

**Residential Contractor Program Evaluation
Phase II Final Report**
Volume Three -- Appendix D:
Single Family Customer Baseline Survey

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1 Background

Today, market transformation has emerged as a central policy objective of future publicly funded energy-efficiency programs in California. Market transformation has been defined as “a reduction in market barriers due to a market intervention, as evidenced by a set of market effects that last after the intervention has been withdrawn, reduced, or changed.”¹

In order to implement this policy change, the four participating utilities have implemented the Residential Contractor Program (RCP).² The goal of the utilities is to use RCP to develop a self-sustaining contractor market for energy efficiency services in the residential retrofit and renovation / remodeling market. The specific objectives addressed by the statewide RCP are to:

Improve customer awareness and understanding of the benefits associated with energy efficiency;

Promote whole system and whole house approaches to energy efficiency in the residential sector; and

Provide standard incentives for contractors to help build self-sustaining businesses that provide diagnostic / tune-up procedures and installations of various energy efficiency measures for customers.

This report, which summarizes single-family homeowners’ knowledge, interest in energy efficiency, behaviors and attitudes when retrofitting, renovating / remodeling, is part of a comprehensive market assessment and evaluation of the Residential Contractor Program.³ The purpose of this report is to summarize key findings from research conducted with residential customers who own and live in single-family dwellings.

¹ – For a general discussion of market transformation issues, see “A Scoping Study on Energy-Efficiency Market Transformation by California Utility DSM Programs” (Eto, et.al., July 1996)

² – The four investor-owned utilities (IOUs) in California are Pacific Gas and Electric Company (PG&E), San Diego Gas & Electric (SDG&E), Southern California Edison Company (SCE), and Southern California Gas Company (SCE). These are the “four participating” utilities.

³ – The overall research project includes: 1) Process evaluation of the Program Year 1999 Residential Contractor Program, 2) Review of preceding work and finalization of the market characterization, and 3) Development and implementation of a Market Effects Tracking System.

2 Objectives

This customer research primarily supports the finalization of the market characterization from the customers' perspective. It also supports the development of market effects indicators with baseline data on customers replacing and adding equipment / materials and their level of awareness of the Residential Contractor Program (RCP) and key features and procedures associated with it.

Specifically, the single-family residential baseline customer survey seeks to:

- Determine awareness levels of the RCP, the League of California Homeowners, and the Electric and Gas Industries Association;
- Explore past purchases of HVAC equipment, insulation and windows and determine the proportions of these purchases that were replacements for existing items or new or additional purchases;
- Explore customers' reasons for replacing existing items and for purchasing new / additional items;
- Explore purchasing behavior including number of bids obtained, main concerns, concerns with uneven heating and cooling, other heating and cooling problems, questions directed to contractors, and the importance of key factors including the contractor, make (brand), features, price and terms, and energy efficiency;
- Explore whether salespersons mentioned whole system or whole house concepts;
- Explore interest in improvements that would increase energy efficiency, improve comfort, and improve health and safety;
- Explore planned energy-related improvements, including customers' perception of the need for energy efficient units, how they would find efficient units (sources of information), their perceptions of the need to improve other parts of their HVAC systems (whole system measures), their perceptions of the need to replace / upgrade / add insulation, windows, water heaters or fluorescent lighting;
- Explore their perceptions of the need to have diagnostic testing and repairs performed for their HVAC equipment and systems; and
- Explore their reactions to selected RCP concepts.

3 Methodology

To address the research objectives, 809 telephone interviews were completed with residential customers. Interviews were completed with a random sample of customers across each of the four utilities’ service areas. All survey respondents own and live in a single family home, duplex, or townhouse.

Samples drawn from SCE’s, SDG&E’s and PG&E’s customer information systems were used.⁴ As shown in Table 1, the target number of completions was met almost exactly.

Table 1
Target and actual surveys completed for each utility

Utility	Target	Actual
Southern California Edison & Southern California Gas	269	269
San Diego Gas & Electric	269	268
Pacific Gas & Electric	269	272
Total	807	809

These calls were completed in three waves (as samples were made available): SCE/SCG from October 27 to November 2; SDG&E from November 9 to 15; and PG&E from November 15 to 26.

We completed 809 telephone surveys from a valid sample of 3,292 residential customers, which represents a response rate of 24.5 % (Table 2). The “valid sample” includes all customers who were identified during the calling process who own and live in a single family home, duplex, or townhouse. As indicated by the response rate, only a portion of these targeted customers (24.5%) agreed to complete the entire survey.

Table 2
Disposition of Valid Sample (as percent of Valid Sample)

	PG&E	SCE / SCG	SDG &E	Total
Valid Sample	n=880	n=1,350	n=1,062	n=3,292
Initial refusal	54%	59%	55%	57%
Schedule a callback	10%	15%	16%	14%
Mid-interview terminate	5%	6%	4%	5%
Completed interviews	31%	20%	25%	24%
Completed Interviews	272	269	268	809

⁴ – Only three samples were used, with one representing both SCE and SCG. They serve much of the same territory and are implementing RCP jointly.

Based upon the total number of single family and townhouse households (6,694,572 based on 1990 Census data) in the four utilities' service territories, study results provide a precision of $\pm 3.4\%$ at the 95 % confidence level.⁵ A copy of the survey instrument may be found in Attachment A. A complete breakdown of each sample can be found in Attachment B.

Of the 809 survey respondents, 321 purchased a furnace, heat pump, air conditioner, attic insulation, wall insulation or windows. A total of 232 replaced existing items and 81 bought additional or "new" items.⁶

Some basic respondent demographics (number of occupants in the home, household income levels, and number of bedrooms in the home) are shown in Tables 3A, 3B, and 3C.

Table 3A
Respondents' household demographics: Number of occupants

Number of occupants in household	Percent of respondents ¹		
	Total	Occupants less than 18 years old	Occupants over 65 years old
0	0%	60%	66%
1	13%	14%	16%
2	34%	17%	16%
3	19%	5%	0%
4	17%	1%	0%
>= 5	14%	1%	0%
Don't know/ refused	3%	2%	2%
Total	100%	100%	100%
	(n = 809)	(n = 809)	(n = 809)

¹ Weighted according to each utility's percentage share of the total number of residential households served by all four utilities.

⁵ – Individual utility information: PG&E – 4,329,463 households and 271 responses provides a precision of $\pm 5.9\%$ at the 95% confidence level; SCE / SCG – 1,730,741 households and 269 respondents provides a precision of $\pm 6.0\%$ at the 95% confidence level; and SDG&E – 634,368 households and 268 respondents provides a precision of $\pm 6.0\%$ at the 95% confidence level.

⁶ – "New" in this context means a new end use was introduced to the home.

Table 3B
Respondents' household demographics: Income

Household income	Percent of respondents¹
<\$25k	10%
\$25k - \$50k	20%
\$50k - \$75k	16%
\$75k - \$100k	10%
\$100k - \$150k	7%
\$150k +	4%
Don't know/ Refused	33%
Total	100%
	(n = 809)

¹ Weighted according to each utility's percentage share of the total number of residential households served by all four utilities.

Table 3C
Respondents' household demographics: Number of bedrooms

Number of bedrooms in home	Percent of respondents¹
1	1%
2	17%
3	49%
4	23%
>= 5	9%
Don't know / refused	1%
Total	100%
	(n = 809)

¹ Weighted according to each utility's percentage share of the total number of residential households served by all four utilities.

4 Findings

This section of the report is divided into six major subsections that present the survey findings. The first subsection presents survey respondents' attitudes toward energy efficiency and compares this information, when possible, to data collected as part of the 1999 CBEE Baseline Study on Public Awareness and Attitudes Toward Energy Efficiency.⁷ The second subsection explores consumer awareness of the Electric and Gas Industries Association (EGIA) and the League of California Homeowners, as well as their awareness of RCP (RCEEP for SDG&E) and other programs that promote energy efficiency. A third subsection that explores consumer reaction to a number of RCP program offerings follows this. Next, we describe annual purchase rates for various types of energy using equipment and explore the decision-making process that lead to these purchases. Next, in the fifth subsection, we review the extent to which contractors are promoting "whole house" concepts. Finally, we conclude with a sixth subsection which explores consumer reaction to a number of energy efficiency practices and services such as ductwork testing and sealing as well as the installation of setback thermostats. Within this final subsection we also explore consumer support for various energy efficiency actions such as insulating an attic, adding wall insulation, and installing water saving showerheads.

Throughout this subsection we have purposely provided a high level of detail regarding consumer response to various survey questions for a couple of very important reasons. First, the detail gives the reader the ability to draw his or her own conclusions regarding the importance or meaning of a particular finding. Second, and more importantly, providing the full detail should facilitate future measurement efforts that seek to compare awareness, attitudes, and practices related to the RCP to the baseline information presented here.

⁷ – See CBEE Baseline Study on Public Awareness and Attitudes Toward Energy Efficiency. Completed for the CBEE by Hagler Bailly (June 18, 1999).

4.1 Attitudes Toward Energy Efficiency

In this subsection we explore consumer attitudes toward energy efficiency. When possible, we compare these attitudes to baseline information collected through the CBEE Baseline Study completed in June 1999. Areas of inquiry range from opinions of the importance of energy costs in comparison to overall household spending to self-reported knowledge of energy savings options to past efforts to save energy. We also explore consumer interest in increased efficiency, comfort, and health and safety. Key findings and supporting tables are described below. Notable findings within the subsection are often highlighted within a table in order to facilitate the review process.

- **The majority of survey respondents (60 percent) indicate that the cost of energy to operate their home—in comparison to their overall household spending—is important.** As illustrated in Table 4, 60 percent of overall respondents provided a score of 8, 9, or 10 on a 10 point scale of importance [see “Top Box” (>7)]. The mean overall rating is 7.53

Table 4
Importance of Energy Costs

Importance of energy cost in comparison to overall household spending¹

		PG&E	SCE/ SCG	SDG&E	Overall ²
Not at all	1	4%	3%	3%	4%
	2	1%	2%	2%	1%
	3	3%	3%	2%	3%
	4	2%	3%	3%	2%
	5	11%	15%	16%	13%
	6	4%	4%	6%	4%
	7	12%	9%	11%	11%
	8	21%	19%	15%	20%
	9	11%	8%	7%	10%
	Extremely	10	29%	33%	34%
Don't know		2%	1%	1%	2%
“Top Box” (>7)		61%	60%	56%	60%
Mean		7.54	7.52	7.47	7.53
(n)		(272)	(269)	(268)	(809)

¹ – Respondents were asked, “how important to you is the cost of energy to operate your home in comparison to your overall household spending?”

² – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

- **Consumer self-reported knowledge of energy savings options appears to be similar to the importance they place on household energy costs.** As illustrated in Table 5, 57 percent of overall respondents rated their “knowledge of ways to save energy” in their home an 8, 9, or 10 on a 10 point scale of knowledge [see “Top Box” (>7)]. The mean overall rating is 7.40. Both the “Top Box” percentage and mean score are comparable to the importance scores provided in Table 4.
- **Participants in this research project rated their knowledge of ways to save energy in their homes significantly higher than did participants in the 1999 CBEE Baseline Study.** As illustrated in Table 5, only 42 percent of respondents in the earlier CBEE Baseline Study provided a knowledge score of 8, 9, or 10 on a 10 point scale of knowledge [see “Top Box” (>7)]. This compares to 57 percent in this study.

Table 5
Knowledge of Energy Savings Options

How knowledgeable are you about ways to save energy in your home?

		PG&E	SCE/ SCG	SDG&E	Overall ¹	CA ²
Not at all	1	2%	2%	1%	1%	3%
	2	1%	1%	1%	1%	2%
	3	3%	4%	1%	3%	3%
	4	1%	3%	3%	1%	4%
	5	15%	16%	11%	15%	22%
	6	9%	6%	4%	8%	8%
	7	10%	14%	16%	12%	15%
	8	26%	21%	30%	25%	22%
	9	13%	9%	10%	12%	7%
Extremely	10	18%	22%	22%	20%	13%
Don't know		2%	2%	1%	2%	1%
“Top Box” (>7)		57%	52%	62%	57%	42%
Mean		7.40	7.27	7.70	7.40	6.71
(n)		(272)	(269)	(268)	(809)	(1170)

¹ – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

² – CBEE Baseline Study on Public Awareness and Attitudes Toward Energy Efficiency, prepared for CBEE by Hagler Bailly (June 18, 1999)

- **Consumer ratings of their overall efforts to save energy in their homes appear to be somewhat out of sync with the importance they place on household energy costs.** As illustrated in Table 6, just 48 percent of respondents rated their “efforts to save energy” in their home an 8, 9, or 10 on a 10 point scale [see “Top Box” (>7)]. The mean overall rating is 6.99. Both the “Top Box” percentage and mean score are considerably lower than the importance scores provided in Table 4.

- **Participants in this research project rate their efforts to save energy in their homes significantly higher than did participants in the 1999 CBEE Baseline Study.** As illustrated in Table 6, only 36 percent of respondents in the earlier CBEE Baseline Study rated their efforts an 8, 9, or 10 on a 10 point scale [see “Top Box” (>7)]. This compares to 48 percent in this study.

Table 6
Efforts to Save Energy

How would you rate your overall efforts to save energy in your home?

		PG&E	SCE/ SCG	SDG&E	Overall ¹	CA ²
Not done much	1	3%	3%	2%	3%	5%
	2	3%	3%	2%	3%	4%
	3	3%	3%	3%	3%	3%
	4	6%	3%	2%	5%	4%
	5	12%	15%	17%	13%	21%
	6	9%	10%	8%	9%	12%
	7	15%	15%	13%	15%	14%
	8	25%	16%	22%	22%	17%
	9	10%	7%	6%	9%	6%
Done almost everything	10	13%	24%	24%	17%	13%
Don't know		1%	1%	1%	1%	1%
“Top Box” (>7)		48%	47%	52%	48%	36%
Mean		6.91	7.08	7.27	6.99	6.54
(n)		(272)	(269)	(268)	(809)	(1170)

¹ – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

² – CBEE Baseline Study on Public Awareness and Attitudes Toward Energy Efficiency, prepared for CBEE by Hagler Bailly (June 18, 1999)

- **When asked (unaided) to name energy efficiency improvements that could be made to lower energy bills, survey respondents most frequently mention 1) insulating ceilings and walls, installing energy efficient double pane windows, insulating water heaters and pipes, and weather-stripping and caulking.** As illustrated in Table 7, 15 percent or more of survey respondents identified each of these measures as an improvement that would reduce home energy bills.

- **Compared to participants in the 1999 CBEE Baseline Study, survey respondents were more likely to mention many of the energy savings opportunities outlined in Table 7.** As illustrated in the Table, in comparison to 1999 CBEE Baseline Study participants, respondents were more likely to mention such things as ceiling and wall insulation, energy efficient double pane windows, and water heater and pipe insulation.

Table 7
Unaided Understanding of Possible Energy Savings Options¹

If someone had high energy bills in their home, what are some of the energy efficiency improvements you can think of that they might make to lower their energy bills?

	PG&E	SCE/ SCG	SDG&E	Overall ²	CA ³
Insulate ceilings and walls	44%	23%	25%	37%	31%
EE double pane windows	43%	25%	25%	37%	19%
Insulate water heater & pipes	20%	21%	18%	20%	14%
Weather-stripping or caulking	17%	12%	9%	15%	23%
EE refrigerator	11%	11%	15%	11%	7%
EE central heating	11%	6%	8%	10%	5%
None mentioned	9%	13%	12%	10%	33%
Seal and insulate ductwork	7%	7%	3%	7%	9%
EE front loading clothes washer	6%	6%	5%	6%	4%
Programmable thermostat	6%	6%	6%	6%	10%
EE central air	4%	10%	8%	6%	5%
Turn off lights	4%	7%	5%	5%	0%
Compact fluorescent light bulbs	3%	6%	11%	5%	8%
EE fluorescent fixtures, hardwire	4%	3%	4%	4%	5%
Adjust thermostat up or down	2%	7%	3%	4%	0%
EE heat pump	3%	2%	4%	3%	4%
(n)	(272)	(269)	(267)	(809)	(1170)

¹ – Only energy savings options mentioned by at least 4 percent of respondents overall are listed.

² – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

³ – CBEE Baseline Study on Public Awareness and Attitudes Toward Energy Efficiency, prepared for CBEE by Hagler Bailly (June 18, 1999)

- **As illustrated in Tables 8, 9 and 10, survey respondents show a fair amount of interest in making home improvements which will increase the energy efficiency, comfort, or health and safety of their homes.** As illustrated in these three Tables, 45, 46, and 55 percent of respondents rate their interest in improving energy efficiency, comfort, and health and safety an 8, 9, or 10 on a 10 point scale, respectively.
- **As illustrated in Tables 8, 9 and 10, only about one in every five survey respondents expressed complete disinterest in improving the energy efficiency, comfort, and health and safety of their homes.** As illustrated in the three tables, 22, 22, and 19 percent of respondents said they are “not at all” interested in making energy efficiency, comfort, or health and safety improvements to their homes, respectively.

Table 8
Interest in Making Improvements to Home
that Would Increase its Energy Efficiency

		PG&E	SCE/ SCG	SDG&E	Overall ¹
Not at all	1	21%	23%	26%	22%
	2	2%	3%	3%	2%
	3	3%	2%	2%	3%
	4	1%	3%	1%	2%
	5	12%	13%	13%	12%
	6	5%	4%	4%	5%
	7	8%	4%	8%	7%
	8	9%	13%	14%	11%
	9	7%	6%	8%	6%
Extremely	10	30%	27%	20%	28%
Don't know		2%	2%	1%	2%
“Top Box” (>7)		46%	46%	42%	45%
Mean		6.32	6.02	5.76	6.19
(n)		(272)	(269)	(268)	(809)

¹ – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

Table 9
Interest in Making Improvements to Home
that Would Improve Your Comfort

		PG&E	SCE/ SCG	SDG&E	Overall ¹
Not at all	1	20%	26%	27%	22%
	2	3%	2%	3%	3%
	3	3%	2%	2%	3%
	4	1%	1%	2%	1%
	5	11%	12%	15%	12%
	6	4%	4%	2%	3%
	7	9%	7%	7%	8%
	8	11%	12%	15%	11%
	9	8%	5%	5%	7%
Extremely	10	28%	28%	21%	28%
Don't know		2%	1%	1%	2%
"Top Box" (>7)		47%	45%	41%	46%
Mean		6.33	5.96	5.60	6.16
(n)		(272)	(269)	(268)	(809)

¹ – Weighted according to each utility's percentage share of the total number of residential customers served by all four IOUs.

Table 10
Interest in Making Improvements to Home
that Would Improve Your Health and Safety

		PG&E	SCE/ SCG	SDG&E	Overall ¹
Not at all	1	17%	23%	20%	19%
	2	1%	2%	2%	1%
	3	1%	2%	2%	2%
	4	2%	1%	2%	2%
	5	10%	10%	15%	10%
	6	5%	2%	2%	4%
	7	4%	4%	7%	4%
	8	12%	10%	11%	12%
	9	7%	8%	9%	7%
Extremely	10	38%	35%	28%	36%
Don't know		3%	3%	2%	3%
"Top Box" (>7)		57%	53%	48%	55%
Mean		6.94	6.49	6.30	6.76
(n)		(272)	(269)	(268)	(809)

¹ – Weighted according to each utility's percentage share of the total number of residential customers served by all four IOUs.

4.2 Awareness of Organizations and Programs

In this subsection we explore consumer awareness of the Electric and Gas Industries Association (EGIA) and the League of California Homeowners. We also explore consumer awareness of the RCP program (REECP for SDG&E) and various other programs that promote energy efficiency. Key findings and supporting tables are described below. Notable findings within the subsection are often highlighted within a table in order to facilitate the review process.

- One of every four PG&E customer respondents said they are aware of the Electric and Gas Industries Association (EGIA).** However, as illustrated in Table 11, few of these “aware” respondents are able to provide any specific information about what they have heard about EGIA. Just over 60 percent of this “aware” group said they are also aware that EGIA has lists of qualified contractors.

Table 11
Awareness of Electric and Gas Industries Association (EGIA)

	PG&E
Aware of Electric and Gas Industries Association (EGIA)?	25%
(n)	(272)
What have you heard?¹	
Nothing specific	42%
Don't Know	16%
Give input about EE/education	17%
Offer discounts	12%
Offer loans to improve EE	4%
Work for electric company	3%
Send info about other suppliers	3%
Has a monopoly on rates	1%
Other	1%
(n)	(69)
Aware EGIA has lists of qualified contractors?¹	61%
(n)	(69)

¹ – Only respondents who said they are aware of the Electric and Gas Industries Association were asked this question.

- **Nearly one of every four SCE/SCG customer respondents and 13 percent of SDG&E customer respondents said they are aware of the League of California Homeowners.** However, as illustrated in Table 12, nearly all of these “aware” respondents were unable to identify what they have heard about the organization. Just less than one-third of this “aware” group said they are also aware that the League has lists of qualified contractors.

Table 12
Awareness of League of California Homeowners

	SCE/ SCG	SDG&E
Aware of League of California Homeowners?	24%	13%
(n)	(269)	(268)
What have you heard?¹		
Nothing specific	74%	69%
Don't Know	19%	23%
Other	8%	9%
(n)	(65)	(35)
Aware League has lists of qualified contractors¹	28%	31%
(n)	(65)	(35)

¹ – Only respondents who said they are aware of the League of California Homeowners were asked this question.

- **Few survey respondents are aware of the RCP or REECP program.** As illustrated in Tables 13 and 14, PG&E customer respondents show the highest level of awareness (15%) while SCE/SCG customer respondents show the lowest level of awareness (5%).
- **Even the small group of survey respondents who indicate some awareness of the RCP or REECP program have little understanding of what the program offers.** Similar to questions asked about EGIA and the California League of Homeowners, few respondents are able to communicate what it is they have heard about either of these energy efficiency programs.

Table 13
Awareness of Residential Contractor Program (RCP)

	PG&E	SCE/ SCG
Aware of Residential Contractor Program?	15%	5%
(n)	(272)	(269)
What have you heard?¹		
Nothing specific	38%	43%
EE/Energy audits	28%	21%
Charge based on income	15%	7%
PG&E approved contractors	13%	0%
Don't Know	5%	14%
Do remodeling/code compliance	5%	7%
Offer rebates on appliances	5%	7%
(n)	(40)	(14)

¹ – Only respondents who said they are aware of the Residential Contractor Program were asked this question.

