSED | MONDAY_OPEN |
| 99 | DON'T KNOW | MONDAY_OPEN |

Ask if ALWAYS(2)&^DAYS(1); else skip to TUESDAY_OPEN;

MONDAY_OPEN What time do you open your facility on MONDAY?

| | | |
|-----------|---|--------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | MONDAY_CLOSE |
| 88 | REFUSED | MONDAY_CLOSE |
| 99 | DON'T KNOW | MONDAY_CLOSE |

IF MONDAY_OPEN(1||64)

What time do you close your facility on MONDAY?

MONDAY_CLOSE

| | | |
|----|---|--------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | TUESDAY_OPEN |
| 88 | REFUSED | TUESDAY_OPEN |
| 99 | DON'T KNOW | TUESDAY_OPEN |

Ask if ALWAYS(2)&^DAYS(2); else skip to WEDNESDAY_OPEN;

What time do you open your facility on TUESDAY?

TUESDAY_OPEN

| | | |
|----|---|---------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | TUESDAY_CLOSE |
| 88 | REFUSED | TUESDAY_CLOSE |
| 99 | DON'T KNOW | TUESDAY_CLOSE |

IF TUESDAY_OPEN(1||65)

What time do you close your facility on TUESDAY?

TUESDAY_CLOSE

| | | |
|----|---|----------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | WEDNESDAY_OPEN |
| 88 | REFUSED | WEDNESDAY_OPEN |
| 99 | DON'T KNOW | WEDNESDAY_OPEN |

Ask if ALWAYS(2)&^DAYS(3); else skip to THURSDAY_OPEN;

What time do you open your facility on WEDNESDAY?

WEDNESDAY_OPEN

| | | |
|----|---|-----------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | WEDNESDAY_CLOSE |
| 88 | REFUSED | WEDNESDAY_CLOSE |
| 99 | DON'T KNOW | WEDNESDAY_CLOSE |

IF WEDNESDAY_OPEN(1||65)

What time do you close your facility on WEDNESDAY?

WEDNESDAY_CLOSE

| | | |
|----|---|---------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | THURSDAY_OPEN |
| 88 | REFUSED | THURSDAY_OPEN |
| 99 | DON'T KNOW | THURSDAY_OPEN |

Ask if ALWAYS(2)&^DAYS(4); else skip to FRIDAY_OPEN;

What time do you open your facility on THURSDAY?

THURSDAY_OPEN

| | | |
|----|---|----------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | THURSDAY_CLOSE |
| 88 | REFUSED | THURSDAY_CLOSE |
| 99 | DON'T KNOW | THURSDAY_CLOSE |

IF THURSDAY_OPEN(1||65)

What time do you close your facility on THURSDAY?

THURSDAY_CLOSE

| | | |
|-----------|---|-------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | FRIDAY_OPEN |
| 88 | REFUSED | FRIDAY_OPEN |
| 99 | DON'T KNOW | FRIDAY_OPEN |

Ask if ALWAYS(2)&^DAYS(5); else skip to SATURDAY_OPEN;

What time do you open your facility on FRIDAY?

FRIDAY_OPEN

| | | |
|-----------|---|--------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | FRIDAY_CLOSE |
| 88 | REFUSED | FRIDAY_CLOSE |
| 99 | DON'T KNOW | FRIDAY_CLOSE |

IF FRIDAY_OPEN(1||65)

What time do you close your facility on FRIDAY?

FRIDAY_CLOSE

| | | |
|-----------|---|---------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | SATURDAY_OPEN |
| 88 | REFUSED | SATURDAY_OPEN |
| 99 | DON'T KNOW | SATURDAY_OPEN |

Ask if ALWAYS(2)&^DAYS(6); else skip to SUNDAY_OPEN;

What time do you open your facility on SATURDAY?

SATURDAY_OPEN

| | | |
|-----------|---|----------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | SATURDAY_CLOSE |
| 88 | REFUSED | SATURDAY_CLOSE |
| 99 | DON'T KNOW | SATURDAY_CLOSE |

IF SATURDAY_OPEN(1||65)

What time do you close your facility on SATURDAY?

SATURDAY_CLOSE

| | | |
|-----------|---|-------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | SUNDAY_OPEN |
| 88 | REFUSED | SUNDAY_OPEN |
| 99 | DON'T KNOW | SUNDAY_OPEN |

Ask if ALWAYS(2)&^DAYS(7); else skip to DIFF_SCHEDULE;

What time do you open your facility on SUNDAY?

SUNDAY_OPEN

| | | |
|-----------|---|--------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | SUNDAY_CLOSE |
| 88 | REFUSED | SUNDAY_CLOSE |

| | | |
|----|------------|--------------|
| 99 | DON'T KNOW | SUNDAY_CLOSE |
|----|------------|--------------|

IF SUNDAY_OPEN(1||65)

What time do you close your facility on SUNDAY?

| | | |
|---------------------|---|---------------|
| SUNDAY_CLOSE | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | DIFF_SCHEDULE |
| 88 | REFUSED | DIFF_SCHEDULE |
| 99 | DON'T KNOW | DIFF_SCHEDULE |

Some organizations have different schedules for certain times of the year. Does your organization maintain a different schedule for certain months of the year?

| | | |
|----------------------|------------|--------|
| DIFF_SCHEDULE | | |
| 1 | Yes | MONTHS |
| 2 | No | OS_REC |
| 88 | REFUSED | OS_REC |
| 99 | DON'T KNOW | OS_REC |

Ask if DIFF_SCHEDULE = 1; Else skip to OS_REC;

Which months of the year does the schedule vary from the times I just recorded?

| | | |
|---------------|------------|----------|
| MONTHS | | |
| 1 | January | ALT_DAYS |
| 2 | February | ALT_DAYS |
| 3 | March | ALT_DAYS |
| 4 | April | ALT_DAYS |
| 5 | May | ALT_DAYS |
| 6 | June | ALT_DAYS |
| 7 | July | ALT_DAYS |
| 8 | August | ALT_DAYS |
| 9 | September | ALT_DAYS |
| 10 | October | ALT_DAYS |
| 11 | November | ALT_DAYS |
| 12 | December | ALT_DAYS |
| 88 | REFUSED | ALT_DAYS |
| 99 | DON'T KNOW | ALT_DAYS |

Is your organization operation 24 hours a day, 7 days a week?

| | | |
|-------------------|---------|----------|
| ALT_ALWAYS | | |
| 1 | Yes | HOLIDAYS |
| 2 | No | HOLIDAYS |
| 88 | Refused | HOLIDAYS |

If ^ALT_ALWAYS(1) then ask; Else skip to OS_REC;

During this alternate schedule, is your facility closed any of the 7 days of the week? If so, which days are you CLOSED?

ALT_DAYS

| | | |
|-----------|---------------|-----------------|
| 1 | Monday | ALT_MONDAY_OPEN |
| 2 | Tuesday | ALT_MONDAY_OPEN |
| 3 | Wednesday | ALT_MONDAY_OPEN |
| 4 | Thursday | ALT_MONDAY_OPEN |
| 5 | Friday | ALT_MONDAY_OPEN |
| 6 | Saturday | ALT_MONDAY_OPEN |
| 7 | Sunday | ALT_MONDAY_OPEN |
| 66 | Open EVERYDAY | ALT_MONDAY_OPEN |
| 88 | REFUSED | ALT_MONDAY_OPEN |
| 99 | DON'T KNOW | ALT_MONDAY_OPEN |

Ask if
DIFF_SCHEDULE(1)&^ALT_DAYS(1);
else skip to ALT_TUESDAY_OPEN;

For the alternate schedule, what time do you open your facility on MONDAY?

ALT_MONDAY_OPEN

| | | |
|-----------|---|------------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_MONDAY_CLOSE |
| 88 | REFUSED | ALT_MONDAY_CLOSE |
| 99 | DON'T KNOW | ALT_MONDAY_CLOSE |

IF ALT_MONDAY_OPEN(1||64)

What time do you close your facility on MONDAY?

ALT_MONDAY_CLOSE

| | | |
|-----------|---|------------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_TUESDAY_OPEN |
| 88 | REFUSED | ALT_TUESDAY_OPEN |
| 99 | DON'T KNOW | ALT_TUESDAY_OPEN |

Ask if
DIFF_SCHEDULE(1)&^ALT_DAYS(2);
else skip to ALT_WEDNESDAY_OPEN;

What time do you open your facility on TUESDAY during your alternate schedule?

ALT_TUESDAY_OPEN

| | | |
|-----------|---|-------------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_TUESDAY_CLOSE |
| 88 | REFUSED | ALT_TUESDAY_CLOSE |
| 99 | DON'T KNOW | ALT_TUESDAY_CLOSE |

IF ALT_TUESDAY_OPEN(1||65)

What time do you close your facility on TUESDAY?

ALT_TUESDAY_CLOSE

| | | |
|-----------|---|--------------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_WEDNESDAY_OPEN |
| 88 | REFUSED | ALT_WEDNESDAY_OPEN |
| 99 | DON'T KNOW | ALT_WEDNESDAY_OPEN |

Ask if
DIFF_SCHEDULE(1)&^ALT_DAYS(3);
else skip to ALT_THURSDAY_OPEN;

ALT_WEDNESDAY_OPEN What time do you open your facility on WEDNESDAY during your alternate schedule?

| | | |
|----|---|---------------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_WEDNESDAY_CLOSE |
| 88 | REFUSED | ALT_WEDNESDAY_CLOSE |
| 99 | DON'T KNOW | ALT_WEDNESDAY_CLOSE |

IF ALT_WEDNESDAY_OPEN(1||65)

ALT_WEDNESDAY_CLOSE What time do you close your facility on WEDNESDAY?

| | | |
|----|---|-------------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_THURSDAY_OPEN |
| 88 | REFUSED | ALT_THURSDAY_OPEN |
| 99 | DON'T KNOW | ALT_THURSDAY_OPEN |

Ask if
DIFF_SCHEDULE(1)&^ALT_DAYS(4);
else skip to ALT_FRIDAY_OPEN;

ALT_THURSDAY_OPEN What time do you open your facility on THURSDAY during your alternate schedule?

| | | |
|----|---|--------------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_THURSDAY_CLOSE |
| 88 | REFUSED | ALT_THURSDAY_CLOSE |
| 99 | DON'T KNOW | ALT_THURSDAY_CLOSE |

ALT_THURSDAY_OPEN(1||65)

ALT_THURSDAY_CLOSE What time do you close your facility on THURSDAY?

| | | |
|----|---|-----------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_FRIDAY_OPEN |
| 88 | REFUSED | ALT_FRIDAY_OPEN |
| 99 | DON'T KNOW | ALT_FRIDAY_OPEN |

Ask if
DIFF_SCHEDULE(1)&^ALT_DAYS(5);
else skip to ALT_SATURDAY_OPEN;

ALT_FRIDAY_OPEN What time do you open your facility on FRIDAY during this alternate schedule?

| | | |
|----|---|------------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_FRIDAY_CLOSE |
| 88 | REFUSED | ALT_FRIDAY_CLOSE |
| 99 | DON'T KNOW | ALT_FRIDAY_CLOSE |

IF ALT_FRIDAY_OPEN(1||65)

ALT_FRIDAY_CLOSE What time do you close your facility on FRIDAY?

| | | |
|----|---|-------------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_SATURDAY_OPEN |
| 88 | REFUSED | ALT_SATURDAY_OPEN |
| 99 | DON'T KNOW | ALT_SATURDAY_OPEN |

Ask if
DIFF_SCHEDULE(1)&^ALT_DAYS(6);
else skip to ALT_SUNDAY_OPEN;
 I recorded that during your alternate schedule you are also open on Saturday. What time do you open your facility on SATURDAY?

ALT_SATURDAY_OPEN

| | | |
|----|---|--------------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_SATURDAY_CLOSE |
| 88 | REFUSED | ALT_SATURDAY_CLOSE |
| 99 | DON'T KNOW | ALT_SATURDAY_CLOSE |

IF ALT_SATURDAY_OPEN(1||65)

ALT_SATURDAY_CLOSE What time do you close your facility on SATURDAY?

| | | |
|----|---|-----------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_SUNDAY_OPEN |
| 88 | REFUSED | ALT_SUNDAY_OPEN |
| 99 | DON'T KNOW | ALT_SUNDAY_OPEN |

Ask if
DIFF_SCHEDULE(1)&^ALT_DAYS(7);
else skip to OS_REC;

I recorded that during your alternate schedule you are also open on Sunday. What time do you open your facility on SUNDAY?

ALT_SUNDAY_OPEN

| | | |
|----|---|------------------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | ALT_SUNDAY_CLOSE |
| 88 | REFUSED | ALT_SUNDAY_CLOSE |
| 99 | DON'T KNOW | ALT_SUNDAY_CLOSE |

IF ALT_SUNDAY_OPEN(1||65)

ALT_SUNDAY_CLOSE What time do you close your facility on SUNDAY?

| | | |
|----|---|--------|
| | Record Time 1AM - 12:30 AM in 12 hour format by half hour as 1-24 | OS_REC |
| 88 | REFUSED | OS_REC |
| 99 | DON'T KNOW | OS_REC |

NET TO GROSS

DISPLAY For the sake of expediency, during this next battery we will be referring to the program as THE PROGRAM and we will be referring to the installation of ...<%NTGMEASURE>... as THE MEASURE.

A3 There are usually a number of reasons why an organization like yours decides to participate in energy efficiency programs like this one. In your own words, can you tell me why you decided to participate in this program?

| | | |
|-----------|---|----|
| 1 | To replace old or outdated equipment | N2 |
| 2 | As part of a planned remodeling, build-out, or expansion | N2 |
| 3 | To gain more control over how the equipment was used | N2 |
| 4 | Maintenance downtime/associated expenses for old equip were too high | N2 |
| 5 | Had process problems and were seeking a solution | N2 |
| 6 | To improve equipment performance | N2 |
| 7 | To improve production as a result of the change in equipment | N2 |
| 8 | To comply with codes set by regulatory agencies | N2 |
| 9 | To improve visibility/plant safety | N2 |
| 10 | To comply with company policies regarding regular equipment retrofits or remodeling | N2 |
| 11 | To get a rebate from the program | N2 |
| 12 | To protect the environment | N2 |
| 13 | To reduce energy costs | N2 |
| 14 | To reduce energy use/power outages | N2 |
| 15 | To update to the latest technology | N2 |
| 16 | To improve the comfort level of the facility | N2 |
| 77 | RECORD VERBATIM | N2 |
| 88 | Don't know | N2 |
| 99 | Refused | N2 |

N2 Did your organization make the decision to install this new equipment before or after you became aware of rebates/cost reduction available through the PROGRAM?

| | | |
|-----------|------------|-----|
| 1 | Before | N3a |
| 2 | After | N3a |
| 88 | Refused | N3a |
| 99 | Don't know | N3a |

DISPLAY Next, I'm going to ask you to rate the importance of the program as well as other factors that might have influenced your decision to install this equipment through the program. Using a scale of 0 to 10 where 0 means not at all important and 10 means extremely important, how would you rate the importance of...

N3a The age or condition of the old equipment

| | | |
|-----------|------------------------------|------|
| # | Record 0 to 10 score (_____) | N3aa |
| 88 | Refused | N3b |

| | | |
|----|------------|-----|
| 99 | Don't know | N3b |
|----|------------|-----|

IF N3a > 5 and NTG_TYPE >= 2 THEN ASK

How, specifically, did this enter into your decision to install/delamp this equipment?

N3aa

| | | |
|----|-----------------|-----|
| 77 | RECORD VERBATIM | N3b |
| 88 | Don't know | N3b |
| 99 | Refused | N3b |

N3b Availability of the PROGRAM rebate/cost reduction

| | | |
|----|------------------------------|------|
| # | Record 0 to 10 score (_____) | N3bb |
| 88 | Refused | N3c |
| 99 | Don't know | N3c |

IF N3b > 7 AND NTG_TYPE >= 2, THEN ASK

N3bb Why do you give it this rating?

| | | |
|----|-----------------|-----|
| 77 | Record VERBATIM | N3c |
| 88 | Refused | N3c |
| 99 | Don't know | N3c |

IF A1B(1)|ID0(1) THEN ASK; ELSE SKIP TO N3d

Please rate the degree of importance of information provided through...A1B(1)|<ID0(1)/The Facility or System AUDIT/>

N3c

| | | |
|----|------------------------------|------|
| # | Record 0 to 10 score (_____) | N3cc |
| 88 | Refused | N3d |
| 99 | Don't know | N3d |

IF N3c > 7 and NTG_TYPE >= 2, THEN ASK

N3cc Why do you give it this rating?

| | | |
|----|-----------------|-----|
| 77 | Record VERBATIM | N3d |
| 88 | Refused | N3d |
| 99 | Don't know | N3d |

If V1 = 1 THEN ASK; ELSE SKIP TO N3e

Recommendation from an equipment vendor that sold you the equipment and/or installed it for you [VENDOR_1]

N3d

| | | |
|----|------------------------------|-----|
| # | Record 0 to 10 score (_____) | N3e |
| 88 | Refused | N3e |
| 99 | Don't know | N3e |

N3e Your previous experience with energy efficient projects?

| | | |
|----|------------------------------|-----|
| # | Record 0 to 10 score (_____) | N3f |
| 88 | Refused | N3f |
| 99 | Don't know | N3f |

N3f Your previous experience with <%UTILITY>'s program or a similar utility program?

| | | |
|----|------------------------------|-----|
| # | Record 0 to 10 score (_____) | N3g |
| 88 | Don't know | N3g |
| 99 | Refused | N3g |

NTG_TYPE >= 3 THEN ASK, ELSE N3h

N3g Information from the Program, Utility, or Program Administrator training course?

| | | |
|----|------------------------------|------|
| # | Record 0 to 10 score (_____) | N3gg |
| 88 | Refused | N3h |
| 99 | Don't know | N3h |

IF N3g > 5, THEN ASK

N3gg What type of information was provided during the training?

| | | |
|----|-----------------|-------|
| 77 | Record VERBATIM | N3ggg |
| 88 | Refused | N3h |
| 99 | Don't know | N3h |

N3ggg How, specifically, did this enter into your decision to install/delamp this equipment?

| | | |
|----|-----------------|-----|
| 77 | RECORD VERBATIM | N3h |
| 88 | Don't know | N3h |
| 99 | Refused | N3h |

N3h Information from the Program, Utility, or Program Administrator Marketing materials?

| | | |
|----|------------------------------|------|
| # | Record 0 to 10 score (_____) | N3hh |
| 88 | Refused | N3j |
| 99 | Don't know | N3j |

IF N3h > 5 and NTG_TYPE >= 2, THEN ASK

N3hh What type of information was provided that pertained to the PROJECT?

| | | |
|----|-----------------|-------|
| 77 | Record VERBATIM | N3hhh |
| 88 | Refused | N3j |
| 99 | Don't know | N3j |

IF N3hh = 77, THEN ASK

N3hhh How, specifically, did this enter into your decision to install/delamp this energy efficient equipment?

| | | |
|----|-----------------|-----|
| 77 | RECORD VERBATIM | N3j |
| 88 | Don't know | N3j |
| 99 | Refused | N3j |

IF NTG_TYPE >= 2

N3j Standard practice in your business/industry

| | | |
|---|------------------------------|-----|
| # | Record 0 to 10 score (_____) | N3k |
|---|------------------------------|-----|

| | | |
|----|------------|-----|
| 88 | Refused | N3k |
| 99 | Don't know | N3k |

IF AP9 = 3 or AP9a = 3 THEN ASK; ELSE SKIP TO N3m

N3l Endorsement or recommendation by your account rep?

| | | |
|----|------------------------------|------|
| # | Record 0 to 10 score (_____) | N3ll |
| 88 | Refused | N3m |
| 99 | Don't know | N3m |

IF N3l > 5 & NTG_TYPE >= 2 THEN ASK

N3ll What did they recommend?

| | | |
|----|-----------------|-------|
| 77 | Record VERBATIM | N3lll |
| 88 | Refused | N3m |
| 99 | Don't know | N3m |

IF N3ll(77)

N3lll How specifically did this enter into your decision to install this project using energy efficient equipment?

| | | |
|----|-----------------|-----|
| 77 | RECORD VERBATIM | N3m |
| 88 | Don't know | N3m |
| 99 | Refused | N3m |

IF NTG_TYPE >= 2, ASK

N3m Corporate policy or guidelines

| | | |
|----|------------------------------|------|
| # | Record 0 to 10 score (_____) | N3mm |
| 88 | Refused | N3n |
| 99 | Don't know | N3n |

IF N3m > 5, THEN ASK

N3mm How, specifically, did this enter into your decision to install/delamp this equipment?

| | | |
|----|-----------------|-----|
| 77 | RECORD VERBATIM | N3n |
| 88 | Don't know | N3n |
| 99 | Refused | N3n |

N3n Payback or return on investment of installing this equipment

| | | |
|----|------------------------------|-----|
| # | Record 0 to 10 score (_____) | N3o |
| 88 | Refused | N3o |
| 99 | Don't know | N3o |

N3o Improved product quality

| | | |
|----|------------------------------|------|
| # | Record 0 to 10 score (_____) | N3oo |
| 88 | Refused | N3p |
| 99 | Don't know | N3p |

IF N3o > 5, THEN ASK

N3oo How, specifically, did this enter into your decision to install/delamp this equipment?

| | | |
|----|-----------------|-----|
| 77 | RECORD VERBATIM | N3p |
| 88 | Don't know | N3p |
| 99 | Refused | N3p |

IF FM050 = 12 AND NTG_TYPE = 4, THEN ASK, ELSE SKIP TO N3r

N3p Compliance with state or federal regulations such as Title 24, air quality, OSHA, or FDA regulations

| | | |
|----|------------------------------|------|
| # | Record 0 to 10 score (_____) | N3pp |
| 88 | Refused | N3r |
| 99 | Don't know | N3r |

IF N3p > 5, THEN ASK

N3pp How, specifically, did this enter into your decision to upgrade to energy efficient equipment?

| | | |
|----|-----------------|-----|
| 77 | RECORD VERBATIM | N3r |
| 88 | Don't know | N3r |
| 99 | Refused | N3r |

ASK IF NTG_TYPE >= 3

N3r Compliance with your organization's normal remodeling or equipment replacement practices?

| | | |
|----|------------------------------|-------|
| # | Record 0 to 10 score (_____) | N3rrr |
| 88 | Refused | N3s |
| 99 | Don't know | N3s |

IF A3(2|10)&N3R(6|10);

N3RRR What is your normal cycle in number of years for which you typically retrofit your equipment to comply with your organization's normal remodeling or equipment replacement practices?

| | | |
|-------|------------------------|------|
| # yrs | Record Number of Years | N3rr |
| 88 | Refused | N3rr |
| 99 | Don't know | N3rr |

IF N3r > 5, THEN ASK

N3rr How, specifically, did this enter into your decision to install/delamp this equipment?

| | | |
|----|-----------------|------|
| 77 | RECORD VERBATIM | N3s. |
| 88 | Don't know | N3s. |
| 99 | Refused | N3s. |

N3s Were there any other factors we haven't discussed that were influential in your decision to install/delamp this MEASURE?

| | | |
|----|--------------------------|------|
| 1 | Nothing else influential | CC1 |
| 77 | Record verbatim | N3ss |
| 88 | Refused | CC1 |
| 99 | Don't know | CC1 |

ASK IF N3s = 77

Using the same zero to 10 scale, how would you rate the influence of this factor?