Table 14
Awareness of Residential Energy Efficiency Contractor Program (REECP)

	SDG&E
Aware of Residential Energy Efficiency Contractor Program?	10%
(n)	(268)
What have you heard?¹	
Don't know	28%
Energy audits	25%
Nothing specific	21%
Install insulation/weather-stripping	18%
Energy efficiency	7%
Teach how to save energy	4%
PG&E approved contractors	4%
(n)	(28)

¹ – Only respondents who said they are aware of the Residential Energy Efficiency Contractor Program were asked this question.

- Overall awareness of utility sponsored voucher programs for energy efficiency improvements is relatively high—44 percent of survey respondents said they are aware of these programs.** However, similar to the follow-up questions asked for other organizations and programs, a very large percentage of respondents who said they are aware of the voucher programs were unable to say what they have heard about the programs (Table 15).

Table 15
Awareness of Utility Sponsored Voucher Program
for Energy Efficiency Improvements¹

	PG&E	SCE/ SCG	SDG&E	Overall ²
Aware of Utility Sponsored Voucher Program for EE Improvements?	47%	44%	24%	44%
(n)	(272)	(269)	(268)	(809)
What have you heard?³				
Nothing specific	49%	64%	41%	53%
Don't Know	10%	9%	3%	10%
Rebate for appliance, furnace, etc.	13%	1%	16%	10%
Help elderly, low-income w. bills	6%	4%	6%	5%
Install insulation/weather-stripping	6%	0%	5%	5%
Energy audits	7%	0%	3%	5%
Rebate for EE refrigerator	1%	10%	13%	4%
(n)	(128)	(119)	(64)	(311)

¹ – Only responses provided by at least 4 percent of survey respondents overall are listed.

² – Weighted according to each utility's percentage share of the total number of residential customers served by all four IOUs.

³ – Only respondents who said they are aware of a utility sponsored program that provides incentive vouchers to pay part of the cost of making several types of energy efficiency improvements were asked this question.

4.3 Response to RCP Program Offerings

In this subsection we explore consumer response to a number of RCP program offerings. First, we explore consumers’ perceived need for heating and cooling system adjustments as well as basic and advanced heating and cooling diagnostic services. Next, we examine consumer reaction to duct testing and repair services, including the concept of including performance testing to ensure duct repair and sealing is done properly. Finally, we analyze consumer reaction to the possibility of being asked to sign a release promising to make needed repairs if gas equipment is found to be a safety hazard, or have the equipment shut off. Key findings and supporting tables are described below. Notable findings within the subsection are often highlighted within a table in order to facilitate the review process.

- **One of every five survey respondents said they “probably need” a cooling system tune-up that includes checking and adjusting the Freon and airflow.** However, as illustrated in Table 16, over one-half of overall respondents said that they do “NOT” need such a service.

Table 16
Perceived need for tune-up that includes adjusting Freon and air-flow for cooling system¹

	PG&E	SCE/ SCG	SDG&E	Overall ²
Need for <u>tune-up</u> that includes checking and adjusting the freon and air-flow in your <u>cooling</u> system				
NOT needed	59%	43%	63%	54%
MIGHT BE needed	17%	27%	20%	21%
PROBABLY needed	19%	24%	13%	20%
Don’t Know/Not Sure	5%	6%	4%	5%
(n)	(105)	(156)	(94)	(355)

¹ – Only respondents who said they have a central air conditioner or central heat pump were asked this question.

² – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

- While 23 percent of survey respondents said they “probably need” a basic heating and cooling diagnostic and tune-up service, only 12 percent said they “probably need” an advanced service (one that also includes a duct leakage testing and sealing service). As illustrated in Table 17 and 18, over one-half of survey respondents said the do “NOT” need these services.

Table 17
Perceived need for Residential Contractor Program
basic heating and cooling diagnostic and tune-up service¹

	PG&E	SCE/ SCG	SDG&E	Overall ²
Need for Residential Contractor Program <u>basic</u> heating and cooling diagnostic and tune-up service				
NOT needed	56%	42%	49%	51%
MIGHT BE needed	12%	34%	31%	21%
PROBABLY needed	27%	19%	14%	23%
Don’t Know/Not Sure	5%	5%	6%	5%
(n)	(105)	(156)	(94)	(355)

¹ – Only respondents who said they have a central air conditioner or central heat pump were asked this question.

² – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

Table 18
Perceived need for Residential Contractor Program
advanced heating and cooling diagnostic and tune-up service

	PG&E	SCE/ SCG	SDG&E	Overall ¹
Need for Residential Contractor Program <u>basic</u> heating and cooling diagnostic and tune-up service, <u>PLUS</u> a duct leakage testing and sealing service				
NOT needed	60%	52%	62%	58%
MIGHT BE needed	20%	29%	22%	23%
PROBABLY needed	12%	14%	9%	12%
Don’t Know/Not Sure	8%	5%	7%	7%
(n)	(272)	(269)	(268)	(809)

¹ – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

- **Just 16 percent of survey respondents said they “probably need” to have their heating and cooling ducts tested for leaks and then have the leaks sealed.** As illustrated in Table 19, an additional 21 percent said they “might” have a need for such a service while 43 percent said they do “NOT” need this type of service.

Table 19
Perceived need for having heating and cooling ducts tested for leaks and then having any leaks sealed

	PG&E	SCE/ SCG	SDG&E	Overall ¹
Need for having heating and cooling ducts tested for leaks and then having any leaks sealed				
NOT needed	40%	48%	43%	43%
MIGHT BE needed	19%	25%	25%	21%
PROBABLY needed	17%	16%	10%	16%
Don’t Know/Not Sure	5%	5%	6%	5%
Do not have ductwork	19%	6%	16%	15%
(n)	(272)	(269)	(268)	(809)

¹ – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

- **While consumers are somewhat reluctant to endorse duct testing and repair services, they show modest levels of support for including PERFORMANCE TESTING as part of the service.** As illustrated in Table 20, 39 percent of respondents said PERFORMANCE TESTING is a good idea.

Table 20
Reaction to Residential Contractor Program concept of including PERFORMANCE TESTING to ensure duct repair and sealing was done properly¹

	PG&E	SCE/ SCG	SDG&E	Overall ²
Reaction to concept of including PERFORMANCE TESTING to ensure proper duct repair and sealing				
Good idea	40%	36%	40%	39%
Don’t Know	35%	36%	35%	35%
Not interested/not needed	14%	13%	14%	14%
(n)	(272)	(269)	(268)	(809)

¹ – Only reactions provided by at least 4 percent of survey respondents overall are listed.

² – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

- **Nearly 40 percent of survey respondents said they thought being asked to sign a release promising to make needed repairs if gas equipment is found to be a safety hazard (or have the equipment shut off) was a “good idea.”** As illustrated in Table 21, 11 percent of respondents said they “don’t like the idea” while 21 percent said they “don’t know” if they like the idea.

Table 21
Reaction to signing a RELEASE promising to make needed repairs if gas equipment is found to be a safety hazard, or have equipment shut off¹

	PG&E	SCE/ SCG	SDG&E	Overall ²
Reaction to concept of signing a <u>RELEASE</u> to make needed repairs				
Good idea	44%	22%	38%	38%
Don’t Know	20%	23%	24%	21%
Don’t like idea	9%	15%	12%	11%
Would make repairs	2%	20%	3%	7%
Don’t care/don’t need	6%	3%	4%	5%
Depends on cost	5%	3%	5%	5%
Don’t have gas water heater/furnace	6%	3%	5%	5%
	(n)	(272)	(269)	(268)
				(809)

¹ – Only reactions provided by at least 4 percent of survey respondents overall are listed.

² – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

4.4 Equipment Purchase Rates and Decision Making

In this subsection we explore the decision-making process consumers go through when purchasing various types of energy using equipment and related products. First, we establish annual equipment purchase rates for major end-uses such as central forced air furnaces and central air conditioners. Next, we consider reasons why consumers are replacing or adding new HVAC equipment, insulation, and windows as well as their “main” concerns when looking for and choosing this equipment. Next, for various types of purchases (HVAC, insulation, windows) we analyze the number of bids received and the relative importance of various factors (e.g., contractor, make or brand of equipment, product features, installed price/terms and energy efficiency) in the purchasing process. Finally, we end the subsection with a discussion of other areas survey respondents’ inquired about during the purchase process.

- **Annual equipment replacement rates vary from a high of 4.52 percent for windows to a low of 0.09 percent for central forced-air heat pumps.** As illustrated in Table 22, annual purchase rates for most major residential end-uses generally fall between 1 and 2 percent per year. These purchase rates appear to be very low and, if correct, imply very long equipment useful lives.

Table 22
Annual Purchase Rates — equipment replacements and new end-uses

	PG&E	SCE/ SCG	SDG&E	Overall ¹
Central Forced-Air Furnace				
Replacement Rate	2.75%	1.23%	1.23%	2.21%
New End-Use Rate	0.50%	0.38%	0.71%	0.50%
Central Forced-Air Heat Pump				
Replacement Rate	0.07%	0.12%	0.07%	0.09%
New End-Use Rate	0.12%	0.12%	0.00%	0.12%
Central Air Conditioner				
Replacement Rate	1.10%	1.10%	0.71%	1.06%
New End-Use Rate	1.03%	0.97%	0.97%	1.01%

Table 22 (Continued)
Annual Purchase Rates — equipment replacements and new end-uses

	PG&E	SCE/ SCG	SDG&E	Overall ¹
Ceiling or Wall Insulation				
Replacement Rate	1.79%	0.83%	1.04%	1.48%
New End-Use Rate	2.05%	1.29%	1.69%	1.81%
Windows				
Replacement Rate	5.18%	3.23%	3.57%	4.52%
New End-Use Rate	0.12%	0.26%	0.38%	0.19%
	(n)	(272)	(269)	(268)
		(269)	(268)	(809)

¹ – Weighted according to each utility’s percentage share of the total number of residential customers served by all four IOUs.

- **The most frequently mentioned reason for replacing Insulation and Windows is to improve energy efficiency while HVAC equipment is most commonly replaced because the old unit broke down.** As illustrated in Table 23, overall reasons for replacement mentioned by at least 10 percent of respondents who recently replaced equipment include 1) the desire for more energy efficient equipment, 2) aging or broke down old equipment, 3) a desire to update the style or appearance, and 4) the fact that the old unit required too many repairs.

Table 23
Reason(s) for Replacing Item¹

Reason	HVAC ²	Insulation	Windows	Overall ³
Wanted to improve energy efficiency	17%	25%	31%	26%
Old unit broke down	39%	4%	21%	24%
Unit was getting old	25%	17%	15%	18%
Wanted to update style/appearance	2%	0%	20%	13%
Old unit required too many repairs	6%	13%	13%	11%
Remodeling and needed to replace	2%	25%	10%	9%
Wanted quieter unit/noise reduction	2%	4%	8%	6%
Don’t know/Don’t recall	3%	17%	4%	5%
	(n)	(64)	(24)	(144)
		(64)	(24)	(232)

¹ – Only responses provided by at least 4 percent of survey respondents overall are listed.

² – Includes furnaces, heat pumps, and central air conditioners.

³ – Weighted according to each utility’s percentage share of the total number of residential customers served by all four investor owned utilities.

- **The most frequently mentioned reason for *adding* Insulation is because there was not enough of it previously while windows are typically added to increase the amount of natural light brought into a home or because of an addition.** As illustrated in Table 24, HVAC equipment is most commonly added to increase occupant comfort—especially for air conditioning. With the exception of insulation, “energy efficiency” is rarely a reason for adding new equipment.

Table 24
Reason(s) for Adding Item¹

Reason	HVAC²	Insulation	Windows	Overall³	
Don't know/Don't recall	21%	16%	10%	17%	
Did not have enough insulation	0%	32%	10%	16%	
Comfort/it's too hot/it's too cold	21%	11%	0%	14%	
Did not have A/C/insulation	24%	5%	0%	12%	
Energy efficiency	3%	21%	0%	11%	
Remodeled and needed to add	6%	11%	10%	9%	
Added more space onto home	3%	5%	30%	7%	
Did not have a furnace	12%	0%	0%	5%	
Wanted more light/more windows	0%	0%	30%	4%	
Service was free	3%	5%	0%	4%	
	(n)	(33)	(38)	(10)	(81)

¹ – Only responses provided by at least 4 percent of survey respondents overall are listed.

² – Includes furnaces, heat pumps, and central air conditioners.

³ – Weighted according to each utility’s percentage share of the total number of residential customers served by all four investor owned utilities.

- **Consumers are most concerned about energy efficiency (also referred to as energy cost/energy savings) when replacing old equipment.** As illustrated in Table 25, over one-third of overall survey respondents said one of their main concerns during the replacement process was energy efficiency. Other commonly mentioned concerns during the replacement process include: cost or initial price; durability and reliability; and aesthetics, style, and design.
- **Proper sizing of equipment and safety were rarely mentioned by survey respondents as a concern during the replacement process.** As illustrated in Table 25, proper sizing is mentioned by 8 percent of respondents who replaced HVAC equipment and 5 percent of respondents replacing windows. Only 2 percent of those replacing HVAC equipment and 6 percent of those replacing windows mentioned safety as a concern.

Table 25
Main Concern when Looking for and Choosing a Replacement Item¹

	HVAC ²	Insulation	Windows	Overall ³	
Reason					
EE/energy cost/energy savings	33%	38%	35%	35%	
Cost/initial price	22%	17%	19%	20%	
Durability/reliability	19%	0%	12%	13%	
Aesthetics/style/design	3%	0%	19%	13%	
Quality of construction	8%	8%	12%	10%	
Don't know/Don't recall	13%	29%	6%	10%	
Proper size	8%	0%	5%	5%	
Safety	2%	0%	6%	4%	
Other	8%	0%	4%	4%	
	(n)	(64)	(24)	(144)	(232)

¹ – Only responses provided by at least 4 percent of survey respondents overall are listed.

² – Includes furnaces, heat pumps, and central air conditioners.

³ – Weighted according to each utility's percentage share of the total number of residential customers served by all four investor owned utilities.

- **While energy efficiency is not a major motivation for adding new equipment (see Table 24), it is a major concern once the decision to add new equipment is made.** As illustrated in Table 26, just less than one-third of overall survey respondents cited energy efficiency (also referred to as energy cost/energy savings) as a main concern during the new equipment purchase process.

Table 26
Main Concern when Looking for and Choosing a New Unit¹

	HVAC ²	Insulation	Windows	Overall ³	
Reason					
EE/energy cost/energy savings	36%	29%	30%	32%	
Don't know/Don't recall	30%	29%	30%	30%	
Cost/initial price	18%	11%	10%	14%	
Proper size	15%	3%	0%	7%	
Quality of contractor	3%	11%	0%	6%	
Noise reduction	3%	3%	20%	5%	
Durability/reliability	3%	5%	0%	4%	
Safety	3%	5%	0%	4%	
Aesthetics/style/design	6%	0%	10%	4%	
Comfort	3%	5%	0%	4%	
	(n)	(33)	(38)	(10)	(81)

¹ – Only responses provided by at least 4 percent of survey respondents overall are listed.

² – Includes furnaces, heat pumps, and central air conditioners.

³ – Weighted according to each utility's percentage share of the total number of residential customers served by all four investor owned utilities.

- **Across all equipment types, only about one-half of consumers purchasing new or replacement equipment seek out multiple bids.** Most consumers do not seek competitive bids at all (29%) or simply ask a single contractor to provide them with a bid (22%). As illustrated in Table 27, consumers seek out three or more bids only about one-fourth of the time.
- **On average, consumers are most likely to seek out multiple bids when replacing or adding HVAC equipment (mean of 1.86 bids) and least likely to seek out multiple bids when replacing or adding insulation (mean of 1.09 bids).**

Table 27
Number of Bids Obtained¹

Number	HVAC ²	Insulation	Windows	Overall ³
None	23%	44%	27%	29%
One	23%	14%	24%	22%
Two	15%	17%	17%	17%
Three or more	28%	14%	27%	24%
Don't know	11%	11%	5%	8%
Mean	1.86	1.09	1.63	1.60
(n)	(102)	(64)	(155)	(321)

¹ – Includes those respondents who replaced item(s) and those who added new item(s).

² – Includes furnaces, heat pumps, and central air conditioners.

³ – Weighted according to each utility’s percentage share of the total number of residential customers served by all four investor owned utilities.

- **Survey respondents rate “energy efficiency” as the most important factor in the HVAC, insulation, and windows purchase decision-making processes.** As illustrated in Table 28, the mean importance rating for energy efficiency ranges from 7.93 for windows to 8.11 for insulation.
- **After efficiency, HVAC purchasers place the most importance on “total installed price and terms” and “choice of contractor.”** As illustrated in Table 28, features of specific models are relatively unimportant. (Table 29 provides further details).
- **After efficiency, insulation purchasers place the most importance on “choice of contractor” during the purchase process.** As illustrated in Table 28, the make or brand of insulation is relatively unimportant. (Table 30 provides further details).
- **After efficiency, window purchasers place the most importance on “total installed price and terms” during the purchase process.** As illustrated in Table

28, window purchasers place relatively low importance on the window make or brand. (Table 31 provides further details).

Table 28
Importance of Various Factors in Purchase Process

	Mean Score ¹				
	Choice of Contractor	Make or Brand	Features of Specific Model	Total Installed Price and Terms	Energy Efficiency
HVAC ²	7.65	6.48	6.32	7.66	8.03
(n)	(102)	(102)	(102)	(102)	(102)
Insulation	7.53	5.60	6.35	6.96	8.11
(n)	(64)	(64)	(64)	(64)	(64)
Windows	6.92	6.07	7.21	7.69	7.93
(n)	(155)	(155)	(155)	(155)	(155)

¹ – Mean score on a scale of 1 to 10, with 1 meaning “not at all” important and 10 meaning “extremely” important.

² – Includes furnaces, heat pumps, and central air conditioners.

Table 29
Importance of Various Factors in HVAC¹ Purchase Process

		Choice of Contractor	Make or Brand	Features of Specific Model	Total Installed Price and Terms	Energy Efficiency
Not at all	1	9%	9%	12%	10%	6%
	2	0%	6%	2%	2%	1%
	3	0%	7%	7%	0%	0%
	4	4%	4%	1%	0%	2%
	5	5%	8%	13%	5%	6%
	6	4%	2%	4%	2%	5%
	7	7%	9%	7%	11%	9%
	8	17%	16%	10%	13%	10%
	9	6%	4%	3%	8%	10%
Extremely	10	35%	23%	23%	36%	42%
Don't know		13%	12%	18%	13%	9%
“Top Box” (>7)		58%	43%	36%	57%	62%
Mean		7.65	6.48	6.32	7.66	8.03
(n)		(102)	(102)	(102)	(102)	(102)

¹ – Includes furnaces, heat pumps, and central air conditioners.

Table 30
Importance of Various Factors in Insulation Purchase Process

		Choice of Contractor	Make or Brand	Features of Specific Model	Total Installed Price and Terms	Energy Efficiency
Not at all	1	12%	17%	12%	16%	6%
	2	0%	6%	3%	0%	0%
	3	0%	8%	3%	0%	2%
	4	2%	0%	2%	1%	3%
	5	3%	6%	5%	5%	5%
	6	0%	2%	0%	1%	2%
	7	5%	6%	14%	14%	3%
	8	9%	17%	11%	8%	12%
	9	3%	8%	6%	9%	16%
Extremely	10	36%	11%	16%	27%	39%
Don't know		30%	19%	28%	19%	12%
"Top Box" (>7)		48%	36%	33%	44%	67%
Mean		7.53	5.60	6.35	6.96	8.11
(n)		(64)	(64)	(64)	(64)	(64)

Table 31
Importance of Various Factors in Window Purchase Process

		Choice of Contractor	Make or Brand	Features of Specific Model	Total Installed Price and Terms	Energy Efficiency
Not at all	1	15%	16%	10%	7%	5%
	2	1%	3%	3%	1%	2%
	3	2%	3%	1%	1%	2%
	4	0%	5%	3%	2%	3%
	5	6%	15%	8%	9%	5%
	6	1%	6%	3%	3%	2%
	7	9%	5%	5%	5%	10%
	8	13%	12%	22%	22%	17%
	9	10%	8%	11%	11%	9%
Extremely	10	27%	19%	27%	32%	41%
Don't know		16%	8%	7%	7%	4%
"Top Box" (>7)		50%	39%	60%	65%	67%
Mean		6.92	6.07	7.21	7.69	7.93
(n)		(155)	(155)	(155)	(155)	(155)

In order to further understand the equipment addition and replacement decision making process we asked consumers about the extent to which various concerns or issues were discussed during the process. We also asked all purchasers—HVAC, insulation, windows—whether or not they discussed any heating or cooling problems during the purchase process. Finally, we specifically asked each respondent if they asked their contractor about energy efficiency or possible energy bill savings. We followed this up with two specific questions about what they asked the contractor about energy efficiency and how the contractor responded. Key findings are described below.

- **About one of every ten respondents who recently replaced or added equipment asked their contractor(s) about fixing uneven heating or cooling problems within their home.** As further illustrated in Table 32, few respondents were able to recall any other heating or cooling problems they asked contractors about.
- **Overall, 35 percent of recent purchasers specifically asked about energy efficiency or possible savings on energy bills during the equipment selection and purchase process.** The level of inquiry ranged from a high of 55 percent for those replacing or adding HVAC equipment to a low of 16 percent for those replacing or adding insulation (Table 32).

Table 32
Areas of Inquiry Among Purchasers¹

	HVAC ²	Insulation	Windows	Overall ³
Percent who asked about fixing uneven heating or cooling	16%	13%	12%	13%
Other heating or cooling problems asked about⁴				
Don't know/Not sure	51%	55%	65%	58%
None/Nothing	18%	19%	8%	13%
Home insulation	1%	14%	7%	6%
Heating ducts/cooling ducts	10%	2%	4%	5%
Cost of heating	6%	5%	5%	5%
Percent who asked about EE or possible savings on energy bills	55%	16%	30%	35%
(n)	(102)	(64)	(155)	(321)

¹ – Includes those respondents who replaced item(s) and those who added new item(s).

² – Includes furnaces, heat pumps, and central air conditioners.

³ – Weighted according to each utility's percentage share of the total number of residential customers served by all four investor owned utilities.

⁴ – Only responses provided by at least 4 percent of survey respondents overall are listed.

- **The largest percentage of consumers who asked a contractor about energy efficiency or possible bill savings could not recall the specific issue they asked about.** As illustrated in Table 33, consumers who could recall what they asked about were most likely to ask if “the savings will be realized” and “is unit energy efficient.”

- **Many consumers could not recall how their contractor responded to their question(s) about energy efficiency or possible bill savings.** As illustrated in Table 33, about one of every five contractors confirmed that the product or practice “will lower the bill” and 17 percent confirmed that the product or practice is “energy efficient.”