N3ss

| | | |
|----|------------------------------|-----|
| # | Record 0 to 10 score (_____) | CC1 |
| 88 | Refused | CC1 |
| 99 | Don't know | CC1 |

CONSISTENCY CHECKS ON N3p, N3q and N3r

If NTG_TYPE = 4

IF A3 = 8, AND N3p < 4, THEN ASK

You indicated earlier that compliance with codes or regulatory policies was one of the reasons you did the project. However, just now you scored the importance of compliance with state or federal regulations or standards such as Title 24, air quality, OSHA, or FDA regulations in your decision making fairly low, why is that?

CC1

| | | |
|----|-----------------|------|
| 77 | RECORD VERBATIM | CC1a |
| 88 | Don't know | CC1a |
| 99 | Refused | CC1a |

IF A3 ^ = 8, and N3p > 7, THEN ASK

You indicated earlier that compliance with codes or regulatory policies was not one of the primary reasons you did the project. However, just now you scored the importance of compliance with state or federal regulations or standards such as Title 24, air quality, OSHA, or FDA regulations in your decision making fairly high, why is that?

CC1a

| | | |
|----|-----------------|-----|
| 77 | RECORD VERBATIM | CC3 |
| 88 | Don't know | CC3 |
| 99 | Refused | CC3 |

IF A3 = 2 or 10, AND N3r < 4, THEN ASK

You indicated earlier that a regularly scheduled retrofit was one of the reasons you did the project. However, just now you scored the importance of compliance with your company's regularly scheduled retrofit or equipment replacement in your decision making fairly low, why is that?

NCC3

| | | |
|----|-----------------|------|
| 77 | RECORD VERBATIM | CC3a |
| 88 | Don't know | CC3a |
| 99 | Refused | CC3a |

IF A3 ^ = 2 and A3 ^ = 9 and A3 ^ = 10 AND N3r > 7 THEN ASK

You indicated earlier that a regularly scheduled retrofit was NOT one of the reasons you did the project. However, just now you scored the importance of compliance with your company's regularly scheduled retrofit or equipment replacement in your decision making fairly high, why is that?

NCC3a

| | | |
|----|-----------------|-----|
| 77 | RECORD VERBATIM | N33 |
| 88 | Don't know | N33 |
| 99 | Refused | N33 |

PAYBACK BATTERY

If INCENT < 100 AND NTG_TYPE >= 2, THEN ASK; ELSE SKIP TO N33

What financial calculations does your company typically make before proceeding with the installation of energy efficient equipment like you installed through the program?

| | | |
|-----------|----------------------|-----|
| P1 | | |
| 1 | Payback | P2A |
| 2 | Return on investment | P2B |
| 77 | Record VERBATIM | P3 |
| 88 | Don't know | P3 |
| 99 | Refused | P3 |

If P1 = 1 THEN ASK; ELSE SKIP TO P2B

What is your threshold in terms of the payback or return on investment your company uses before deciding to proceed with installing energy efficient equipment like you installed through the program? Is it...

| | | |
|------------|--------------------|----|
| P2A | | |
| 1 | 0 to 6 months | P3 |
| 2 | 6 months to 1 year | P3 |
| 3 | 1 to 2 years | P3 |
| 4 | 2 to 3 years | P3 |
| 5 | 3 to 5 years | P3 |
| 6 | Over 5 years | P3 |
| 88 | Don't know | P3 |
| 99 | Refused | P3 |

IF P1 = 2 THEN ASK

P2B What is your ROI?

| | | |
|----------|------------------|----|
| 1 | Record ROI ____; | P3 |
|----------|------------------|----|

Did the rebate move your energy efficient equipment project within this acceptable range?

| | | |
|-----------|------------|-----|
| P3 | | |
| 1 | Yes | P4 |
| 2 | No | P3a |
| 88 | Don't know | P3a |
| 99 | Refused | P3a |

If P3 = 1 THEN ASK; ELSE SKIP TO P3A

On a scale of 0 to 10, with a 0 meaning Not At All Important and a 10 meaning a Very Important, how important in your decision was it that the project was now in the acceptable range?

| | | |
|-----------|------------------------------|-----|
| P4 | | |
| # | Record 0 to 10 score (_____) | P3a |
| 88 | Refused | P3a |
| 99 | Don't know | P3a |

CONSISTENCY CHECKS ON N3b and P3

IF P3 = 1, AND N3b < 5, THEN ASK

The rebate seemed to make the difference between meeting your financial criteria and not meeting them, but you are saying that the rebate didn't have much effect on your decision, why is that?

P3a

| | | |
|-----------|-----------------|-----|
| 77 | Record VERBATIM | P3e |
| 88 | Don't know | P3e |
| 99 | Refused | P3e |

IF P3 = 2, AND N3b > 5, THEN ASK

The rebate didn't cause the installation of energy efficient equipment to meet your company's financial criteria, but you said that the rebate had an impact on the decision to install this energy efficient equipment. Why did it have an impact?

P3e

| | | |
|-----------|-----------------|-----|
| 77 | Record VERBATIM | N33 |
| 88 | Don't know | N33 |
| 99 | Refused | N33 |

IF N3A(8||10) | N3D(8||10) | N3E(8||10) | N3F(8||10) | N3J(8||10) | N3M(8||10) | N3N(8||10) | N3O(8||10) | N3P(8||10) | N3R(8||10);

Next, I would like you to rate the importance of the PROGRAM in your decision to implement this MEASURE as opposed to other factors that may have influenced your decision such as...(SCAN BELOW AND READ TO THEM THOSE

DISPLAY

ITEMS WHERE THEY GAVE A RATING OF 8 or higher)

| | |
|---|-------------|
| <%N3A> Age or condition of old equipment, | ...@[%N3A>@ |
| <%N3D> Equipment Vendor recommendation | ...@[%N3D>@ |
| <%N3E> Previous experience with this measure | ...@[%N3E>@ |
| <%N3F> Previous experience with this program | ...@[%N3F>@ |
| <%N3J> Standard practice in your business/industry | ...@[%N3J>@ |
| <%N3M> Corporate policy or guidelines | ...@[%N3M>@ |
| <%N3N> Payback on investment. | ...@[%N3N>@ |
| <%N3O> To improve production as a result of lighting, | ...@[%N3O>@ |
| <%N3P> Compliance with state or federal regulations or standards such as Title 24, air quality, OSHA, or FDA regulations | ...@[%N3P>@ |
| <%N3R> Compliance with normal maintenance or retrocommissioning policies or your companies regularly scheduled retrofit or lighting replacement | ...@[%N3R>@ |

If you were given 10 points to award in total, how many points would give to the importance of the program and how many points would you give to these other factors?

DISPLAY

How many of the ten points would you give to the importance of the PROGRAM in your decision?

N41

| | | |
|-----------|------------------------------|-----|
| # | Record 0 to 10 score (_____) | N42 |
| 88 | Refused | N42 |
| 99 | Don't know | N42 |

N42 and how many points would you give to all of these other factors?

| | | |
|-----------|------------------------------|------|
| # | Record 0 to 10 score (_____) | N41a |
| 88 | Refused | N41a |

| | | |
|-----------|------------|------|
| 99 | Don't know | N41a |
|-----------|------------|------|

If N41 <> 88 and N41 <> 99 and N42 <> 88 and N42 <> 99, computer N41 + N42. While N41+N42 <> 10, display:

__ We want these two sets of numbers to equal 10.

<%N41> for Program influence and

<%N42> for Non Program factors

IF DELAMP <> 1;

Was the installation of this measure....<%NTGMEASURE> ...a replacement of existing equipment or was it additional equipment you installed in your facility?

REPLACE

| | | |
|-----------|------------|---------|
| 1 | Replace | DISPLAY |
| 2 | Add-on | DISPLAY |
| 88 | Refused | DISPLAY |
| 99 | Don't know | DISPLAY |

Now I would like you to think about the action you would have taken with regard to the installation of this equipment if the program had not been available.

DISPLAY

IF REPLACE(1) | DELAMP == 1

Using a likelihood scale from 0 to 10, where 0 is Not at all likely and 10 is Extremely likely, if THE PROGRAM had NOT BEEN AVAILABLE, what is the likelihood that you would have installed exactly the same program qualifying energy efficient equipment that you did in this project?

N5

| | | |
|-----------|------------------------------|-----|
| # | Record 0 to 10 score (_____) | N5a |
| 88 | Refused | N5B |
| 99 | Don't know | N5B |

IF REPLACE(2) THEN ASK; ELSE SKIP TO N6

Using a likelihood scale from 0 to 10, where 0 is Not at all likely and 10 is Extremely likely, if THE PROGRAM had NOT BEEN AVAILABLE, what is the likelihood that you would have installed exactly the same energy efficient equipment at the same time as you did?

N5aa

| | | |
|-----------|------------------------------|----|
| # | Record 0 to 10 score (_____) | N6 |
| 88 | Don't know | N6 |
| 99 | Refused | N6 |

CONSISTENCY CHECKS

IF N3b > 7 and N5 > 7, THEN ASK

When you answered ...<%N3B> ... for the question about the influence of the rebate, I would interpret that to mean that the rebate was quite important to your decision to install. Then, when you answered ..<%N5>... for how likely you would be to install the same equipment **without** the rebate, it sounds like the rebate was not very important in your installation decision.

I want to check to see if I am misunderstanding your answers or if the questions may have been unclear. Will you explain in your own words, the role the rebate played in your decision to install this efficient equipment?

N5a

| | | |
|-----------|-----------------|-------|
| 77 | Record VERBATIM | NN5aa |
| 88 | Don't know | NN5aa |
| 99 | Refused | NN5aa |

Would you like for me to change your score on the importance of the rebate that you gave a rating of <%N3B> and/or change your rating on the likelihood you would install the same equipment without the rebate which you gave a rating of <%N5> and/or we can change both if you wish?

NN5aa

| | | |
|-----------|--|-----|
| 1 | No change | N5b |
| 77 | Record how they would rate rebate influence and how they would rate likelihood to install without the rebate | N5b |
| 88 | Don't know | N5b |
| 99 | Refused | N5b |

ASK IF REPLACE(1)

Using the same scale as before, if the program had not been available, what is the likelihood that you would have done this project at the same time as you did?

N5b

| | | |
|-----------|------------------------------|---------|
| # | Record 0 to 10 score (_____) | DISPLAY |
| 88 | Refused | DISPLAY |
| 99 | Don't know | DISPLAY |

DEFERRED FREE RIDERSHIP FOLLOW-UP

DISPLAY if N5b < 9; ELSE SKIP TO N6

Next, I'd like to ask a couple of questions to help us estimate at what point in the future you would definitely have replaced your existing equipment. We understand that you can't know exactly when you would have done this, especially so far into the future. We're just trying to get a sense of how long you think the current equipment or process would have kept serving your company's needs before you had to or chose to replace it.

DISPLAY

TD1

TD1

If the program had not been available, how likely is it that you would have replaced your existing equipment within one year of when you did?

| | | |
|----------|---|------|
| 1 | Definitely would have (1.0 probability) | N9bb |
| 2 | Probably would have (0.75 probability) | TD2 |
| 3 | 50-50 chance (0.50 probability) | TD2 |
| 4 | Probably not (0.25 probability) | TD2 |
| 5 | Definitely not (0.0 probability) | TD2 |

IF TD1 = 2, 3, 4, 5 ASK TD2, ELSE GO TO N9bb

TD2 If the program had not been available, how likely is it that you would have replaced your existing equipment within three years of when you did?

| | | |
|----------|---|------|
| 1 | Definitely would have (1.0 probability) | N9bb |
| 2 | Probably would have (0.75 probability) | TD3 |
| 3 | 50-50 chance (0.50 probability) | TD3 |
| 4 | Probably not (0.25 probability) | TD3 |
| 5 | Definitely not (0.0 probability) | TD3 |

IF TD2 = 2, 3, 4, 5 ASK TD3; ELSE GO TO N6

TD3 If the program had not been available, how likely is it that you would have replaced your existing equipment within five years of when you did?

| | | |
|----------|---|------|
| 1 | Definitely would have (1.0 probability) | N9bb |
| 2 | Probably would have (0.75 probability) | N9bb |
| 3 | 50-50 chance (0.50 probability) | N9bb |
| 4 | Probably not (0.25 probability) | N9bb |
| 5 | Definitely not (0.0 probability) | N9bb |

CONSISTENCY CHECK ON AGE

IF (N3a > 6 AND TD3 = 3, 4 or 5) THEN ASK; ELSE SKIP TO N6

Earlier when I asked about the influence of the age/condition of the old equipment on your decision to install this new equipment, you gave me a rating of <%N3A> out of ten. I would interpret this to mean that the age/condition was quite influential in your decision to install this new equipment when you did. Perhaps I have either recorded something incorrectly or maybe you could explain in your own words the role the age/condition of the existing equipment played in your decision to install this new energy efficient equipment.

N9bb

| | | |
|-----------|-----------------|----|
| 77 | Record VERBATIM | N6 |
| 88 | Don't know | N6 |
| 99 | Refused | N6 |

ADDITIONAL BASELINE INPUT

Now I would like you to think one last time about what action you would have taken if the program had not been available. Which of the following alternatives would you have been MOST likely to do?

N6

| | | |
|-----------|---|----|
| 1 | Install/Delamped fewer units | N7 |
| 2 | Install standard efficiency equipment or whatever required by code | N7 |
| 3 | Installed equipment more efficient than code but less efficient than what you installed through the program | N7 |
| 4 | Done nothing (keep existing equipment as is) | N7 |
| 5 | Done the same thing I would have done as I did through the program | N7 |
| 6 | Repair/rewind or overhaul the existing equipment | N7 |
| 77 | Something else (specify what _____) | N7 |
| 88 | Don't know | N7 |
| 99 | Refused | N7 |

Ask if N6 = (1, 2, 3, 4) and (N5 > 8 and N5b > 8 OR N5aa > 8)

In an earlier response, you said that if the program had not been available, there was a very high likelihood that you would have installed exactly the same equipment as you did through the program. However, just now you have indicated that you would not have installed the same equipment as you did without the benefit of the program. Can you explain to me why there is this difference?

| | | |
|-----------|-----------------|-----|
| N7 | | |
| 77 | Record VERBATIM | N6a |
| 88 | Don't know | N6a |
| 99 | Refused | N6a |

Ask if N6(1);

How many fewer units would you have installed/Delamped? (It is okay to take an answer such as ...HALF...or 10 percent fewer ... etc.)

| | | |
|------------|-----------------|-----|
| N6a | | |
| 77 | RECORD VERBATIM | ER2 |
| 88 | Refused | ER2 |
| 99 | Refused | ER2 |

Ask if N6(3);

Can you tell me what model or efficiency level you were considering as an alternative? (It is okay to take an answer such as ... 10 percent more efficient than code or 10 percent less efficient than the program equipment)

| | | |
|------------|-----------------|-----|
| N6b | | |
| 77 | RECORD VERBATIM | ER2 |
| 88 | Don't know | ER2 |
| 99 | Refused | ER2 |

Ask if N6(6);

How long do you think the repaired equipment would have lasted before requiring replacement?

| | | |
|------------|-----------------|-----|
| N6c | | |
| 77 | RECORD VERBATIM | ER2 |
| 88 | Don't know | ER2 |
| 99 | Refused | ER2 |

EARLY REPLACEMENT BATTERY

[IF N5b < 8 and A3 = 1, 4, 8, or 10 THEN ASK. ELSE SKIP TO SP1]

Earlier, when I asked you a question about why you decided to implement the project using high efficiency equipment, you gave reasons related to <A3>
Now I would like to ask you some follow up questions regarding these responses you gave me.

DISPLAY ER2

IF REPLACE(1);

How many more years do you think your equipment would have gone before failing and required replacement?

| | | |
|------------|--|-----|
| ER2 | | |
| 77 | ___ Estimated Remaining Useful Life (in years) | ER6 |
| 88 | Don't know | ER6 |
| 99 | Refused | ER6 |

IF A3 = 4, THEN ASK

ER6 How much downtime did you experience in the past year?

| | | |
|----|------------------------------------|-----|
| 77 | _____ Downtime Estimate (in weeks) | ER9 |
| 88 | Don't know | ER9 |
| 99 | Refused | ER9 |

ER9 In your opinion, based on the economics of operating this equipment, for how many more years could you have kept this equipment functioning?

| | | |
|------------|-------------------------------------|------|
| Yrs | ___ Estimated Remaining Useful Life | ER11 |
| 88 | Don't know | ER11 |
| 99 | Refused | ER11 |

IF A3 = 8, THEN ASK

Can you briefly describe the specific code/regulatory requirements that this project addressed?

ER15

| | | |
|----|-----------------|------|
| 77 | RECORD VERBATIM | ER19 |
| 88 | Don't know | ER19 |
| 99 | Refused | ER19 |

IF A3 = 10, THEN ASK

Can you briefly describe the specific company policies regarding regular/normal maintenance/replacement policy(ies) that were relevant to this project? Or briefly describe the specific company policies regarding regular equipment retrofits and remodeling?

ER19

| | | |
|----|-----------------|-----|
| 77 | RECORD VERBATIM | PP1 |
| 88 | Don't know | PP1 |
| 99 | Refused | PP1 |

PROCESS QUESTIONS - ASK ALL

PP1 What do you believe the PROGRAM'S primary strengths are?

| | | |
|----|-----------------|-----|
| 77 | Record VERBATIM | PP2 |
| 88 | Don't know | PP2 |
| 99 | Refused | PP2 |

What concerns do you have about the PROGRAM, if any? (IF NEEDED:

PP2 What do you view as the primary features that need to be improved?)

| | | |
|----|-----------------|-----|
| 77 | Record VERBATIM | PP4 |
| 88 | Don't know | PP4 |
| 99 | Refused | PP4 |

On a scale of 0 - 10, where 0 is completely dissatisfied and 10 is completely satisfied, how would you rate your OVERALL satisfaction with the

PP4 <%PROGRAM>?

| | | |
|----|------------------------------|-----|
| # | Record 0 to 10 score (_____) | PP5 |
| 88 | Refused | PP5 |
| 99 | Don't know | PP5 |

IF PP4 < 4 THEN ASK; ELSE SKIP TO PP5A

PP5 Why do you say that?

| | | |
|----|-----------------|------|
| 77 | Record VERBATIM | PP5A |
| 88 | Don't know | PP5A |
| 99 | Refused | PP5A |

PP5A Using the same 0 - 10 scale, how would you rate your OVERALL satisfaction with the performance of the energy efficient measures you had installed?

| | | |
|----|------------------------------|------|
| # | Record 0 to 10 score (_____) | PP5B |
| 88 | Refused | PP6 |
| 99 | Don't know | PP6 |

IF PP5A < 6 THEN ASK; ELSE SKIP TO PP6

PP5B Why do you say that?

| | | |
|----|-----------------|-----|
| 77 | Record VERBATIM | PP6 |
| 88 | Don't know | PP6 |
| 99 | Refused | PP6 |

PP5C Using the same 0 - 10 scale, how would you rate your OVERALL satisfaction with the quality of the installers' work?

| | | |
|----|------------------------------|------|
| # | Record 0 to 10 score (_____) | PP5D |
| 88 | Refused | PP5E |
| 99 | Don't know | PP5E |

PP5D Why do you say that?

| | | |
|----|-----------------|------|
| 77 | Record VERBATIM | PP5E |
| 88 | Don't know | PP5E |
| 99 | Refused | PP5E |

PP5E From your perspective, what if anything could be done to improve the quality of the installers' work?

| | | |
|----|-----------------|-----|
| 77 | Record VERBATIM | PP6 |
| 88 | Don't know | PP6 |
| 99 | Refused | PP6 |

In qsl: IF ^UNRECORDED(IMPLEMENTER);

ASK IF %IMPLEMENTER = "a local government", "state government", or "an independent firm"; ELSE PP10

PP6 The program you participated in was run by %IMPLEMENTER. Has your organization participated in energy efficiency programs run by <%UTILITY> in the past three years?

| | | |
|----|------------|------|
| 1 | Yes | PP8 |
| 2 | No | PP10 |
| 88 | Refused | PP10 |
| 99 | Don't know | PP10 |

ASK IF PP6=1

Please consider your recent experience with the PROGRAM run by %IMPLEMENTER versus your past experience with the program run by <%UTILITY>. Are there any differences between the two that stand out?

PP8 Any there attributes or services that seemed better in one or the other?

| | | |
|-----------|-------------------------|------|
| 1 | No differences | PP10 |
| 77 | Yes, Record DIFFERENCES | PP10 |
| 88 | Don't know | PP10 |
| 99 | Refused | PP10 |

ASK IF IOU_PROG = 1 (utility administered program); ELSE PP12

The program you participated in was run by <%UTILITY>. Have you participated in programs run by governments, institutions, or other independent firms in the past three years? (select all that apply)

PP10

| | | |
|-----------|---------------------------------|------|
| 1 | Local Government | PP14 |
| 2 | State Government or Institution | PP14 |
| 3 | Independent Firm | PP12 |
| 88 | Refused | PP16 |
| 99 | Don't know | PP16 |

ASK IF PP10 = 3;

Please consider your experiences with the program run by an independent firm versus your recent experience with the program run by an independent firm versus your recent experience with <%UTILITY>'s program. Are there any differences between the two that stand out? Are there attributes or services that seemed better in one or the other? (NOTE: SPECIFY WHICH ENTITY IS REFERRED TO IN EACH COMMENT)

PP12

| | | |
|-----------|-------------------------|------|
| 1 | No differences | PP16 |
| 77 | Yes, RECORD DIFFERENCES | PP16 |
| 88 | Refused | PP16 |
| 99 | Don't know | PP16 |

ASK if PP10 in (1, 2)

Please consider your experiences with the program run by a government or institution versus your recent experience with <%UTILITY>'s PROGRAM. Are there any differences between the two that stand out? Are there attributes that seemed better in one or the other? (NOTE: SPECIFY WHICH ENTITY IS REFERRED TO IN EACH COMMENT)

PP14

| | | |
|-----------|----------------------|------|
| 77 | Yes, Record VERBATIM | PP16 |
| 78 | No differences | PP16 |
| 88 | Refused | PP16 |
| 99 | Don't know | PP16 |

ASK if PP6 = 1 AND PP10 = 1, 2 or 3. ELSE PP3

Which entity, the <%UTILITY> program or the <%IMPLEMENTER> <%PP10> program was more effective in supporting your organization's decision making process?

PP16

| | | |
|----------|--------------|------|
| 1 | %IMPLEMENTER | PP18 |
| 2 | %UTILITY | PP18 |

| | | |
|----|------------------------|------|
| 3 | Very little difference | PP18 |
| 88 | Refused | PP18 |
| 99 | Don't know | PP18 |

If PP16 in (1, 2) then ask; else skip to PP20

PP18 How significant was this difference, would you say...

| | | |
|----|----------------------|------|
| 1 | Very Significant | PP20 |
| 2 | Somewhat Significant | PP20 |
| 3 | Not very significant | PP20 |
| 88 | Refused | PP20 |
| 99 | Don't know | PP20 |

PP20 Which entity had a better technical understanding of the energy use at your facility and provided the best technical assistance in specifying the project?

| | | |
|----|------------------------|------|
| 1 | %IMPLEMENTER | PP22 |
| 2 | %UTILITY | PP22 |
| 3 | Very little difference | PP22 |
| 88 | Refused | PP22 |
| 99 | Don't know | PP22 |

If PP20 in (1, 2) then ask; else skip to PP24

PP22 How significant was this difference, would you say...

| | | |
|----|----------------------|------|
| 1 | Very Significant | PP24 |
| 2 | Somewhat Significant | PP24 |
| 3 | Not Very Significant | PP24 |
| 88 | Refused | PP24 |
| 99 | Don't know | PP24 |

PP24 Which entity was more effective in supporting you through the application process

| | | |
|----|------------------------|------|
| 1 | %IMPLEMENTER | PP26 |
| 2 | %UTILITY | PP26 |
| 3 | Very little difference | PP26 |
| 88 | Refused | PP26 |
| 99 | Don't know | PP26 |

If PP24 in (1, 2) then ask; else skip to PP3;

PP26 How significant was this difference, would you say...

| | | |
|----|----------------------|-----|
| 1 | Very Significant | PP3 |
| 2 | Somewhat Significant | PP3 |
| 3 | Not very significant | PP3 |
| 88 | Refused | PP3 |
| 99 | Don't know | PP3 |

PP3 Do you have any comments on the current incentive structure of the PROGRAM?

| | | |
|-----------|----------------------------|-----|
| 1 | No | ID1 |
| 77 | Yes - RECORD COMMENTS_____ | ID1 |
| 88 | Don't know | ID1 |
| 99 | Refused | ID1 |

LONG TERM INFLUENCE

IF NTG_TYPE >= 2

IF N3f > 4, THEN ASK, ELSE CCC12A

Now I'd like you to think about your organization's experiences with %UTILITY's energy efficiency programs and efforts over the longer term, for example, over the past 5, 10, or even 20 years.

In an earlier question, you indicated that your previous experience with utility energy efficiency programs was a factor that influenced your decision to implement this PROJECT. I would like to ask you a few questions about this experience.

DISPLAY

LT2

For how many years have you been participating in %UTILITY's energy efficiency programs?

LT2

| | | |
|--------------|------------------------|-----|
| # yrs | Record Number of Years | LT3 |
| 88 | Refused | LT3 |
| 99 | Don't know | LT3 |

LT3 During this time, how many times has your organization participated in these PROGRAM(s)?

| | | |
|-----------|------------------------|-----|
| 1 | 7 to 10 times, or more | CA6 |
| 2 | 4 to 7 times | CA6 |
| 3 | 2 to 4 times | CA6 |
| 4 | less than 2 times | CA6 |
| 88 | Refused | LT6 |
| 99 | Don't know | LT6 |

IF LT3(1||4);

CA6 What type of equipment did you install through this (these) program(s)?
[READ RESPONSE CATEGORIES]

| | | |
|-----------|--|-----|
| 1 | Indoor lighting | LT6 |
| 2 | Cooling equipment | LT6 |
| 3 | Natural gas equipment, such as water heater, furnace or appliances | LT6 |
| 4 | Insulation or windows | LT6 |
| 5 | Refrigeration | LT6 |
| 6 | Industrial process equipment | LT6 |
| 7 | Greenhouse heat curtains | LT6 |
| 8 | Food service equipment | LT6 |
| 77 | OPEN \SOMETHING OTHER (specify) | LT6 |
| 88 | Refused | LT6 |
| 99 | Don't Know | LT6 |

LT6 What factors led you to participate in these program(s)?

| | | |
|----|-----------------|-----|
| 77 | Record VERBATIM | LT7 |
| 88 | Refused | LT7 |
| 99 | Don't know | LT7 |

And exactly how did that experience help to convince you to install this energy efficient equipment?

LT7

| | | |
|----|-----------------|-----|
| 77 | Record VERBATIM | LT8 |
| 88 | Refused | LT8 |
| 99 | Don't know | LT8 |

IF LT3 = 1 or 2, THEN ASK. ELSE CCC12A.

Have these programs had any long-term influence on your organization's energy efficiency related practices and policies that go beyond the immediate effect of incentives on individual projects? [DO NOT READ: Examples are causing them to add energy efficiency procurement policies, internal incentive or reward structures for improving energy efficiency, or adoption of energy management best practices.]

LT8

| | | |
|----|------------|-------|
| 1 | Yes | LT9 |
| 2 | No | CC12A |
| 88 | Refused | CC12A |
| 99 | Don't know | CC12A |

If LT8 = 1 then ask; else skip to CA2;

Has your organization developed a specification policy for the selection of energy efficient equipment? [EXAMPLES... REQUIREMENTS THAT ALL NEW FLUORESCENT LIGHTING SYSTEMS USE ELECTRONIC BALLAST, OR THAT ALL NEW MOTORS BE PREMIUM EFFICIENCY]

LT9

| | | |
|----|------------|------|
| 1 | Yes | LT10 |
| 2 | No | LT10 |
| 88 | Refused | LT10 |
| 99 | Don't know | LT10 |

Has your organization assigned responsibility for controlling energy usage and costs to any of the following?

LT10

| | | |
|----|--------------------------|------|
| 1 | An in-house staff person | LT11 |
| 2 | A group of staff | LT11 |
| 3 | An outside contractor | LT11 |
| 4 | NONE OF THESE | LT11 |
| 88 | Refused | LT11 |
| 99 | Don't know | LT11 |

Does your organization have any internal incentive or reward policies for business units or staff responsible for managing energy costs?

LT11

| | | |
|----|------------|-----|
| 1 | Yes | LC7 |
| 2 | No | CA2 |
| 88 | Refused | CA2 |
| 99 | Don't know | CA2 |

Ask if LT11(1)

LC7 How do these incentive/reward structures work?

| | | |
|-----------|-------------|-----|
| 77 | OPEN/Record | CA2 |
| 88 | Refused | CA2 |
| 99 | Don't know | CA2 |

CA2 In marketing materials or in communications with customers, does your company highlight the ways in which your business is environmentally conscious?

| | | |
|-----------|-------------------|-------------------------------|
| 1 | Yes | RETURN TO REMAINDER OF SURVEY |
| 2 | No | RETURN TO REMAINDER OF SURVEY |
| 77 | OPEN\RECORD OTHER | RETURN TO REMAINDER OF SURVEY |
| 88 | Refused | RETURN TO REMAINDER OF SURVEY |
| 99 | Don't know | RETURN TO REMAINDER OF SURVEY |

ONSITE RECRUITING

TO SCHEDULE INSTALLATION OF MONITORING EQUIPMENT

If LOGGER= 1; Else Skip to Comment1

In order to improve this program's performance, <%UTILITY> would also like to make an accurate measurement of the energy savings associated with the energy efficient equipment installed by collecting and analyzing information from selected customers. If you agree to participate, Itron, on behalf of <%UTILITY>, will come to your business to install monitoring devices on your equipment to record when the equipment is in use. The monitoring devices will be installed in an unobtrusive place and would be removed by us at the end of the research project. We expect the site visit to take about two hours. We'll come back and remove the monitoring devices within 3-6 months. Note, the electric use data will be used strictly for the study of the <%PROGRAM> and will not affect your electric service at all. You will need to sign a brief participation agreement.

DISPLAY

LOG_REC

LOG_REC Are you interested in participating in this project?

| | | |
|-----------|---------|----------|
| 1 | Yes | LOG_NAME |
| 2 | No | Comment1 |
| 88 | Refused | Comment1 |

| | | |
|----|------------|----------|
| 99 | Don't know | Comment1 |
|----|------------|----------|

ASK IF LOG_REC(1)

| | | |
|-------------------|--|------------|
| LOG_NAME | May I have the name of the person that our technician should contact to make an appointment? | LOG_PHONE |
| LOG_PHONE | What would be the most convenient phone number for our technician to contact<%LOG_NAME>? | LOG_ALT |
| LOG_ALT | In the even that<%LOG_NAME> ... is unavailable, would there be an alternate contact that we could schedule an appointment with? | LOG_PH_ALT |
| LOG_PH_ALT | What would be the most convenient phone number to reach this person? | LOG_NOTE |

LOG_NOTE Are there any notes that would facilitate our technician's ability to make an appointment? For example, are some days of the week better for making contacts, are early mornings better or are afternoons better?

| | | |
|----|--------------|----------|
| 66 | No Notes | OS_NAME1 |
| 77 | Record Notes | OS_NAME1 |

IF ONSITE = 1

TO SCHEDULE ONSITE VERIFICATION

As we've discussed, the <%PROGRAM> is an important component of the California Public Utilities Commission's ongoing efforts to save energy and reduce emissions affecting climate change. In order to improve this program's performance, the CPUC would like to make an accurate measurement of the energy savings associated with energy efficiency equipment installed by collecting and analyzing information from selected customers. Your input to this research is extremely important. By receiving a rebate through the <%PROGRAM>, your firm has agreed to allow verification of the installation of the equipment rebated through the program.

COMMENT1

Our verification technician will need to meet a facilities representative of your company. This should be either the manager of the facility or part of the facilities staff.

OS_NAME1 May I please have the name of the person who our technician can call you to set up an appointment time?

| | | |
|----|--------------------|-----------|
| 1 | Same as for logger | HB_Lift |
| 77 | Record Name | OS_PHONE1 |
| 99 | Don't know | T&T |

IF OS_NAME1(77)

OS_PHONE1 May I also have the best phone number for the technician to reach this person?

| | | |
|-----------------------|---------------------------|-------|
| &OS_PHONE1 | PHONE FOR PRIMARY CONTACT | OTHER |
| 88 | Refused | T&T |
| 99 | Don't know | T&T |

OTHER Is there another person that the engineer might speak with at your company, if this primary person is not available?

| | | |
|-------------------|----------|----------|
| &OTHER | Get name | OS_NAME2 |
|-------------------|----------|----------|

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| | | |
|-----------|------------|-----|
| 88 | Refused | T&T |
| 99 | Don't know | T&T |

OS_NAME2 May I please have their name so our technician can call them at another time?

| | | |
|----------------------|------------|-----------|
| &OS_NAME2 | Get name | OS_PHONE2 |
| 88 | Refused | T&T |
| 99 | Don't know | T&T |

OS_PHONE2 May I also have the best phone number for the technician to reach them?

| | | |
|-----------------------|------------------|---------|
| &OS_PHONE2 | Get phone number | HB_Lift |
| 88 | Refused | T&T |
| 99 | Don't know | T&T |

Ask if HIGHBAY = 1 or (HB1 > 12 and HB1 <> 66 and HB1 <> 88 and HB1 <> 99) or HB2 = 1 or HB1a = 1; Else skip to OS_Business

HB_Lift Do you have some form or a lift or ladder available to reach the lighting at your facility that is located 13ft or more above ground?

| | | |
|-----------|------------|-------------|
| 1 | Yes | OS_Business |
| 2 | No | OS_Business |
| 88 | Refused | T&T |
| 99 | Don't know | T&T |

OS_Business Do you have a sign or business name other than <%BUSINESS> that our technicians should look for when they visit your site?

| | | |
|-----------|------------|-------------|
| 1 | Yes | OS_Bus_Name |
| 2 | No | Vendor_Name |
| 88 | Refused | T&T |
| 99 | Don't know | T&T |

Ask if OS_BUSINESS(1)

OS_Bus_Name What is the sign or business name they should be looking for?

| | | |
|----------|----------|-------------|
| 1 | Get name | Vendor_Name |
|----------|----------|-------------|

VISIT_NOTES DO NOT READ.....If you have any special notes about the on@-site visit or the installation of loggers, add these notes here.

| | | |
|-----------|---------------------|-------------|
| 1 | No additional notes | Vendor_Name |
| 77 | Record Notes | Vendor_Name |

Ask if V1(1)

Earlier you stated that you had a vendor/contractor that helped you with the installation of the lighting equipment that was installed through the 2010-2012 <%UTILITY> Program. Could you provide me with their name and phone number?

| Vendor Name | | |
|--------------------|---|-----|
| 1 | Cannot provide | END |
| 77 | Record Name, Phone Number, Email Address or any other information they can provide. More is better. | END |
| 88 | Refused | END |
| 99 | Don't know | END |

| | | |
|------------|--|--|
| END | Those are all the questions I have for you today. On behalf of the CPUC, I would like to thank you very much for your kind cooperation. Have a good day. | |
|------------|--|--|

Appendix B

Pipe Insulation Onsite Survey Instrument

CPUC ESPI Pipe Insulation Prescriptive Measure Study

| 1. General Info | |
|-------------------|--|
| Visit Date & Time | |
| Field Engineer | |
| Facility Name | |
| Address | |
| Contact | |
| Phone | |
| Facility Type | |
| Operation Notes | |

| 2. Site Visit Preparation Checklist |
|--|
| <input type="checkbox"/> Identify and check out loggers needed |
| <input type="checkbox"/> Bring site visit kit, gloves, combustion analyzer, IR gun |
| <input type="checkbox"/> Confirm site visit date/time/location |
| <input type="checkbox"/> Ask battery of pre-visit questions with site contact |
| <input type="checkbox"/> Loggers to be shipped back? Confirm with site contact |

| 5. Logger Deployment Info | | | | |
|---------------------------|---------|----------|----------|-------|
| Logger # | Time In | Time Out | Location | Notes |
| | | | | |
| | | | | |
| | | | | |

| 3. Collected Data | | |
|-------------------|--------------------------------|-------|
| Group | Parameter | Value |
| Piping | Est. length (ft) | |
| | Avg. diameter (in) | |
| | Material † | |
| | Thickness (in) | |
| Insulation | Est. length (ft) | |
| | Thickness (in) | |
| | Material †† | |
| | Quality (good/fair/poor) | |
| Fluid | Fluid type | |
| | Gauge temperature (F) | |
| | Gauge pressure (psi) | |
| Baseline | % pipe previously insulated | |
| | Pre insulated pipe length (ft) | |
| | Pre insulated thickness (in) | |
| | Pre insulation material †† | |
| | Pre insulation quality | |

| Site Visit Checklist | |
|--|---|
| 3. Data Collection | |
| <input type="checkbox"/> | Inspect bare pipe properties including pipe diameter, length (estimate) and material |
| <input type="checkbox"/> | Inspect insulated pipe properties including length, thickness and material |
| <input type="checkbox"/> | Gather information on facility's boiler plant including nameplate data and end uses |
| 4. Spot Measurements | |
| <input type="checkbox"/> | Request permission to meter bare pipe temperature by puncturing small hole in insulation |
| <input type="checkbox"/> | Spot measurements of bare pipe surface, insulation surface and surrounding air temperature |
| <input type="checkbox"/> | Spot measurements of gauge pressures and temperatures |
| <input type="checkbox"/> | Spot measurement of boiler combustion efficiency |
| 5. Logger Deployment - Ask about possible EMS or SCADA trending as well | |
| <input type="checkbox"/> | Deploy temperature probe loggers on bare pipe surface, insulation surface and surrounding area |
| <input type="checkbox"/> | Ensure that loggers are deployed near the midpoint of a representative pipe run |
| Baseline | |
| <input type="checkbox"/> | Survey site staff for information on project baseline and preexisting conditions at facility |
| <input type="checkbox"/> | Was insulation installed on preexisting or new pipes? Use backside to elaborate further |
| <input type="checkbox"/> | Note percentage of pipe previously insulated, if applicable |
| <input type="checkbox"/> | Inspect preexisting pipe insulation material, thickness and condition at facility (where available) |
| <input type="checkbox"/> | Examine piping layout to ensure it does not require insulation per OSHA requirements* |
| Facility Operating Conditions | |
| <input type="checkbox"/> | Survey site staff for information on facility's operating schedule and seasonal variation |
| <input type="checkbox"/> | Request production data if system operation varies with production |
| Checkout | |
| <input type="checkbox"/> | Summarize what loggers were deployed and their locations |
| <input type="checkbox"/> | Ensure that facility staff agrees that boiler is operating as it was before |
| <input type="checkbox"/> | Provide contact information via business card |
| <input type="checkbox"/> | Arrange logger shipment (via prepaid box) on a given date OR schedule retrieval date |

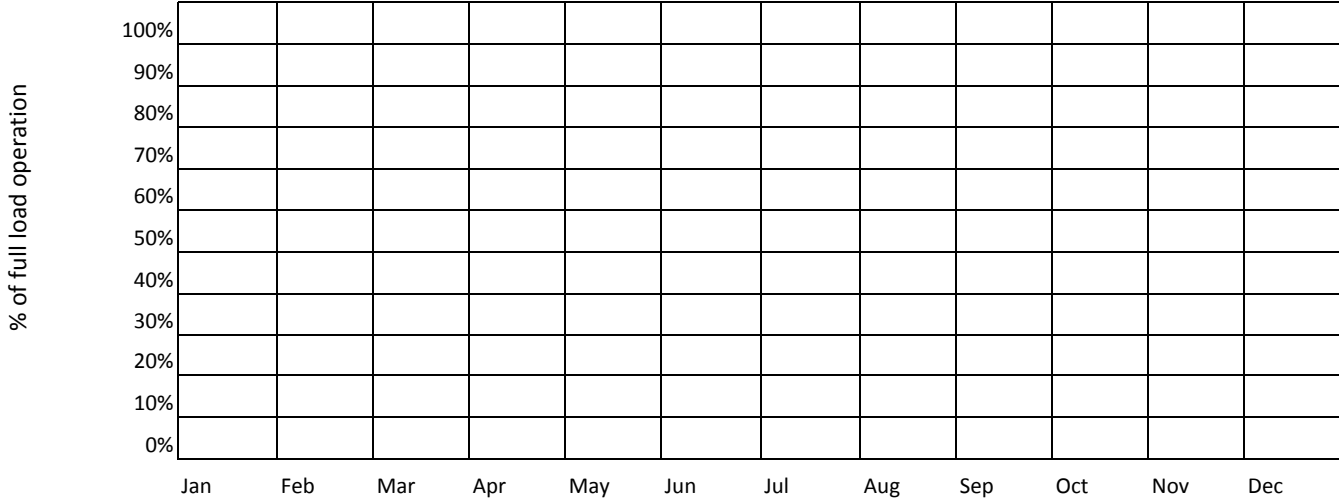
† Examples include cast iron, various grades of steel, copper

†† Examples include fiberglass, cellular glass, polystyrene

| 4. Spot Measurements | | |
|-------------------------|----------------------------|-------|
| Group | Parameter | Value |
| Boiler information | Make/Model | |
| | Fuel type | |
| | Input (Btu/hr) | |
| | Output (Btu/hr) | |
| | EMS combustion efficiency | |
| | Test combustion efficiency | |
| Bare pipe temperature | Fluid gauge temperature | |
| | Infrared gun temperature | |
| | Logger check temperature | |
| Insulation surface temp | Infrared gun temperature | |
| | Logger check temperature | |
| Ambient temperature | Thermostat temperature | |
| | Logger check temperature | |

* OSHA requires insulation on pipes > 140F located within 7' of floor/working level or within 15" of stairs, ramps, ladders

Typical monthly production levels (draw profile)

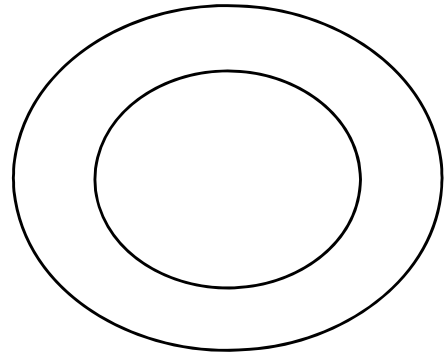


Typical weekly operating schedules (shade cells)

| | 12:00 AM | 2:00 AM | 4:00 AM | 6:00 AM | 8:00 AM | 10:00 AM | 12:00 PM | 2:00 PM | 4:00 PM | 6:00 PM | 8:00 PM | 10:00 PM | 12:00 AM |
|-----------|----------|---------|---------|---------|---------|----------|----------|---------|---------|---------|---------|----------|----------|
| Sunday | | | | | | | | | | | | | |
| Monday | | | | | | | | | | | | | |
| Tuesday | | | | | | | | | | | | | |
| Wednesday | | | | | | | | | | | | | |
| Thursday | | | | | | | | | | | | | |
| Friday | | | | | | | | | | | | | |
| Saturday | | | | | | | | | | | | | |

System Diagram (Identify load, supply, logger locations)

Pipe Insulation Cross-Section Diagram - Indicate possible gaps or corrosion on incented or preexisting insulation:



Baseline and spillover questions:

- Was the incented insulation installed on new pipes? Indicate % new pipes in overall project.
- Were the preexisting pipes insulated? Indicate % insulated and its details.
- Are pipes required to be insulated per OSHA (see footnote on other side). Estimate % requiring insulation.
- Discuss any OSHA requirement and how the facility would have complied absent the IOU program.
- Was additional pipe insulation installed that was not incented? Gather details on this insulation and the facility decisions behind its install.