Table 33
Type of Inquiries about Energy Efficiency or Possible Bill Savings¹

	Overall
What did consumer ask contractor?	
Don't recall/Don't know	28%
Will savings be realized	22%
Is unit energy efficient	21%
Will it work in my home	9%
Comparison of energy savings	7%
Other	7%
Windows	5%
(n)	(697)
How did contractor respond	
Don't recall/Don't know	32%
Will lower bill	21%
Unit is efficient	17%
Recommend correct windows	8%
Recommend other EE improvements	6%
Need insulation	5%
Other	5%
(n)	(697)

¹ – Only respondents who said they asked about energy efficiency or possible savings on your energy bills.

4.5 Promotion of “Whole House” Concepts

Salespeople are in a position to talk to the consumer about issues or concepts such as a “whole house” approach to energy efficiency. In order to understand the salesperson’s role, and the extent to which they promote “whole house” concepts, we asked respondents who purchased HVAC equipment whether or not their contractor(s) discussed a number of important issues. We ended the question series by explaining the “whole house” concept to survey respondents and assessing their reaction to it. Key findings are described below.

- **Survey respondents report that sales personnel most frequently mention the need to properly size HVAC equipment (58% of the time) and also frequently recommend installing a programmable or set-back thermostat (51 percent of the time).** However, as illustrated in Table 34, a relatively small percentage of respondents said their salesperson mentioned other more comprehensive services such as duct testing and sealing, and replacing windows or adding ceiling or wall insulation as methods of permitting the down sizing of HVAC equipment.

Table 34
Areas of HVAC¹ Salesperson Solicitation²

	Percent of Respondents
Salesperson recommended testing the ductwork for leaks and sealing it if needed	32%
Salesperson mentioned properly sizing the unit	58%
Salesperson mentioned installing a programmable set-back thermostat	51%
Salesperson mentioned replacing windows with new, energy efficient ones so respondent could save energy and get a smaller, less expensive unit	16%
Salesperson mentioned insulating ceiling or walls so respondent could save energy and get a smaller, less expensive unit	10%
(n)	(102)

1 – Includes furnaces, heat pumps, and central air conditioners.

2 – Includes those respondents who replaced units and those who added new units.

- **After hearing a description of a “whole house” approach, nearly one-half of survey respondents who recently purchased HVAC equipment said the approach sounded “cost effective.”** As illustrated in Table 35, the next largest percentage of survey respondents said this type of approach sounded “much too costly.” Only 12 percent said they did not know or were not sure about the approach.

Table 35
Respondent Reaction to “Whole House” Approach¹

	Percent of HVAC Respondents
Does the “whole house” approach sound cost-effective or does it sound much too costly?	
Cost-effective	48%
Much too costly	40%
Don’t know/Not sure	12%
(n)	(102)

¹ – Respondent was told that five measures – testing and sealing ducts; sizing heating and cooling units properly; installing a programmable thermostat; putting in energy-efficient windows; insulating ceiling and walls – are all part of a “whole house” approach to energy efficiency.

4.6 Reaction to Energy Efficiency Practices and Services

In this final subsection we explore consumer reaction to a number of energy-related practices and services. Issues discussed range from consumers’ perceived need to additional ceiling and wall insulation to their perceived need for a more energy efficient furnace to their perceived need to water saving showerheads. Respondents were first asked about a number of HVAC-related products and services and then they were asked about various other energy-related products and services. Key findings are described below.

- PG&E and SDG&E survey respondents are most likely to see a need for ductwork testing when installing a furnace.** As illustrated in Table 36, between 15 and 23 percent perceive a need for a more energy efficient furnace while 13 to 16 percent said they “probably need” a programmable or setback thermostat. Further detail on each of the HVAC-related measures included in Table 36 can be found in Table 38.

Table 36
Perceived Need for Various HVAC-Related Services¹

	Percent Reporting “PROBABLY” need	
	PG&E	SDG&E
Need ductwork testing when installing furnace	32%	24%
Need more energy efficient furnace	23%	15%
Need programmable or set-back thermostat	16%	13%
	(n)	(232)

¹ – Includes those respondents who said they plan to purchase a gas furnace as well as those who were randomly selected to be asked the question series. SCE/SCG customers are not included because they were the first set of surveys completed and only intended purchasers were included. This resulted in too few cases to report.

- Among other energy-related services and products, consumers most agree that they have a need for more energy efficient windows.** Table 37 illustrates that over 40 percent of overall survey respondents perceive a need for these more energy efficient windows. Windows are followed in popularity by bringing attic insulation up to R30 (30% of overall respondents said they “probably need” to do this), insulating currently uninsulated walls (26%), and installing compact fluorescents (22%).

- Consumers appear to perceive the least need to installing water saving showerheads and pipe insulation.** As illustrated in Table 37, less than 20 percent of overall survey respondents said they “probably need” to install these two technologies. The installation of energy efficient gas water heaters and permanent compact fluorescent fixtures also received relatively low ratings. Further detail on each of the energy-related measures included in Table 37 can be found in Table 39.

Table 37
Perceived Need for Various Energy-Related Services¹

	Percent Reporting they “PROBABLY” need			
	PG&E	SCE/ SCG	SDG&E	Overall ²
Install energy efficient windows	42%	50%	34%	42%
Bring attic insulation to R30	31%	20%	24%	30%
Insulate currently uninsulated walls	29%	22%	15%	26%
Install compact fluorescents	22%	36%	13%	22%
Install permanent fluorescent fixtures	22%	29%	10%	21%
Install energy efficient gas water heater	19%	32%	15%	20%
Install pipe insulation	16%	26%	11%	16%
Install water saving showerheads	15%	24%	15%	15%
(n)	(144)	(40)	(115)	(299)

¹ – Includes those respondents who said they plan to purchase the item as well as those respondents who were randomly selected to be asked about the item.

² – Weighted according to each utility’s percentage share of the total number of residential customers served by all four investor owned utilities.

**Table 38 Detailed Outline
 Perceived Need for Various HVAC-Related Services¹**

	PG&E	SDG&E
Do you feel a more energy efficient furnace than your existing furnace is...?		
NOT needed	64%	64%
MIGHT be needed	10%	17%
PROBABLY needed	23%	15%
Don't know/Not sure	3%	4%
	(n) (244)	(232)
How would you find an energy efficient furnace that would be good for your home?²		
Ask contractor	31%	28%
Ask family/friend	18%	21%
Don't know/Not sure	16%	15%
Ask my utility	16%	13%
Look in magazines (Consumer Report)	12%	15%
Ask salesperson at store	13%	12%
Look on the Internet	13%	9%
Ask for high AFUE rating	1%	4%
	(n) (82)	(75)
Do you feel having your ductwork tested for leakage when installing the furnace is something that is...?		
NOT needed	43%	49%
MIGHT be needed	11%	14%
PROBABLY needed	32%	24%
Don't have ducts	10%	9%
Don't know/Not sure	4%	4%
	(n) (244)	(232)

¹ – Includes those respondents who said they plan to purchase a gas furnace as well as those who were randomly selected to be asked the question series. SCE/SCG customers are not included because they were the first set of surveys completed and only intended purchasers were included. This resulted in too few cases to report.

² – Only those respondents who said a more energy efficient furnace than their existing furnace “MIGHT be needed” or “is PROBABLY needed” were asked this question. Only responses provided by at least 4 percent of respondents are listed.

³ – Only those respondents who said having their ductwork tested for leakage when installing a furnace “MIGHT be needed” or “is PROBABLY needed” were asked this question.

**Table 38 Detailed Outline (Continued)
 Perceived Need for Various HVAC-Related Services¹**

Do you feel having any leaks in your ductwork sealed if the tests show your ducts leak more than 15 percent is something that is³...?		
NOT needed	5%	6%
MIGHT be needed	13%	29%
PROBABLY needed	78%	61%
Don't have ducts	2%	2%
Don't know/Not sure	2%	2%
	(n)	(103)
Do you feel adding a programmable thermostat to control the temperature in your home is something that is...?		
NOT needed	37%	37%
MIGHT be needed	9%	4%
PROBABLY needed	16%	13%
Already have programmable thermostat	36%	44%
Don't know/Not sure	2%	2%
	(n)	(244)
		(232)

¹ – Includes those respondents who said they plan to purchase a gas furnace as well as those who were randomly selected to be asked the question series. SCE/SCG customers are not included because they were the first set of surveys completed and only intended purchasers were included. This resulted in too few cases to report.

² – Only those respondents who said a more energy efficient furnace than their existing furnace “MIGHT be needed” or “is PROBABLY needed” were asked this question. Only responses provided by at least 4 percent of respondents are listed.

³ – Only those respondents who said having their ductwork tested for leakage when installing a furnace “MIGHT be needed” or “is PROBABLY needed” were asked this question.

**Table 39 Detailed Outline
 Perceived Need for Various Energy-Related Services¹**

	PG&E	SCE/ SCG	SDG&E	Overall ²
Do you feel adding enough attic insulation to bring your total insulating value up to R-30 – a total of about 10 inches – is something that is...?				
NOT needed	47%	45%	53%	48%
MIGHT be needed	15%	25%	14%	15%
PROBABLY needed	31%	20%	24%	30%
Don't have much room in attic	3%	2%	6%	3%
Don't know/Not sure	4%	8%	3%	4%
(n)	(144)	(40)	(115)	(299)
Do you feel installing wall insulation, if your walls are now uninsulated, is something that is...?				
NOT needed	56%	48%	57%	56%
MIGHT be needed	9%	25%	24%	12%
PROBABLY needed	29%	22%	15%	26%
Don't know/Not sure	6%	5%	4%	6%
(n)	(144)	(40)	(115)	(299)
Do you feel adding enough attic insulation to bring your total insulating value up to R-30 – a total of about 10 inches of insulation – and installing wall insulation if your walls are now uninsulated is something that is³...?				
NOT needed	3%	11%	6%	4%
MIGHT be needed	27%	33%	44%	29%
PROBABLY needed	68%	56%	47%	65%
Don't know/Not sure	2%	0%	3%	2%
(n)	(41)	(9)	(34)	(84)

¹ – Includes those respondents who said they plan to purchase the item as well as those respondents who were randomly selected to be asked about the item.

² – Weighted according to each utility's percentage share of the total number of residential customers served by all four investor owned utilities.

³ – Only those respondents who said R-30 attic insulation “MIGHT be needed” or “is PROBABLY needed” and also said wall insulation “MIGHT be needed” or “is PROBABLY needed” were asked this question.

Table 39 Detailed Outline (Continued)
Perceived Need for Various Energy-Related Services¹

Do you feel installing energy efficient windows that meet strict requirements to limit heat loss in winter and solar heat gain in summer is something that is...?				
NOT needed	23%	12%	29%	23%
MIGHT be needed	11%	23%	15%	12%
PROBABLY needed	42%	50%	34%	42%
Already have energy efficient windows	20%	15%	21%	20%
Don't know/Not sure	4%	0%	1%	3%
	(n)	(144)	(40)	(115)
Do you feel installing a high efficiency gas water heater – one with an energy factor, or EF, of at least 0.60 – is something that is...?				
NOT needed	40%	29%	36%	38%
MIGHT be needed	14%	18%	11%	14%
PROBABLY needed	19%	32%	15%	20%
Already have energy efficient water heater	22%	11%	29%	22%
Don't know/Not sure	5%	10%	9%	6%
	(n)	(159)	(38)	(171)
Do you feel installing pipe insulation on both the inlet and outlet pipes of your water heater up to the first major bend in the pipes is something that is...?				
NOT needed	40%	29%	40%	39%
MIGHT be needed	15%	21%	11%	15%
PROBABLY needed	16%	26%	11%	16%
Already have pipe insulation	22%	11%	33%	22%
Don't know/Not sure	7%	13%	5%	8%
	(n)	(159)	(38)	(171)

¹ – Includes those respondents who said they plan to purchase the item as well as those respondents who were randomly selected to be asked about the item.

² – Weighted according to each utility's percentage share of the total number of residential customers served by all four investor owned utilities.

³ – Only those respondents who said R-30 attic insulation "MIGHT be needed" or "is PROBABLY needed" and also said wall insulation "MIGHT be needed" or "is PROBABLY needed" were asked this question.

Table 39 Detailed Outline (Continued)
Perceived Need for Various Energy-Related Services¹

Do you feel installing water saving shower heads – ones that have flow rates of 2.5 gallons per minute or less – is something that is...?				
NOT needed	42%	24%	26%	39%
MIGHT be needed	6%	18%	6%	7%
PROBABLY needed	15%	24%	15%	15%
Already have low flow showerheads	36%	32%	52%	38%
Don't know/Not sure	1%	2%	1%	1%
	(n)	(159)	(38)	(171)
Do you feel installing compact fluorescent lamps – energy efficient screw-in lamps – is something that is...?				
NOT needed	39%	14%	32%	36%
MIGHT be needed	17%	32%	11%	17%
PROBABLY needed	22%	36%	13%	22%
Already have compact fluorescent lamps	19%	14%	40%	21%
Don't know/Not sure	3%	4%	4%	4%
	(n)	(114)	(28)	(115)
Do you feel installing permanent fixtures with fluorescent lamps is something that is...?				
NOT needed	44%	36%	37%	42%
MIGHT be needed	11%	21%	10%	12%
PROBABLY needed	22%	29%	10%	21%
Already have fluorescent fixtures	20%	14%	38%	22%
Don't know/Not sure	3%	0%	5%	3%
	(n)	(116)	(28)	(116)

¹ – Includes those respondents who said they plan to purchase the item as well as those respondents who were randomly selected to be asked about the item.

² – Weighted according to each utility's percentage share of the total number of residential customers served by all four investor owned utilities.

³ – Only those respondents who said R-30 attic insulation “MIGHT be needed” or “is PROBABLY needed” and also said wall insulation “MIGHT be needed” or “is PROBABLY needed” were asked this question.

5 Summary

This section provides a summary of the key overall findings presented throughout this report. Because the research effort is essentially a baseline effort we do not attempt to draw conclusions or make program design related recommendations. Rather, we present the key facts and findings from the research. This approach, we hope, will make it easier for future program evaluators and program designers to quickly identify both the type and range of issues addressed in this baseline research activity. We are also hopeful that this summary, as well as the overall report, will provide information against which to compare future improvements or changes in homeowners' opinions and perceptions of various energy-related products, practices and services.

Attitudes Toward Energy Efficiency

- The cost of energy to operate their home—in comparison to overall household spending—is an important issue for most residential homeowners. Sixty percent of the 809 respondents rated the cost of energy to operate their home as an 8, 9, or 10 on a 10-point scale of importance.
- **Many homeowners believe they have a good understanding of how to save energy in their home.** Nearly 60 percent rated their “knowledge about ways to save energy” in their home an 8, 9, or 10 on a 10 point scale of knowledge.
- **Homeowners' efforts to save energy within their homes do not quite keep pace with the importance they place on home energy costs or their reported knowledge of how to save energy.** Just under 50 percent of respondents rated their efforts to save energy in their home an 8, 9, or 10 on a 10 point scale (with 1 meaning “not done much” and 10 meaning “done almost everything”).
- **Participants in this research study rated their knowledge of ways to save energy in their homes and their overall efforts to save energy in their homes significantly higher than did respondents in the 1999 CBEE Baseline Study on Public Awareness and Attitudes Toward Energy Efficiency conducted by Hagler Bailly.** Participants in this study were also more likely to mention (unaided) various improvements that could be made to lower household energy bills.

- **Roughly one-half of survey participants expressed interest in making home improvements that will increase energy efficiency, comfort, or health and safety.**

Awareness of Organizations and Energy Efficiency Programs

- **While roughly one of every four homeowners said they are aware of the Electric and Gas Industries Association (EGIA)⁸ or the League of California Homeowners⁹, few are able to provide any specific information about either organization.**
- **Very few residential homeowners are aware of the Residential Contractor Program (RCP) or the Residential Energy Efficiency Contractor Program (REECP).** Fifteen percent of PG&E customers and 5 percent of SCE/SCG customers said they are aware of RCP. Ten percent of SDG&E customers said they are aware of REECP. Many customer claiming to be aware of these programs are unable to give any specific information about them.
- **Awareness of utility sponsored voucher programs for energy efficiency improvements is relatively high—44 percent of homeowners said they are aware of these programs.** However, when specifically asked what they have heard about voucher programs, over 60 percent of those claiming to be aware of the programs were unable to offer anything specific.

Response to Existing and Potential RCP Program Offerings

- **Residential homeowners show relatively low levels of interest or need for many existing or potential RCP program offerings.** The percentage of respondents who said they “probably need” a service ranges from a high of 23 percent for a “basic heating and cooling diagnostic and tune-up service” to a low of 12 percent for a “advanced¹⁰ heating and cooling diagnostic and tune-up service”.
- **While consumers are somewhat reluctant to express a need for duct testing and repair services, they show modest levels of support for including “performance testing” as part of the service.** Thirty-nine percent of respondents said performance testing for duct repair services is a “good idea.”

⁸ Only PG&E customer respondents were asked about the Electric and Gas Industries Association.

⁹ Only SCE/SCG and SDG&E customer respondents were asked about the League of California Homeowners.

¹⁰ This advanced service was explained as also including a duct leakage testing and sealing service.

- **Nearly 40 percent of residential homeowners said they thought being asked to sign a release promising to make needed repairs if gas equipment is found to be a safety hazard (or have equipment shut off) was a “good idea.”**

Equipment Purchasing Rates and Decision Making Processes

- **Annual equipment replacement rates vary from a high of 4.52 percent for windows to a low of 0.09 percent for central forced-air heat pumps.**
- **The most frequently mentioned reason for replacing insulation and windows is to improve energy efficiency while HVAC equipment is most commonly replaced because the old unit broke down.** When specifically asked about their main concerns when replacement equipment, the most frequently mentioned concern—across HVAC, insulation, and windows—was energy efficiency.
- **The most frequently mentioned reason for adding insulation and HVAC equipment is to improve occupant comfort while windows are typically added to increase the amount of natural light brought into a home or because of a home addition.** While energy efficiency is not a major motivator for adding new equipment, it is the most common homeowner concern once the decision to add new equipment is made.
- **Across all equipment types (HVAC, insulation, windows), only about one-half of consumers purchasing new or replacement equipment seek out multiple bids from contractors.**

Promotion of “Whole House” Concept

- **Survey respondents replacing or adding HVAC equipment report that sales personnel most frequently mention the need to properly size equipment (58% of the time) and also frequently recommend installing a programmable or set-back thermostat (51% of the time).**
- **A relatively small number of homeowners replacing or adding HVAC equipment said their salesperson mentioned other more comprehensive services such as duct testing and sealing, replacing windows, or adding ceiling or wall insulation.**
- **After hearing a description of a “whole house” approach, nearly one-half of survey respondents who recently purchased HVAC equipment said the approach sounded “cost effective.”** The following five measures were described as part of a “whole house” approach to energy efficiency: testing and sealing ducts; sizing heating and cooling units properly; installing a programmable thermostat; putting in energy efficient windows; and insulating ceilings and walls.

Reaction to Energy Efficiency Practices and Services

- **Most survey respondents do not perceive a need for a number of HVAC-related services.** For example, only about one of every three said they see a need for “ductwork testing when installing a furnace” and about 20 percent see a need for a “more energy efficient furnace.”

- **Among other energy-related services and products, consumers most agree that they have a need for more energy efficient windows.** Over 40 percent of overall survey respondents perceive a need for more energy efficient windows. Windows are followed in popularity by bringing attic insulation up to R30 (30% of overall respondents said they “probably need” to do this), insulating currently uninsulated walls (26%), and installing compact fluorescents (22%).

- **Consumers appear to perceive the least need for installing water saving showerheads and pipe insulation.** Less than 20 percent of overall survey respondents said they “probably need” to install these two technologies. The installation of energy efficient gas water heaters and permanent compact fluorescent fixtures also received relatively low ratings.

Attachment A: Survey Codebook

ACCT

CUST

PHONE

ADDR

CITY

ZIP

UTIL

PREM

ODCID

SAMP

PG&E 1
Southern California Edison 2
San Diego Gas & Electric 3

Hello, my name is _____. I'm calling from Opinion Dynamics for <samp >
as part of a statewide energy efficiency project. We are doing research on home
comfort and energy efficiency. This is NOT a sales call. We are collecting
information to help customers like you save money and energy. I'd like to ask you
a few questions that should take just a few minutes.
continue 1 D

Q1

=> Q2A if NOT SAMP=2

Do you use natural gas in your home? (CLARIFY: not propane or "LP" that's
stored in a tank outside your home)

Yes 1
NO 2 => Q1C
(Don't know/Not sure) 8 => Q1C

Q1B

Does Southern California Gas - "The Gas Company" provide natural gas to your home?
 Yes 1
 No..... 2
 (Don't know/Not sure) 8

Q1C

Does Southern California Edison provide electricity to your home?
 Yes 1
 NO..... 2
 (Don't know/Not sure) 8

=> +1 if	Q1B=1 OR Q1C=1
----------	----------------

Thank you for your time. Today we are speaking with people who receive natural gas or electric service from specific utilities.
 (Not SCE customer) 31 => END

Q2A

In all my questions I will be asking about your residence at: <addr >. What type of dwelling do you live in? (PROBE: Is it a single family home?)
 Single Family home..... 01
 Duplex..... 02
 Townhouse..... 03
 Mobile Home 04 => INT32
 2-4 unit apartment 05 => INT32
 5 or more unit apartment..... 06 => INT32
 (Other) 07 O
 (Don't know) 98 => INT32

Q2B

Do you own or rent this dwelling?
 Own 1
 Rent 2 => INT32
 (Don't know) 8 => INT32

Q3

Approximately how old is this home?
 Newly built since December 1998..... 01
 2 to 5 years old - built 1994-1997 02 => TXT4
 6 to 10 years old - built 1989-1993..... 03 => TXT4
 11 to 15 years old - built 1984-1988..... 04 => TXT4
 16 to 20 years old - built 1979-1983..... 05 => TXT4
 21 to 30 years old - built 1969-1978..... 06 => TXT4
 31 to 40 years old - built 1959-1968..... 07 => TXT4
 41 to 50 years old - built 1949-1958..... 08 => TXT4
 more than 50 years old - built before 1949 09 => TXT4
 (Don't know/Not sure) 98 => TXT4

Thank you for your time today. Those are all the questions we have.
 (Not a single family home owner/new home) 32 => END

Now that I know that you own your home, I have some additional questions that will take about 10 minutes. In this survey we will ask about your plans for making home improvements that can effect your comfort and energy use. We'll also ask about any recent improvements you may have made. Are you the most knowledgeable person to answer these questions? (PROBE: the person who would purchase a new furnace, air conditioner, water heater, windows or insulation)
 Yes - speaking with correct person..... 1
 No - ask to speak with correct person..... 2

Q4

About how long have you lived in this home?
 Less than 1 Year..... 01
 1 to 2 years..... 02
 3 to 4 years..... 03
 4 to 5 years..... 04
 6 to 7 years..... 05
 more than 7 years 06
 (Don't know/Not sure) 98

Q8

Using a 10 point scale, where 1 means 'Not At All Important' and 10 means 'Extremely Important,' how important to you is the cost of energy to operate your home in comparison to your overall household spending? (PROBE: This is the cost of electricity and natural gas for lights, appliances, water heating, cooling, heating and running all your other home equipment.)
 Not at all important..... 01
 02
 03
 04
 05
 06
 07
 08
 09
 Extremely important..... 10
 (Don't know) 98

Q9A

Overall, how would you rate your knowledge of the ways you could go about saving energy in your home to lower your energy bills? On a scale of 1 to 10 with 1 meaning "you are not at all knowledgeable" and 10 meaning "you are extremely knowledgeable," how knowledgeable are you about ways to save energy in your home?