Appendix C

Phone Survey Banners

| | ALL | PG&E (%) | SCG (%) |
|---|-------|----------|---------|
| <FM050> What is the main business activity at this facility? | | | |
| Restaurant/Food Service | 1.38 | 0.00 | 1.85 |
| Agricultural (farms, greenhouses) | 1.66 | 2.35 | 1.42 |
| Retail Stores | 19.27 | 0.00 | 25.89 |
| Warehouse | 2.70 | 0.00 | 3.62 |
| Health Care | 2.61 | 0.00 | 3.51 |
| Education | 0.09 | 0.00 | 0.12 |
| Lodging (hotel/rooms) | 3.23 | 0.00 | 4.34 |
| Industrial (food processing plant, Manufacturing) | 19.57 | 11.09 | 22.48 |
| Laundry (Coin Operated, Commercial Laundry Facility, Dry Cleaner) | 31.48 | 49.32 | 25.34 |
| Condo Assoc./Apartment Mgr. (Garden Style, Mobile Home Park, High-rise, Townhouse) | 1.92 | 0.00 | 2.58 |
| Public Service (fire, police, postal, military) | 0.42 | 0.00 | 0.56 |
| Other | 15.69 | 37.24 | 8.28 |
| <i>n</i> | 49 | 14 | 35 |
| <FM050B> Which of the following types of restaurants or food service best describes this facility? | | | |
| Caterer | 46.54 | 0.00 | 46.54 |
| Other | 53.46 | 0.00 | 53.46 |
| <i>n</i> | 2 | 0 | 2 |
| | | | |
| <FM050D> What type of agricultural facility is this? | | | |
| Dairy / Ranch | 44.66 | 0.00 | 70.02 |
| Other | 55.34 | 100.00 | 29.98 |
| <i>n</i> | 3 | 1 | 2 |

| <FM050F> Which of the following types of warehouses best describes this facility? | | | |
|---|-----------|----------|-----------|
| Industrial (food processing plant, Manufacturing) | 100.00 | 0.00 | 100.00 |
| <i>n</i> | <i>1</i> | <i>0</i> | <i>1</i> |
| | | | |
| <FM050G> Which of the following types of health care centers best describes this facility? | | | |
| Hospital | 42.43 | 0.00 | 42.43 |
| Alcohol/Drug Treatment / Rehabilitation | 57.57 | 0.00 | 57.57 |
| <i>n</i> | <i>2</i> | <i>0</i> | <i>2</i> |
| | | | |
| <FM050H> Which of the following types of educational centers best describes this facility? | | | |
| College or University | 100.00 | 0.00 | 100.00 |
| <i>n</i> | <i>3</i> | <i>0</i> | <i>3</i> |
| | | | |
| <FM050I> Which of the following types of lodging best describes this facility? | | | |
| Hotel | 100.00 | 0.00 | 100.00 |
| <i>n</i> | <i>1</i> | <i>0</i> | <i>1</i> |
| | | | |
| <FM050L> Which of the following types of buildings best describes this facility? | | | |
| Assembly / Light Manufacturing | 2.29 | 14.20 | 0.18 |
| Food Processing Plant | 44.79 | 85.80 | 37.53 |
| Commercial Brewery / Winery | 1.67 | 0.00 | 1.97 |
| Industrial Process | 43.46 | 0.00 | 51.16 |
| Other | 7.79 | 0.00 | 9.16 |
| <i>n</i> | <i>14</i> | <i>3</i> | <i>11</i> |
| | | | |
| <FM050M> What type of laundry facility is this? | | | |
| Coin Operated | 1.87 | 0.00 | 2.89 |
| Commercial Laundry Facility | 62.72 | 0.00 | 97.11 |
| Dry Cleaners | 35.41 | 100.00 | 0.00 |
| <i>n</i> | <i>10</i> | <i>6</i> | <i>4</i> |
| | | | |
| <CC2A> What is the total square footage at this facility? | | | |
| Between 1500 and 5000 sq. ft. | 16.56 | 63.32 | 0.48 |
| Between 5000 and 10,000 sq. ft. | 0.14 | 0.00 | 0.19 |
| Between 10,000 and 25,000 sq. ft. | 6.49 | 0.00 | 8.72 |
| Between 25,000 and 50,000 sq. ft. | 8.99 | 5.79 | 10.09 |
| Between 50,000 and 75,000 sq. ft. | 4.43 | 0.00 | 5.95 |
| Between 75,000 and 100,000 sq. ft. | 4.48 | 0.00 | 6.01 |
| Over 100,000 sq. ft. (Ag area) | 33.28 | 1.58 | 44.18 |

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| | | | |
|---|-------|-------|-------|
| Don't Know | 25.64 | 29.32 | 24.37 |
| <i>n</i> | 49 | 14 | 35 |
| <CC2B> Would you say that the floor area is... | | | |
| Between 1500 and 5000 sq. ft. | 0.16 | 0.00 | 0.22 |
| Between 25,000 and 50,000 sq. ft. | 8.78 | 0.00 | 12.42 |
| Between 50,000 and 75,000 sq. ft. | 3.17 | 0.96 | 4.08 |
| Between 75,000 and 100,000 sq. ft. | 11.99 | 40.99 | 0.00 |
| Over 100,000 sq. ft. (Ag area) | 30.59 | 8.00 | 39.94 |
| Don't Know | 45.31 | 50.05 | 43.34 |
| <i>n</i> | 14 | 5 | 9 |
| <CC2C> Is the entire floor area of this facility heated or cooled? | | | |
| Yes | 22.01 | 24.40 | 21.19 |
| No | 75.19 | 64.66 | 78.81 |
| Don't Know | 2.80 | 10.94 | 0.00 |
| <i>n</i> | 49 | 14 | 35 |
| <CC2D> What percentage of the floor area is heated or cooled at this facility? | | | |
| 0 Percent | 24.50 | 29.18 | 23.18 |
| Between 0 and 15 Percent | 43.37 | 0.00 | 55.61 |
| Between 15 and 30 Percent | 5.99 | 0.43 | 7.56 |
| Between 30 and 45 Percent | 0.42 | 0.00 | 0.54 |
| Between 45 and 60 Percent | 2.91 | 13.23 | 0.00 |
| Between 60 and 80 Percent | 10.23 | 0.00 | 13.12 |
| Don't Know | 12.58 | 57.16 | 0.00 |
| <i>n</i> | 36 | 9 | 27 |
| <CC3A> Is your space heated using electricity or gas? | | | |
| Electricity | 34.61 | 4.07 | 43.62 |
| Gas | 51.05 | 73.12 | 44.53 |
| Both Gas and Electricity | 6.92 | 8.25 | 6.53 |
| No Heating | 3.32 | 14.56 | 0.00 |
| Other | 4.10 | 0.00 | 5.31 |
| <i>n</i> | 36 | 8 | 28 |
| <C0> About what percentage of your operating costs does energy account for? | | | |
| Less than 1 percent | 3.23 | 0.00 | 4.34 |
| 1 to 2 percent | 5.35 | 5.79 | 5.20 |
| 3 to 5 percent | 7.09 | 7.52 | 6.95 |
| 6 to 10 percent | 4.91 | 0.28 | 6.51 |
| 11 to 15 percent | 6.44 | 19.25 | 2.03 |
| 16 to 20 percent | 4.33 | 0.00 | 5.82 |
| 21 to 50 percent | 3.97 | 15.53 | 0.00 |

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| | | | |
|--|-------|-------|-------|
| Over 51 percent | 20.38 | 0.00 | 27.38 |
| Don't Know | 44.29 | 51.63 | 41.77 |
| <i>n</i> | 49 | 14 | 35 |
| <CC4> Does your business own, lease or manage the facility? | | | |
| Own | 59.38 | 32.76 | 68.54 |
| Lease/Rent | 28.08 | 30.28 | 27.33 |
| Manage | 1.47 | 0.00 | 1.97 |
| Don't Know | 11.06 | 36.96 | 2.16 |
| <i>n</i> | 49 | 14 | 35 |
| <C5> How many locations does your organization have. Is it.... | | | |
| This facility only | 54.88 | 73.23 | 48.58 |
| 2 to 4 locations | 8.30 | 13.33 | 6.57 |
| 5 to 10 locations | 2.37 | 1.58 | 2.64 |
| 11 to 25 locations or | 7.21 | 3.73 | 8.41 |
| More than 25 locations | 25.62 | 8.13 | 31.64 |
| Don't Know | 1.61 | 0.00 | 2.16 |
| <i>n</i> | 49 | 14 | 35 |
| <CC6> How active a role does your organization take in making purchase decisions related to energy using equipment at this facility? Would you say you are... | | | |
| Very active – involved in all phases and have veto power | 54.08 | 35.02 | 60.63 |
| Somewhat active-we approve decisions and provide some input and review | 20.95 | 3.51 | 26.95 |
| Slightly active-we have a voice but it's not the dominant voice | 4.46 | 12.02 | 1.86 |
| OR not active at all- our firm doesn't get involved in these issues | 9.53 | 6.51 | 10.56 |
| Don't Know | 10.99 | 42.94 | 0.00 |
| <i>n</i> | 49 | 14 | 35 |
| <CC8> In what year was your facility built? | | | |
| After 2000 | 10.33 | 12.02 | 9.74 |
| In the 1990's | 2.36 | 5.98 | 1.12 |
| 1980's | 2.68 | 6.07 | 1.52 |
| 1970's | 26.77 | 8.84 | 32.94 |
| 1960's | 0.03 | 0.00 | 0.04 |
| 1950's | 11.28 | 36.96 | 2.45 |
| Before 1950 | 4.65 | 2.88 | 5.26 |
| Don't Know | 41.90 | 27.25 | 46.93 |
| <i>n</i> | 49 | 14 | 35 |
| <CC10> If don't know, would you say it was... | | | |
| 1990's | 23.78 | 13.69 | 25.79 |
| 1980's | 9.37 | 22.79 | 6.70 |

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|--|-------|-------|-------|
| 1970's | 19.08 | 0.00 | 22.89 |
| 1960's | 12.20 | 0.00 | 14.63 |
| 1950's | 1.77 | 0.00 | 2.12 |
| Before 1950 | 16.19 | 0.00 | 19.42 |
| Don't Know | 17.61 | 63.52 | 8.45 |
| <i>n</i> | 22 | 5 | 17 |
| <CC11> In what year was this facility last remodeled? | | | |
| Between 2008 and present | 56.55 | 31.45 | 65.18 |
| Between 2000 and 2007 | 9.31 | 0.28 | 12.41 |
| During the 1990's | 1.63 | 0.00 | 2.19 |
| Before the 1990's | 2.03 | 7.80 | 0.04 |
| Don't Know | 30.48 | 60.47 | 20.17 |
| <i>n</i> | 49 | 14 | 35 |
| <CC11A> Would you say the last remodeling was done ... | | | |
| Between 2010 and present | 33.13 | 61.12 | 4.29 |
| Between 2000 and end of 2005 | 7.40 | 0.00 | 15.02 |
| During the 1990's | 18.32 | 0.00 | 37.21 |
| Don't Know | 41.15 | 38.88 | 43.49 |
| <i>n</i> | 12 | 5 | 7 |
| <CC12a> In what year was this organization established at this location? | | | |
| Between 2009 and present | 18.45 | 0.28 | 24.69 |
| Between 2006 and 2008 | 8.69 | 13.59 | 7.01 |
| Between 2000 and 2005 | 22.43 | 2.86 | 29.16 |
| In the 1990's | 16.33 | 22.19 | 14.32 |
| 1980's | 1.84 | 7.10 | 0.03 |
| 1970's | 6.73 | 0.00 | 9.04 |
| 1960's | 0.95 | 2.35 | 0.47 |
| Before 1950 | 4.61 | 0.00 | 6.20 |
| Don't Know | 19.97 | 51.63 | 9.08 |
| <i>n</i> | 49 | 14 | 35 |
| <CC12b> If don't know, would you say it was... | | | |
| In the 1990s | 4.78 | 7.23 | 0.00 |
| In the 1980s | 8.06 | 0.00 | 23.80 |
| In the 1970s | 32.38 | 21.19 | 54.26 |
| Before 1960 | 54.78 | 71.58 | 21.94 |
| <i>n</i> | 9 | 3 | 6 |
| <V1> Now I would like to find out, did you use a contractor/vendor to install the measures that were installed through the Program? | | | |
| Yes | 61.92 | 61.19 | 62.17 |
| No | 38.08 | 38.81 | 37.83 |

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| | | | |
|---|-------|-------|-------|
| <i>n</i> | 49 | 14 | 35 |
| <V2> How did you come into contact with the contractor/vendor? | | | |
| They contacted you | 23.05 | 32.47 | 19.86 |
| You contacted them | 18.12 | 0.00 | 24.25 |
| You had worked with them before | 54.21 | 49.64 | 55.76 |
| Other | 0.10 | 0.00 | 0.13 |
| Don't Know | 4.52 | 17.88 | 0.00 |
| <i>n</i> | 42 | 11 | 31 |
| <V2A> In relation to this project, did the vendor/contractor approach you about your energy efficient equipment retrofit/installation? | | | |
| Yes | 25.30 | 40.42 | 20.74 |
| No | 66.19 | 59.58 | 68.19 |
| Don't Know | 8.51 | 0.00 | 11.08 |
| <i>n</i> | 20 | 5 | 15 |
| <V2B> On a scale of 0 - 10, with 0 being very unlikely and 10 being very likely. How likely is it that your organization would have retrofitted install this equipment had the contractor/vendor not contacted you? | | | |
| 4 | 3.24 | 0.00 | 5.07 |
| 6 | 21.88 | 0.00 | 34.25 |
| 9 | 6.72 | 18.61 | 0.00 |
| 10 Very Likely | 44.12 | 38.20 | 47.48 |
| Zero Not at All Likely | 12.40 | 34.31 | 0.00 |
| Don't Know | 11.64 | 8.89 | 13.20 |
| <i>n</i> | 13 | 7 | 6 |
| <V3> Did the contractor/vendor tell you about or recommend the program? | | | |
| Yes | 20.34 | 32.93 | 16.08 |
| No | 63.24 | 67.07 | 61.95 |
| Don't Know | 16.42 | 0.00 | 21.98 |
| <i>n</i> | 42 | 11 | 31 |
| <V4> Prior to coming into contact with the contractor/vendor, did you organization have plans to replace/install this equipment? | | | |
| Yes | 42.15 | 29.68 | 50.78 |
| No | 57.85 | 70.32 | 49.22 |
| <i>n</i> | 13 | 5 | 8 |
| <V4A> On a scale of 0 - 10, with 0 being very unlikely and 10 being very likely. How likely is it that your organization would have retrofitted install this equipment had the contractor/vendor not recommended it? | | | |
| 3 | 9.63 | 17.42 | 4.24 |
| 4 | 5.85 | 0.00 | 9.91 |
| 6 | 17.73 | 14.18 | 20.19 |
| 8 | 22.05 | 29.68 | 16.75 |

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| | | | |
|--|-------|-------|-------|
| 10 Very Likely | 42.08 | 32.21 | 48.91 |
| Zero Not at All Likely | 2.66 | 6.50 | 0.00 |
| <i>n</i> | 13 | 5 | 8 |
| <V4B> On a scale of 0 - 10, with 0 being very unlikely and 10 being very likely. How likely is it that your organization would have installed install this equipment with the same level of efficiency if the contractor/vendor had not recommended to do so? | | | |
| 3 | 2.50 | 0.00 | 4.24 |
| 4 | 14.64 | 0.00 | 24.79 |
| 8 | 43.08 | 29.68 | 52.37 |
| 10 Very Likely | 31.31 | 49.63 | 18.60 |
| Zero Not at All Likely | 2.66 | 6.50 | 0.00 |
| Don't Know | 5.81 | 14.18 | 0.00 |
| <i>n</i> | 13 | 5 | 8 |

| | | | |
|---|-------|-------|-------|
| <V40> On a scale of 0 - 10, with 0 being very unlikely and 10 being very likely. How important was the input from the contractor you worked with in deciding which specific equipment to install? Was it ... | | | |
| 2 | 5.88 | 0.00 | 9.95 |
| 7 | 6.96 | 0.00 | 11.78 |
| 8 | 47.78 | 43.87 | 50.50 |
| 9 | 8.79 | 0.00 | 14.88 |
| 10 Extremely Important | 30.59 | 56.13 | 12.89 |
| <i>n</i> | 13 | 5 | 8 |
| <AP9> How did you FIRST learn about the Utility's program? | | | |
| Program literature | 2.25 | 0.00 | 3.03 |
| Account representative | 42.39 | 14.37 | 52.02 |
| Program Approved Vendor | 2.28 | 0.28 | 2.97 |
| Program representative | 7.69 | 12.52 | 6.03 |
| Utility or program website | 8.35 | 5.79 | 9.23 |
| Word of mouth | 5.64 | 6.49 | 5.35 |
| Previous experience with it | 13.78 | 36.96 | 5.82 |
| Contractor | 7.71 | 19.87 | 3.53 |
| Other | 0.03 | 0.00 | 0.04 |
| Don't Know | 9.87 | 3.73 | 11.99 |
| <i>n</i> | 49 | 14 | 35 |
| <AP9A> How else did you learn about Utility's program? | | | |
| Bill insert | 1.00 | 3.65 | 0.00 |

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| | | | |
|---|-------|--------|--------|
| Program literature | 0.00 | 0.00 | 0.00 |
| Account representative | 7.25 | 0.00 | 9.98 |
| Program Approved Vendor | 2.99 | 0.00 | 4.11 |
| Program representative | 0.00 | 0.00 | 0.00 |
| Utility or program website | 1.23 | 0.00 | 1.69 |
| Trade publication | 0.00 | 0.00 | 0.00 |
| Conference | 0.00 | 0.00 | 0.00 |
| Newspaper article | 0.00 | 0.00 | 0.00 |
| Word of mouth | 4.88 | 15.10 | 1.03 |
| Previous experience with it | 3.17 | 0.00 | 4.36 |
| Company used it at other locations | 0.00 | 0.00 | 0.00 |
| Contractor | 0.00 | 0.00 | 0.00 |
| Result of an audit | 0.00 | 0.00 | 0.00 |
| Part of larger expansion or remodeling effort | 0.00 | 0.00 | 0.00 |
| Television | 0.00 | 0.00 | 0.00 |
| No Other Sources | 79.34 | 81.25 | 78.61 |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.15 | 0.00 | 0.21 |
| Television | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 45 | 13 | 32 |
| <N33> You mentioned that you have an Utility Account Rep. Can you give me his or her name? | | | |
| Don't have Account Rep | 74.88 | 0.00 | 100.00 |
| Record information | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 25.12 | 100.00 | 0.00 |
| <i>n</i> | 3 | 1 | 2 |
| <A1B> According to our records, your organization also received an audit from your Utility. Is this correct? | | | |
| . | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 0 | 0 | 0 |
| <ID0> To the best of your knowledge, has the facility located at this address received a Utility-sponsored energy audit within the past 3 years? | | | |
| Yes | 30.92 | 14.60 | 36.53 |
| No | 46.83 | 67.96 | 39.57 |
| Don't Know | 22.25 | 17.43 | 23.90 |
| <i>n</i> | 49 | 14 | 35 |
| <ID1> Are you aware of any programs, other than the one we mentioned early, or resources that are designed to help organizations like yours reduce its energy bills? | | | |
| Yes | 71.75 | 77.96 | 69.62 |

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| | | | |
|--|-------|-------|-------|
| No | 20.39 | 22.04 | 19.82 |
| Don't Know | 7.86 | 0.00 | 10.56 |
| <i>n</i> | 49 | 14 | 35 |
| <ID2> What types of programs can you recall? | | | |
| Rebates/incentives (include mentions of SPC and Express) | 18.42 | 44.68 | 14.37 |
| Building Commissioning (retrocommissioning, Monitoring based commissioning) | 0.72 | 5.08 | 0.04 |
| Business energy audits and feasibility studies | 10.26 | 5.08 | 11.06 |
| Energy Centers (Pacific Energy Center, SCE CTAC) | 14.96 | 26.01 | 13.26 |
| Seminars, classes, and workshops | 0.68 | 5.08 | 0.00 |
| Solar or other Distributed Generation Programs (CSI, SGIP) | 1.76 | 5.08 | 1.25 |
| Demand Response Programs (Flex Your Power, Peak Choice, BIP, DBP, Aggregator, PDP) | 12.99 | 5.08 | 14.21 |
| Upstream HVAC and Motors Program | 16.90 | 0.00 | 19.50 |
| VFD programs/VFD rebates | 0.00 | 0.00 | 0.00 |
| Lighting programs | 12.83 | 55.32 | 6.28 |
| Other programs | 45.20 | 0.00 | 52.17 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 22 | 5 | 17 |
| <ID3> Has your Account Representative, or any Program Staff or Program Vendors discussed solar, wind or other self-generation equipment opportunities with you? | | | |
| Yes, Account Representative | 85.01 | 52.02 | 89.27 |
| Yes, Program Staff | 1.30 | 10.29 | 0.14 |
| Yes, Program Vendor | 7.22 | 0.00 | 8.15 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 7.73 | 47.98 | 2.54 |
| <i>n</i> | 22 | 4 | 18 |
| <ID3A> Has your Account Representative, Program Staff, or Program Vendors discussed Demand Reduction programs, technologies, or opportunities with you? | | | |
| Yes, Account Representative | 67.37 | 21.65 | 91.50 |
| Yes, Program Staff | 5.15 | 4.28 | 5.61 |
| Yes, Program Vendor | 3.67 | 0.00 | 5.61 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 32.63 | 78.35 | 8.50 |
| <i>n</i> | 21 | 5 | 16 |
| <PI3> Our records indicate that <QTY> feet of pipe insulation was installed at your facility. Is this about right? | | | |
| Yes | 60.51 | 56.55 | 61.87 |
| No | 31.63 | 43.45 | 27.57 |
| Don't Know | 7.86 | 0.00 | 10.56 |

| | | | | |
|--|--------------------|-------|-------|-------|
| | <i>n</i> | 49 | 14 | 35 |
| <PI3a> How many total linear feet of pipe insulation is present at your facility? Your best estimate is okay. | | | | |
| | 100 | 23.94 | 85.06 | 0.00 |
| | 200 | 0.25 | 0.00 | 0.34 |
| | 250 | 48.79 | 0.00 | 67.91 |
| | 600 | 4.21 | 14.94 | 0.00 |
| | 2303 | 19.90 | 0.00 | 27.70 |
| | 3000 | 2.91 | 0.00 | 4.05 |
| | <i>n</i> | 6 | 2 | 4 |
| <PI7> Was the pipe insulation installed on new pipes or was it a retrofit of older pipes or both? | | | | |
| | Only New | 18.04 | 12.02 | 20.11 |
| | Only Older | 31.67 | 33.94 | 30.89 |
| | Both New and Older | 49.39 | 50.53 | 49.00 |
| | Don't Know | 0.90 | 3.51 | 0.00 |
| | <i>n</i> | 49 | 14 | 35 |
| <PI7a> What percentage of the pipe insulation was installed on new pipes? | | | | |
| | 20 | 7.84 | 0.00 | 10.62 |
| | 25 | 5.45 | 0.00 | 7.38 |
| | 30 | 0.64 | 0.00 | 0.87 |
| | 50 | 10.21 | 5.20 | 11.98 |
| | 75 | 47.04 | 0.00 | 63.72 |
| | 80 | 3.30 | 0.00 | 4.47 |
| | 90 | 0.65 | 0.00 | 0.88 |
| | 102 | 24.87 | 94.80 | 0.08 |
| | <i>n</i> | 16 | 4 | 12 |
| <PI7b> How many years old were the pipes receiving the pipe insulation? | | | | |
| | 0 | 9.70 | 0.00 | 13.22 |
| | 1 | 0.39 | 0.00 | 0.53 |
| | 4 | 1.98 | 0.00 | 2.71 |
| | 5 | 1.81 | 0.00 | 2.47 |
| | 6 | 2.44 | 7.68 | 0.54 |
| | 8 | 0.12 | 0.00 | 0.16 |
| | 10 | 9.80 | 15.73 | 7.65 |
| | 15 | 13.60 | 0.00 | 18.54 |
| | 18 | 1.96 | 7.35 | 0.00 |
| | 20 | 26.54 | 10.23 | 32.46 |
| | 25 | 5.91 | 8.95 | 4.81 |
| | 30 | 2.37 | 0.00 | 3.23 |
| | 31 | 0.41 | 1.55 | 0.00 |

| | | | | |
|--|---|-------|--------|--------|
| | 38 | 3.99 | 0.00 | 5.43 |
| | 40 | 0.05 | 0.00 | 0.07 |
| | 50 | 0.09 | 0.33 | 0.00 |
| | 82 | 1.37 | 0.00 | 1.86 |
| | Don't Know | 17.48 | 48.17 | 6.32 |
| | <i>n</i> | 34 | 12 | 22 |
| <PI8> Was insulation already present on the pipes before the insulation was installed through the program? | | | | |
| | Yes | 18.36 | 10.73 | 21.13 |
| | No | 81.64 | 89.27 | 78.87 |
| | <i>n</i> | 34 | 12 | 22 |
| <PI21> Was the existing insulation removed and replaced, or was additional insulation added to existing insulation? | | | | |
| | Old insulation removed and replaced | 68.32 | 100.00 | 62.47 |
| | Additional insulation added over old insulation | 10.09 | 0.00 | 11.95 |
| | Both | 21.59 | 0.00 | 25.58 |
| | <i>n</i> | 10 | 2 | 8 |
| <PI23> What condition was your old pipe insulation in at the time of the replacement? | | | | |
| | Good | 10.67 | 68.48 | 0.00 |
| | Fair or | 31.41 | 0.00 | 37.21 |
| | Poor | 57.91 | 31.52 | 62.79 |
| | <i>n</i> | 10 | 2 | 8 |
| <PI25> Are boilers present at your facility? | | | | |
| | Yes | 99.93 | 99.72 | 100.00 |
| | No | 0.07 | 0.28 | 0.00 |
| | <i>n</i> | 49 | 14 | 35 |
| <PI27> Have the boilers been repaired or replaced since you installed the pipe insulation through the program? | | | | |
| | Yes | 26.18 | 20.07 | 28.28 |
| | No | 73.82 | 79.93 | 71.72 |
| | <i>n</i> | 48 | 13 | 35 |
| <PI29> How long ago in months was the most recent boiler repair or replacement? | | | | |
| | 1 | 7.37 | 0.00 | 9.17 |
| | 6 | 13.09 | 14.28 | 12.80 |
| | 7 | 40.74 | 54.69 | 37.35 |
| | 9 | 0.08 | 0.00 | 0.10 |
| | 12 | 7.28 | 31.03 | 1.51 |
| | 16 | 0.15 | 0.00 | 0.19 |
| | 24 | 14.01 | 0.00 | 17.42 |
| | 30 | 2.46 | 0.00 | 3.06 |