Not at all knowledgeable	01
.....	02
.....	03
.....	04
.....	05
.....	06
.....	07
.....	08
.....	09
Extremely knowledgeable.....	10
(Don't know)	98

Q9B

How would you rate your household's efforts to save energy in your home? Again, think of it on a scale of 1 to 10, with 1 meaning "you have not done much" and 10 meaning "you have done almost everything you can" to save energy in your home.

Not done much	01
.....	02
.....	03
.....	04
.....	05
.....	06
.....	07
.....	08
.....	09
Done almost everything	10
(Don't know)	98

Q9C

(ENTER ALL THAT APPLY)

If someone had high energy bills in their home, what are some of the energy efficiency improvements you can think of that they might make to lower their energy bills? (PROBE: Anything else?)

(Nothing)	00
(High efficiency central AIR CONDITIONING system)	01
(High efficiency HEAT PUMP).....	02
(High efficiency CENTRAL HEATING, such as a forced air furnace)	03
(High efficiency REFRIGERATOR).....	04
(High efficiency front loading CLOTHES WASHER).....	05
(Energy efficient double pane WINDOWS)	06
(INSULATION of water heater tank and pipes)	07
(INSULATION of ceiling and walls)	08
(Seal and insulate DUCTWORK)	09
(Programmable THERMOSTAT to control home temperature)	10
(Regular MAINTENANCE of central heating and cooling system)	11
(Removal of second refrigerator or freezer).....	12
(Low-flow SHOWERHEADS and FAUCET AERATORS).....	13
(WEATHER-STRIPPING or CAULKING around windows or doors)	14
(Cleaning refrigerator coils).....	15
(Compact fluorescent LIGHT BULBS).....	16
(High efficiency fluorescent lighting fixtures, hard wired).....	17
(Testing home for air LEAKS and sealing leaks).....	18
(Testing heating and cooling DUCTWORK for LEAKS and sealing leaks)	19
(Other)	20
WINDOW COVERINGS, blinds, drapes, curtains	21
Turn down WATER HEATER	22
Use appliance early part of day	23
Turn off LIGHTS	24
Switch to gas STOVE.....	25
Switch to gas clothes DRYER	26
Keep TEMP LOWER in winter, higher in summer, wear sweaters, turn off AC..	27
Solar heat	28
Keep windows, door closed	29
Check with utility.....	30
Turn off APPLIANCES/ELECTRONICS	31
Switch to gas heat.....	32
ATTIC INSULATION	33
SHADE TREES	34
Ceiling fans	35
Evaporative cooler.....	36
Only run full loads of laundry, use CLOTHES WASHER less often.....	37
Low flow TOILETS	38
Install CARPETING.....	39
Take shorter SHOWERS	40
Install an energy efficient WATER HEATER	41
(Other)	97
(Don't know)	98

O



Q10A

=> Q10D if SAMP=1

Have you heard of the League of California Homeowners?		
Yes	1	
No.....	2	=> Q10D
(Don't know/Not sure)	8	=> Q10D

Q10B

(ENTER VERBATIM)

What have you heard about the League of California Homeowners?		
(open response box).....	00	DO
Lobby for better utility rates for home owners.....	01	
Power companies own it.....	02	
Home insurance.....	03	
Perform energy audits.....	04	
(Nothing specific).....	96	
(Other)	97	
(Don't know)	98	X

Q10C

Have you heard that the League has lists of qualified contractors?		
Yes	1	
No.....	2	
(Don't know/Not sure)	8	

Q10D

=> Q11A if SAMP=2,3

Have you heard of the Electric and Gas Industries Association?		
Yes	1	
No.....	2	=> Q11A
(Don't know/Not sure)	8	=> Q11A

Q10E

(ENTER VERBATIM)

What have you heard about the Electric and Gas Industries Association?		
(open response box).....	00	DO
Give input about efficiency, educational group.....	01	
Work for electric company	02	
Has a monopoly on rates.....	03	
Offer discounts.....	04	
Send info about other suppliers.....	05	
(Nothing specific).....	96	
(Other)	97	
(Don't know)	98	X

Q10F

Have you heard that the Association has lists of qualified contractors?

Yes	1
No.....	2
(Don't know/Not sure)	8

Q11A

=> Q11C if SAMP=3

Have you heard of the Residential Contractor Program?

Yes	1	
No.....	2	=> Q11C
(Don't know/Not sure)	8	=> Q11C

Q11B

(ENTER VERBATIM)

What have you heard about the Residential Contractor Program?

(open response box).....	00	DO
Do remodeling to bring house up to code	01	
Charge based on income.....	02	
Energy efficiency/energy audits.....	03	
Offer rebates on appliances.....	04	
(Nothing specific).....	96	
(Other)	97	
(Don't know).....	98	X

Q11C

=> Q11E if SAMP=1,2

Have you heard of the Residential Energy Efficiency Contractor Program?

Yes	1	
No.....	2	=> Q11E
(Don't know/Not sure)	8	=> Q11E

Q11D

(ENTER VERBATIM)

What have you heard about the Residential Energy Efficiency Contractor Program?

(open response box).....	00	DO
Energy efficiency	01	
Fix windows.....	02	
Install energy efficient light bulbs.....	03	
Teach how to save money.....	04	
Help with bills for senior citizens, fixed income.....	05	
Rebate/Voucher for energy efficient refrigerators.....	06	
Pay utility bill.....	07	
Free toilet.....	08	
Rebate/Voucher for appliance, water heaters, furnace, etc... ..	09	
(Nothing specific).....	96	
(Other)	97	
(Don't know).....	98	X

Q11E

Have you heard of a utility sponsored program that provides incentive vouchers to pay part of the cost of making several types of energy efficiency improvements to your home?

- Yes 1
- No..... 2 => Q12A
- (Don't know/Not sure) 8 => Q12A

Q11F

(ENTER VERBATIM)

- What else have you heard about this program?
 (open response box)..... 00 DO
- Energy efficiency 01
 - Fix windows..... 02
 - Install energy efficient light bulbs..... 03
 - Teach how to save money..... 04
 - Help with bills for senior citizens, fixed income 05
 - Rebate/Voucher for energy efficient refrigerators..... 06
 - Pay utility bill..... 07
 - Free toilet..... 08
 - Rebate/Voucher for appliance, water heaters, furnace, etc... 09
 - (Nothing specific)..... 96
 - (Other) 97
 - (Don't know) 98 X

Q12A

In the next few questions I will ask if you have purchased any major energy using equipment, windows or insulation for your residence at: <addr >. Have you installed a central forced-air furnace in your home since January 1994? (PROBE: A central furnace that delivers hot air throughout your entire home.)

- Yes 1
- No..... 2 => Q13A
- (Do not have a central furnace) 3 => Q13A
- (Don't know/Not sure) 8 => Q13A

Q12B

Was this central furnace a replacement for an existing furnace?

- Yes 1
- No..... 2
- (Don't know/Not sure) 8

Q13A

=> Q14A if Q12A=1

Have you installed a central forced-air heat pump in your home since January 1994? (PROBE: A central heat pump that delivers hot air for heating, and cool air for cooling throughout your entire home.)

- Yes 1
- NO..... 2 => Q14A
- (Do not have a heat pump)..... 3 => Q14A
- (Don't know/Not sure) 8 => Q14A

Q13B

Was this heat pump a replacement for an existing heat pump?

- Yes 1
- No..... 2
- (Don't know/Not sure) 8

Q14A

Have you installed a central air conditioner in your home since January 1994? (PROBE: This does not include room or window air conditioners or evaporative "swamp" coolers.)

- Yes 1
- NO..... 2 => Q15A
- (Do not have a central air conditioner) 3 => Q15A
- (Don't know/Not sure) 8 => Q15A

Q14B

Was this central air conditioner a replacement for an existing air conditioner?

- Yes 1
- No..... 2
- (Don't know/Not sure) 8

Q15A

Have you installed insulation in the ceiling or outside walls of your home since January 1994?

- Yes 1
- NO..... 2 => Q16A
- (Do not have a central air conditioner) 3 => Q16A
- (Don't know/Not sure) 8 => Q16A

Q15B

Was this insulation a replacement for existing insulation?

- Yes 1
 - No..... 2
 - (Don't know/Not sure) 8
-

Q16A

Have you installed any windows in your home since January 1994?

Yes	1	
NO.....	2	=> NOPUR
(Do not have a central air conditioner)	3	=> NOPUR
(Don't know/Not sure)	8	=> NOPUR

Q16B

Were these windows a replacement for existing windows?

Yes	1
No.....	2
(Don't know/Not sure)	8

NOPUR

=> * if	IF((Q12A=1 OR Q13A=1 OR Q14A=1 OR Q15A=1 OR Q16A=1),1,2)
---------	--

skip if no purchase		
(Made a purchase)	1	
(Did not install any equipment).....	2	=> TXT34

MULT

=> * if	IF((FURN+PUMP+AC+INSUL+WIND > 1)1,0)
---------	--------------------------------------

compute if multiple purchases		
multiple items	1	
single item.....	0	=> ASK1

PICK

Which of these purchases was the most recent? (INTERVIEWER: RESPONDENT PURCHASED <FURN > <PUMP > <AC > <INSUL > <WIND >)

Furnace	1
Heat pump.....	2
Air conditioner	3
Insulation	4
Windows.....	5

ASK6

=> * if	IF((ASK5=0 AND Q16A=1),5,ASK5)
---------	--------------------------------

.....	0
FURNACE.....	1
HEAT PUMP	2
AIR CONDITIONER.....	3
INSULATION	4
WINDOWS.....	5

REP10

=> * if	IF((ASK6=5 AND Q16B=2,8)2,REP9)
.....	0
Replace	1
Add/new	2

Q17A

=> +1 if	NOT REP10=1
----------	-------------

(ENTER ALL THAT APPLY)

Next, I'd like to ask you about your experiences when you bought your <ask6 >.

Why did you buy the <ask6 >? (Listen, then confirm reason)

(the old unit broke down).....	01
(The old unit required too many repairs)	02
(We were selling home).....	03
(Buyer's inspection said we had to replace the old unit).....	04
(Had utility inspect old unit and they `red-tagged' it).....	05
(Had home inspected and Inspector recommended replacing old unit)	06
(Contractor convinced me old unit needed to be replaced)	07
(Unit was getting old).....	08
(Did not want old unit to break down at a bad time)	09
(Wanted larger unit)	11
(Wanted to improve energy efficiency)	12
(Wanted quieter unit/Noise reduction).....	13
(Remodeling and needed to replace)	14
(Wanted to update style/appearance of old windows)	15
(Other).....	19 O
Cleaner	20
More comfort	21
Windows too drafty	22
Increase value of home	23
Upgrade, wanted better, wanted more	24
Convenience, ease of use	25
(Other)	97
(Don't know/Don't recall)	98 X

Q18A

=> +1 if	NOT (REP10=2)
----------	---------------

(ENTER ALL THAT APPLY)

Next, I'd like to ask you about your experiences when you bought your <ask6 >. Why did you add the <ask6 >? (Listen, then confirm reason)

(Added more space onto home and needed another unit for new space)	21	
(Remodeled and needed to add unit)	22	
(Did not have an air conditioner).....	23	
(Did not have a heat pump).....	24	
(Did not have a furnace)	25	
(Added AC while replacing furnace).....	26	
(Added furnace and AC at the same time)	27	
(Did not have enough insulation)	28	
(Did not have enough windows/wanted more light).....	29	
(Other)	30	O
Service was free	31	
Earthquake proof.....	32	
Comfort, it's too hot, it's too cold	33	
Reduce allergens	34	
New home.....	35	
Replace broken unit.....	36	
Energy efficiency	37	
(Other)	97	
(Don't know/Don't recall)	98	X

Q20

(ENTER NUMBER OF CONTRACTORS, DEALERS INSTALLERS - 98=Don't know)

About how many bids did you get? (get their best estimate)

\$E 0 50	
don't know	98 I

Q22A

=> +1 if	NOT(REP10=1)
----------	--------------

(RECORD VERBATIM)

When you replaced the <ask6 >, what was your main concern when looking for and choosing a replacement?

(OPEN RESPONSE BOX)	00	DO
Cost, initial price	01	
Durability, reliability	02	
Energy efficiency, energy cost, energy savings	03	
Quality of contractor.....	04	
Safety.....	05	
Warranty	06	
Noise reduction	07	
Ease of maintenance.....	08	
Aesthetics, style, design.....	09	
Speed of installation	10	
Ease of use, convenience	11	
Proper size	12	
Comfort	13	
(Other)	97	
(Don't know/Don't recall)	98	X

Q23A

=> +1 if	NOT(REP10=2)
----------	--------------

When you added the <ask6 >, what was your main concern when looking for and choosing a new unit?

(OPEN RESPONSE BOX)	00	DO
Cost, initial price	01	
Durability, reliability	02	
Energy efficiency, energy cost, energy savings	03	
Quality of contractor.....	04	
Safety.....	05	
Warranty	06	
Noise reduction	07	
Ease of maintenance.....	08	
Aesthetics, style, design.....	09	
Speed of installation	10	
Ease of use, convenience	11	
Proper size	12	
Comfort	13	
(Other)	97	
(Don't know/Don't recall)	98	X

Q24A

Next, I'd like to explore some specific questions or concerns you might have asked contractors about. Did you ask about fixing uneven heating or cooling? (PROBE: some rooms not getting enough heating or cooling)

Yes	1
NO.....	2
(Don't know/Not sure)	3

Q24B

(DO NOT READ LIST, ENTER ALL THAT APPLY)

What other heating or cooling problems or concerns did you ask about?		
(None/Nothing).....	00	
(Uneven heating/cooling - some rooms hot or cold).....	01	
(Heating/cooling ducts)	02	
(Leaky windows).....	03	
(Home insulation).....	04	
(Cost of heating).....	05	
(Cost of cooling)	06	
(Window shading).....	07	
(Air filtration/allergies).....	08	
(Other)	09	O
Energy efficiency	10	
Proper size/capacity.....	11	
Ventilation	12	
How to use the system	13	
(Other)	97	
(Don't know/Not sure)	98	X

Q25A

Did you ask anything about energy-efficiency or possible savings on your energy bills?

Yes	1	
NO.....	2	=> Q26A
(Don't know/Don't recall)	3	=> Q26A

Q25B

(ENTER VERBATIM)

What did you ask the contractor?		
(VERBATIM LIST – DO NOT CODE)		
(Don't know/Don't recall)	98	X

Q25B

(Coded from VERBATIM responses)

What did you ask the contractor?	
Is unit energy efficient?.....	01
Purchase price/difference between standard and energy efficient price.....	02
Will savings be realized?/How can I lower energy costs?	03
Do we need additional insulation?.....	04
What type of unit is best?	05
Comparisons of energy savings/Compare savings vs. price.....	06
Will it work in my house?/Correct size for my house?.....	07
Reliability of unit	08
Windows energy efficiency	09
Energy audit/weatherization	10
Financing	11
(Did work themselves).....	96
(Other)	97
(Don't know/Don't recall)	98

Q25C

(ENTER VERBATIM)

What did the contractor tell you in answering your question?
(VERBATIM LIST – DO NOT CODE).....
 (Don't know/Don't recall) 98 X

Q25C

(Coded from VERBATIM responses)

What did the contractor tell you in answering your question?

Unit is energy efficient/more efficient than old unit/gave literature	01
Told us price/price comparison	02
Will lower bill/save money/save energy	03
Need insulation	04
Won't need to run heater as often/at as high temp	05
Better comfort	06
Size correct for home/Modify unit for home.....	07
Reassured unit was quality/reliable/easy to maintain	08
Recommend correct/energy efficient windows	09
Recommend other energy efficiency measures	10
(Other)	97
(Don't know/Don't recall)	98

Q26A

=> TXT27 if NOT ASK6=1,2,3

Did the sales person mention any of the following special features or options? Did the salesperson recommend testing the ductwork for leaks and sealing it if needed?

Yes	1
No.....	2
(Don't know/Don't recall)	8

Q26B

Did the sales person mention properly sizing the <ask6 > for your home?

Yes	1
No.....	2
(Don't know/Don't recall)	8

Q26C

Did the sales person mention installing a programmable set-back thermostat?

Yes	1
No.....	2
(Don't know/Don't recall)	8

Q26D

Did the sales person mention replacing your windows with new, energy efficient ones so you could save energy and get a smaller, less expensive <ask6 >?

- Yes 1
- No..... 2
- (Don't know/Don't recall) 3

Q26E

Did the sales person mention insulating your ceiling or walls so you could save energy and get a smaller, less expensive <ask6 >?

- Yes 1
- No..... 2
- (Don't know/Don't recall) 8

Q26F

These five measures: testing and sealing ducts, sizing heating and cooling units properly, installing a programmable thermostat, putting in energy efficient windows, and insulating your ceiling and walls are all part of a "whole house" approach to energy efficiency. Does this approach sound cost-effective or does it sound much to costly?

- Cost effective 1
- Much to costly..... 2
- (Don't know/Not sure) 8

Thinking back to when you decided to buy the <ask6 >, I'd like you to rate the importance of several items that might have affected your final choice.

- (continue)..... 1 D

Q27A

Rotation => Q27E

Using a 10 point scale, where 1 means 'Not at all Important' and 10 means 'Extremely Important,' how important to you in making your final choice was... the contractor?

- Not at all important..... 01
- 02
- 03
- 04
- 05
- 06
- 07
- 08
- 09
- Extremely important..... 10
- (Don't know)..... 98

Q27B

Using a 10 point scale, where 1 means 'Not at all Important' and 10 means 'Extremely Important,' how important to you in making your final choice was... the make or brand of equipment?

Not at all important.....	01
.....	02
.....	03
.....	04
.....	05
.....	06
.....	07
.....	08
.....	09
Extremely important.....	10
(Don't know).....	98

Q27C

Using a 10-point scale, where 1 means 'Not at all Important' and 10 means 'Extremely Important,' how important to you in making your final choice were... the features of specific models?

Not at all important.....	01
.....	02
.....	03
.....	04
.....	05
.....	06
.....	07
.....	08
.....	09
Extremely important.....	10
(Don't know).....	98

Q27D

Using a 10-point scale, where 1 means 'Not at all Important' and 10 means 'Extremely Important,' how important to you in making your final choice were... the total installed price and terms?

Not at all important.....	01
.....	02
.....	03
.....	04
.....	05
.....	06
.....	07
.....	08
.....	09
Extremely important.....	10
(Don't know).....	98

Q27E

Using a 10 point scale, where 1 means 'Not at all Important' and 10 means 'Extremely Important,' how important to you in making your final choice was... the energy efficiency?

Not at all important.....	01
.....	02
.....	03
.....	04
.....	05
.....	06
.....	07
.....	08
.....	09
Extremely important.....	10
(Don't know).....	98

Next, I will ask you some questions about improvements you might make to your home in the future.

continue 1 D

Q34A

Rotation => Q34C

Using a 10 point scale, where 1 means "Not At All Interested" and 10 means "Extremely Interested", how interested are you in making improvements to your home that would... increase its energy efficiency?

Not at all interested.....	01
.....	02
.....	03
.....	04
.....	05
.....	06
.....	07
.....	08
.....	09
Extremely interested.....	10
(Don't know).....	98

Q34B

Using a 10 point scale, where 1 means "Not At All Interested" and 10 means "Extremely Interested", how interested are you in making improvements to your home that would... improve your comfort?

Not at all interested.....	01
.....	02
.....	03
.....	04
.....	05
.....	06
.....	07
.....	08
.....	09
Extremely interested.....	10
(Don't know).....	98

Q34C

Using a 10 point scale, where 1 means "Not At All Interested" and 10 means "Extremely Interested", how interested are you in making improvements to your home that would... improve your health and safety?

Not at all interested.....	01
.....	02
.....	03
.....	04
.....	05
.....	06
.....	07
.....	08
.....	09
Extremely interested.....	10
(Don't know).....	98

Q40A

Do you have a central air conditioner or central heat pump?

central air conditioner.....	1
central heat pump.....	2
No, neither.....	3
(Don't know/Not sure).....	8

Q35A (Q35A and Q35B are combined for RCPS (SCE))

(READ LIST, ENTER ALL THAT APPLY)

Please tell me which of the following items you definitely plan to replace in the next 2 years. Do you plan on replacing, upgrading, or adding a...

Rotation => 3	
Gas furnace.....	01
Heat pump.....	02
Central air conditioner.....	03
(None of the above).....	97 X
(Don't know/Not sure).....	98 X

(FOR RCPS (SCE) only one item is asked about – and only if R is planning on purchasing that item.)

After I describe each of the following home improvements, please tell me if you feel it is something that is not needed in your home, something that might be needed, or something that is probably needed.

continue 1 D

Q36F1

Rotation => CNTA [6]
 => +5 if CNTA>=1 OR NOT Q35A=#1,#4,#5

(READ LIST)

Do you feel a more energy efficient furnace than your existing furnace is something that...

- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't know/Not sure) 8

Q36F5

=> +1 if Q36F1=1,8

(ENTER ALL THAT APPLY)

How would you find an energy efficient furnace that would be good for your home?

- (Ask for a high AFUE rating) 01
- (Ask contractor) 02
- (Ask family/friend) 03
- (Ask my utility) 04
- (Look in magazines like Consumer Reports) 05
- (Look on Internet) 06
- (Look in library) 07
- (Other) 08 O
- (Don't know/Not sure) 98 X

Q36F2

(READ LIST)

Do you feel having your ductwork tested for leakage when installing the furnace is something that...

- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't have ducts) 0
- (Don't know/Not sure) 8

Q36F3

=> +1 if Q36F2=0,1,8

(READ LIST)

Do you feel having any leaks in your ductwork sealed if the tests show your ducts leak more than 15% is something that...

- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't have ducts) 0
- (Don't know/Not sure) 8

Q36F4

(READ LIST)

Do you feel adding a programmable thermostat to control the temperature in your home is something that...

- (Already have programmable thermostat) 0
- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't know/Not sure) 8

Q36H1

=> +5 if CNTF>=1 OR NOT Q35A=#2

(READ LIST)

Do you feel a more energy efficient central heat pump than your existing heat pump is something that...

- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't know/Not sure) 8

Q36H5

=> +1 if Q36H1=1,8

(ENTER ALL THAT APPLY)

How would you find an energy efficient heat pump that would be good for your home?

- (Ask for a high SEER rating) 01
- (Ask for a high HSPF rating) 02
- (Ask contractor) 03
- (Ask family/friend) 04
- (Ask my utility) 05
- (Look in magazines like Consumer Reports) 06
- (Look on Internet) 07
- (Look in library) 08
- (Other) 09 O
- (Don't know/Not sure) 98 X

Q36H2

(READ LIST)

Do you feel having your ductwork tested for leakage when installing the heat pump is something that...

- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't have ducts) 0
- (Don't know/Not sure) 8

Q36H3

=> +1 if	Q36H2=0,1,8
----------	-------------

(READ LIST)

Do you feel having any leaks in your ductwork sealed if the tests show your ducts leak more than 15% is something that...

- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't have ducts) 0
- (Don't know/Not sure) 8

Q36H4

(READ LIST)

Do you feel adding a programmable thermostat to control the temperature in your home is something that...

- (Already have programmable thermostat) 0
- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't know/Not sure) 8

Q36A1

=> +5 if	CNTH>=1 OR (Q35A=#4,#5 AND Q40A=2,3,8) OR (NOT Q35A=#3)
----------	---

(READ LIST)

Do you feel a more energy efficient central air conditioner than your existing air conditioner is something that...

- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't know/Not sure) 8

Q36A5

=> +1 if Q36A1=1,8

(ENTER ALL THAT APPLY)

How would you find an energy efficient central air conditioner that would be good for your home?

- (Ask for a high SEER rating) 01
- (Ask contractor) 02
- (Ask family/friend) 03
- (Ask my utility) 04
- (Look in magazines like Consumer Reports) 05
- (Look on Internet) 06
- (Look in library) 07
- (Other) 08 O
- (Don't know/Not sure) 98 X

Q36A2

(READ LIST)

Do you feel having your ductwork tested for leakage when installing the air conditioner is something that...

- is NOT needed 1
- MIGHT be needed 2
- is PROBABLY needed 3
- (Don't have ducts) 0
- (Don't know/Not sure) 8

Q36A3

=> +1 if Q36A2=0,1,8

(READ LIST)

Do you feel having any leaks in your ductwork sealed if the tests show your ducts leak more than 15% is something that...

- is NOT needed 1
- MIGHT be needed 2
- is PROBABLY needed 3
- (Don't have ducts) 0
- (Don't know/Not sure) 8

Q36A4

(READ LIST)

Do you feel adding a programmable thermostat to control the temperature in your home is something that...

- (Already have programmable thermostat) 0
- is NOT needed 1
- MIGHT be needed 2
- is PROBABLY needed 3
- (Don't know/Not sure) 8

Q35B

(READ LIST, ENTER ALL THAT APPLY)

Please tell me which of the following items you definitely plan to replace in the next 2 years. Do you plan on replacing, upgrading, or adding a...

Rotation => 8	
Attic insulation.....	04
Wall insulation.....	05
Windows.....	06
Gas water heater.....	07
Insulation on hot water pipes.....	08
Water-saving showerheads.....	09
Screw-in Compact Fluorescent Lamps.....	10
Light fixtures with fluorescent lamps.....	11
(None of the above).....	97
(Don't know/Not sure).....	98

After I describe each of the following home improvements, please tell me if you feel it is something that is not needed in your home, something that might be needed, or something that is probably needed.

(continue)..... 1 D

Q37AI

Rotation => CNTL [6] => +5 if CNTL >= 1 OR NOT Q35B=#1,#2,#3,#9,#10
--

(READ LIST)

Do you feel adding enough attic insulation to bring your total insulating value up to an R-value of R30 - or a total of about 10 inches of insulation is something that...

is NOT needed.....	1
MIGHT be needed.....	2
is PROBABLY needed.....	3
(Don't have that much room in attic).....	0
(Don't know/Not sure).....	8

Q37WI

(READ LIST)

Do you feel installing wall insulation if your walls are now uninsulated is something that...

is NOT needed.....	1
MIGHT be needed.....	2
is PROBABLY needed.....	3
(Don't know/Not sure).....	8

Q37IP

=> +1 if Q37AI=0,1,8 OR Q37WI=1,8

(READ LIST)

Do you feel adding enough attic insulation to bring your total insulating value up to an R-value of R30 - or a total of about 10 inches of insulation, and installing wall insulation if your walls are now uninsulated is something that...

- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't have that much room in attic) 0
- (Don't know/Not sure) 8

Q37HW

(READ LIST)

Do you feel installing energy efficient windows that meet strict requirements to limit heat loss in winter and solar heat gain in summer is something that...

- (Already have energy efficient windows) 0
- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't know/Not sure) 8

Q38WH

=> +5 if CNTI >= 1 OR NOT Q35B=#4,#5,#6,#9,#10

(READ LIST)

Do you feel installing a high efficiency gas water heater - one with an energy factor - or EF - of at least 0.60 is something that...

- (Already have energy efficient water heater) 0
- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't know/Not sure) 8

Q38PI

(READ LIST)

Do you feel installing pipe insulation on both the inlet and outlet pipes of your water heater up to the first major bend in the pipes is something that...

- (Already have pipe insulation) 0
- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't know/Not sure) 8

Q38SH

(READ LIST)

Do you feel installing water saving shower heads - ones that have flow rates of 2.5 gallons per minute or less is something that...

(Already have low flow shower heads) 0
 is NOT needed 1
 MIGHT be needed..... 2
 is PROBABLY needed..... 3
 (Don't know/Not sure) 8

Q39CF

=> +5 if CNTW >= 1 OR NOT Q35B=#7,#8,#9,#10

(READ LIST)

Do you feel installing compact fluorescent lamps - energy efficient screw in lamps is something that...

(Already have compact fluorescent lamps) 0
 is NOT needed 1
 MIGHT be needed..... 2
 is PROBABLY needed..... 3
 (Don't know/Not sure) 8

Q39HW

(READ LIST)

Do you feel installing permanent fixtures with fluorescent lamps is something that...

(Already have fluorescent fixtures) 0
 is NOT needed 1
 MIGHT be needed..... 2
 is PROBABLY needed..... 3
 (Don't know/Not sure) 8

After I describe each of the following home improvements, please tell me if you feel it is something that is NOT needed in your home, something that might be needed, or something that is probably needed.
 (continue)..... 1 D

Q40B

=> Q40D if Q40A=3,8

(READ LIST)

The amount of refrigerant in your <q40a > or the amount of air being blown across the cooling coil in your system may not be correct. Simple tests and adjustments as part of a routine tune-up can be done to check and adjust these to save energy and money. Do you feel having a tune up that includes checking and adjusting the freon and air flow in your cooling system is something that...

is NOT needed 1
 MIGHT be needed..... 2
 is PROBABLY needed..... 3
 (Don't know/Not sure) 8

Q40C

(READ LIST)

The Residential Contractor Program offers a basic heating and cooling system diagnostic and tuneup service. This package includes checking and correcting the Freon charge and the cooling coil airflow. It also includes adjusting the pilot lights on your water heater and furnace, and checking for cracked heat exchangers that can leak poisonous carbon monoxide into your home. Do you feel having this basic diagnostic and tuneup service performed is something that...

- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Don't know/Not sure) 8

Q40D

(ENTER VERBATIM)

Before a contractor can perform safety checks on your gas water heater, furnace or other gas appliances for deadly carbon monoxide, they would ask you to sign a release. In the release you promise to make needed repairs if your gas equipment is found to be a safety hazard, or your equipment will be shut off. What do you think about having to make repairs or have your equipment shut off?

- (open response box)..... 00 DO
- Good idea, if it's dangerous should be shut off, general positive comment..... 01
- Wouldn't have checks done, wouldn't sign release..... 02
- Invasion of privacy/property, can't make me do things in my own home 03
- Would make necessary repairs rather than have shut off..... 04
- Don't like the idea, general negative comment..... 05
- Depends on ability to afford repairs, depends on cost, reasonable price..... 06
- Would want 2nd opinion..... 07
- Depends on reputation of contractor, sounds like potential rip-off..... 08
- Need reasonable amount of time to make repairs..... 09
- Don't care/Don't need 95
- Other..... 97
- (Don't have gas water heater or furnace) 96 X
- (Don't know) 98 X

Q40E

(READ LIST)

The ductwork that carries heated or cooled air to your rooms may leak air into your crawl space or attic. The amount of heated or cooled air that leaks out of the ducts can be measured with simple test, and, if your ducts are leaking too much, a technician can seal or repair the leaks. Do you feel having your heating and cooling ducts tested for leaks and then having any leaks sealed is something that...

- is NOT needed 1
- MIGHT be needed..... 2
- is PROBABLY needed..... 3
- (Do not have duct work) 0
- (Don't know/Not sure) 8

Q40F

(READ LIST)

The Residential Contractor Program offers an advanced heating and cooling system diagnostic and tuneup service. This package includes all the services in the

Basic diagnostic and tuneup service, PLUS a duct leakage testing and sealing service. Do you feel having this Advanced Diagnostic and Tuneup service performed is something that...

is NOT needed	1
MIGHT be needed.....	2
is PROBABLY needed.....	3
(Don't know/Not sure)	8

Q40G

(ENTER VERBATIM)

As part of the Residential Contractor Program, work such as repairing and sealing ducts includes DIAGNOSTIC TESTING to find problems, and then after the work is completed, PERFORMANCE TESTING to ensure that the problems have been fixed. What are your reactions to having the contractor take the extra time to do this testing?

(open response box).....	00	DO
Good idea, needed, should be done anyway, general positive comment	01	
Makes sure to get it right the first time, avoid problems later	02	
Don't like the idea	03	
Don't trust contractors	04	
Will charge more, how much more will testing cost	05	
Take longer, additional time	06	
Testing should be mandatory, government requirement	07	
Not interested/not needed, necessary.....	95	
(Don't have ducts).....	96	
(Other)	97	
(Don't know)	98	X

Now, to finish up, I just have a few final questions about your family's characteristics.

continue	1	D
----------------	---	---

Q48

(ENTER NUMBER OF BEDROOMS, 98 = DON'T KNOW, 99 = REFUSED)

Just to get an idea of how big your home is, how many separate bedrooms does your residence have?

\$E 1 20	
DON'T KNOW	98 I
REFUSED	99 I

Q49

(ENTER NUMBER OF PEOPLE, 98 = DON'T KNOW 99 = REFUSED)

Including yourself, how many people live in this residence at least six months of the year?

\$E 1 20	
DON'T KNOW	98 I
REFUSED	99 I

Q50

(ENTER NUMBER OF PEOPLE, 98 = DON'T KNOW 99 = REFUSED)

How many of these people are under age 18?

\$E 0 20

DON'T KNOW 98 I
REFUSED 99 I

Q51

(ENTER NUMBER OF PEOPLE, 98 = DON'T KNOW 99 = REFUSED)

How many of these people are over 65?

\$E 0 20

DON'T KNOW 98 I
REFUSED 99 I

Q52

Would you please tell me which of the following groups best represents your total annual household income, before taxes?

Less than \$25,000..... 1
\$25,000 to under \$50,000 2
\$50,000 to under \$75,000 3
\$75,000 to under \$100,000 4
\$100,000 to \$150,000 5
\$150,000 or more 6
(Don't know/Not sure) 8
(Refused) 9

Q53

(RECORD GENDER - DO NOT ASK)

Female 1
male 2

Thank you very much for your time.

continue 1 D

RESULT

Enter the appropriate disposition code.

No answer	01	=> END
Answering machine	02	=> END
Busy	03	=> END
Disconnected phone	04	=> END
Business/Government phone.....	05	=> END
Initial refusal	06	=> END
Computer tone.....	07	=> END
Language problems	08	=> END
Schedule a callback	09	=> CB
Completed interview	10	C => END
Mid-interview terminate	11	=> END
Enter a substitute phone number	12	N => TEL02
Duplicate phone number.....	13	=> END
Not a Customer OF CORRECT UTILITY	31	N => END
NOT SINGLE FAMILY HOME-OWNER/NEW HOME.....	32	I => END

Attachment B: Sample Disposition

Table B
Disposition of All Sample Used

	PG&E	SCE / SCG	SDG &E	Total
Starting Sample	n=1,835	n=2,508	n=2,578	n=6,921
Disposition Percent of Starting Sample				
Invalid	26.0	31.3	36.2	31.8
Computer tone	1.3	12.6	7.1	7.5
Disconnected phone	9.8	10.0	20.4	13.8
Business/government phone	4.7	4.0	4.8	4.5
Duplicate phone number	0.4	0.4	0.2	0.3
Not a single family home or Owner new home	10.0	3.6	3.8	5.4
Not a customer of utility	0.0	0.6	0.0	0.2
Unknown	25.8	14.9	22.6	20.6
No answer	7.5	3.9	5.8	5.6
Answering machine	12.3	3.1	10.8	8.4
Busy	0.8	0.6	2.5	1.4
Language problems	5.2	7.3	3.5	5.3
Valid Sample	48.0	53.8	41.2	47.6
	n=880	n=1350	n=1062	n=3292
Disposition Percent of Valid Sample				
Valid Sample	100.0	100.0	100.0	100.0
Initial refusal	54.4	59.3	54.8	56.6
Schedule a callback	9.3	15.0	16.1	13.8
Mid-interview terminate	5.3	5.8	3.8	5.0
Completed interview	30.9	19.9	25.3	24.6
	n=272	n=269	n=268	n=809

Attachment C: Verbatim Responses and Codes

Responses for each of the following questions follow.

Question 10 B: What have you heard about the League of California Homeowners?

Question 10E: What have you heard about the Electric and Gas Industries Association?

Question 11B: What have you heard about the Residential Contractor Program?

Question 11D: What have you heard about the Residential Energy Efficiency Contractor Program?

[Question 11E: Have you heard of a utility sponsored program that provides incentive vouchers to pay part of the cost of making several types of energy efficiency improvements to your home?]¹¹

Question 11F: What else have you heard about this program?

[Question 25A: Did you ask anything about energy efficiency or possible savings on your energy bills?]¹²

Question 25B: What did you ask the contractor?

Question 25C: What did the contractor tell you in answering your question?

Question 40D: Before a contractor can perform safety checks on your gas water heater, furnace or other gas appliances for deadly carbon monoxide, they would ask you to sign a release. In the release you promise to make needed repairs if your gas equipment is found to be a safety hazard, or your equipment will be shut off. What do you think about having to make repairs or having your equipment shut off?

Question 40G: As part of the Residential Contractor Program, work such as repairing and sealing ducts includes DIAGNOSTIC TESTING to find problems, and then after the work is completed, PERFORMANCE TESTING to ensure that the problems have been fixed. What are your reactions to having the contractor take the extra time to do this testing?

¹¹ Q11E is the lead question for Q11F for which verbatim responses were recorded.

¹² Q25A is the lead-in question for Q25B and Q25C, for which verbatim responses were recorded.

Question 10 B: What have you heard about the League of California Homeowners?

Question

CATI	Utility	Code	Code	Code	Verbatim Response
111	2	96			HEARD BUT DON'T KNOW WHAT IT IS
387	2	96			RECEIVED A CARD FROM THEM WHEN YOU BOUGHT THE HOUSE.
505	2	96			I JUST HEARD I DON'T KNOW FOR CERTAIN.
675	2	96			JUST HEARD OF, KNOW NOTHING
733	2	96			ON RADIO SURVEYS. RECOMMENDATIONS
817	2	96			JUST AWARE OF WHAT THEY DO.
950	2	96			NOT MUCH, JUST SOUNDS FAMILIAR
1067	2	96			A CONSOLIDATION OF HOMEOWNERS .
1169	2	96			I WAS READING IN THE PAPER THAT THEY HELP PEOPLE.
1239	2	1			THEY LEAGUE LOBBIES FOR BETTER UTILITY RATES FOR HOME OWNERS.
1371	2	96			THEY ARE VERY GOOD
1475	2	2			THE POWER COMPANIES OWN IT
1522	2	96			ONLY KNOW OF THEM
1544	2	96			HELP OUT HOMEOWNERS
2145	2	3			HOME INSURANCE
2197	2	1			THAT THEY ARE AND ORG THAT IS WORKING TO KEEP UTILITY COST REASONABLE
2258	2	4			COME TO VISIT AND SEE IF HOME TO SAVE ENERGY
2313	2	96			JUST HEARD THE NAME MENTION
2373	2	96			MET SOMEBODY THAT WORKED THERE
112	3	96			HAVE HEARD THAT THERE IS ONE

655	3	4	THEY TRY TO HELP YOU KEEP YOUR HOME UP-TO-DATE AND SUGGEST WAYS TO IMPROVE YOUR HOME, HE SAID.
796	3	5	SOMETHING TO DO WITH TAXES
1629	3	3	SOMETHING LIKE HOMEOWNERS INS. WHEN YOU BUY
2199	3	96	THAT THEIR IS AN ASSOCIATION
2734	3	96	THEIR POLICIES
3323	3	96	THAT THEY EXIST

Question 10E: What have you heard about the Electric and Gas Industries Association?

Question

CATI Utility Code Code Code Verbatim Response

5036	1	2	I THINK IT REFERS TO PG&E SELLING TO OTHER INDUSTRIES.
5047	1	96	HAD A FRIEND WHO WORKED THERE, READ A LITTLE BIT ABOUT IT BUT NOT LATELY
5193	1	1	THEY SPONSOR STUDIES ON ENERGY
5202	1	4	IF YOU BUY AN ENERGY EFFICIENT APPLIANCES AND EQUIPMENT YOU CAN GET A REBATE.
5250	1	97	SELLING FLUORESCENT LIGHTS
5257	1	1	THEY DO TESTS FOR ENERGY EFFICIENCY
5325	1	1	THE SEND OUT AN ENERGY SURVEY
5393	1	1	EDUCATIONAL TIPS THEY PROVIDE
5398	1	96	I USED TO WORK FOR HONEYWELL IN THEIR ENERGY MANAGEMENT. THAT'S HOW I KNEW THEM
5400	1	1	LOOKING FOR BETTER WAYS TO SAVE ENERGY
5458	1	6	THEY CHECK YOUR HOUSE AD YOU GET A LOAN
5486	1	1	READ ABOUT THEM IN THE PAPER ABOUT SUGGESTIONS ABOUT IMPROVING LOWERING ENERGY COSTS.

5537	1	1	LADY CONTACTED US AND GAVE US A DEVICE TO CONNECT TO OUR FREEZER TO FIGURE OUT IF THE FREEZER WAS DRAWING TOO MUCH ENERGY. IF THE RED LIGHT WENT OUT THE FREEZER WAS NOT USING TOO MUCH ENERGY.
5699	1	2	THEY ARE GOING TO TAKE OVER PG&E IN THIS AREA.
5768	1	4	OFFER REBATE TO CHANGE OVER TO GAS
5816	1	4	I THINK THAT'S THE ONE THAT REGULATES THE COST I DON'T NO IF THAT'S THE ONE THAT LETS YOU BUY ELECTRICITY AND GAS AT REDUCED PRICE
5953	1	4	IT'S DESIGNED TO HELP PEOPLE SAVE MONEY ON THERE ELECTRICITY
5972	1	3	REGULATE RATES
6022	1	6	COME OUT AND LOOK THE HOUSE TAKE A LOAN TO FIX THE HOUSE
6049	1	6	THE ONES THAT COMBINE SO IT HELPS PEOPLE GET LOANS TO IMPROVE THEIR HOME
6064	1	1	FREE ENERGY ANALYST
6085	1	4	I KNOW THAT IF YOU UPGRADE SOME OF YOUR OLDER APPLIANCES SUCH AS REF, FREEZERS ETC THEY GIVE YOU REBATES
6137	1	5	CALL AND FIND OUT ABOUT THE NEW GAS AND ELEC. CO
6194	1	1	THE PROMOTE ENERGY EFFICIENT APPLIANCES
6197	1	96	CHANGE OVER FROM CURRENT SUPPLIER
6202	1	96	YOU COULD REFER TO THEM FOR CERTAIN THINGS, BUT I DON'T NOW WHAT
6250	1	4	HUSBAND USED TO WORK/ RECEIVED REBATES
6254	1	1	THERE THE ONES THAT RATE THE APPLIANCES WITH THE STICKERS ON THEM
6440	1	4	THEY GIVE REBATES
6571	1	1	THEY HELP TO MAKE APPLIANCES MORE ENERGY EFFICIENT
6598	1	1	ITS ABOUT ENERGY CONSERVATION
6628	1	96	USE TO BELONG TO THEM
6643	1	4	THEY OFFER ENERGY EFFICIENT STOVES USES GAS AND ELECTRIC

6728	1	96	NOT MUCH
6744	1	5	LETTERS HE RECEIVED AND INFORMATION IN WOODWORKING MAGAZINES
138	2	1	IF YOU MAKE CHANGES YOU CAN ASK FOR THEIR INPUT
338	2	96	NEW ARTICLES REFER TO THEM
387	2	2	WORKS FOR THE ELECTRIC COMPANY
563	2	96	JUST HEARD THE NAME.
580	2	3	A MONOPOLY/ HAS A MONOPOLY ON RATES
675	2	96	AWARE OF THEM, BUT I DON'T KNOW
1035	2	4	THEY ARE OFFERING SPECIAL DISCOUNTS
1330	2	96	PAPERS
1522	2	96	KNOW OF THEM
1872	2	96	JUST GOT A BUNCH OF BROCHURES ON THEM
2125	2	96	JUST HEARD OF THEM.
2197	2	1	THAT'S AND EDUCATIONAL GROUP THAT THE UTILITIES HAVE TO EDUCATE H OWNERS AND CONTRACTORS ON HOW TO IMPROVE THE HEATING AND COOLING EFFICIENCY
2342	2	96	ASS OF SUPPLIERS
2378	2	2	THERE RIPPING US OFF ELECTRIC COMPANY IS BILLING US FOR THERE WASTE PRODUCTS,
2423	2	5	THEY SEND INFO. OFFERING OTHER TO LOCAL COS., SHE SAID.
2484	2	1	EVERYTHING'S BAD-THEY HAVE FORMS OF SAVING ENERGY BUT THEY DON'T WANT TO USE THEM FOR FEAR OF LOSING PROFITS, SHE HAS HEARD.