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| | | | | |
|--|----------|--------|--------|-------|
| | 60 | 14.80 | 0.00 | 18.41 |
| | <i>n</i> | 13 | 3 | 10 |
| <PI33> Whose idea was it to install new pipe insulation? | | | | |
| Me or someone at my facility | 55.00 | 84.05 | 44.23 | |
| Contractor | 7.30 | 22.57 | 1.64 | |
| Utility company contact | 36.96 | 1.64 | 50.05 | |
| Manufacturer | 0.00 | 0.00 | 0.00 | |
| Other specify | 4.03 | 0.00 | 5.52 | |
| Refused | 0.00 | 0.00 | 0.00 | |
| Don't Know | 0.00 | 0.00 | 0.00 | |
| | <i>n</i> | 44 | 13 | 31 |
| <P35> What percentage of the pipe insulation cost would you estimate the program rebate covered? | | | | |
| Rebate covered all of the cost | 8.96 | 19.87 | 5.20 | |
| Rebate covered most of the cost | 28.19 | 0.00 | 37.88 | |
| Rebate covered less than half of the cost | 41.41 | 43.17 | 40.80 | |
| Don't Know | 21.45 | 36.96 | 16.12 | |
| | <i>n</i> | 49 | 14 | 35 |
| <P37> How effective was the new pipe insulation in reducing your natural gas bill? Would you say there were...? | | | | |
| Considerable gas savings | 18.43 | 21.37 | 17.41 | |
| Some gas savings | 60.25 | 27.14 | 71.64 | |
| No noticeable savings | 0.60 | 2.35 | 0.00 | |
| Don't Know | 20.72 | 49.15 | 10.95 | |
| | <i>n</i> | 49 | 14 | 35 |
| <P39> Have you noticed any problems with the pipe insulation since the installation? | | | | |
| Yes | 1.59 | 6.21 | 0.00 | |
| No | 98.41 | 93.79 | 100.00 | |
| | <i>n</i> | 49 | 14 | 35 |
| <P40> What problems have you noticed since the pipe insulation was installed? | | | | |
| Describe problems | 100.00 | 100.00 | 0.00 | |
| | <i>n</i> | 1 | 1 | 0 |
| <A3> In your own words, can you tell me why you decided to participate in this program? | | | | |
| To replace old/outdated install this equipment | 4.30 | 1.58 | 5.23 | |
| As part of a planned remodeling/build-out/expansion | 0.00 | 0.00 | 0.00 | |
| To gain more control over how the equipment was used | 0.60 | 2.35 | 0.00 | |
| Maintenance downtime/associated expenses for old equip were too high | 0.00 | 0.00 | 0.00 | |
| Had process problems and were seeking a solution | 0.00 | 0.00 | 0.00 | |
| To improve install this equipment performance | 3.23 | 0.00 | 4.34 | |
| To improve the quality of the lighting in your facility | 0.00 | 0.00 | 0.00 | |

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| | | | |
|---|-------|-------|-------|
| To comply with codes set by regulatory agencies | 0.00 | 0.00 | 0.00 |
| To improve visibility/plant safety | 5.92 | 0.00 | 7.96 |
| Comply w/co. policies regarding lighting retrofits/remodeling | 1.92 | 0.00 | 2.58 |
| To get a rebate from the program | 20.68 | 10.64 | 24.13 |
| To protect the environment | 8.40 | 10.22 | 7.77 |
| To reduce energy costs | 63.51 | 92.20 | 53.65 |
| To reduce energy use/power outages | 55.31 | 55.75 | 55.16 |
| To update to the latest technology | 0.00 | 0.00 | 0.00 |
| To improve the comfort level of the faci | 0.00 | 0.00 | 0.00 |
| 100% paid for | 0.34 | 1.31 | 0.00 |
| Water Conservation | 0.00 | 0.00 | 0.00 |
| Other | 1.50 | 0.00 | 2.02 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 1.15 | 0.00 | 1.54 |
| <i>n</i> | 49 | 14 | 35 |
| <N2> Did your company make the decision to install measure before or after you became aware of rebates/cost reduction available through the program? | | | |
| Before | 41.11 | 75.34 | 29.34 |
| After | 48.00 | 24.66 | 56.02 |
| Don't Know | 10.89 | 0.00 | 14.64 |
| <i>n</i> | 49 | 14 | 35 |
| <N3A> On a scale of 1-10 please rate the age or condition of the old measure? | | | |
| 1 Not at All Important | 5.48 | 0.00 | 7.37 |
| 5 | 13.34 | 16.92 | 12.11 |
| 6 | 2.25 | 0.00 | 3.03 |
| 7 | 16.69 | 5.31 | 20.61 |
| 8 | 7.17 | 14.85 | 4.53 |
| 9 | 0.39 | 0.00 | 0.52 |
| 10 Extremely Important | 8.78 | 12.63 | 7.45 |
| Zero Not at All Important | 25.14 | 48.98 | 16.94 |
| Don't Know | 20.76 | 1.31 | 27.45 |
| <i>n</i> | 49 | 14 | 35 |
| <N3AA> How, specifically, did this enter into your decision to install this equipment? | | | |
| To reduce energy costs | 50.63 | 0.00 | 50.63 |
| To reduce energy use/power outages | 67.98 | 0.00 | 67.98 |
| To update to the latest technology | 0.00 | 0.00 | 0.00 |
| Had process problems and were seeking a solution | 0.00 | 0.00 | 0.00 |
| As part of a planned remodeling/build-out/expansion | 0.00 | 0.00 | 0.00 |
| To replace old/outdated equipment | 21.49 | 0.00 | 21.49 |
| To improve equipment performance | 0.00 | 0.00 | 0.00 |

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| | | | |
|---|-------|--------|-------|
| To improve production as a result of the change in equipment | 0.00 | 0.00 | 0.00 |
| To improve visibility/plant safety | 0.00 | 0.00 | 0.00 |
| To improve the comfort level of the facility | 0.00 | 0.00 | 0.00 |
| To protect the environment | 0.00 | 0.00 | 0.00 |
| 100% paid for | 0.00 | 0.00 | 0.00 |
| For the rebate | 0.00 | 0.00 | 0.00 |
| Very Important | 0.00 | 0.00 | 0.00 |
| Did not effect | 0.00 | 0.00 | 0.00 |
| Old equipment was too expensive | 0.00 | 0.00 | 0.00 |
| Other | 27.88 | 0.00 | 27.88 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 4 | 0 | 4 |
| <N3B> On a scale of 1-10 please rate the availability of the program rebate/cost reduction | | | |
| 3 | 1.24 | 0.00 | 1.65 |
| 4 | 1.39 | 0.00 | 1.86 |
| 5 | 5.55 | 0.29 | 7.30 |
| 6 | 22.25 | 38.30 | 16.93 |
| 7 | 4.69 | 17.54 | 0.43 |
| 8 | 2.54 | 2.43 | 2.58 |
| 9 | 17.25 | 16.32 | 17.56 |
| 10 Extremely Important | 43.87 | 25.11 | 50.09 |
| Zero Not at All Important | 0.04 | 0.00 | 0.05 |
| Don't Know | 1.16 | 0.00 | 1.54 |
| <i>n</i> | 48 | 13 | 35 |
| <N3BB> Why do you give it this rating? | | | |
| Cost effectiveness/Payback | 81.66 | 0.00 | 87.81 |
| It motivated the decision to participate in the program | 7.01 | 100.00 | 0.00 |
| Needed rebate to participate | 9.87 | 0.00 | 10.61 |
| Other | 1.47 | 0.00 | 1.58 |
| <i>n</i> | 9 | 1 | 8 |
| <N3C> Information provided through... | | | |
| 4 | 3.98 | 0.00 | 4.52 |
| 6 | 2.90 | 24.03 | 0.00 |
| 7 | 3.72 | 0.00 | 4.23 |
| 8 | 69.58 | 10.79 | 77.66 |
| 9 | 1.11 | 0.00 | 1.26 |
| 10 Extremely Important | 18.40 | 65.18 | 11.96 |
| Don't Know | 0.32 | 0.00 | 0.36 |
| <i>n</i> | 14 | 4 | 10 |

| <N3CC> Why do you give it this rating? | | | |
|---|-------|-------|-------|
| Estimated energy savings | 96.32 | 0.00 | 96.32 |
| Very Important | 3.68 | 0.00 | 3.68 |
| <i>n</i> | 2 | 0 | 2 |
| <N3D> Recommendation from an equipment vendor that sold you the measure and/or installed it | | | |
| 3 | 1.99 | 0.00 | 2.66 |
| 4 | 4.35 | 0.00 | 5.82 |
| 5 | 25.90 | 0.00 | 34.66 |
| 6 | 6.07 | 0.00 | 8.13 |
| 7 | 22.86 | 35.15 | 18.70 |
| 8 | 18.47 | 10.15 | 21.29 |
| 9 | 6.06 | 23.98 | 0.00 |
| 10 Extremely Important | 12.56 | 26.88 | 7.71 |
| Zero Not at All Important | 1.74 | 3.84 | 1.04 |
| <i>n</i> | 42 | 11 | 31 |
| <N3E> On a scale of 1-10 please rate your previous experience with energy efficient projects? | | | |
| 1 Not at All Important | 0.14 | 0.00 | 0.19 |
| 2 | 6.16 | 0.00 | 8.28 |
| 5 | 14.88 | 10.94 | 16.24 |
| 6 | 1.54 | 3.51 | 0.86 |
| 7 | 2.61 | 1.58 | 2.96 |
| 8 | 25.43 | 42.94 | 19.41 |
| 9 | 9.50 | 0.00 | 12.76 |
| 10 Extremely Important | 32.33 | 18.36 | 37.14 |
| Zero Not at All Important | 7.41 | 22.68 | 2.16 |
| <i>n</i> | 49 | 14 | 35 |
| <N3F> On a scale of 1-10 please rate your previous experience with the Utility the program or a similar Utility program? | | | |
| 1 Not at All Important | 0.17 | 0.00 | 0.23 |
| 4 | 1.23 | 0.00 | 1.65 |
| 5 | 9.16 | 0.00 | 12.30 |
| 6 | 2.57 | 0.00 | 3.46 |
| 7 | 8.06 | 12.52 | 6.53 |
| 8 | 23.86 | 46.26 | 16.16 |
| 9 | 7.71 | 5.98 | 8.30 |
| 10 Extremely Important | 41.72 | 21.64 | 48.62 |
| Zero Not at All Important | 5.11 | 13.61 | 2.19 |
| Don't Know | 0.42 | 0.00 | 0.56 |
| <i>n</i> | 49 | 14 | 35 |

| <N3G> Information from the program or Utility training course? | | | |
|--|-----------|-----------|-----------|
| 1 Not at All Important | 100.00 | 0.00 | 100.00 |
| <i>n</i> | <i>1</i> | <i>0</i> | <i>1</i> |
| <N3GG> What type of information was provided that was related to the project? | | | |
| How to use equipment | 0.00 | 0.00 | 0.00 |
| Information on reducing energy bills | 0.00 | 0.00 | 0.00 |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |
| <i>n</i> | <i>0</i> | <i>0</i> | <i>0</i> |
| <N3GGG> How, specifically, did this enter into your decision to install this equipment? | | | |
| Save energy | 0.00 | 0.00 | 0.00 |
| Very important | 0.00 | 0.00 | 0.00 |
| Did not effect | 0.00 | 0.00 | 0.00 |
| Information on new technology | 0.00 | 0.00 | 0.00 |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |
| <i>n</i> | <i>0</i> | <i>0</i> | <i>0</i> |
| <N3H> On a scale of 1-10 please rate Information from the program or Utility marketing materials? | | | |
| 1 Not at All Important | 0.14 | 0.00 | 0.19 |
| 2 | 0.42 | 0.00 | 0.56 |
| 3 | 1.50 | 5.86 | 0.00 |
| 4 | 2.27 | 5.98 | 0.99 |
| 5 | 14.54 | 10.94 | 15.78 |
| 6 | 12.73 | 36.96 | 4.40 |
| 7 | 16.85 | 1.58 | 22.10 |
| 8 | 36.39 | 24.40 | 40.51 |
| 9 | 4.31 | 0.00 | 5.79 |
| 10 Extremely Important | 8.77 | 6.49 | 9.55 |
| Zero Not at All Important | 2.09 | 7.80 | 0.13 |
| <i>n</i> | <i>49</i> | <i>14</i> | <i>35</i> |
| <N3HH> What type of information was provided that pertained to the project? | | | |
| Flyer/Brochure/Pamphlets | 2.47 | 0.00 | 3.18 |
| Program Approved Vendor | 34.44 | 0.00 | 44.39 |
| Complete overview/documentation/seminar/training | 0.00 | 0.00 | 0.00 |
| Proposal costs/ Estimate Quotes | 0.00 | 0.00 | 0.00 |
| Rebates/Discounts/Incentives | 14.05 | 0.00 | 18.10 |
| To reduce energy use/power outages | 17.65 | 75.46 | 0.96 |

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| | | | |
|--|-------|--------|-------|
| Account representative | 8.99 | 0.00 | 11.58 |
| Information about new technology | 0.00 | 0.00 | 0.00 |
| The website | 0.00 | 0.00 | 0.00 |
| Other | 14.29 | 0.00 | 18.41 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 10.18 | 24.54 | 6.03 |
| <i>n</i> | 12 | 2 | 10 |
| <N3HHH> How, specifically, did this enter into your decision to install this equipment? | | | |
| To reduce energy costs | 1.47 | 0.00 | 1.81 |
| 100% paid for | 0.00 | 0.00 | 0.00 |
| Program Approved Vendor | 15.64 | 0.00 | 19.27 |
| Complete overview/documentation/seminar/training | 0.00 | 0.00 | 0.00 |
| To improve equipment performance | 1.47 | 0.00 | 1.81 |
| To reduce energy use/power outages | 0.00 | 0.00 | 0.00 |
| Because of the rebate | 9.44 | 0.00 | 11.63 |
| Did not effect | 18.82 | 100.00 | 0.00 |
| Other | 45.64 | 0.00 | 56.22 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 8.99 | 0.00 | 11.07 |
| <i>n</i> | 9 | 1 | 8 |
| <N3J> On a scale of 1-10 please rate standard practice in your business/industry | | | |
| 5 | 4.14 | 18.26 | 0.00 |
| 6 | 9.12 | 0.00 | 11.79 |
| 7 | 23.40 | 61.68 | 12.17 |
| 8 | 17.97 | 0.00 | 23.25 |
| 9 | 3.87 | 0.00 | 5.01 |
| 10 Extremely Important | 35.10 | 20.06 | 39.51 |
| Don't Know | 6.40 | 0.00 | 8.28 |
| <i>n</i> | 15 | 3 | 12 |
| <N3L> A suggestion by your account representative | | | |
| 4 | 1.51 | 0.00 | 1.64 |
| 5 | 1.23 | 16.34 | 0.00 |
| 6 | 9.49 | 0.00 | 10.27 |
| 7 | 6.82 | 0.00 | 7.37 |
| 8 | 14.63 | 0.00 | 15.82 |
| 9 | 19.07 | 0.00 | 20.62 |
| 10 Extremely Important | 47.25 | 83.66 | 44.29 |
| <i>n</i> | 17 | 2 | 15 |

| <N3LL> What did they recommend? | | | |
|--|-------|--------|-------|
| Replacement of lighting | 6.84 | 0.00 | 7.42 |
| To reduce energy costs | 68.97 | 0.00 | 74.81 |
| No recommendation | 0.00 | 0.00 | 0.00 |
| Rebates/Discounts/Incentives | 0.00 | 0.00 | 0.00 |
| 100% paid for | 0.00 | 0.00 | 0.00 |
| Recommendation of low pressure nozzles/sprinklers | 0.00 | 0.00 | 0.00 |
| Other | 22.55 | 100.00 | 15.99 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 1.64 | 0.00 | 1.77 |
| <i>n</i> | 7 | 1 | 6 |
| <N3LLL> How, specifically, did this enter into your decision to install this equipment? | | | |
| To reduce energy costs | 0.00 | 0.00 | 0.00 |
| To reduce energy use/power outages | 0.00 | 0.00 | 0.00 |
| To replace old/outdated equipment | 0.00 | 0.00 | 0.00 |
| Played an important role/decision | 56.76 | 0.00 | 61.66 |
| To protect the environment | 0.00 | 0.00 | 0.00 |
| 100% paid for | 0.00 | 0.00 | 0.00 |
| Did not effect | 20.31 | 0.00 | 22.07 |
| Because of the rebate | 11.19 | 0.00 | 12.15 |
| Other | 11.74 | 100.00 | 4.12 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 6 | 1 | 5 |
| <N3M> How, specifically, did this enter into your decision to install this equipment? | | | |
| 5 | 9.12 | 0.00 | 11.79 |
| 6 | 12.25 | 0.00 | 15.84 |
| 7 | 20.39 | 61.68 | 8.28 |
| 8 | 17.40 | 20.06 | 16.62 |
| 9 | 11.39 | 18.26 | 9.37 |
| 10 Extremely Important | 29.46 | 0.00 | 38.10 |
| <i>n</i> | 15 | 3 | 12 |
| <N3MM> How, specifically, did this enter into your decision to install this equipment? | | | |
| Cost effectiveness | 2.92 | 0.00 | 3.89 |
| To reduce energy use/power outages | 9.39 | 20.06 | 5.84 |
| 100% paid for | 0.00 | 0.00 | 0.00 |
| To protect the environment | 0.00 | 0.00 | 0.00 |
| To improve the comfort level of the facility | 0.00 | 0.00 | 0.00 |
| To replace old/outdated equipment | 0.00 | 0.00 | 0.00 |
| Did not effect | 12.79 | 0.00 | 17.05 |

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| | | | |
|-----------------------------|-------|-------|-------|
| Decision made by management | 31.37 | 0.00 | 41.79 |
| Rebate/incentive | 5.97 | 0.00 | 7.95 |
| Following official mandates | 7.04 | 0.00 | 9.39 |
| Because of a recommendation | 0.00 | 0.00 | 0.00 |
| Other | 8.15 | 18.26 | 4.78 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 22.38 | 61.68 | 9.31 |
| <i>n</i> | 14 | 3 | 11 |

<N3N> Please rate the degree of importance of payback or return on investment of installing this equipment...?

| | | | |
|---------------------------|-------|-------|-------|
| 5 | 0.91 | 0.28 | 1.13 |
| 6 | 12.01 | 5.79 | 14.15 |
| 7 | 10.38 | 0.00 | 13.95 |
| 8 | 14.31 | 8.33 | 16.37 |
| 9 | 9.11 | 12.02 | 8.11 |
| 10 Extremely Important | 20.26 | 32.46 | 16.06 |
| Zero Not at All Important | 9.79 | 38.27 | 0.00 |
| Don't Know | 23.23 | 2.86 | 30.24 |
| <i>n</i> | 49 | 14 | 35 |

<N3O> Please rate the degree of importance of improving quality?

| | | | |
|---------------------------|-------|-------|-------|
| 3 | 7.34 | 0.00 | 9.86 |
| 4 | 0.74 | 0.00 | 0.99 |
| 5 | 12.16 | 0.00 | 16.34 |
| 6 | 3.52 | 0.00 | 4.74 |
| 7 | 2.20 | 3.73 | 1.67 |
| 8 | 16.51 | 10.94 | 18.42 |
| 9 | 6.96 | 7.56 | 6.75 |
| 10 Extremely Important | 28.66 | 67.81 | 15.20 |
| Zero Not at All Important | 1.91 | 7.10 | 0.13 |
| Don't Know | 20.00 | 2.86 | 25.89 |
| <i>n</i> | 49 | 14 | 35 |

<N3OO> How, specifically, did this enter into your decision to install this equipment?

| | | | |
|--|-------|-------|-------|
| To reduce energy costs | 36.47 | 36.29 | 36.60 |
| To reduce energy use/power outages | 0.05 | 0.00 | 0.08 |
| 100% paid for | 0.00 | 0.00 | 0.00 |
| To update to the latest technology | 2.60 | 0.00 | 4.31 |
| To replace old/outdated equipment | 0.11 | 0.00 | 0.18 |
| To improve visibility/plant safety | 0.00 | 0.00 | 0.00 |
| Had process problems and were seeking a solution | 0.82 | 2.06 | 0.00 |
| No change in appearance/lighting | 0.00 | 0.00 | 0.00 |

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|---|--------|-------|--------|
| To improve the comfort level of the facility | 6.34 | 0.00 | 10.53 |
| To protect the environment | 0.00 | 0.00 | 0.00 |
| New lights had longer life span | 0.00 | 0.00 | 0.00 |
| Did not effect | 5.39 | 4.14 | 6.21 |
| For the rebate | 1.75 | 0.00 | 2.91 |
| Other | 30.36 | 57.50 | 12.39 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 17.38 | 0.00 | 28.87 |
| <i>n</i> | 35 | 11 | 24 |
| <N3P> Compliance with state or federal regulations or standards such as Title 24? | | | |
| . | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 0 | 0 | 0 |
| <N3PP> How, specifically, did this enter into your decision to install this equipment? | | | |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 0 | 0 | 0 |
| <N3R> Compliance with your organization's normal remodeling or replacement practices? | | | |
| 5 | 100.00 | 0.00 | 100.00 |
| <i>n</i> | 1 | 0 | 1 |
| <N3RRR>What is your normal cycle in number of years for which you typically retrofit your equipment to comply with your organization's normal remodeling or equipment replacement practices? | | | |
| . | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 0 | 0 | 0 |
| <N3RR> How, specifically, did this enter into your decision to install this equipment? | | | |
| Improve equipment | 0.00 | 0.00 | 0.00 |
| Save on energy bills | 0.00 | 0.00 | 0.00 |
| Compliance with mandates | 0.00 | 0.00 | 0.00 |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 0 | 0 | 0 |
| <N3SS> Using the same zero to 10 scale, how would you rate the influence of this factor? | | | |
| 9 | 5.94 | 0.00 | 5.94 |
| 10 Extremely Important | 94.06 | 0.00 | 94.06 |
| <i>n</i> | 3 | 0 | 3 |
| <P1> What financial calculations does your company typically make before proceeding with the installation of install this equipment like you installed through the program? | | | |
| Payback | 36.86 | 18.26 | 42.32 |

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|---|-------|--------|-------|
| Return on Investment (ROI) | 71.64 | 38.32 | 81.41 |
| To reduce energy costs | 0.00 | 0.00 | 0.00 |
| To improve equipment performance | 0.00 | 0.00 | 0.00 |
| 100% paid for | 0.00 | 0.00 | 0.00 |
| To reduce energy use/power outages | 0.00 | 0.00 | 0.00 |
| To replace old/outdated equipment | 0.00 | 0.00 | 0.00 |
| Other | 9.41 | 0.00 | 12.17 |
| Refused | 13.99 | 61.68 | 0.00 |
| Don't Know | 1.70 | 0.00 | 2.20 |
| <i>n</i> | 15 | 3 | 12 |
| <P2A> What is your threshold in terms of the payback or return on investment your company uses before deciding to proceed with an investment? | | | |
| 6 months to 1 year | 88.57 | 100.00 | 87.12 |
| 1 to 2 years | 5.90 | 0.00 | 6.64 |
| 2 to 3 years | 2.96 | 0.00 | 3.33 |
| Over 5 years | 2.58 | 0.00 | 2.91 |
| <i>n</i> | 5 | 1 | 4 |
| <P3> Did the rebate move your project within this acceptable range? | | | |
| Yes | 75.20 | 38.32 | 86.01 |
| No | 24.80 | 61.68 | 13.99 |
| <i>n</i> | 15 | 3 | 12 |
| <P4> On a scale of 0 to 10, with a 10 meaning a "Very Important" and a 0 meaning "Not at all important", how important in your decision was it that the project was now in the acceptable range? | | | |
| 6 | 37.91 | 0.00 | 42.86 |
| 7 | 5.30 | 0.00 | 5.99 |
| 8 | 25.35 | 0.00 | 28.67 |
| 9 | 17.45 | 52.34 | 12.90 |
| 10 Very Important | 13.99 | 47.66 | 9.59 |
| <i>n</i> | 12 | 2 | 10 |
| <N41> How many of the ten points would you give to the importance of the program in your decision? | | | |
| 1 | 0.14 | 0.00 | 0.19 |
| 3 | 10.19 | 0.00 | 13.69 |
| 4 | 15.52 | 48.98 | 4.02 |
| 5 | 9.75 | 7.67 | 10.47 |
| 6 | 10.54 | 10.94 | 10.40 |
| 7 | 14.60 | 3.51 | 18.41 |
| 8 | 36.25 | 19.83 | 41.89 |
| 9 | 1.43 | 2.86 | 0.94 |

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|--|-------|-------|-------|
| 10 | 1.59 | 6.21 | 0.00 |
| <i>n</i> | 49 | 14 | 35 |
| <N42> And how many points would you give to all of these other factors? | | | |
| 0 | 1.59 | 6.21 | 0.00 |
| 1 | 1.43 | 2.86 | 0.94 |
| 2 | 36.25 | 19.83 | 41.89 |
| 3 | 14.60 | 3.51 | 18.41 |
| 4 | 10.54 | 10.94 | 10.40 |
| 5 | 9.75 | 7.67 | 10.47 |
| 6 | 15.52 | 48.98 | 4.02 |
| 7 | 10.19 | 0.00 | 13.69 |
| 9 | 0.14 | 0.00 | 0.19 |
| <i>n</i> | 49 | 14 | 35 |
| <N41p> How many of the ten points would you give to the importance of the program in your decision? | | | |
| 0 | 1.35 | 2.49 | 0.57 |
| 1 | 0.35 | 0.00 | 0.58 |
| 2 | 0.79 | 0.00 | 1.32 |
| 3 | 15.35 | 0.00 | 25.69 |
| 5 | 5.08 | 3.72 | 5.99 |
| 6 | 6.90 | 5.91 | 7.58 |
| 7 | 30.80 | 58.52 | 12.12 |
| 8 | 28.72 | 9.16 | 41.90 |
| 9 | 1.74 | 0.00 | 2.91 |
| 10 | 8.93 | 20.19 | 1.34 |
| <i>n</i> | 30 | 8 | 22 |
| <N42p> And how many points would you give to all of these other factors? | | | |
| 0 | 8.93 | 20.19 | 1.34 |
| 1 | 1.74 | 0.00 | 2.91 |
| 2 | 28.72 | 9.16 | 41.90 |
| 3 | 30.80 | 58.52 | 12.12 |
| 4 | 6.90 | 5.91 | 7.58 |
| 5 | 5.08 | 3.72 | 5.99 |
| 7 | 15.35 | 0.00 | 25.69 |
| 8 | 0.79 | 0.00 | 1.32 |
| 9 | 0.35 | 0.00 | 0.58 |
| 10 | 1.35 | 2.49 | 0.57 |
| <i>n</i> | 30 | 8 | 22 |

| <N5> Using a likelihood scale from 0 to 10, what is the likelihood that you would have installed exactly the same program qualifying install this equipment that you did in this project? | | | |
|--|--------|--------|-------|
| 1 Not at All Likely | 8.56 | 0.00 | 14.87 |
| 2 | 3.53 | 2.22 | 4.49 |
| 3 | 9.78 | 0.00 | 16.98 |
| 5 | 0.07 | 0.00 | 0.12 |
| 6 | 4.48 | 0.00 | 7.78 |
| 7 | 23.00 | 15.42 | 28.58 |
| 8 | 10.84 | 0.00 | 18.83 |
| 9 | 22.08 | 52.08 | 0.00 |
| 10 Extremely Likely | 13.95 | 21.53 | 8.36 |
| Zero Not at All Likely | 3.71 | 8.75 | 0.00 |
| <i>n</i> | 21 | 7 | 14 |
| <N5AA> Using a likelihood scale from 0 to 10, what is the likelihood that you would have installed exactly the same install this equipment at the same time as you did? | | | |
| 3 | 0.04 | 0.00 | 0.04 |
| 4 | 20.90 | 0.00 | 23.77 |
| 5 | 0.57 | 0.00 | 0.65 |
| 6 | 3.98 | 0.00 | 4.53 |
| 7 | 0.13 | 1.05 | 0.00 |
| 8 | 3.39 | 0.00 | 3.86 |
| 9 | 0.25 | 0.00 | 0.28 |
| 10 Extremely Likely | 29.08 | 69.35 | 23.55 |
| Zero Not at All Likely | 40.37 | 18.89 | 43.32 |
| Don't Know | 1.29 | 10.71 | 0.00 |
| <i>n</i> | 27 | 6 | 21 |
| <N5A> Will you explain in your own words, the role the rebate played in your decision to install this efficient equipment? | | | |
| Other | 100.00 | 100.00 | 0.00 |
| <i>n</i> | 1 | 1 | 0 |
| <NN5AA> Would you like for me to change your score on the importance of the rebate that you gave a rating of <N3B> and/or change your rating on the likelihood you would install the same equipment without the rebate which you gave a rating of <N5> and/or | | | |
| No change | 100.00 | 100.00 | 0.00 |
| <i>n</i> | 1 | 1 | 0 |
| <N5B> If the program had not been available, what is the likelihood that you would have done this project at the same time as you did? | | | |
| 2 | 13.31 | 2.22 | 21.47 |
| 5 | 20.95 | 0.00 | 36.37 |
| 6 | 5.59 | 4.95 | 6.07 |
| 7 | 10.00 | 23.58 | 0.00 |

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|---|---|-------|-------|-------|
| | 8 | 10.99 | 8.43 | 12.87 |
| 10 Extremely Likely | | 26.90 | 52.08 | 8.36 |
| Zero Not at All Likely | | 12.27 | 8.75 | 14.87 |
| <i>n</i> | | 21 | 7 | 14 |
| <TD1> If the program had not been available, how likely is it that you would have replaced your existing equipment within one year of when you did? | | | | |
| Definitely would have within one year | | 17.90 | 27.91 | 14.04 |
| Probably would have (within one year) | | 18.61 | 0.00 | 25.78 |
| 50-50 chance you would (within one year) | | 39.67 | 32.18 | 42.56 |
| Probably not (within one year) | | 7.37 | 22.89 | 1.39 |
| Definitely not (within one year) | | 11.71 | 0.00 | 16.22 |
| Don't Know | | 4.73 | 17.02 | 0.00 |
| <i>n</i> | | 18 | 6 | 12 |
| <TD2> If the program had not been available, how likely is it that you would have replaced your existing equipment within three years of when you did? | | | | |
| Definitely would have within three years | | 0.12 | 0.00 | 0.15 |
| Probably would have (within three years) | | 64.10 | 58.43 | 65.49 |
| 50-50 chance you would (within three yea | | 12.42 | 0.00 | 15.48 |
| Probably not (within three years) | | 8.22 | 41.57 | 0.00 |
| Definitely not (within three years) | | 15.14 | 0.00 | 18.87 |
| <i>n</i> | | 13 | 3 | 10 |
| <TD3> If the program had not been available, how likely is it that you would have replaced your existing equipment within five years of when you did? | | | | |
| Definitely would have within five years | | 61.19 | 58.43 | 61.87 |
| Probably would have (within five years) | | 14.12 | 0.00 | 17.61 |
| 50-50 chance you would (within five year | | 16.46 | 0.00 | 20.53 |
| Probably not (within five years) | | 8.23 | 41.57 | 0.00 |
| <i>n</i> | | 12 | 3 | 9 |
| <N9BB> you could explain in your own words the role the age/condition of the existing equipment played in your decision to install this new measure? | | | | |
| To reduce energy costs | | 0.00 | 0.00 | 0.00 |
| To reduce energy use/power outages | | 0.00 | 0.00 | 0.00 |
| To update to the latest technology | | 0.00 | 0.00 | 0.00 |
| Maintenance cost of equipment | | 0.00 | 0.00 | 0.00 |
| Age didn't make a big impact | | 0.00 | 0.00 | 0.00 |
| Had process problems and were seeking a solution | | 0.00 | 0.00 | 0.00 |
| To improve equipment performance | | 0.00 | 0.00 | 0.00 |
| To replace old/outdated equipment | | 0.00 | 0.00 | 0.00 |
| Rebates/Discounts/Incentives | | 0.00 | 0.00 | 0.00 |
| 100% paid for | | 0.00 | 0.00 | 0.00 |

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|--|-------|--------|--------|
| Other | 37.35 | 45.75 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 62.65 | 54.25 | 100.00 |
| <i>n</i> | 5 | 3 | 2 |
| <N6> Now I would like you to think one last time about what action you would have taken if the program had not been available. Which of the following alternatives would you have been MOST likely to do? | | | |
| Installed fewer units | 6.52 | 2.35 | 7.96 |
| Install standard efficiency equipment or whatever required by code | 7.48 | 3.51 | 8.85 |
| Installed equipment more efficient than code but less efficient than what you installed through the program | 12.92 | 10.94 | 13.59 |
| Done nothing (keep existing equipment as is) | 24.92 | 11.95 | 29.39 |
| Done the same thing I would have done as I did through the program | 39.03 | 61.45 | 31.33 |
| Repair/rewind or overhaul the existing equipment | 7.28 | 4.01 | 8.41 |
| Other | 0.36 | 0.00 | 0.48 |
| Don't Know | 1.48 | 5.79 | 0.00 |
| <i>n</i> | 49 | 14 | 35 |
| <N6A> How many fewer units would you have? | | | |
| 0-9% | 0.00 | 0.00 | 0.00 |
| 10-19% | 0.00 | 0.00 | 0.00 |
| 20-29% | 45.45 | 0.00 | 45.45 |
| 30-39% | 0.00 | 0.00 | 0.00 |
| 50% or less | 0.00 | 0.00 | 0.00 |
| 40% or less | 0.00 | 0.00 | 0.00 |
| 70% or less | 0.00 | 0.00 | 0.00 |
| 0.0095 | 0.00 | 0.00 | 0.00 |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 54.55 | 0.00 | 54.55 |
| <i>n</i> | 2 | 0 | 2 |
| <N6B> Can you tell me what model or efficiency level you were considering as an alternative? | | | |
| Other | 23.71 | 100.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 76.29 | 0.00 | 100.00 |
| <i>n</i> | 3 | 1 | 2 |
| <ER2> How many more years do you think your equipment would have gone before failing and required replacement? | | | |
| 10 years | 17.36 | 100.00 | 0.00 |
| Don't Know | 82.64 | 0.00 | 100.00 |
| <i>n</i> | 2 | 1 | 1 |

| <PP1> What do you believe the program's primary strengths are? | | | |
|--|-------|-------|-------|
| To reduce energy costs | 19.86 | 0.00 | 23.48 |
| Rebates/Discounts/Incentives | 52.53 | 32.62 | 56.15 |
| To replace old/outdated equipment | 0.00 | 0.00 | 0.00 |
| To reduce energy use/power outages | 26.69 | 16.85 | 28.48 |
| To protect the environment | 0.00 | 0.00 | 0.00 |
| No charge to the company | 1.47 | 9.53 | 0.00 |
| To update/upgrade to the latest technology | 0.00 | 0.00 | 0.00 |
| Professional Installation/Good Rating | 0.00 | 0.00 | 0.00 |
| To improve equipment performance | 0.00 | 0.00 | 0.00 |
| Assistance for small business/business owners | 5.99 | 0.00 | 7.08 |
| Making aware that the program was available | 0.00 | 0.00 | 0.00 |
| Other | 11.45 | 41.01 | 6.08 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 4.14 | 0.00 | 4.89 |
| <i>n</i> | 21 | 6 | 15 |
| <PP2> What concerns do you have about the program, if any? | | | |
| No concerns/None | 89.19 | 73.62 | 92.09 |
| Highly Satisfied with program/High Ratings on program | 0.00 | 0.00 | 0.00 |
| Not satisfied with service/Could have done something better | 2.05 | 0.00 | 2.44 |
| Recommending other options based on experience | 1.50 | 9.53 | 0.00 |
| Concerns/Questions from customer | 5.34 | 16.85 | 3.19 |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 1.92 | 0.00 | 2.28 |
| <i>n</i> | 19 | 6 | 13 |
| <PP4> On a scale of 0 - 10, where 0 is completely dissatisfied and 10 is completely satisfied, how would you rate your overall satisfaction with the program? | | | |
| 5 | 1.30 | 5.09 | 0.00 |
| 7 | 4.68 | 0.28 | 6.19 |
| 8 | 22.40 | 40.69 | 16.11 |
| 9 | 20.65 | 16.92 | 21.92 |
| 10 Completely Satisfied | 50.98 | 37.02 | 55.78 |
| <i>n</i> | 49 | 14 | 35 |
| <PP5> Why do you say that? | | | |
| Energy bill too high | 0.00 | 0.00 | 0.00 |
| Other concerns | 0.00 | 0.00 | 0.00 |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |

| | | | | |
|--|---|-------|-------|-------|
| | <i>n</i> | 0 | 0 | 0 |
| <PP5A> Using the same 0 - 10 scale, how would you rate your OVERALL satisfaction with the performance of the energy efficient measures you had installed? | | | | |
| | 7 | 1.04 | 3.51 | 0.19 |
| | 8 | 22.17 | 5.98 | 27.74 |
| | 9 | 15.90 | 13.80 | 16.62 |
| | 10 Completely Satisfied | 60.89 | 76.71 | 55.45 |
| | <i>n</i> | 49 | 14 | 35 |
| <PP5> Why do you say that? | | | | |
| | No concerns/None | 0.00 | 0.00 | 0.00 |
| | To replace old/outdated equipment | 0.00 | 0.00 | 0.00 |
| | To reduce energy costs | 0.00 | 0.00 | 0.00 |
| | Other concerns | 0.00 | 0.00 | 0.00 |
| | Other | 0.00 | 0.00 | 0.00 |
| | Refused | 0.00 | 0.00 | 0.00 |
| | Don't Know | 0.00 | 0.00 | 0.00 |
| | <i>n</i> | 0 | 0 | 0 |
| <PP5C> Using the same 0 - 10 scale, how would you rate your OVERALL satisfaction with the quality of the installers' work? | | | | |
| | 7 | 3.50 | 10.94 | 0.94 |
| | 8 | 29.06 | 18.36 | 32.74 |
| | 9 | 7.01 | 5.98 | 7.36 |
| | 10 Completely Satisfied | 60.43 | 64.71 | 58.96 |
| | <i>n</i> | 49 | 14 | 35 |
| <PP5D> Why do you say that? | | | | |
| | Professional Installation/Good Rating | 32.30 | 16.84 | 37.61 |
| | Not satisfied with service/Could have done something better | 6.84 | 2.86 | 8.21 |
| | Recommending other options based on experience | 5.49 | 10.94 | 3.62 |
| | Other | 53.12 | 69.36 | 47.53 |
| | Don't Know | 2.25 | 0.00 | 3.03 |
| | <i>n</i> | 49 | 14 | 35 |
| <PP5E> From your perspective, what if anything could be done to improve the quality of the installers' work? | | | | |
| | None | 48.22 | 6.37 | 62.61 |
| | Recommending other options based on experience | 4.72 | 18.46 | 0.00 |
| | Not satisfied with service/Could have done something better | 3.07 | 12.02 | 0.00 |
| | Concerns/opinions/Questions relating to installer's work | 3.84 | 0.00 | 5.16 |
| | Other | 30.28 | 24.62 | 32.23 |
| | Don't Know | 9.86 | 38.53 | 0.00 |
| | <i>n</i> | 49 | 14 | 35 |

| | | | |
|---|--------|-------|--------|
| <PP8> Please consider your recent experience with the program run by the implementer versus your past experience with the Utility run programs. Are there any differences between the two that stand out? Any there attributes or services that seemed better? | | | |
| No Differences | 0.00 | 0.00 | 0.00 |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 0 | 0 | 0 |
| <PP10> The program you participated in was run by IOU, have you participated in programs run by governments, institutions, or other independent firms in the past three years? (select all that apply) | | | |
| Local Government | 14.90 | 0.00 | 20.02 |
| State Government or Institution | 8.85 | 1.58 | 11.35 |
| Independent Firm | 26.86 | 0.00 | 36.09 |
| No Other Government Programs | 60.34 | 92.64 | 49.24 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 4.20 | 5.79 | 3.65 |
| <i>n</i> | 49 | 14 | 35 |
| <PP12> Please consider your experiences with the program run by an independent firm versus your recent experience with the Utility run program. Are there any differences between the two that stand out? Are there attributes or services that seemed better? | | | |
| No Differences | 100.00 | 0.00 | 100.00 |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 3 | 0 | 3 |
| <PP14> Please consider your experiences with the program run by a government or institution versus your recent experience with the Utility run program. Are there any differences between the two that stand out? Are there attributes that seemed better? | | | |
| No Differences | 61.77 | 0.00 | 61.77 |
| PG&E was simpler/easier to work with. Recommended. | 0.00 | 0.00 | 0.00 |
| Edison offers better service and support. Recommended. | 0.00 | 0.00 | 0.00 |
| Other | 38.23 | 0.00 | 38.23 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 3 | 0 | 3 |
| <PP3> Do you have any comments on the current incentive structure of the program? | | | |
| No Comments | 70.21 | 96.81 | 61.53 |
| Highly Satisfied with program/High Ratings on program | 0.79 | 3.19 | 0.00 |
| Recommending other options based on experience | 0.00 | 0.00 | 0.00 |
| Questions/Concerns from customer | 27.27 | 0.00 | 36.18 |

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|--|-------|--------|-------|
| Not satisfied with service/Could have done something better | 0.00 | 0.00 | 0.00 |
| Other | 1.73 | 0.00 | 2.29 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 0.00 | 0.00 | 0.00 |
| <i>n</i> | 45 | 11 | 34 |
| <LT2> For how many years have you been participating in Utility's energy efficiency program(s)? | | | |
| 1 | 11.77 | 0.00 | 14.55 |
| 2 | 31.85 | 0.00 | 39.38 |
| 3 | 12.26 | 0.00 | 15.16 |
| 5 | 6.75 | 0.00 | 8.35 |
| 10 | 6.49 | 0.00 | 8.03 |
| 15 | 5.72 | 0.00 | 7.07 |
| 20 | 4.37 | 22.84 | 0.00 |
| 25 | 14.75 | 77.16 | 0.00 |
| 99 | 6.04 | 0.00 | 7.47 |
| <i>n</i> | 13 | 2 | 11 |
| <LT3> During this time, how many times has your organization participated in these program(s)? | | | |
| 7 to 10 times, or more | 6.75 | 0.00 | 8.35 |
| 4 to 7 times | 9.92 | 0.00 | 12.26 |
| 2 to 4 times | 16.63 | 22.84 | 15.16 |
| less than 2 times | 49.01 | 0.00 | 60.59 |
| Refused | 14.75 | 77.16 | 0.00 |
| Don't Know | 2.94 | 0.00 | 3.64 |
| <i>n</i> | 13 | 2 | 11 |
| <CA6> What type of equipment did you install through this (these) program(s)? | | | |
| Indoor lighting | 5.31 | 100.00 | 0.00 |
| Cooling equipment | 0.00 | 0.00 | 0.00 |
| Natural gas equipment (Water heater/furnace/appliances) | 43.47 | 0.00 | 45.90 |
| Insulation or windows | 0.00 | 0.00 | 0.00 |
| Refrigeration | 11.68 | 0.00 | 12.33 |
| Industrial process equipment | 0.00 | 0.00 | 0.00 |
| Greenhouse heat curtains | 0.00 | 0.00 | 0.00 |
| Food Service Equipment | 8.20 | 0.00 | 8.66 |
| Outdoor Lighting | 5.31 | 100.00 | 0.00 |
| Occupancy Sensors | 0.00 | 0.00 | 0.00 |
| Thermostats | 0.00 | 0.00 | 0.00 |
| Outdoor Lighting | 0.00 | 0.00 | 0.00 |
| Irrigation Equipment | 5.10 | 0.00 | 5.39 |