Question 11B: What have you heard about the Residential Contractor Program?

Question

CATI Utility Code Code Code3 Verbatim Response

5024	1	96	THEY SENT A BROCHURE IN MY MAIL. AND I THRU IT OUT.	
5036	1	5	JUST THAT PG&E WOULD REFER SOMEONE TO US.	
5090	1	5	SOMEONE RELATED TO PG&E	
5173	1	3	HELPS MAKE YOUR HOUSE FUEL EFFICIENT, IF YOU QUALIFY	
5370	1	1	THE CONTRACTOR WOULD MAKE PG&E APPROVED HOME IMPROVEMENTS.	
5375	1	4	THEY'RE WORKING WITH PG&E THEY GIVE YOU REBATES MONEY BACK A BETTER DEAL.	
5421	1	4	CAN GET REBATE	
5573	1	5	THEY ARE APPROVED BY PG&E AND WILL DO ENERGY SAVING CONTRACT WORK.	
5768	1	3	2	WHEN HE DID HIS WINDOWS, LOW COSTS LOANS, ETC
5818	1	3	PG AND E SPONSORS IT, THEY COME OUT AND WEATHERPROOF	
5903	1	3	1	THEY COME OUT AND SEE IF YOUR HOUSE IS ENERGY EFFICIENT , AND THEY DO REPAIRS
5942	1	2	THEY HELP WITH COST	
5972	1	3	ABOUT THE WINDOWS AND AIR CONDITIONERS	
6009	1	3	THEY ARE SUBCONTRACTING THRU PG AND E AND ARE SUPPOSEDLY KNOWLEDGEABLE ABOUT INSULATION, BUT IM NOT SURE ABOUT THAT	
6048	1	2	HELP TO PAY	
6085	1	5	THEY HAVE CONTRACTORS WITH CERTAIN QUALIFICATIONS FOR PGE TO LIST THEM AND GIVE THEIR NAMES OUT	
6094	1	3	ENERGY EFFICIENCY OF THE HOUSE	
6202	1	3	IS THAT THE PEOPLE THAT COME AROUND AND HELP YOU SAVE ENERGY AT YOUR HOUSE? DO STUFF FOR YOU?	
6391	1	2	PGE WILL GIVE YOU FINANCING	
6488	1	3	IT'S ABOUT HELPING YOU TO LOWER YOUR ENERGY	

BILLS.

6550	1	96		I COULD HAVE USED IT IF I KNEW ABOUT IT
6567	1	3		PG AND E WILL COME UP WITH WHAT PEOPLE CAN DO TO ENERGY EFFICIENT THEIR HOME
6598	1	5		LIST OF LICENSED CONTRACTORS THAT ARE NOT GOING TO TAKE ADVANTAGE OF YOU
6659	1	2		LOW INTEREST LOANS TO DO ENERGY EFFICIENCY IMPROVEMENTS.
6744	1	2	3	PUTTING WINDOWS IN FOR INSULATION FOR LOW COST
104	2	96		I HAD TO TAKE A TEST AS A CA CONTRACTOR
182	2	96		JUST THE NAME
411	2	1		THEY WERE COMING AND FIXING AND REMODELING TO SAVE ENERGY AND BRING UP TO CODE.
564	2	2		THEY WORK WITH YOUR INCOME
711	2	3		BROCHURES IN THE MAIL TO SAVE. ENERGY.
1035	2	3		THEY COME OUT AND DO A SURVEY, TO SEE WHAT NEEDS TO BE REPAIRED
2115	2	4		REBATES ON APPLIANCES
2258	2	3		COME OUT AND CHECK HOME FOR ENERGY EFFICIENCY AND HOW TO SAVE

Question 11D: What have you heard about the Residential Energy Efficiency Contractor Program?

Question

CATI Utility Code Code Code Verbatim Response

51	3	11		I HAVE ALREADY DONE ONE.
123	2	1		HOW TO SAVE
154	3	10		THEY PUT SOME STUFF INTO MY ATTIC A COUPLE OF

YEARS AGO.

190	2	2	3	FIX WINDOWS, PUT IN NEW EFFICIENT LIGHT BULBS
265	3	11		MY MOTHERS DAUGHTER-IN-LAW HAD IT DONE TO CHECK WINDOWS AND DOORS AND AS WELL AS ATTIC INSULATION -THE WHOLE HOUSE I BELIEVE BY PGE
328	3	10		THEY DID WEATHER STRIPPING FOR THE WHOLE HOUSE
387	2	96		ONLY WHAT I HEARD FROM WORK.
451	3	4		THAT THEY GIVE THE PUBLIC TIPS ON ENERGY SAVINGS THROUGH BILL INSERTS
764	3	1		I JUST CHECKED INTO INSULATION ABOUT THE REASONS OR INCENTIVE FOR PUTTING INSULATION IN AND THE CONTRACTOR ABOUT WHAT IT'S TO DO THAT -HE TOLD ME THAT THE PROGRAM WAS A BIG PAIN IN THE BUTT AND IT REQUIRED TOO MUCH PAPER WORK AND WASN'T SURE HE WANTED TO CONTINUE IN GENERAL
856	3	10	11	THEY COME TO YOUR HOUSE AND PUT INSULATION INTO THE OUTLET, GAVE US LOW WATTAGE BULBS AND WEATHER STRIPPING AROUND THE DOORS AND DID NOT CHARGE US FOR IT. THEY PUT INSULATION AROUND THE ATTIC DOOR AND AROUND THE HOT WATER HEATER.
927	2	97		TURN AIR CONDITIONER OFF WHEN A LOT OF PEOPLE ARE USING IT
1049	3	11	10	THAT THEY COME OUT AND DO AN ANALYSIS FOR YOU AND HELP YOU WITH SAVING ENERGY, PLASTIC AROUND WINDOWS AND EVALUATE WHAT YOU NEED AND DO IT FOR YOU
1225	3	12		THEY GIVE YOU A LIST OF CERTIFIED CONTRACTORS
1512	2	96		READ ON INTERNET
1572	3	11		KNEW SOMEONE WHO DID SURVEY STUFF FOR THEM
1631	2	96		HEARD THE NAME
1649	3	11		WE HAD SOMEBODY COME OUT FROM THE UTILITIES AND DID AN ENERGY EFFICIENCY AUDIT LAST YEAR

2201	2	4	THEY TEACH YOU HOW TO SAVE \$\$\$\$\$\$\$\$\$\$
2659	3	11	SOMEONE FROM UTILITY WALKS THROUGH HOUSE TO SEE EFFICIENCY LEVEL AND THEY MAKE RECOMMENDATIONS.
2923	3	1	3 YR. AGO THEY MADE IMPROVEMENTS IN HIS HOME
3032	3	10	PART OF A LAWSUIT. COVERED UP KNOB INSULATION HAD FIRE HAZARD HAD TO REMOVE.

[Question 11E: Have you heard of a utility sponsored program that provides incentive vouchers to pay part of the cost of making several types of energy efficiency improvements to your home?]¹³

Question 11F: What else have you heard about this program?

Question

CATI Utility Code Code Code Verbatim Response

5004	1	7	INSULATED THE HOUSE ABOUT 10 YEARS AGO
5007	1	9	LAST YOUR THE UTILITY ON OUR HOME
5009	1	9	THAT'S THERE IS SOME HELP THROUGH PGE IF YOU WANT TO UPGRADE INSULATION VALUE OR WINDOWS
5014	1	96	REBATES FOR HAVING CERTAIN THINGS DONE TO YOUR HOME, PURCHASE MORE EFFICIENT APPLIANCES
5033	1	96	PG&E PUTS OUT INFO THAT SAYS: CONTACT THEM IF YOU WANT OR NEED MORE INFORMATION.
5036	1	9	I THINK THAT IN YOUR PG&E BILLS THERE IS SOMETHING ABOUT IT.
5037	1	96	I THINK PGE OFFERS LOWER INTEREST LOANS FOR NEW FURNACES
5047	1	9	ADS, READ ABOUT IT
5079	1	96	YOU GET A REBATE IF YOU PURCHASE CERTAIN APPLIANCES.

¹³ Q11E is the lead question for Q11F for which verbatim responses were recorded.

5107	1	5	NOT MUCH AT ALL
5112	1	5	ON LOW INCOME PROGRAM BUDGET OR ASSISTANCE.
5141	1	96	YOU HAVE TO MAKE LESS THAN A CERTAIN AMOUNT OF MONEY TO BE ELIGIBLE
5202	1	96	SOMEONE CAME HERE AND LOOKED OVER THE HOUSE FROM PG&E
5211	1	96	WE BOUGHT AN ENERGY EFFICIENT NEW TOILET AND THEY GAVE US SOME MONEY BACK FOR THIS PURCHASE.
5300	1	12	IT'S AVAILABLE IF THEY QUALIFY.
5309	1	96	WE DID IT HERE WITH THE LIGHTING IN THE PUBLIC AREAS OF THE CONDO. PG&E CAME THRU ENERGY AUDIT FOR THOSE PUBLIC AREAS AND MY UNIT AS WELL.
5325	1	96	THE GIVE YOU A REBATE IF YOU ARE REMODELING
5353	1	96	THE ONES WHO COME TO YOUR HOME AND MAKE SUGGESTIONS FOR IT
5398	1	96	SEND IN RECEIPTS THEY WOULD PAY 50% ABOUT 2 YR. AGO
5424	1	96	PG&E BUY COST EFFICIENT APPLIANCES.
5458	1	96	BASICALLY THAT'S ALL
5537	1	96	WE TRIED IT THROUGH PG&E AND PROGRAM DOES NOT WORK.
5573	1	96	MY MOTHER GOT FREE INSULATION AND FREE WEATHER STRIPPING
5581	1	96	REAL GOOD PROGRAM
5593	1	9	VOUCHERS FOR TURNING IN THE REFRIGERATOR FOR A NEW ENERGY EFFICIENT FRIDGE.
5612	1	12	THEY GIVE SO MUCH MONEY IF UPGRADE YOUR WINDOWS
5723	1	96	SOMETHING IN THE BILL ABOUT REBATES AND ENERGY EFFICIENT TIPS
5751	1	2	I RECEIVED INFO THROUGH THE MAIL
5768	1	96	VERY GOOD CHECKED INTO IT FOR HIS WINDOWS
5802	1	96	THAT'S ABOUT IT
5830	1	9	I HAD HEARD OF THEM BUT THEY DIDN'T WORK
5856	1	12	PEOPLE CAN GET A REBATE WHEN BUYING NEW APPLIANCES.

5893	1	12	WELL, I'M AWARE THAT PGE MAKES SERVICES AVAILABLE TO EVALUATE YOUR HOME AND MAKE RECOMMENDATIONS
5928	1	96	HELP YOU MAKE IMPROVEMENTS ON YOUR HOME.
5942	1	12	THEY HELP
5943	1	10	GOING AROUND A FEW YR. AGO
5972	1	96	REGARDING INSULATION
5990	1	5	YES
6009	1	12	ONLY PERTAINS TO CERTAIN INCOME LEVEL PEOPLE
6022	1	96	COME OUT AND REDUCE COST
6052	1	97	THEY PUT DIFFERENT LIGHT BULBS AND LOW FLOW SHOWERHEADS IN
6056	1	96	SOUNDS GOOD ANGLE TO GET OUT IT
6064	1	96	MAIL
6108	1	9	HELP PEOPLE WITH REPLACEMENT PROGRAM
6110	1	10	ASSIST CUSTOMERS IN REPLACING ITEMS THAT ARE OLD WITH ENERGY EFFICIENCY APPLIANCE
6114	1	10	HEARD THE INSULATION DONE SISTER LAW HAD DONE
6125	1	12	TO HELP INSULATE ATTIC
6135	1	96	JUST THAT THEY WILL HELP DETERMINE CERTAIN THINGS THAT NEED TO BE DONE
6162	1	97	WATER HEATER BONUS
6164	1	96	IF YOU WANT TO USE IT YOU GO DOWN TO YOUR PLACE FOR A LIST OF CONTRACTORS TO USE.
6169	1	96	LIMITS
6182	1	96	FUEL ASSISTANCE PROGRAM.
6202	1	96	FOR RETIRED OR ELDERLY. THEY GET SO MUCH OF THEIR PG&E TAKEN CARE OF IN COLDER MONTHS BASED ON INCOME.
6206	1	9	IN PG & E BILL STATES WHAT IT OFFERS.
6217	1	9	CERTAIN REBATES ON CERTAIN APPLIANCES
6254	1	96	THEY PAY THE PORTION FOR REBATE ON ENERGY EFFICIENT IMPROVEMENTS

6275	1	96		THAT THEY DO CERTAIN LEVELS OF INSULATION
6375	1	99		PAMPHLET OF INFORMATION FROM PG & E
6383	1	96		99
6402	1	9		ENERGY STAR PROGRAM. AND THEIR REBATES IF YOU CHOOSE AN ENERGY STAR APPLIANCE. AND I THINK WITH HOME LOANS IF YOU DO A 30% ENERGY SAVING IMPROVEMENT OR BETTER THAN SOME SET STANDARD YOU GET A DISCOUNT ON A HOME LOAN OF ONE OR TWO POINTS.
6407	1	10	11	REBATES--REFUND IF YOU BUY MORE EFFICIENT EQUIPMENT
6419	1	96		PG AND E DID A FEW THINGS AROUND HOUSE REPLACED WINDOWS VENTS ATTIC INSULATION. LOW FLOW FAUCETS. 7YRS AGO.
6500	1	96		I KNOW THAT PG&E HAS SUCH A PROGRAM AND THAT'S HOW I GOT THE REFERRAL FOR MY HOME INSULATION.
6550	1	5		I WAS TO LATE TO TAKE ADVANTAGE OF IT
6566	1	96		THEY GIVE LOW INTEREST LOANS
6572	1	96		COME TO HOUSE AND BRING YOUR HEATER UP TO DATE WILL ALSO PROVIDE A DISCOUNT.
6628	1	96		NOT TOO MUCH ITS IN EFFECT AND WORKING SATISFACTORY
6807	1	1		ELECTRIC BILL
104	2	96		BEEN INVOLVED IN IT AT WORK
111	2	5		THEY WILL HELP YOU WITH BILLS IF YOU ARE A SENIOR OR OTHER.
123	2	97		SOME GET THEM FOR THE GAS
190	2	6	2	PUTTING IN REFRIGERATORS FOR EFFICIENCY, INSULATE WINDOWS
247	2	96		THAT THEY WOULD GIVE ME REBATES
332	2	96		IF YOU BUY CERTAIN QUALIFYING ITEMS THEY WILL REBATE MONEY.
338	2	5		HAVE PROGRAMS FOR EFFICIENCY AND ELDERLY
411	2	7		THAT THEY WERE PAYING FOR THE UTILITIES.
449	2	97		FROM WHAT I'VE HEARD THEY NEVER DO PAY.
505	2	8		THEY GAVE EVERYONE IN THIS WHOLE AREA FREE TOILET.

530	2	96	THE GAS COMPANY IS ADVERTISING IT
549	2	9	THEY HAVE TO INSULATE WATER HEATER AND TO RID OF OLD APPLIANCES
563	2	96	HAD NOT HEARD ABOUT THE VOUCHERS, BUT HEARD ABOUT REBATES WHEN YOU INSTALL LOW FLUSH TOILETS.
580	2	6	CAN BUY AN ENERGY EFFICIENT REFRIGERATOR
675	2	96	I THINK I HAVE READ THINGS ON THIS.
722	2	6	TURN IN AN OLD FRIDGE TO GET MONEY TOWARD A NEW ONE
733	2	96	AWARE THAT THE GAS CO AND INSULATE ATTIC PROPERLY. REBATE ON COST. CHANGE SHOWERHEADS TO LOW FLOW REBATE.
743	2	96	THEY WILL PAY PART OF THE BILL
817	2	96	THEY RUN ADS TO GIVE INCENTIVES TO UPGRADE OLD APPLIANCES TO ENERGY EFFICIENCY ONES.
819	2	96	OFFERS WAY TO SAVE MONEY
912	2	96	GOT A REBATE OR SOMETHING
947	2	96	THAT THIS SERVICE IS AVAILABLE
949	2	6	YOU CAN EXCHANGE ITEMS SUCH AS YOUR REFRIGERATOR AND RECEIVE A CREDIT. IF YOU INSTALL NEW INSULATION YOU CAN GET A CREDIT.
950	2	97	LIKE AN UMBRELLA, YOU PAY ONE BILL AND THEN THEY PAY FOR ALL THE OTHERS.
1004	2	96	THEY GIVE A REBATE
1038	2	6	EDISON OFFERING \$25 TO TURN IN YOUR OLD REFRIGERATOR.
1126	2	96	I REMEMBER GET A BROCHURE IN MY BILL FROM THE CA EDISON.
1169	2	4	THEY CAN HELP YOU WITH THEIR PROGRAMS TO SAVE YOU MONEY.
1181	2	96	THEY HELP PAY IF YOU WANT TO INSULATE
1246	2	96 3	SOME KIND OF CREDIT FOR INSTALLING INSULATION , REBATE PROGRAM FOR INSTALLING FLUORESCENT BULBS
1278	2	96	THROUGH I ELECTRIC COMPANY WE GOT AN ENERGY EFFICIENCY PROGRAM.
1478	2	96	THAT THE GAS COMPANY HAS THIS PROGRAM TO USE FOR

PEOPLE TO USE TO MAKE IMPROVEMENTS.

1544	2	96	GIVE CREDIT TO EFFICIENT HOME IMPROVEMENTS
1586	2	6	GAS CO. SENT FLYER SAYING THAT IF YOU WANTED TO CHANGE YOUR REFRIGERATOR, ETC, THEY WOULD HELP PAY FOR IT-AROUND 25-50
1631	2	96	SOME INCENTIVE TO GET ENERGY EFFICIENT PURCHASES
1636	2	96	GIVE AN OLD APPLIANCE THEY'LL PICK
1642	2	6	SOLAR REBATE ON OLD REFRIGERATORS
1818	2	96	50 DOLLAR REDUCTION
1827	2	1	THE MORE ENERGY EFFICIENT YOU MAKE YOUR HOME THE LESS YOU WILL PAY
1872	2	96	JUST INFORMATION FROM THE UTILITIES COMPANY
1886	2	4	THEY COME OUT AND CHECK THE HOUSE AND ADVISE ON HOW TO MAKE IT EFFICIENT
1892	2	6	1 EDISON WILL GIVE YOU MONEY IF YOU GIVE THEM OLD FRIDGE, GAS CO WILL HELP YOU GET A NEW FURNACE IF YOU GIVE THEM YOUR OLD ONE
1924	2	5	I HAVE HEARD ABOUT IT IN THE MAIL. I DON'T REMEMBER WHAT.
1960	2	4	ADS I HAVE SEEN IN THE PAPER.
1967	2	6	PHONING THEM OR CONTACTING THEM, THEY'RE ONLY TOO HAPPY TO SHOW YOU WAYS. I'VE GOTTEN THINGS LIKE THAT IN THE MAIL.
2031	2	96	USED IT IN SOUTH CAROLINA TO UPGRADE AIR CONDITIONING SYSTEM
2098	2	96	GIVE YOU \$25 TO PICK UP YOUR OLD FRIDGE, ETC
2115	2	96	DISCOUNTS
2117	2	96	THEY WILL REIMBURSE PART OF YOUR EXPENSES TO BUY ENERGY EFFICIENCY PRODUCTS
2125	2	4	HEARD OF IT.
2134	2	96	THEY WOULD COME AND SHOW YOU HOW TO SAVE ON ENERGY
2147	2	96	HELP PURCHASE REFRIGERATOR ENERGY EFFICIENT.
2174	2	96	PROGRAM WANTS YOU TO KEEP THE HOT WATER HEATER LOWER, INSULATE YOUR WATER HEATER. ONLY HEAT OR COOL THE ROOM THAT YOU ARE IN RATHER THAN THE ENTIRE HOUSE

2196	2	96		LOW FLOW TOILETS, REPLACE AIR CONDITIONER CENTRAL. VOUCHER SYSTEM TURN IN A FREEZER AND GOT CREDIT. ENERGY EFFICIENT APPLIANCES
2206	2	5		INSERT IN BILL OFTEN ABOUT SECOND REFRIGERATOR
2231	2	96		FOR SENIORS
2236	2	97		REBATES ON AC FRIDGE
2248	2	96		ITS DONE THROUGH PG&E CENTRAL CA.
2261	2	96		YOU GET A REBATE ON APPLIANCES IF YOU BUY AN ENERGY EFFICIENCY ONE
2275	2	6		THERE ARE VOUCHERS
2283	2	4		P.G.AND E. WHEN YOU TRASH AN OLD FRIDGE THEY GIVE YOU \$25
2313	2	5		HOW THEY HELP SAVE ENERGY AND UTILITIES, POWERS.
2330	2	96		IF YOU HAVE LOW INCOME THEY CAN HELP YOU
2385	2	96		REBATES REPLACING TOILETS
2417	2	7		YES AND I USED THE GAS COMPANY ONE 18YRS FOR INSULATION.
2423	2	96		FOR LOW INCOME PEOPLE, THEY'LL PAY 10% OF THE BILL
265	3	5		ITS FOR SENIOR CITIZENS HELPING LOWER UTILITY BILLS
332	3	8		IF YOU HAVE AN OLD FASHION TOILET THEY GIVE YOU LIKE \$75 TO BUY A NEW ENERGY SAVER.
685	3	9		HELP YOU REPLACE WATER HEATER
731	3	96		THEY WILL PAY YOU\$50OR A \$50 SAVINGS BOND IF YOU TURN IN AN OLD-MODEL REFRIGERATOR.
796	3	11		MOSTLY, THE WATER CONSERVATION, SUCH AS LOW-FLUSH TOILETS.
869	3	96		CERTAIN BENEFITS
892	3	6	11	I'VE USED THEM FOR WATER CONSERVATION AND TO BUY A REFRIGERATOR.
1049	3	6		TO GET A MORE EFFICIENT REFRIGERATOR AND THEY WILL PAY YOU A CERTAIN PERCENTAGE TO GET RID OF YOUR OLD ONE
1057	3	6		RETURNING REFRIGERATORS
1099	3	12		THEY MAKE AN ASSESSMENT OF YOUR HOME AND REPLACE LIGHT BULBS

1196	3	12	MY SISTER DID THIS AND IT WAS POSITIVE EXPERIENCE.
1204	3	9	PUT SOMETHING ON TOP OF AND GET A TAX RELIEVE
1231	3	5	THEY HELP LOW INCOMES FAMILIES WITH HELP TO FIX THEIR HOME GIVING THEM DISCOUNTS ON SUPPLIES TO INSULATE THEIR HOMES.
1460	3	3	THEY HAVE COME OUT WITH ENERGY SAVING LIGHTS
1503	3	6	I BOUGHT A REFRIGERATOR AND I GOT A DISCOUNT, I SAVE ABOUT \$10/MONTH
1562	3	5	THAT IT HAS HELPED A LOT OF PEOPLE WHO ORDINARILY WOULD NOT HAVE BEEN ABLE TO AFFORD.
1649	3	8	FREE TOILETS OFFERED BY A MAJOR UTILITY THAT INCLUDED THE IDEA OF WATER CONSERVATION I'VE HEARD OF
1847	3	6	A PROGRAM THAT ENCOURAGES YOU TO USE ONE REFRIGERATOR INSTEAD OF TWO.
1935	3	96	FOR PEOPLE ON FIXED INCOMES
1936	3	96	READ THE PAMPHLET AND TRY TO APPLY FOR AS MANY ITEMS AS POSSIBLE
1986	3	5	IF YOU TURN IN YOUR OLD FRIDGE, BUY NEW ENERGY EFFICIENT APPLIANCES
1993	3	9	THEY HELP PEOPLE WITH LOW INCOME TO HELP IMPROVE THE EFFICIENCY OF THEIR HOME
2197	3	96	JUST THE UTILITY ACTIVELY ENCOURAGE PEOPLE TO REPLACE OLD HIGH ENERGY APPLIANCES WITH NEWER MORE EFFICIENT
2516	3	6	THERE ARE CERTAIN IMPROVEMENTS YOU CAN MAKE WHERE THEY CUT YOU A DEAL ON YOUR ENERGY BILL
2558	3	96	REPLACING YOUR OLD REFRIGERATOR FOR A NEW ONE. SAW THE AD.
2639	3	96	IT IS ABOUT ALL THERE IS OUT THERE - THAT'S ALL
2686	3	96	REBATE PRODUCTS FOR ENERGY EFFICIENT THINGS - WATER CONSERVATION MEASURES
2749	3	96	WATER HEATING AND AIR CONDITIONING PARTLY PAID FOR
2934	3	96	TRADE IN OLD APPLIANCES
3032	3	96	IF GET QUALIFIED THEY'LL WALK THROUGH WEATHER STRIPPING , DOORS NEED REPAIR

3127	3	96		HAVEN'T HAD CAUSE, TO RESEARCH IT.
3247	3	9		FROM GAS CO
3248	3	4		THEY GIVE YOU A CASH BREAK WHEN YOU BUY APPLIANCES
3323	3	6		THEY HAVE LOGOS ON APPLIANCES
3350	3	96		THEY DON'T GIVE YOU A REBATE FOR APPLIANCES THAT AREN'T ENERGY EFFICIENT
4674	3	9		I HAVE HAD A SURVEY DONE HERE.
4685	3	10	3	YOU GET SOME SORT OF REBATE IF YOU DO SOME OF THE THINGS THAT THEY RECOMMEND
4701	3	96		WE HAVE HAD THEM COME IN OUR HOUSE AND INSULATED OUR ATTIC AND PUT FLUORESCENT BULBS IN - THE SAN DIEGO ELECTRIC COM- PANIES PROGRAM
4798	3	1	11	UPGRADE TO HELP PAY
4834	3	10		LOW ENERGY LOW FLUSH TOILET
4916	3	96		INSULATION. SOLAR ENERGY TAX CREDITS.

[Question 25A: Did you ask anything about energy efficiency or possible savings on your energy bills?]¹⁴

Question 25B: What did you ask the contractor?

Question

CATI Utility Code Code Code Verbatim Response

5026	1	6		COST VS EFFICIENCY.
5028	1	6	8	COST EFFECTIVENESS OF UNIT, HOW LONG UNIT WOULD LAST
5079	1	3		HER PG&E IS VERY EXPENSIVE AND SHE ASKED THE CONTRACTOR WHAT SHE CAN DO INSTEAD OF TURNING ON THE AIR CONDITIONER/

¹⁴ Q25A is the lead-in question for Q25B and Q25C, for which verbatim responses were recorded.

5083	1	3	HOW MUCH IT WOULD COST--LESS OR MORE THAN THE PREVIOUS FURNACE
5088	1	1	ENERGY EFFICIENCY, WHAT PRODUCT OFFERED
5107	1	1	ASKED ABOUT ENERGY EFFICIENCY
5173	1	1	IF THE HOUSE THAT THE CONTRACTORS BUILT FOR HIM IS IT GOING TO BE ENERGY EFFICIENT
5185	1	1	WHAT PERCENTAGE OF EFFICIENCY THAT SHE COULD GET.
5200	1	3	WANTED TO KNOW COST SAVINGS.
5202	1	7	HOW BIG WE NEED. WOULD A LARGER FURNACE DO A BETTER JOB OR NOT?
5234	1	9	WERE THE WINDOWS GOOD AND ENERGY EFFICIENT
5235	1	3	WE WANTED TO SAVE ENERGY AND \$\$\$\$\$\$
5257	1	3 7	WHAT % OF SAVINGS THERE WOULD BE AND WOULD IT KEEP OUT THE HEAT IN SUMMER AND KEEP COLD OUT IN WINTER
5286	1	3	HOW MUCH WOULD WE SAVE
5300	1	6	THEY WANTED TO COST EFFECTIVENESS.
5400	1	3	I ASKED ABOUT THE COSTS
5421	1	1	EFFICIENCY
5458	1	9	WE ASKED WHICH WINDOWS WOULD BE MORE EFFICIENT
5474	1	97	JUST THAT
5538	1	97	VOLUNTEERED THIS INFORMATION FROM THE CONTRACTOR
5593	1	1	THIS WAS RESPONDENTS MOM WHO PASSED LAST YEAR ENERGY CONSCIOUSNESS, WOOD STOVE SAVING MONEY. HOMEBUILDERS,
5699	1	3	MORE OF THE SPECIFICS ON THE SAVINGS
5723	1	7	WHICH ONE WOULD GI US THE BEST SOLUTION FOR HEATING THREE FLOORS OF THE HOUSE
5726	1	97	IF IT WERE NOT DRAFTY

5768	1	3		IF IT WOULD END UP SAVING HIM MONEY
5816	1	6	3	HE TOLD ME ABOUT THE EFFICIENCY OF THE NEW COMPARED TO THE OLD ONE , HE TOLD ME IT WOULD SAVE ME MONEY
5943	1	10		ENERGY CHECK AND STRIPPING
5972	1	2		HOW MUCH IT WOULD COST
6022	1	3		HOW MUCH WOULD IT SAVE
6034	1	9		ABOUT WINDOWS
6109	1	6		LOOKED AT COMPARISONS FOR THIS AND COMPROMISED
6110	1	7		HOW THE RESPONDENT COULD RETURN AIR INTO A SPECIFIC ROOM
6175	1	3		HOW MUCH ENERGY WE'D SAVE
6177	1	1		ASKED IF THEY ARE ENERGY EFFICIENT AND WAS TOLD THEY WILL HELP WITH BOTH THE HEAT AND THE COLD.
6293	1	10		P AND G E CAME OUT AND CHECKED MY HOUSE FOR EFFICIENCY.
6383	1	7		ABOUT GETTING A BIGGER UNIT
6402	1	1		WHAT THE EFFICIENCY RATING WAS.
6566	1	3		HOW MUCH WILL I SAVE
6567	1	97		OF COURSE IT WOULD HELP
6659	1	1		WHAT THE MONTHLY AVERAGE COST TO RUN THE UNIT WOULD BE.
6723	1	1		HOW EFFICIENT WAS IT
6728	1	1		ASKED IF IT WAS MORE ENERGY EFFICIENT
6822	1	3		BECAUSE I WANTED TO SAVE MONEY
6831	1	1		TOLD EM I WANTED SOMETHING THAT WILL RUN EFFICIENTLY
101	2	4	7	INSULATION AND VENTILATION.
104	2	6		HOW MUCH EFFICIENCY COULD I BUY FOR HOW MANY DOLLARS

338	2	3	9	SAVINGS AND EFFICIENT WINDOWS AND DOUBLE PAIN AN PLASTIC LINING
379	2	6		HOW MUCH MORE EFFICIENT IT WOULD BE THAT MY OLD FURNACE.
410	2	3	11	I WAS ASKING HOW MUCH MONEY I'D SAVE ON THE BELL , I WAS ASKING HIM ABOUT FINANCING WITH AND CAL GAS CO
549	2	1		HOW WE COULD BE MORE EFFICIENT AND WHAT HE COULD RECOMMEND
722	2	1		THE EFFICIENCY CODE #S
880	2	3		WE WANTED TO GET SAVINGS ON THE HEATING BILL.
948	2	3		HOW WE WOULD SAVE ENERGY SO THE BILL WOULDN'T BE THAT MUCH
1067	2	1		CONSERVATION
1246	2	97		IF THE AC HAD AND SCROLL COMPRESSOR
1330	2	1	8 7	WHAT KIND OF UNIT HOW IT LAST HOW STRONG
1512	2	9	4	WINDOWS SAVE MONEY WITH INSULATION
1562	2	3	9	HOW YOU WOULD BE ABLE TO SAVE ON ENERGY BY THE PRICE OF THE WINDOWS.
2191	2	3		IF IT WOULD LOWER ELECTRIC BILL
2197	2	97		BASIC INFORMATION FROM THE CONTRACTOR
2331	2	97		CLEAN OUT THE VENTS
2443	2	7		I JUST WANTED TO KNOW WHAT WOULD BE BEST FOR THIS KIND OF HOUSE BECAUSE OF HOW OLD IT IS,
228	3	2		WHAT THE PRICE DIFFERENCE WOULD BE.
265	3	3	4	REFERRAL PERSON TOLD ME INSULATION WALLS WOULD SAVE THE ENERGY BILLS WHEN I ASKED HIM ABOUT THE CEMENT WALLS NEEDED SOMETHING BETWEEN THEM
655	3	96	1	DID WORK HIMSELF BUT CHECKED WITH UNIT MANUFACTURER. ABOUT ENERGY EFFICIENCY AND COOLING EFFICIENCY
1060	3	96		DID THEIR OWN REMODELING

1448	3	3	HOW CAN I SAVE \$\$\$ ENERGY?
1542	3	5	TYPE OF FURNACE
1650	3	3 7	I WANTED TO KNOW IF IT WOULD SAVE ME MONEY AND BE ABLE TO WORK IN MY HOUSE.
1702	3	1	WENT TO CONSUMER REPORTS & BOUGHT ALL ENERGY SAVING APPLIANCE
1816	3	3	WILL I SAVE \$\$\$\$\$\$\$\$\$
1842	3	1	WHETHER OR NOT IT WAS AN ENERGY EFFICIENT UNIT. IT WAS RATED AS A 10 OR A 12
1847	3	6	SHOWED US AND MADE COMPARISONS FOR US.
1908	3	1	WHETHER IT WAS AN ENERGY EFFICIENT UNIT
2408	3	3	THEY CLAIMED THERE WOULD BE SAVINGS ON HEATING BILLS DUE TO A MORE EFFICIENT UNIT
3059	3	1	WHEN WE MOVED IN WE MADE SURE THAT THE HEATING AND COOLING SYSTEMS BEING INSTALLED IN OUR NEWLY BUILT HOME WERE ENERGY EFFICIENT
3127	3	1	WE HAD DESIGNED THE HOUSE, SO WE CREATED IT TO BE ENERGY EFFICIENT.
3313	3	7	IF IT WOULD KEEP IT COOLER AND KEEP COOL AIR OUT
4465	3	2	HOW MUCH IT COST
4674	3	97	I SHOPPED FOR THE WINDOWS AND HIRED THE CONTRACTOR IN[?] PUT THEM IN.
4701	3	1	THE ISSUE WAS AROUND THE COIL IN THE FURNACE AS APPLIES TO THE AIR CONDITIONER BUT THE NEW UNIT WAS MORE ENERGY EFFICIENT THAN THE OLD

Question 25C: What did the contractor tell you in answering your question?

Question

CATI Utility Code Code Code Verbatim Response

5026	1	7	DIFFERENT ONES TOLD ME DIFFERENT THINGS ON VARIOUS OPTIONS AND POSSIBILITIES. IE ONE HAD A COMPUTER PROGRAM THAT WOULD ACCESS MY NEEDS HEAT COOLING COMBO BASED ON INFO I PROVIDED LIKE EXISTING FEATURES OF MY HOME IN COMBINATION WITH WHAT NEW EQUIP I WAS CONSIDERING WITH ITS EFFICIENCY RATIOS AND FUTURE COST TO OPERATE THE HOUSE.
5028	1	8	UNIT IN QUESTION IS EASY TO MAINTAIN AND THAT IT DOESN'T NEED TO BE SHUT DOWN
5079	1	10	HE SUGGESTED THAT SHE USE WINDOW FILM.
5083	1	3	HE WAS SURE IT WILL COST LESS AND GIVE THE SAME KIND OF HEAT
5088	1	1	GAVE ME A BROCHURE
5107	1	1	SHOW THEM A CHART
5173	1	3	THAT HE WOULD MAKE SURE THAT THE CUSTOMER CAN SEE THAT IT IS ENERGY EFFICIENT
5200	1	3	OVER A PERIOD OF YEARS THEY WOULD SAVE WHILE KEEPING A WARM HOUSE.
5202	1	7	BOTH SAID THE VERY SAME THING I.E. THAT THE BTU'S ARE THE UNIT OF MEASURE AND MORE THAN THAT IS JUST A WASTE.
5234	1	9	THAT THE WINDOWS WE CHOOSE WERE A GOOD CHOICE FOR WHAT WE WANTED
5235	1	3	YOU WILL SAVE \$\$\$\$\$\$
5400	1	1	THAT IT WAS EFFICIENT
5421	1	2	COMPARED BIDS

5458	1	9	HE TALKED ABOUT THE DIFFERENT WINDOWS THAT WERE AVAILABLE
5474	1	3	HE FELT THERE WOULD BE SOME SAVINGS IN ENERGY
5538	1	6 3	HE SAID THIS WOULD REDUCE HOT AIR COMING AND GOING OUT. LOWERS HER BILL...
5723	1	4	WE WENT WITH GAS AND PUT IN EXTRA INSULATED HEATING DUCTS
5726	1	10	THAT THEY WOULD SEAL IT WITH A THICK SEALER
5751	1	1	THIS IS THE BEST PRODUCT ON THE MARKET
5761	1	3	IT WOULD REDUCE BILL 3-%
5768	1	3	THAT IT WOULD SAVE HIM MONEY ELECTRONIC IGNITION
5915	1	9	THEY ARE BETTER THAN 1 PAIN WINDOW
5972	1	2	HELPED TO FIGURE HOW THE CHEAPEST MODEL
6022	1	3	IT WOULD MAKE A DIFFERENCE
6110	1	7	EXPLAINED WAYS THAT THE RESPONDENT COULD GET MORE AIR VOLUME IN THE ROOM
6169	1	10	AUDIT
6175	1	3	GAVE US A PERCENTAGE
6177	1	6	THESE WILL HELP WITH BOTH THE HEAT AND THE COLD.
6300	1	3	COULD SAVE A LOT OF ENERGY
6383	1	7	THEY GAVE ME A BIGGER UNIT.
6402	1	1	HE MUST HAVE MET MY QUESTION IN TERMS OF THE BRAND HE CHOOSE/SELECTED.
6566	1	3	HE SAID THAT I WILL
6567	1	3	PERCENTAGE OF SAVINGS
6659	1	3	THAT IT WOULD VARY DEPENDING ON USE I.E. BETWEEN \$100 TO \$200 PER MONTH.
6723	1	1	THEY SAID THE ONE WE BOUGHT WAS THE BEST
6728	1	1	YES

6822	1	9	3	I WOULD SAVE MORE MONEY WITH DOUBLE PANED WINDOWS
6831	1	1		THEY PUT IT IN THERE
101	2	4	10	DISCUSSED DIFFERENT FORMS OF INSULATION AND VENTS AND FANS
104	2	3		LAID IT OUT PLAIN AND SIMPLE, THERE WAS A REBATE INVOLVED, HE LAID OUT THE PAYBACK ON BUYING ENERGY EFFICIENCY
190	2	3		SHE TOLD ME I COULD SAVE MONEY ON MY BILLS
338	2	97		CONTRACTOR THAT WAS NEW WAS GOOD
379	2	97		HE WAS NOT SPECIFIC ONLY PROVIDED GENERALITIES.
410	2	97		THEY WERE VERY HELPFUL AND THEY HELPED ME SOLVE THE PROBLEM
549	2	97		RECOMMENDED DUAL HEATING AND AIR CONDITIONING SYSTEM AND WE PUT THE UNITS IN THE ATTIC-AS A RESULT, IT WAS QUIETER AND WE GAINED CLOSET ROOM
722	2	1		GAVE ME THE NUMBERS
880	2	1		THIS WAS THE MOST ENERGY EFFICIENT.
948	2	3		THAT IT WOULD SAVE ENERGY
1067	2	3		IT WOULD SAVE SO MUCH EACH YEAR
1246	2	1		YES , HE SAID THAT THAT WAS MORE ENERGY E THAN ALTERNATIVES
1330	2	97		WHAT THEY DO WARRANTEES
1512	2	4	9	YES
1562	2	3		IT 'LL SAVE A LOT OF ENERGY.
2191	2	3		IT PROBABLY SHOULD
2197	2	9		HELPED THE RESPONDENT IN PUTTING IN THE WINDOWS
2331	2	10		RECOMMENDED TO CLEAN OUT VENTS ALL TIME CHANGE FILTER ALWAYS
2443	2	97		HE JUST WROTE OUT AN ESTIMATE FOR ME.
265	3	5		HE TOLD WHEN SHE WOULDN'T HAVE TO RUN THE

HEATER SO HIGH

655	3	4		MANUFACTURER SAYS THE UNIT WAS MADE FOR A SPECIFIC TYPE OF INSULATION.
1099	3	3		IT WOULD HELP LOWER MY BILL
1448	3	4	9 10	PUT INSULATION ON DOORS WINDOWS, SMALLER FRIDGE ,TURN LIGHTS OFF W NOT USING
1460	3	1		HE SUGGESTED A ENERGY EFFICIENT UNIT
1542	3	1		RECOMMEND EFFICIENT FURNACE
1650	3	1		THEY SAID THEY WOULD GET A HIGH EFFICIENT UNIT.
1816	3	3		YOU WILL SAVE \$\$\$\$\$\$\$\$\$\$
1842	3	8	1	REASSURED THAT THE MAKE WAS GOOD AND ENERGY EFFICIENT
1847	3	2	1	WE TALKED ABOUT COST AND EFFICIENCY.
1908	3	1		THAT IT WAS AN ENERGY EFFICIENT UNIT
2199	3	10		THESE ARE ALL THE THINGS THAT WOULD CONSERVE ENERGY
2408	3	3		IMPLIED THAT THERE WOULD BE A SAVINGS IN ENERGY MORE EFFICIENT HEATING SYSTEM....NO SAVINGS ON AIR DUE TO NEW INSTALLATIONS FIRST TIME HAVING AIR
3059	3	1		PROVIDED US WITH LITERATURE EXPLAINING THE ENERGY EFFICIENCY OF OUR EQUIPMENT I.E. THE FURNACE
3206	3	6		WARMER IN WINTER ,COOLER IN SUMMER
3313	3	9		EXPLAINED HOW TIGHT THE GLASS WAS TO KEEP LEAKS OUT
4465	3	2		TOLD COST
4674	3	9		ASKED ABOUT ABILITY TO INSULATE FROM HEAT COLD AND GLARE. BUT I ASKED THE WINDOW DEALER NOT THE CONTRACTOR THE ABOVE.
4701	3	1	7	THE NEW ONES MORE ENERGY EFFICIENT BUT WE MODIFIED THE COIL IN THE FURNACE SO IT WOULD DO US NO GOOD WE WERE LOOKING TO GET IN MORE LOAD FOR

LESS WATTAGE

Question 40D: Before a contractor can perform safety checks on your gas water heater, furnace or other gas appliances for deadly carbon monoxide, they would ask you to sign a release. In the release you promise to make needed repairs if your gas equipment is found to be a safety hazard, or your equipment will be shut off. What do you think about having to make repairs or having your equipment shut off?

Question

CATI Utility Code Code Code Verbatim Response

5004	1	95	ALREADY HAVE A CARBON MONOXIDE DETECTOR
5009	1	7	NO WHEN I HAD A PROBLEM AND WANT TO FIX IT BEFORE THEY DIDN'T FIX MY PROPANE TANK RIGHT AND LEFT ME IN THE DARK- "NOT PGE"
5014	1	1	IF ITS GONNA THREATEN YOUR LIFE ITS A NECESSARY THING
5017	1	95	NOT INTERESTED
5023	1	3	SHOULD BE MY DECISION.
5024	1	7	I DO NOT THINK ONE CONTRACTOR SHOULD SHUT IT OFF BUT TWO MAYBE. AND IF ITS PG&E IT'S PROBABLY OK.
5026	1	1	I THINK ITS WISE. IT SHOULD BE SHUT OFF OR REPAIRED
5028	1	1	GOOD IDEA
5033	1	1	IF IT'S DANGEROUS THEN THAT SHOULD BE THE CASE.
5036	1	95	I DO NOT THINK THAT THOSE SAFETY CHECKS ARE NECESSARY. SINCE WE WATCH IT PRETTY CLOSELY.