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|---|-------|-------|-------|
| LED Lighting | 0.00 | 0.00 | 0.00 |
| Solar Panel | 0.00 | 0.00 | 0.00 |
| HVAC | 0.00 | 0.00 | 0.00 |
| Other | 59.98 | 0.00 | 63.34 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 2.78 | 0.00 | 2.94 |
| <i>n</i> | 10 | 1 | 9 |
| <LT6> What factors led you to participate in these program(s)? | | | |
| To reduce energy costs | 27.04 | 22.84 | 28.31 |
| To reduce energy use/power outages | 59.92 | 0.00 | 77.95 |
| To get a rebate from the program | 0.00 | 0.00 | 0.00 |
| Word of Mouth | 0.00 | 0.00 | 0.00 |
| Program Approved Vendor | 0.00 | 0.00 | 0.00 |
| To update to the latest technology | 1.39 | 0.00 | 1.81 |
| To replace old/outdated equipment | 5.08 | 0.00 | 6.61 |
| To improve equipment performance | 0.00 | 0.00 | 0.00 |
| To improve the comfort level of the facility | 0.00 | 0.00 | 0.00 |
| To improve efficiency and effectiveness | 6.92 | 0.00 | 9.00 |
| Free program | 0.00 | 0.00 | 0.00 |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 17.85 | 77.16 | 0.00 |
| Don't Know | 4.94 | 0.00 | 6.43 |
| <i>n</i> | 10 | 2 | 8 |
| <LT7> And exactly how did that experience help to convince you to install this install this equipment? | | | |
| Positive experience | 0.00 | 0.00 | 0.00 |
| To reduce energy use/power outages | 0.00 | 0.00 | 0.00 |
| To reduce energy costs | 0.00 | 0.00 | 0.00 |
| Rebates/Discounts/Incentives/ROI | 0.00 | 0.00 | 0.00 |
| To improve equipment performance | 0.00 | 0.00 | 0.00 |
| To update to the latest technology | 0.00 | 0.00 | 0.00 |
| 100% paid for | 0.00 | 0.00 | 0.00 |
| Not satisfied with service/Could have done something better | 0.00 | 0.00 | 0.00 |
| Describe how experience helped to convin | 49.97 | 22.84 | 58.14 |
| Refused | 17.85 | 77.16 | 0.00 |
| Don't Know | 32.17 | 0.00 | 41.86 |
| <i>n</i> | 10 | 2 | 8 |

| | | | |
|--|--------|-------|--------|
| <LT8> Have these programs had any long-term influence on your organization's energy efficiency related practices and policies that go beyond the immediate effect of incentives on individual projects? | | | |
| Yes | 100.00 | 0.00 | 100.00 |
| <i>n</i> | 3 | 0 | 3 |
| <LT9> Has your organization developed a specification policy for the selection of energy-efficient equipment? | | | |
| Yes | 100.00 | 0.00 | 100.00 |
| <i>n</i> | 3 | 0 | 3 |
| <LT10> Has your organization assigned responsibility for controlling energy usage and costs to any of the following? | | | |
| An in-house staff person | 65.69 | 0.00 | 65.69 |
| A group of staff | 34.31 | 0.00 | 34.31 |
| <i>n</i> | 3 | 0 | 3 |
| <LT11> Does your organization have any internal incentive or reward policies for business units or staff responsible for managing energy costs? | | | |
| Yes | 25.19 | 0.00 | 25.19 |
| Don't Know | 74.81 | 0.00 | 74.81 |
| <i>n</i> | 3 | 0 | 3 |
| <LC7> How do these incentive/reward structures work? | | | |
| Other | 0.00 | 0.00 | 0.00 |
| Refused | 0.00 | 0.00 | 0.00 |
| Don't Know | 100.00 | 0.00 | 100.00 |
| <i>n</i> | 1 | 0 | 1 |
| <CA2> In marketing materials or in communications with customers, does your company highlight the ways in which your business is environmentally conscious? | | | |
| Yes | 92.03 | 86.06 | 94.08 |
| No | 6.80 | 13.94 | 4.35 |
| Don't Know | 1.17 | 0.00 | 1.57 |
| <i>n</i> | 49 | 14 | 35 |
| <A3A> According to our records, your organization installed <XX> many measures through <XX> period is this correct? | | | |
| YES-quantity correct | 85.34 | 85.99 | 85.12 |
| Yes-Change Quantity | 14.66 | 14.01 | 14.88 |
| <i>n</i> | 49 | 14 | 35 |
| <A3A_QTY> Approximately how many of this measure did you install? | | | |
| 1 | 5.05 | 10.94 | 3.03 |
| 6 | 0.73 | 2.86 | 0.00 |
| 21 | 0.32 | 0.00 | 0.43 |
| 30 | 3.23 | 0.00 | 4.34 |
| 65 | 0.04 | 0.00 | 0.05 |

2014 Deemed ESPI Pipe Insulation Impact Evaluation

| | | | |
|---|-----------|-----------|-----------|
| 82 | 0.07 | 0.28 | 0.00 |
| 120 | 0.36 | 0.00 | 0.48 |
| 138 | 1.53 | 5.98 | 0.00 |
| 201 | 1.11 | 0.00 | 1.49 |
| 233 | 1.59 | 6.21 | 0.00 |
| 270 | 1.92 | 0.00 | 2.58 |
| 280 | 1.47 | 0.00 | 1.97 |
| 300 | 1.34 | 2.35 | 0.99 |
| 310 | 0.34 | 1.31 | 0.00 |
| 360 | 0.95 | 3.73 | 0.00 |
| 390 | 0.32 | 0.00 | 0.43 |
| 581 | 4.33 | 0.00 | 5.82 |
| 650 | 1.66 | 6.49 | 0.00 |
| 800 | 3.34 | 0.00 | 4.48 |
| 862 | 2.02 | 0.00 | 2.72 |
| 1000 | 4.34 | 0.00 | 5.83 |
| 1100 | 1.23 | 0.00 | 1.65 |
| 2003 | 7.86 | 0.00 | 10.56 |
| 3000 | 1.15 | 0.00 | 1.54 |
| Don't Know | 53.71 | 59.85 | 51.60 |
| <i>n</i> | <i>49</i> | <i>14</i> | <i>35</i> |
| <A3A_OTH> Would you say that the number of units installed through the program were ...? | | | |
| 50 to 100 units or | 6.42 | 20.08 | 0.97 |
| More than 100 units | 47.13 | 9.67 | 62.07 |
| Don't Know | 46.45 | 70.25 | 36.96 |
| <i>n</i> | <i>21</i> | <i>5</i> | <i>16</i> |

Appendix D

Pipe Insulation On-Site Results

2014 Deemed ESPI Pipe Insulation Impact Evaluation

| Site | Sector | Fluid Type | Pipe Size | Pipe Qty (ft) | Pipe Size (in) | Insulation Thickness (in) | Boiler Eff. | Process Temp | Ambient Temp | Operating Hours | Evaluated Savings (MMBtu/yr) | Reported Savings (MMBtu/yr) | GRR |
|------|------------|------------|-----------|---------------|----------------|---------------------------|-------------|--------------|--------------|-----------------|------------------------------|-----------------------------|------|
| 1 | LG COM | Med. steam | >=1 | 270 | 2 | 1.5 | 82% | 273.4 | 99.9 | 2,576 | 252 | 794 | 32% |
| 2 | LG COM | Med. steam | >=1 | 300 | 3 | 1.5 | 81% | 317.0 | 84.6 | 2,668 | 555 | 882 | 63% |
| | LG COM | Med. steam | >=1 | 102 | 3 | 1.5 | 81% | 317.0 | 84.6 | 2,668 | 189 | 300 | 63% |
| 3 | INDUSTRIAL | Med. steam | >=1 | 153 | 3 | 2 | 81% | 352.5 | 77.9 | 6,461 | 843 | 796 | 106% |
| | INDUSTRIAL | Med. steam | >=1 | 153 | 2 | 2 | 81% | 352.5 | 77.9 | 6,461 | 580 | 796 | 73% |
| | INDUSTRIAL | Med. steam | >=1 | 153 | 1 | 2 | 81% | 352.5 | 77.9 | 6,461 | 341 | 796 | 43% |
| 4 | INDUSTRIAL | HW | >=1 | 1,660 | 2 | 1 | 96% | 134.3 | 89.8 | 8,696 | 550 | 1,122 | 49% |
| | INDUSTRIAL | Low steam | >=1 | 1,455 | 4 | 2 | 85% | 231.8 | 106.0 | 8,728 | 4,948 | 2,198 | 225% |
| 5 | INDUSTRIAL | Med. steam | >=1 | 500 | 0.75 | 1 | 82% | 283.9 | 86.8 | 8,241 | 677 | 1,420 | 48% |
| | INDUSTRIAL | Med. steam | >=1 | 100 | 0.5 | 1 | 82% | 283.9 | 86.8 | 8,241 | 111 | 284 | 39% |
| 6 | INDUSTRIAL | Med. steam | >=1 | 280 | 3 | 2 | 80% | 340.2 | 100.0 | 7,373 | 1,599 | 732 | 218% |
| | INDUSTRIAL | Med. steam | <1 | 610 | 1 | 1 | 80% | 335.4 | 88.0 | 7,206 | 1,292 | 824 | 157% |
| 7 | INDUSTRIAL | Med. steam | >=1 | 99 | 3 | 1 | 89% | 314.6 | 92.0 | 5,679 | 325 | 515 | 63% |
| | INDUSTRIAL | Med. steam | >=1 | 60 | 1.5 | 1 | 89% | 314.6 | 92.0 | 5,679 | 110 | 312 | 35% |
| | INDUSTRIAL | Med. steam | >=1 | 498 | 4 | 1 | 89% | 314.6 | 92.0 | 5,679 | 2,089 | 2,590 | 81% |
| | INDUSTRIAL | Med. steam | >=1 | 1,998 | 2 | 1 | 89% | 309.5 | 83.8 | 5,550 | 4,424 | 10,390 | 43% |
| | INDUSTRIAL | Med. steam | >=1 | 399 | 1 | 1 | 89% | 314.6 | 92.0 | 5,679 | 515 | 2,075 | 25% |
| | INDUSTRIAL | Med. steam | <1 | 300 | 0.75 | 1 | 89% | 314.6 | 92.0 | 5,679 | 307 | 1,560 | 20% |
| | INDUSTRIAL | Med. steam | <1 | 498 | 0.5 | 1 | 89% | 314.6 | 92.0 | 5,679 | 417 | 2,590 | 16% |
| 8 | INDUSTRIAL | Med. steam | >=1 | 300 | 6 | 1 | 89% | 314.6 | 92.0 | 5,679 | 1,812 | 1,560 | 116% |
| | INDUSTRIAL | HW | >=1 | 501 | 4 | 1 | 91% | 140.3 | 81.6 | 4,553 | 286 | 947 | 30% |
| | INDUSTRIAL | Med. steam | <1 | 252 | 0.5 | 0.5 | 84% | 299.9 | 81.6 | 3,988 | 136 | 716 | 19% |
| | INDUSTRIAL | Med. steam | >=1 | 300 | 1.25 | 1.25 | 84% | 299.9 | 81.6 | 3,988 | 348 | 1,560 | 22% |
| | INDUSTRIAL | Med. steam | >=1 | 1,002 | 2 | 2 | 84% | 299.9 | 81.6 | 3,988 | 1,696 | 5,210 | 33% |
| 9 | INDUSTRIAL | HW | <1 | 249 | 0.5 | 0.5 | 91% | 140.3 | 81.6 | 4,553 | 26 | 261 | 10% |
| | INDUSTRIAL | Med. steam | >=1 | 21 | 2 | 1 | 74% | 328.5 | 95.9 | 4,193 | 45 | 55 | 82% |
| | INDUSTRIAL | Med. steam | <1 | 51 | 1 | 0.75 | 74% | 328.5 | 95.9 | 4,193 | 60 | 69 | 87% |
| | INDUSTRIAL | Med. steam | <1 | 102 | 1 | 0.75 | 74% | 328.5 | 95.9 | 4,193 | 120 | 138 | 87% |
| 10 | INDUSTRIAL | Med. steam | >=1 | 30 | 2 | 1 | 74% | 328.5 | 95.9 | 4,193 | 65 | 78 | 82% |
| | LG COM | HW | >=1 | 180 | 2.5 | 1 | 87% | 113.6 | 89.1 | 8,577 | 46 | 69 | 67% |
| | LG COM | HW | >=1 | 168 | 2.5 | 1 | 87% | 113.6 | 89.1 | 8,577 | 43 | 64 | 67% |
| | LG COM | HW | >=1 | 180 | 2.5 | 1 | 87% | 113.6 | 89.1 | 8,577 | 46 | 69 | 67% |
| | LG COM | HW | >=1 | 300 | 4 | 1 | 87% | 113.6 | 89.1 | 8,577 | 118 | 115 | 103% |
| | LG COM | HW | >=1 | 168 | 2.5 | 1 | 87% | 113.6 | 89.1 | 8,577 | 43 | 64 | 67% |
| 11 | LG COM | HW | <1 | 120 | 0.5 | 0.75 | 87% | 113.6 | 89.1 | 8,577 | 9 | 23 | 37% |
| | LG COM | HW | <1 | 192 | 0.5 | 0.75 | 87% | 113.6 | 89.1 | 8,577 | 14 | 37 | 37% |
| | INDUSTRIAL | Med. steam | >=1 | 200 | 2 | 1.5 | 83% | 233.2 | 97.7 | 8,760 | 402 | 523 | 77% |
| 12 | INDUSTRIAL | Med. steam | >=1 | 60 | 2 | 1.5 | 83% | 227.7 | 92.5 | 4,923 | 67 | 157 | 43% |
| | LG COM | HW | >=1 | 65 | 4 | 2 | 84% | 159.9 | 74.8 | 1,099 | 16 | 25 | 64% |
| 13 | LG COM | HW | >=1 | 65 | 4 | 2 | 84% | 159.9 | 74.8 | 1,099 | 16 | 25 | 64% |
| | INDUSTRIAL | Med. steam | >=1 | 300 | 2 | 1.5 | 79% | 323.0 | 84.2 | 6,557 | 1,009 | 784 | 129% |
| 14 | INDUSTRIAL | HW | >=1 | 103 | 2.5 | 1 | 85% | 185.3 | 80.7 | 6,574 | 121 | 36 | 341% |
| | INDUSTRIAL | HW | <1 | 27 | 1 | 1 | 85% | 185.3 | 80.7 | 6,574 | 15 | 9 | 163% |
| 15 | LG COM | Med. steam | >=1 | 315 | 1.5 | 1 | 90% | 317.6 | 87.2 | 2,825 | 297 | 139 | 214% |
| 16 | INDUSTRIAL | Med. steam | >=1 | 15 | 3 | 2 | 82% | 348.5 | 94.1 | 4,656 | 60 | 78 | 77% |
| | INDUSTRIAL | Med. steam | >=1 | 72 | 1.5 | 2 | 82% | 348.5 | 94.1 | 4,656 | 161 | 374 | 43% |
| | INDUSTRIAL | Med. steam | >=1 | 12 | 6 | 2 | 82% | 348.5 | 94.1 | 4,656 | 89 | 62 | 143% |
| | INDUSTRIAL | Med. steam | >=1 | 130 | 4 | 2 | 82% | 348.5 | 94.1 | 4,656 | 663 | 676 | 98% |
| | INDUSTRIAL | Med. steam | >=1 | 21 | 8 | 2 | 82% | 348.5 | 94.1 | 4,656 | 201 | 109 | 184% |
| | INDUSTRIAL | Med. steam | >=1 | 60 | 2 | 2 | 82% | 348.5 | 94.1 | 4,656 | 166 | 312 | 53% |
| | INDUSTRIAL | Med. steam | >=1 | 102 | 2.5 | 2 | 82% | 348.5 | 94.1 | 4,656 | 340 | 530 | 64% |
| 17 | LG COM | HW | >=1 | 10 | 1.5 | 1 | 80% | 193.6 | 74.0 | 4,106 | 6 | 56 | 11% |
| | LG COM | Med. steam | >=1 | 20 | 1.5 | 1 | 80% | 331.1 | 74.0 | 4,106 | 35 | 111 | 32% |

2014 Deemed ESPI Pipe Insulation Impact Evaluation

| Site | Sector | Fluid Type | Pipe Size | Pipe Qty (ft) | Pipe Size (in) | Insulation Thickness (in) | Boiler Eff. | Process Temp | Ambient Temp | Operating Hours | Evaluated Savings (MMBtu/yr) | Reported Savings (MMBtu/yr) | GRR |
|------|------------|------------|-----------|---------------|----------------|---------------------------|-------------|--------------|--------------|-----------------|------------------------------|-----------------------------|------|
| 18 | INDUSTRIAL | Med. steam | >=1 | 498 | 6 | 3 | 85% | 318.0 | 98.5 | 8,738 | 5,219 | 2,590 | 202% |
| 19 | INDUSTRIAL | Low steam | >=1 | 790 | 3 | 1 | 80% | 272.7 | 96.7 | 1,582 | 588 | 1,193 | 49% |
| 20 | INDUSTRIAL | HW | >=1 | 1,040 | 1.769231 | 1 | 68% | 141.8 | 88.1 | 4,539 | 323 | 703 | 46% |
| | INDUSTRIAL | HW | <1 | 800 | 0.65625 | 1 | 68% | 141.8 | 88.1 | 4,539 | 113 | 276 | 41% |
| 21 | INDUSTRIAL | HW | >=1 | 2,167 | 2 | 1 | 68% | 129.7 | 69.5 | 8,760 | 1,725 | 1,560 | 111% |
| | INDUSTRIAL | HW | >=1 | 2,167 | 1.5 | 1 | 68% | 148.3 | 69.5 | 8,760 | 1,952 | 1,560 | 125% |
| | INDUSTRIAL | HW | >=1 | 2,167 | 3 | 1 | 68% | 96.8 | 66.5 | 8,760 | 1,072 | 1,560 | 69% |
| 22 | INDUSTRIAL | HW | >=1 | 153 | 2 | 1 | 76% | 166.3 | 92.2 | 6,892 | 117 | 103 | 113% |
| | INDUSTRIAL | Med. steam | >=1 | 12 | 2 | 1 | 89% | 325.7 | 110.0 | 7,014 | 33 | 31 | 107% |
| 23 | LG COM | Med. steam | <1 | 201 | 1 | 1.5 | 80% | 287.8 | 87.1 | 8,760 | 399 | 153 | 260% |
| | LG COM | Med. steam | >=1 | 206 | 3 | 1.5 | 80% | 288.8 | 97.2 | 8,760 | 997 | 304 | 328% |
| 24 | INDUSTRIAL | Med. steam | <1 | 93 | 1 | 1.5 | 80% | 279.2 | 96.6 | 8,552 | 160 | 282 | 57% |
| | INDUSTRIAL | Med. steam | >=1 | 100 | 2 | 1.5 | 80% | 347.7 | 79.3 | 8,687 | 509 | 556 | 92% |
| | INDUSTRIAL | Med. steam | >=1 | 150 | 2 | 1.5 | 80% | 347.7 | 79.3 | 8,687 | 764 | 834 | 92% |
| | INDUSTRIAL | Med. steam | >=1 | 626 | 2 | 1.5 | 80% | 347.7 | 79.3 | 8,687 | 3,188 | 3,479 | 92% |
| | INDUSTRIAL | Med. steam | >=1 | 581 | 2 | 1.5 | 80% | 347.7 | 79.3 | 8,687 | 2,959 | 3,229 | 92% |
| | INDUSTRIAL | Med. steam | <1 | 305 | 1 | 1.5 | 80% | 279.2 | 96.6 | 8,552 | 525 | 923 | 57% |
| | INDUSTRIAL | Med. steam | >=1 | 24 | 2 | 1.5 | 80% | 347.7 | 79.3 | 8,687 | 122 | 133 | 92% |
| | INDUSTRIAL | Med. steam | >=1 | 105 | 2 | 1.5 | 80% | 347.7 | 79.3 | 8,687 | 535 | 583 | 92% |
| 25 | LG COM | HW | >=1 | 70 | 2 | 2 | 84% | 180.0 | 60.1 | 1,754 | 22 | 27 | 84% |
| 26 | LG COM | HW | >=1 | 72 | 3 | 1 | 68% | 139.1 | 66.5 | 2,655 | 31 | 57 | 54% |
| | LG COM | Med. steam | >=1 | 600 | 1.5 | 1 | 85% | 282.1 | 67.9 | 2,655 | 469 | 474 | 99% |
| | LG COM | HW | >=1 | 18 | 4 | 1 | 68% | 139.1 | 66.5 | 2,655 | 10 | 14 | 68% |
| | LG COM | Med. steam | >=1 | 360 | 1.5 | 1 | 85% | 282.1 | 67.9 | 2,655 | 281 | 284 | 99% |
| | LG COM | Med. steam | >=1 | 416 | 1.5 | 1 | 85% | 282.1 | 67.9 | 2,655 | 325 | 329 | 99% |
| 27 | INDUSTRIAL | HW | <1 | 440 | 0.75 | 1 | 82% | 170.7 | 60.7 | 4,234 | 119 | 587 | 20% |
| | INDUSTRIAL | HW | >=1 | 360 | 2 | 1 | 82% | 170.7 | 60.7 | 4,234 | 212 | 866 | 24% |
| 28 | INDUSTRIAL | HW | <1 | 82 | 0.75 | 1 | 83% | 110.6 | 69.8 | 2,495 | 5 | 109 | 4% |
| 29 | INDUSTRIAL | Med. steam | >=1 | 1,011 | 4 | 2 | 79% | 323.5 | 90.1 | 3,786 | 3,583 | 2,643 | 136% |
| | INDUSTRIAL | HW | >=1 | 990 | 4 | 2 | 95% | 149.3 | 85.9 | 3,885 | 541 | 1,871 | 29% |
| 30 | LG COM | HW | <1 | 385 | 0.75 | 0.5 | 68% | 150.4 | 83.1 | 7,771 | 113 | 227 | 50% |
| | LG COM | HW | >=1 | 45 | 2.5 | 1 | 68% | 150.4 | 83.1 | 7,771 | 38 | 48 | 80% |
| | LG COM | HW | <1 | 1,470 | 0.75 | 0.5 | 68% | 150.4 | 83.1 | 7,771 | 430 | 867 | 50% |
| | LG COM | HW | >=1 | 81 | 2.5 | 1 | 68% | 150.4 | 83.1 | 7,771 | 69 | 87 | 80% |
| | LG COM | HW | <1 | 54 | 0.75 | 0.5 | 68% | 150.4 | 83.1 | 7,771 | 16 | 32 | 50% |
| | LG COM | HW | >=1 | 153 | 2.5 | 1 | 68% | 150.4 | 83.1 | 7,771 | 130 | 164 | 80% |
| | LG COM | Low steam | >=1 | 129 | 4 | 1.5 | 80% | 343.5 | 98.8 | 8,760 | 1,122 | 235 | 478% |
| | LG COM | Low steam | >=1 | 132 | 1.5 | 0.75 | 80% | 343.5 | 98.8 | 8,760 | 467 | 240 | 194% |
| 31 | LG COM | HW | <1 | 610 | 0.75 | 1 | 94% | 117.5 | 74.8 | 1,261 | 15 | 119 | 13% |
| | LG COM | HW | >=1 | 1,045 | 4 | 1.5 | 94% | 135.3 | 75.4 | 3,650 | 483 | 399 | 121% |

| Industrial | | Negative Impact | | Positive Impact | | Overall | |
|---------------------------------------|--|-----------------|-------------|-----------------|-------------|-------------|-------------|
| Discrepancy Category | Explanation of Discrepancy | # Instances | GRR Impact | GRR Impact | # Instances | GRR Impact | # Instances |
| Difference in boiler efficiency | The evaluators found that the facility's boiler efficiency was different than the program's deemed value. | 1 | -1.4% | 0.7% | 4 | -0.7% | 5 |
| Difference in fluid temperature | The evaluators found that the average fluid temperature was different than the program's deemed value. | 7 | -6.7% | 1.8% | 4 | -4.9% | 11 |
| Difference in operating hours | The evaluators found that the boiler plant's hours of operation were different than the program's deemed value. | 10 | -18.9% | 2.2% | 2 | -16.7% | 12 |
| Incorrect baseline - OSHA requirement | The evaluators found that a portion of the installed insulation was mandatory per OSHA requirements; this mandate resulted in an adjusted baseline, which reduced the savings. | 8 | -5.8% | 0.0% | 0 | -5.8% | 8 |
| Incorrect insulation thickness | The evaluators found that the installed insulation thickness was different than the program's deemed value. | 1 | -1.0% | 0.6% | 2 | -0.4% | 3 |
| Incorrect pipe diameter | The evaluators found that the pipe which received insulation was of a different diameter than the program's deemed value. | 1 | -1.1% | 6.9% | 7 | 5.8% | 8 |
| Unknown | Uncharacterizable discrepancy. | 1 | -1.5% | 0.0% | 0 | -1.5% | 1 |
| Total | | 29 | -36% | 12% | 19 | -24% | 48 |

| Large Commercial | | Negative Impact | | Positive Impact | | Overall | |
|---|--|-----------------|-------------|-----------------|-------------|------------|-------------|
| Discrepancy Category | Explanation of Discrepancy | # Instances | GRR Impact | GRR Impact | # Instances | GRR Impact | # Instances |
| Difference in boiler efficiency | The evaluators found that the facility's boiler efficiency was different than the program's deemed value. | 1 | -0.1% | 2.2% | 2 | 2.1% | 3 |
| Difference in fluid temperature | The evaluators found that the average fluid temperature was different than the program's deemed value. | 3 | -4.7% | 2.3% | 3 | -2.4% | 6 |
| Difference in fluid type (steam vs. HW) | The evaluators found that the facility's fluid type was mischaracterized. | 2 | -0.4% | 0.0% | 0 | -0.4% | 2 |
| Difference in operating hours | The evaluators found that the boiler plant's hours of operation were different than the program's deemed value. | 5 | -15.2% | 12.2% | 4 | -3.0% | 9 |
| Incorrect baseline - OSHA requirement | The evaluators found that a portion of the installed insulation was mandatory per OSHA requirements; this mandate resulted in an adjusted baseline, which reduced the savings. | 3 | -3.2% | 0.0% | 0 | -3.2% | 3 |
| Incorrect insulation thickness | The evaluators found that the installed insulation thickness was different than the program's deemed value. | 0 | 0.0% | 0.1% | 1 | 0.1% | 1 |
| Incorrect pipe diameter | The evaluators found that the pipe which received insulation was of a different diameter than the program's deemed value. | 0 | 0.0% | 4.8% | 3 | 4.8% | 3 |
| Unknown | Uncharacterizable discrepancy. | 0 | 0.0% | 5.9% | 1 | 5.9% | 1 |
| Total | | 14 | -23% | 27% | 14 | 4% | 28 |

| Overall | | Negative Impact | | Positive Impact | | Overall | |
|---|--|-----------------|-------------|-----------------|-------------|-------------|-------------|
| Discrepancy Category | Explanation of Discrepancy | # Instances | GRR Impact | GRR Impact | # Instances | GRR Impact | # Instances |
| Difference in boiler efficiency | The evaluators found that the facility's boiler efficiency was different than the program's deemed value. | 2 | -1.3% | 0.8% | 6 | -0.5% | 8 |
| Difference in fluid temperature | The evaluators found that the average fluid temperature was different than the program's deemed value. | 10 | -6.5% | 1.8% | 7 | -4.6% | 17 |
| Difference in fluid type (steam vs. HW) | The evaluators found that the facility's fluid type was mischaracterized. | 2 | 0.0% | 0.0% | 0 | 0.0% | 2 |
| Difference in operating hours | The evaluators found that the boiler plant's hours of operation were different than the program's deemed value. | 15 | -18.4% | 3.0% | 6 | -15.4% | 21 |
| Incorrect baseline - OSHA requirement | The evaluators found that a portion of the installed insulation was mandatory per OSHA requirements; this mandate resulted in an adjusted baseline, which reduced the savings. | 11 | -5.5% | 0.0% | 0 | -5.5% | 11 |
| Incorrect insulation thickness | The evaluators found that the installed insulation thickness was different than the program's deemed value. | 1 | -0.9% | 0.5% | 3 | -0.4% | 4 |
| Incorrect pipe diameter | The evaluators found that the pipe which received insulation was of a different diameter than the program's deemed value. | 1 | -1.0% | 6.6% | 10 | 5.6% | 11 |
| Unknown | Uncharacterizable discrepancy. | 1 | -1.3% | 0.5% | 1 | -0.8% | 2 |
| Total | | 43 | -35% | 13% | 33 | -22% | 76 |

Appendix AA

Standardized High Level Savings

The tables in Appendix AA summarizing natural gas savings make use of the unit MTherms – 1,000 Therms – rather than MMTherms – 1,000,000 Therms – for formatting purposes.

Gross Lifecycle Savings (MWh)

| | Standard | Ex-Ante | Ex-Post | | % Ex-Ante | |
|-------------|---------------------|----------------|----------------|-------------|-------------------|-------------|
| PA | Report Group | Gross | Gross | GRR | Gross Pass | Eval |
| | | | | | Through | GRR |
| PGE | Cold Application | 5,513 | 5,513 | 1.00 | 100.0% | |
| PGE | Hot Application | 0 | 0 | | | |
| PGE | Total | 5,513 | 5,513 | 1.00 | 100.0% | |
| SCG | Hot Application | 0 | 0 | | | |
| SCG | Total | 0 | 0 | | | |
| SDGE | Cold Application | 410 | 410 | 1.00 | 100.0% | |
| SDGE | Hot Application | 105 | 105 | 1.00 | 100.0% | |
| SDGE | Total | 515 | 515 | 1.00 | 100.0% | |
| | Statewide | 6,028 | 6,028 | 1.00 | 100.0% | |

Net Lifecycle Savings (MWh)

| PA | Standard Report Group | Ex-Ante Net | Ex-Post Net | NRR | % Ex-Ante | | Eval | |
|-------------|--------------------------|----------------|----------------|-------------|---------------------|----------------|----------------|----------------|
| | | | | | Net Pass Through | Ex-Ante NTG | Ex-Post NTG | Ex-Ante NTG |
| PGE | Cold Application | 3,449 | 3,449 | 1.00 | 100.0% | 0.63 | 0.63 | |
| PGE | Hot Application | 0 | 0 | | | | | |
| PGE | Total | 3,449 | 3,449 | 1.00 | 100.0% | 0.63 | 0.63 | |
| SCG | Hot Application | 0 | 0 | | | | | |
| SCG | Total | 0 | 0 | | | | | |
| SDGE | Cold Application | 246 | 246 | 1.00 | 100.0% | 0.60 | 0.60 | |
| SDGE | Hot Application | 63 | 63 | 1.00 | 100.0% | 0.60 | 0.60 | |
| SDGE | Total | 309 | 309 | 1.00 | 100.0% | 0.60 | 0.60 | |
| | Statewide | 3,758 | 3,758 | 1.00 | 100.0% | 0.62 | 0.62 | |

Gross Lifecycle Savings (MW)

| | Standard | Ex-Ante | Ex-Post | | % Ex-Ante | |
|-------------|---------------------|----------------|----------------|-------------|-------------------|-------------|
| PA | Report Group | Gross | Gross | GRR | Gross Pass | Eval |
| | | | | | Through | GRR |
| PGE | Cold Application | 1.4 | 1.4 | 1.00 | 100.0% | |
| PGE | Hot Application | 0.0 | 0.0 | | | |
| PGE | Total | 1.4 | 1.4 | 1.00 | 100.0% | |
| SCG | Hot Application | 0.0 | 0.0 | | | |
| SCG | Total | 0.0 | 0.0 | | | |
| SDGE | Cold Application | 0.1 | 0.1 | 1.00 | 100.0% | |
| SDGE | Hot Application | 0.0 | 0.0 | | | |
| SDGE | Total | 0.1 | 0.1 | 1.00 | 100.0% | |
| | Statewide | 1.5 | 1.5 | 1.00 | 100.0% | |

Net Lifecycle Savings (MW)

| PA | Standard Report Group | Ex-Ante Net | Ex-Post Net | NRR | % Ex-Ante Net Pass | | Eval Ex-Ante NTG | Eval Ex-Post NTG |
|------------------|--------------------------|----------------|----------------|-------------|-----------------------|----------------|------------------------|------------------------|
| | | | | | Ex-Ante NTG | Ex-Post NTG | | |
| PGE | Cold Application | 0.9 | 0.9 | 1.00 | 100.0% | 0.63 | 0.63 | |
| PGE | Hot Application | 0.0 | 0.0 | | | | | |
| PGE | Total | 0.9 | 0.9 | 1.00 | 100.0% | 0.63 | 0.63 | |
| SCG | Hot Application | 0.0 | 0.0 | | | | | |
| SCG | Total | 0.0 | 0.0 | | | | | |
| SDGE | Cold Application | 0.0 | 0.0 | 1.00 | 100.0% | 0.60 | 0.60 | |
| SDGE | Hot Application | 0.0 | 0.0 | | | | | |
| SDGE | Total | 0.0 | 0.0 | 1.00 | 100.0% | 0.60 | 0.60 | |
| Statewide | | 0.9 | 0.9 | 1.00 | 100.0% | 0.63 | 0.63 | |

Gross Lifecycle Savings (MTherms)

| | Standard | Ex-Ante | Ex-Post | | % Ex-Ante | |
|-------------|---------------------|----------------|----------------|-------------|-------------------|-------------|
| PA | Report Group | Gross | Gross | GRR | Gross Pass | Eval |
| | | | | | Through | GRR |
| PGE | Cold Application | 0 | 0 | | | |
| PGE | Hot Application | 4,199 | 3,892 | 0.93 | 0.0% | 0.93 |
| PGE | Total | 4,199 | 3,892 | 0.93 | 0.0% | 0.93 |
| SCG | Hot Application | 9,958 | 7,802 | 0.78 | 0.0% | 0.78 |
| SCG | Total | 9,958 | 7,802 | 0.78 | 0.0% | 0.78 |
| SDGE | Cold Application | 0 | 0 | | | |
| SDGE | Hot Application | 76 | 51 | 0.68 | 0.0% | 0.68 |
| SDGE | Total | 76 | 51 | 0.68 | 0.0% | 0.68 |
| | Statewide | 14,233 | 11,746 | 0.83 | 0.0% | 0.83 |

Net Lifecycle Savings (MTherms)

| PA | Standard Report Group | Ex-Ante Net | Ex-Post Net | NRR | % Ex-Ante | Ex-Ante NTG | Ex-Post NTG | Eval | Eval |
|------------------|--------------------------|----------------|----------------|-------------|---------------------|----------------|----------------|----------------|----------------|
| | | | | | Net Pass Through | | | Ex-Ante NTG | Ex-Post NTG |
| PGE | Cold Application | 0 | 0 | | | | | | |
| PGE | Hot Application | 2,796 | 1,909 | 0.68 | 0.0% | 0.67 | 0.49 | 0.67 | 0.49 |
| PGE | Total | 2,796 | 1,909 | 0.68 | 0.0% | 0.67 | 0.49 | 0.67 | 0.49 |
| SCG | Hot Application | 5,975 | 3,827 | 0.64 | 0.0% | 0.60 | 0.49 | 0.60 | 0.49 |
| SCG | Total | 5,975 | 3,827 | 0.64 | 0.0% | 0.60 | 0.49 | 0.60 | 0.49 |
| SDGE | Cold Application | 0 | 0 | | | | | | |
| SDGE | Hot Application | 46 | 25 | 0.55 | 0.0% | 0.60 | 0.49 | 0.60 | 0.49 |
| SDGE | Total | 46 | 25 | 0.55 | 0.0% | 0.60 | 0.49 | 0.60 | 0.49 |
| Statewide | | 8,816 | 5,762 | 0.65 | 0.0% | 0.62 | 0.49 | 0.62 | 0.49 |

Gross First Year Savings (MWh)

| | Standard | Ex-Ante | Ex-Post | | % Ex-Ante | |
|-------------|---------------------|----------------|----------------|-------------|-------------------|-------------|
| PA | Report Group | Gross | Gross | GRR | Gross Pass | Eval |
| | | | | | Through | GRR |
| PGE | Cold Application | 501 | 501 | 1.00 | 100.0% | |
| PGE | Hot Application | 0 | 0 | | | |
| PGE | Total | 501 | 501 | 1.00 | 100.0% | |
| SCG | Hot Application | 0 | 0 | | | |
| SCG | Total | 0 | 0 | | | |
| SDGE | Cold Application | 32 | 32 | 1.00 | 100.0% | |
| SDGE | Hot Application | 8 | 8 | 1.00 | 100.0% | |
| SDGE | Total | 40 | 40 | 1.00 | 100.0% | |
| | Statewide | 541 | 541 | 1.00 | 100.0% | |

Net First Year Savings (MWh)

| PA | Standard Report Group | Ex-Ante Net | Ex-Post Net | NRR | % Ex-Ante | | Eval | |
|------------------|--------------------------|----------------|----------------|-------------|---------------------|----------------|----------------|----------------|
| | | | | | Net Pass Through | Ex-Ante NTG | Ex-Post NTG | Ex-Ante NTG |
| PGE | Cold Application | 314 | 314 | 1.00 | 100.0% | 0.63 | 0.63 | |
| PGE | Hot Application | 0 | 0 | | | | | |
| PGE | Total | 314 | 314 | 1.00 | 100.0% | 0.63 | 0.63 | |
| SCG | Hot Application | 0 | 0 | | | | | |
| SCG | Total | 0 | 0 | | | | | |
| SDGE | Cold Application | 19 | 19 | 1.00 | 100.0% | 0.60 | 0.60 | |
| SDGE | Hot Application | 5 | 5 | 1.00 | 100.0% | 0.60 | 0.60 | |
| SDGE | Total | 24 | 24 | 1.00 | 100.0% | 0.60 | 0.60 | |
| Statewide | | 337 | 337 | 1.00 | 100.0% | 0.62 | 0.62 | |

Gross First Year Savings (MW)

| | Standard | Ex-Ante | Ex-Post | | % Ex-Ante | |
|-------------|---------------------|----------------|----------------|-------------|-------------------|-------------|
| PA | Report Group | Gross | Gross | GRR | Gross Pass | Eval |
| | | | | | Through | GRR |
| PGE | Cold Application | 0.1 | 0.1 | 1.00 | 100.0% | |
| PGE | Hot Application | 0.0 | 0.0 | | | |
| PGE | Total | 0.1 | 0.1 | 1.00 | 100.0% | |
| SCG | Hot Application | 0.0 | 0.0 | | | |
| SCG | Total | 0.0 | 0.0 | | | |
| SDGE | Cold Application | 0.0 | 0.0 | 1.00 | 100.0% | |
| SDGE | Hot Application | 0.0 | 0.0 | | | |
| SDGE | Total | 0.0 | 0.0 | 1.00 | 100.0% | |
| | Statewide | 0.1 | 0.1 | 1.00 | 100.0% | |

Net First Year Savings (MW)

| PA | Standard Report Group | Ex-Ante Net | Ex-Post Net | NRR | % Ex-Ante | Ex-Ante NTG | Ex-Post NTG | Eval | Eval |
|-------------|--------------------------|----------------|----------------|-------------|---------------------|----------------|----------------|----------------|----------------|
| | | | | | Net Pass Through | | | Ex-Ante NTG | Ex-Post NTG |
| PGE | Cold Application | 0.1 | 0.1 | 1.00 | 100.0% | 0.63 | 0.63 | | |
| PGE | Hot Application | 0.0 | 0.0 | | | | | | |
| PGE | Total | 0.1 | 0.1 | 1.00 | 100.0% | 0.63 | 0.63 | | |
| SCG | Hot Application | 0.0 | 0.0 | | | | | | |
| SCG | Total | 0.0 | 0.0 | | | | | | |
| SDGE | Cold Application | 0.0 | 0.0 | 1.00 | 100.0% | 0.60 | 0.60 | | |
| SDGE | Hot Application | 0.0 | 0.0 | | | | | | |
| SDGE | Total | 0.0 | 0.0 | 1.00 | 100.0% | 0.60 | 0.60 | | |
| | Statewide | 0.1 | 0.1 | 1.00 | 100.0% | 0.63 | 0.63 | | |

Gross First Year Savings (MTherms)

| PA | Standard Report Group | Ex-Ante Gross | Ex-Post Gross | GRR | % Ex-Ante Gross Pass Through | Eval GRR |
|-------------|------------------------------|----------------------|----------------------|-------------|-------------------------------------|-----------------|
| PGE | Cold Application | 0 | 0 | | | |
| PGE | Hot Application | 371 | 341 | 0.92 | 0.0% | 0.92 |
| PGE | Total | 371 | 341 | 0.92 | 0.0% | 0.92 |
| SCG | Hot Application | 905 | 709 | 0.78 | 0.0% | 0.78 |
| SCG | Total | 905 | 709 | 0.78 | 0.0% | 0.78 |
| SDGE | Cold Application | 0 | 0 | | | |
| SDGE | Hot Application | 7 | 5 | 0.68 | 0.0% | 0.68 |
| SDGE | Total | 7 | 5 | 0.68 | 0.0% | 0.68 |
| | Statewide | 1,283 | 1,055 | 0.82 | 0.0% | 0.82 |

Net First Year Savings (MTherms)

| PA | Standard Report Group | Ex-Ante Net | Ex-Post Net | NRR | % Ex-Ante | Ex-Ante NTG | Ex-Post NTG | Eval | Eval |
|------------------|--------------------------|----------------|----------------|-------------|---------------------|----------------|----------------|----------------|----------------|
| | | | | | Net Pass Through | | | Ex-Ante NTG | Ex-Post NTG |
| PGE | Cold Application | 0 | 0 | | | | | | |
| PGE | Hot Application | 248 | 167 | 0.68 | 0.0% | 0.67 | 0.49 | 0.67 | 0.49 |
| PGE | Total | 248 | 167 | 0.68 | 0.0% | 0.67 | 0.49 | 0.67 | 0.49 |
| SCG | Hot Application | 543 | 348 | 0.64 | 0.0% | 0.60 | 0.49 | 0.60 | 0.49 |
| SCG | Total | 543 | 348 | 0.64 | 0.0% | 0.60 | 0.49 | 0.60 | 0.49 |
| SDGE | Cold Application | 0 | 0 | | | | | | |
| SDGE | Hot Application | 4 | 2 | 0.55 | 0.0% | 0.60 | 0.49 | 0.60 | 0.49 |
| SDGE | Total | 4 | 2 | 0.55 | 0.0% | 0.60 | 0.49 | 0.60 | 0.49 |
| Statewide | | 795 | 518 | 0.65 | 0.0% | 0.62 | 0.49 | 0.62 | 0.49 |

Appendix AB

Standardized Per Unit Savings

Per Unit (Quantity) Gross Energy Savings (kWh)

| | Standard | Pass | % ER | % ER | Average | Ex-Post | Ex-Post | Ex-Post |
|-----------|---------------------|----------------|----------------|----------------|-----------------|------------------|-------------------|-------------------|
| PA | Report Group | Through | Ex-Ante | Ex-Post | EUL (yr) | Lifecycle | First Year | Annualized |
| PGE | Hot Application | 0 | 0.0% | | 11.8 | 0.0 | 0.0 | 0.0 |
| PGE | Cold Application | 1 | 0.0% | | 11.0 | 283.1 | 25.7 | 25.7 |
| SCG | Hot Application | 0 | 0.0% | | 11.0 | 0.0 | 0.0 | 0.0 |
| SDGE | Hot Application | 0 | 0.0% | | 11.0 | 0.0 | 0.0 | 0.0 |
| SDGE | Cold Application | 1 | 0.0% | | 13.0 | 45.1 | 3.5 | 3.5 |
| SDGE | Hot Application | 1 | 0.0% | | 13.0 | 781.4 | 60.1 | 60.1 |

Per Unit (Quantity) Gross Energy Savings (Therms)

| | Standard | Pass | % ER | % ER | Average | Ex-Post | Ex-Post | Ex-Post |
|-----------|---------------------|----------------|----------------|----------------|-----------------|------------------|-------------------|-------------------|
| PA | Report Group | Through | Ex-Ante | Ex-Post | EUL (yr) | Lifecycle | First Year | Annualized |
| PGE | Hot Application | 0 | 0.0% | | 11.8 | 181.6 | 15.9 | 15.9 |
| PGE | Cold Application | 1 | 0.0% | | 11.0 | 0.0 | 0.0 | 0.0 |
| SCG | Hot Application | 0 | 0.0% | | 11.0 | 107.1 | 9.7 | 9.7 |
| SDGE | Hot Application | 0 | 0.0% | | 11.0 | 32.1 | 2.9 | 2.9 |
| SDGE | Cold Application | 1 | 0.0% | | 13.0 | 0.0 | 0.0 | 0.0 |
| SDGE | Hot Application | 1 | 0.0% | | 13.0 | 0.0 | 0.0 | 0.0 |

Per Unit (Quantity) Net Energy Savings (kWh)

| | Standard | Pass | % ER | % ER | Average | Ex-Post | Ex-Post | Ex-Post |
|-----------|---------------------|----------------|----------------|----------------|-----------------|------------------|-------------------|-------------------|
| PA | Report Group | Through | Ex-Ante | Ex-Post | EUL (yr) | Lifecycle | First Year | Annualized |
| PGE | Hot Application | 0 | 0.0% | | 11.8 | 0.0 | 0.0 | 0.0 |
| PGE | Cold Application | 1 | 0.0% | | 11.0 | 177.1 | 16.1 | 16.1 |
| SCG | Hot Application | 0 | 0.0% | | 11.0 | 0.0 | 0.0 | 0.0 |
| SDGE | Hot Application | 0 | 0.0% | | 11.0 | 0.0 | 0.0 | 0.0 |
| SDGE | Cold Application | 1 | 0.0% | | 13.0 | 27.1 | 2.1 | 2.1 |
| SDGE | Hot Application | 1 | 0.0% | | 13.0 | 468.8 | 36.1 | 36.1 |

Per Unit (Quantity) Net Energy Savings (Therms)

| | Standard | Pass | % ER | % ER | Average | Ex-Post | Ex-Post | Ex-Post |
|-----------|---------------------|----------------|----------------|----------------|-----------------|------------------|-------------------|-------------------|
| PA | Report Group | Through | Ex-Ante | Ex-Post | EUL (yr) | Lifecycle | First Year | Annualized |
| PGE | Hot Application | 0 | 0.0% | | 11.8 | 89.1 | 7.8 | 7.8 |
| PGE | Cold Application | 1 | 0.0% | | 11.0 | 0.0 | 0.0 | 0.0 |
| SCG | Hot Application | 0 | 0.0% | | 11.0 | 52.5 | 4.8 | 4.8 |
| SDGE | Hot Application | 0 | 0.0% | | 11.0 | 15.8 | 1.4 | 1.4 |
| SDGE | Cold Application | 1 | 0.0% | | 13.0 | 0.0 | 0.0 | 0.0 |
| SDGE | Hot Application | 1 | 0.0% | | 13.0 | 0.0 | 0.0 | 0.0 |