5037	1	7	I DON'T THINK WE'D LET OURS EVER GET LIKE THAT BECAUSE MY HUSBAND IS A CONTRACTOR - BUT I WOULD WANT TO HAVE SECOND OPINIONS ON PROBLEMS BEFORE I'D HIRE ANYBODY TO DO THIS WORK LIKE THE CONTRACTORS BACKGROUND
5043	1	2	THIS IS FOOLISH BECAUSE PEOPLE WILL BE RELUCTANT TO HAVE THE TEST DONE IN FEAR THAT THEIR EQUIPMENT WILL BE SHUT OFF.
5047	1	1	IF I NEEDED THAT REPAIRED ID JUST BUY ANOTHER ONE
5050	1	1	MIGHT BE NEEDED
5063	1	9	I THINK ITS IMPORTANT, BUT IF YOUR BUSY AND DON'T HAVE TIME FOR IT THEY SHOULD NOT SHUT IT OFF
5072	1	1	I WOULD HAVE TO MAKE THE REPAIR IF THEY FOUND IT WAS A HAZARD
5074	1	3	IT SHOULD BE MY DECISION WHETHER OR NOT ANYTHING IN MY HOUSE IS SHUT OFF
5083	1	95	I WOULDN'T WANT MY EQUIPMENT SHUT OFF BUT I DON'T THINK IT IS NEEDED
5090	1	1	NO PROBLEM WITH THIS
5099	1	10	SHOULDN'T HAVE TO SHUT OFF EQUIPMENT
5107	1	1	I HAVE NO PROBLEM WITH THAT
5112	1	5	DEPENDS ON HOW LONG I HAVE TO HAVE IT OFF
5141	1	1	I WILL MAKE REPAIRS
5152	1	1	IF IT NEEDS TO BE REPAIRED IT HAS TO BE REPAIRED
5161	1	5	I DON'T LIKE THE IDEA OF HAVING THEM SHUT OFF
5173	1	1	WOULD MAKE REPAIRS
5193	1	1	NO PROBLEM
5195	1	1	I WOULD AGREE WITH THAT. IF THERE WAS SOMETHING WRONG I WOULD WANT TO CORRECT IT. IF I KNEW BEFOREHAND THAT THEY MIGHT SHUT IT OFF, I MIGHT NOT HAVE THEM DO IT. IT'S AN EITHER YOU DO OR DON'T.

5200	1	1	IF IT WAS DANGEROUS THEY'D NOTICE, THEY HAVE INSPECTIONS
5202	1	1	MAKE THE REPAIRS.
5207	1	1	IT IS PROBABLY GOOD.
5211	1	1	I WOULD MAKE THE REPAIRS.
5217	1	5	DON'T LIKE THE IDEA
5222	1	1	TO MAKE THE REPAIRS
5224	1	95	WILL SERVICE HIS APPLIANCE HIMSELF
5234	1	1	ITS SENSIBLE TO DO IT
5235	1	1	IF ITS A SAFETY HAZARD LET BE DONE
5237	1	1	NOT A PROBLEM
5239	1	1	IF IT IS FAULTY, HE HAS GOT TO SHUT IT DOWN
5248	1	1	PROBABLY A GOOD IDEA
5250	1	5	I WOULDN'T LIKE IT
5265	1	1	THIS WOULD BE GOOD
5266	1	2	WOULD NOT GET A CONTRACTOR TO LOOK AT IT AT ALL
5267	1	6	I WOULD NOT APPROVE THIS. FOR A PERSON WHO IS NOT FINANCIALLY STABLE THIS WOULD BE A HARDSHIP.
5284	1	1	I WOULD NOT WANT TO DIE FROM IT.
5286	1	5	DO LIKE HAVING IT SHUT OFF
5293	1	3	THROW HIM IN THE STREET
5299	1	1	IF IT IS NECESSARY OK
5300	1	1	IF IT'S THREATENING IT SHOULD BE DONE
5309	1	96	THE WATER HEATER IS A BUILDING/CENTRAL PROPERTY MATTER FOR THE CONDO ASSOC. WE HAVE ONLY A GAS FIREPLACE THAT'S ALL THE GAS WE HAVE.
5312	1	5	DON'T LIKE THAT IDEA
5317	1	1	IF THEY TELL ME ITS UNSAFE I WOULD FIX IT.

5327	1	1	IT IS BEST FOR SAFETY TO GET IT FIXED
5349	1	4	YOU HAVE TO MAKE THE REPAIRS BECAUSE YOU CANT HAVE YOUR GAS SHUT OFF
5353	1	1	IF ITS HAZARDOUS THEN IT SHOULD BE DONE. IT COULD AFFECT THE NEIGHBORS NOT JUST YOURSELF.
5370	1	1	IF ITS SOMETHING THAT HAS TO BE DONE ITS HAS TO BE DONE
5375	1	5	I DON'T LIKE THAT.
5398	1	9	WOULD WANT TO HAVE A REASONABLE AMOUNT OF TIME
5400	1	1	IT SHOULD BE TURNED OFF
5410	1	1	IF IT IS FOR SAFETY CUSTOMER WOULD GET IT FIXED
5421	1	6	DEPENDS ON LEAK AND LOCATION
5424	1	2	NOT MANY PEOPLE WOULD HAVE IT DONE.
5441	1	6	DON'T HAVE MORE THE MONEY
5458	1	1	IF THERE'S A GAS LEAK IT NEEDS TO BE REPAIRED
5460	1	95	SILLY AND THIS IS A NEW SYSTEM AS I ALREADY TOLD YOU
5471	1	1	I WOULD WANT TO MAKE REPAIRS
5474	1	5	I WOULDN'T BE HAPPY
5487	1	5	I DON'T AGREE
5492	1	1	THAT'S FINE
5502	1	1	I WOULD DO THE REPAIRS NECESSARY
5508	1	1	IT SHOULD BE SHUT OFF IF DANGER.
5518	1	1	AS A SAFETY FACTOR ITS GOT TO BE FIXED
5519	1	1	SHOULD BE DONE
5537	1	4	I WOULD NOT LIKE IT BUT I WOULD FIX IT.
5538	1	1	REPAIRS MOT SHUT IT OFF UNLESS IT IS A DANGER
5541	1	1	DEFINITELY SHUT IT OFF

5550	1	5	IT STINKS
5556	1	1	IF THEY'RE NEEDED I NEED TO MAKE THEM
5568	1	6	IT'S NOT A GOOD IDEA FOR PEOPLE FOR PEOPLE WHO CAN'T AFFORD REPAIRS
5573	1	1	I WOULD WANT THEM TO DO THAT BECAUSE I WOULD NOT WANT TO BE BREATHING GAS
5581	1	5	I WOULDN'T WANT TO SHUT IT OFF
5612	1	1	YES THEY TURN IT OFF
5657	1	1	GOOD IDEA
5697	1	1	TAKE CARE OF SAFETY FIRST
5699	1	1	IT SHOULD ALWAYS BE CHECKED. IF IT WAS FAULTY I WOULD AGREE TO HAVE IT SHUT OFF AND REPAIRED.
5718	1	5	NO THE VERY THING
5723	1	1	ITS PROBABLY A GOOD IDEA
5727	1	5	I DON'T LIKE THAT. I DON'T KNOW HOW THEY CAN DETERMINE IT IS A SAFETY HAZARD.
5737	1	2	I DON'T SIGN THOSE THINGS UNLESS I AM AWFULLY SURE SOME ONE WILL DOUBLE CHECK IT
5747	1	5	I WOULDN'T LIKE THAT
5751	1	1	IT IS ABSOLUTELY IMPORTANT
5755	1	6 9	IF THERE'S A LEAK IT NEEDS TO BE FIXED DEPENDING ON COST/ SHOULD HAVE MORE TIME TO FIX IT/ SHOULD NOT BE IMMEDIATE
5768	1	1	IF IT NEEDS TO BE REPAIRED YOU DO IT
5771	1	95	NOT NEEDED
5779	1	6	I THINK IT IS UNFAIR UNLESS A FAIR PRICE FOR THE REPAIRS--MAXIMUM PRICE--CAN BE NEGOTIATED BEFORE SIGNING
5780	1	5	SHE WOULD SAY NO
5802	1	3	ITS UP TO THE PERSON THAT HAS THE PROPERTY
5803	1	1	IF IT'S LEAKING, YOU SHOULD HAVE IT FIXED/ IT'S

DANGEROUS

5816	1	1	I THINK YOU SHOULD MAKE THE REPAIRS BECAUSE IT WOULD BE DANGEROUS TO THE PEOPLE LIVING AROUND
5817	1	6	R EPAIRS SHOULD BE MADE IT DEPENDS
5818	1	6	ON A LIMITED BUDGET THAT'S A HARD QUESTION TO ANSWER BECAUSE YOU MIGHT NEED TO MAKE REPAIRS BUT NOT BE ABLE TO
5830	1	7	I WOULD CHECK IT
5841	1	1	THINK THE REPAIR SHOULD BE DONE SINCE ITS VERY IMPORTANT
5856	1	1	I THINK THAT IT SHOULD BE CHECKED OUT AND I WANT IT TO BE SAFE
5867	1	1	MAKE REPAIRS.
5868	1	1	IT SHOULD BE DONE
5874	1	1	YOU NEED IT
5893	1	1	I WOULD SAY IT WOULD BE NECESSARY TO DO THAT IF IT WASN'T SAFE
5896	1	1	IT'S A GOOD IDEA
5903	1	6 9	I WOULD NOT SIGN DUE TO THE AMOUNT OF MONEY INVOLVED AND THE TIME FRAME ALLOWED
5915	1	1	IT IS OK
5924	1	1	GOOD IDEA
5931	1	1	WELL IF IT NEEDS TO HAVE MY EQUIPMENT SHUT OFF BECAUSE OF CARBON MONOXIDE THEN HAVE IT FIXED RIGHT AWAY
5933	1	95	I DON'T THINK IT NEEDS A REPAIR
5943	1	1	IF IT IS NECESSARY
5946	1	4	I WOULDN'T LIKE NEITHER ONES BUT IF YOU HAVE TO GET REPAIRS YOU HAVE TO DO IT
5953	1	1	THAT IS NEEDED YOU DON'T WANT TO TAKE ANY RISKS ,SOMETHING COULD GO WRONG

5957	1	95	DON'T NEED IT
5972	1	1	WOULD DO THE REPAIRS
5990	1	1	WOULD DO IT
5994	1	4	REPAIR NOT SHUT OFF
6013	1	1	I WOULD MAKE REPAIRS.
6017	1	1	OK
6022	1	5	NERVOUS NO
6026	1	1	IF NEEDED YES
6034	1	1	SHOULD DO IT
6044	1	1	IF IT IS DANGEROUS I WOULD SIGN IT
6049	1	95	NOT IN FAVOR OF THAT. I HAVE CO2 DETECTORS.
6050	1	9	I WOULD BE UPSET IF THEY SHUT IT OFF IF I DID THIS ON A VOLUNTARY BASIS. I WOULD WANT A REASONABLE AMOUNT OF TIME TO COLLECT FUNDS TO MAKE THE REPAIRS.
6052	1	95	I DON'T FEEL I NEED ANY REPAIRS
6056	1	1	HATE IT DO IT HAVE TOO
6064	1	1	IF THEY NEED REPAIRS
6072	1	1	ITS A WONDERFUL IDEA - IF SOMETHING IS WRONG WITH GAS EQUIP IT COULD PROBLEM KILL YOU
6077	1	1	WOULD HAVE TO MAKE REPAIRS
6079	1	1	MAKE THE REPAIRS
6085	1	7	I DISAGREE WITH IT I WOULDN'T HAVE THE CONTRACTOR DO THE WORK , I NOW ENOUGH CONTRACTORS TO DO THE WORK AND I WOULDN'T HAVE TO PAY THEM
6094	1	1	I THINK IT SHOULD BE DONE
6106	1	1	SOUNDS REASONABLE TO ME
6108	1	1	I WOULD FIX IT IMMEDIATELY AT THAT TIME
6110	1	1	WOULD GET THE REPAIRS DONE

6125	1	1	IF IT WAS A HAZARD, THEY COULD SHUT IT OFF
6135	1	1	IF YOU ASK TO DO IT THEN YOU KNOW YOUR HOUSE IS UNSAFE IN THE FIRST PLACE
6137	1	5	DOES NOT LIKE THAT ESP IN WINTER
6153	1	1	ITS OK
6157	1	1	IF I HAVE TO HAVE IT SHUT OFF FOR SAFETY I WOULD GET IT FIXED
6162	1	1 6	FOR SAFETY YES NUT CANT AFFORD IT
6164	1	3	I THINK THAT'S BULLSHIT. I WOULDN'T SIGN THAT -- YOU'RE GETTING THE GOVERNMENT IN OUR HOUSE.
6166	1	7	CALLS PG AND E TO SEE THIS IS DONE
6168	1	1	IT IS A GOOD IDEA
6175	1	8	IF ITS A SAFETY ISSUE ITS OK, BUT ID HESITATE IF THEY WERE SAYING THAT JUST TO CHARGE YOU FOR THE REPAIRS
6177	1	5	I DO NOT THINK I WOULD BE HAPPY WITH HAVING MY EQUIPMENT SHUT OFF.
6178	1	1	PROBABLY NEEDED.
6182	1	95	IT HAS BEEN CHECKED RECENTLY.
6190	1	5	NOT NEEDED
6197	1	96	MAKE THE REPAIRS
6201	1	6	DON'T THINK THEY SHOULD IF IT'S NOT A MATTER OF LIFE AND DEATH IN CAUSE OF MONEY
6202	1	1	I THINK YOU SHOULD MAKE THE REPAIRS.
6211	1	1	IF IT HAD TO BE DONE IT HAD TO BE DONE
6217	1	1	IT IS FOR YOUR SAFETY AND FOR YOUR BEST INTEREST AND IT SHOULD BE DONE
6222	1	1	IF ITS NOT WORKING PROPERLY IT SHOULD BE SHUT OFF
6235	1	6	REPAIRS SHOULD BE MADE. SOME PEOPLE MIGHT NOT BE ABLE TO AFFORD THE REPAIRS. THEY SHOULDN'T GET SHUT OFF

6243	1	2	WOULDN'T SIGN
6250	1	1	I AGREE/ THAT'S HAPPENED/ I REPLACED IT
6257	1	1	I THINK IT SHOULD BE DONE.
6259	1	1	IF NEED IT FOR SAFETY ITS A GOOD IDEA
6267	1	5	I DON'T LIKE THOSE OPTIONS
6275	1	1	NO PROBLEM WITH THAT
6296	1	95	IT WORKS JUST FINE AND I DO NOT HAVE ANY PROBLEMS AND IT HAS BEEN ADDRESSED ALREADY
6299	1	1	ITS OK
6300	1	1	GOOD IMPROVEMENT
6303	1	1	WOULD
6375	1	6	EVERYBODY WOULD HAVE THIS DONE IF THEY HAD THE MONEY BUT I DISAGREE A LOT OF PEOPLE DON'T HAVE THAT KIND OF MONEY.
6383	1	1	IT WOULD HAVE TO BE REPAIRED.
6391	1	1	ITS O.K., COMMON SENSE
6407	1	1	I WOULD DO THAT
6419	1	3	NO ONE HAS A RIGHT TO TELL ANYONE WHAT TO DO IN THEIR OWN HOME
6440	1	1	ITS OK
6457	1	1	ITS OK
6465	1	6	AS LONG AS IT DOESN'T COST ME TO TURN IT ON ITS O.K.
6490	1	5	I DON'T LIKE IT
6500	1	9	I THINK THERE NEEDS TO BE A TIME FRAME. PEOPLE DON'T LIKE TO DEAL WITH UNEXPECTED EXPENSES.
6544	1	1	GOOD IDEA TO HAVE CHECKED
6550	1	1	IF IT NEEDS IT FINE

6564	1	5	NOT A GOOD IDEA
6567	1	5	DON'T LIKE IT
6571	1	1	IT SHOULD BE DONE
6572	1	1	I THINK IT'S NEEDED.
6577	1	1	WOULD MAKE REPAIRS
6598	1	1	SAFETY ISSUE OF COURSE YOU WANT TO MAKE REPAIRS
6600	1	1	ITS OK
6628	1	95	GAS EQUIPMENT OUTSIDE SO DON'T NEED CARBON MONOXIDE CHECKED
6643	1	95	WE ALREADY HAVE UPDATED EQUIPMENT SO NOT NEEDED
6649	1	1	ITS OK
6658	1	1	IF IT HAS TO BE SHUT OFF IT HAS TO BE SHUT OFF
6659	1	4	WE WOULD MAKE THE REPAIRS. THERE IS NOT MUCH CHOICE THERE
6713	1	5	IT STINKS
6728	1	2	I WOULD MAKE THE REPAIRS WOULDN'T SIGN CONTRACT
6742	1	1	IF ITS LEAKING I WOULD WANT TO KNOW
6745	1	2	NO SHE SAID.
6765	1	1	I THINK THAT'S A GOOD REASON FOR IT TO BE FIXED
6807	1	1	GOOD IDEA
6831	1	1	YOU SHUT IT OFF NATURALLY
6	2	3	INVASION OF PRIVACY
9	2	1	IF IT IS DANGEROUS IT SHOULD BE SHUT OFF
24	2	1	A GOOD IDEA
45	2	1	IF ITS A DANGER YOU GOT TO TAKE OF IT
70	2	2	I WOULDN'T WANT THAT
101	2	2	I WOULDN'T DO IT.

104	2	4	YOU HAVE TO MAKE THE REPAIRS IF IT SOUNDS THAT WAY
111	2	97	THE GAS COMPANY WILL COVER THE SITUATION WITH A PLAN WE HAVE
138	2	4	WE WILL FIX IT
173	2	5	NOT CRAZY ABOUT IT
182	2	6	IT DEPENDS ON WHETHER OR NOT THE PERSON CAN AFFORD IT AT THE TIME
190	2	1	IF ITS FOR MY SAFETY I GUESS ITS ALL RIGHT
195	2	1	I WOULD AGREE TO THAT
241	2	95	DON'T CARE
247	2	4	IF IT NEEDS TO BE FIXED I'D FIX IT
253	2	1	CONTACT GAS CO SHUT OFF IF THOUGHT I WAS PROPER
259	2	4	GET IT REPAIRED
311	2	4	IF NECESSARY
323	2	4	NATURALLY ID MAKE THE REPAIRS
328	2	4	NEEDED
332	2	1	IF I NEED TO MAKE THE REPAIRS I'LL HAVE TO DO IT BIT I WON'T LIKE THE BILLS
348	2	5	NO IT SHOULDN'T BE SHUT OFF UNLESS IT IS LIFE THREATENING OUR HEALTH OR DANGEROUS
356	2	5	CANNOT LIVE WITH THAT
359	2	5	I WILL BE VERY DISAPPOINTED IF I GET MY EQUIPMENT SHUT OFF
371	2	1	GOOD IDEA
375	2	7	SECOND OPINION
379	2	4	WELL IF ITS A SAFETY HAZARD I WOULD HAVE IT FIXED
411	2	1	I WOULD WANT IT IF IT WAS A DANGER
421	2	5	OPPOSED TO IT

432	2	4	MAKE THE REPAIRS
437	2	4	HIRE SOMEONE TO MAKE THE REPAIRS
445	2	4	INSTEAD OF HAVING IT FIXED BY A CONTRACTOR, THE CUSTOMER WOULD GO OUT AND PURCHASE THE REQUIRED EQUIPMENT SO THAT THE GAS WOULDN'T BE SHUT OFF
464	2	1	ITS EITHER THAT OR KILL YOURSELF
480	2	1	GOOD IDEA
483	2	97	THE S. CALI GAS CO. DOES MY INSPECTIONS
492	2	3	I WOULDN'T WANT ANYONE TO TELL ME ABOUT MY HOUSE.
496	2	5 7	I DO NOT THINK IT SHOULD BE SHUT OFF UNLESS IT'S A SAFETY ISSUE. AND I WOULD NOT GO BY ONLY ONE CONTRACTORS OPINION.
497	2	1	THINKS IT IS VERY NECESSARY
530	2	1	THAT'S THE WHOLE IDEA OF THE SAFETY CHECK SO AS NOT TO HAVE REPAIRS OR SHUT OFF EQUIPMENT
532	2	1	HUSBAND SHUT IT OFF CALL GAS CO
545	2	95	NO NEED
549	2	1	IF IT'S A SAFETY HAZARD, IT'S PROBABLY OK TO TEST THESE
563	2	1	WOULD BE WILLING TO DO THIS.
564	2	1	ITS IMPORTANT
580	2	5	THERE'S GOING TO BE A FIGHT
586	2	8	IF THEY ARE REPUTABLE
620	2	5	DON'T LIKE IT AT ALL
622	2	4	NEED TO REPAIR
642	2	5	I THINK IT IS TERRIBLE.
672	2	1	IF ITS HAZARDOUS IT SHOULD BE SHUTOFF.
675	2	5	I DON'T THINK VERY MUCH OF IT THE QUESTION IS VERY

VAGUE

679	2	1		I THINK IF ITS NEEDED OK.
709	2	1		SINCE I DO NOT WANT TO DIE YET. SO THERE IS NO QUESTION IT HAS TO BE MADE
722	2	1		IF THEY FIND THAT THERE'S CM IT HAS TO BE DONE
728	2	2		I WOULD NOT DO IT. SO I WOULDN'T HAVE THEM DO IT IN THE FIRST PLACE AS A RESULT
730	2	1	8	OF COURSE THEY SHOULD SHUT OFF. AND IF IT GOVERNMENT CALIBRATED SO IT'S NOT AN ARBITRARY CONTRACTOR JUST LOOKING FOR BUSINESS. IN OTHER WORDS ITS GOOD AND NECESSARY TO ONE HEALTH AND SAFETY.
731	2	2		ITS DANGEROUS IT SHOULD BE DONE
733	2	1		IT WOULD BE NEEDED TO BE SHUT OFF IF THERE WAS A LEAK
737	2	5		I DO NOT THINK THAT IS RIGHT.
743	2	4		IF I NEED IT THEN I WILL HAVE IT FIXED
753	2	97		SOUNDS FUNNY
785	2	8		HUSBAND WOULD SHUT OFF AND THEN CALL A CONTRACTOR CONCERN ABOUT ACTUAL SAFETY IN SALES PITCHES REAL INTENT
791	2	2		HOPE NOT TO HAVE IT DONE. SHE IS SATISFIED WITH EVERYTHING SO FAR.
802	2	5		THEY SHOULDN'T DO THAT
817	2	4		IF WAS TOLD I HAD A LEAK I WOULD DO THE REPAIRS
819	2	5		NOT GOOD
822	2	4		I WOULD HAVE IT REPAIRED IF IT INVOLVES MY FAMILY'S HEALTH
828	2	4	9	SHOULD BE REPAIRED, BUT HAVE TO GIVE A REASONABLE AMOUNT OF TIME
829	2	1		WOULD NOT NEED IT SHUT OFF IT IS OK
844	2	1		WOULDN'T LIKE BUT I WOULDN'T WANT TO BLOW MY HOUSE UP

847	2	5	DON'T THINK IT'S RIGHT
858	2	6	DEPENDS AGE OF RESIDENTS
867	2	5	UNFAIR
880	2	6	WITH A REASONABLE PRICE.
884	2	1 7	GOOD IDEA; SAFETY. 2ND OPINION OR MORE.
888	2	1	I THINK IF ITS RISKY THEY SHOULD SHUT IT OFF
895	2	4	SOUNDS SILLY....IF THEY REPAIR IT AND ARE COMPETENT THEN THAT WONT BE NEEDED
912	2	5	NO
920	2	4	OH I MAKE THE REPAIRS. ALREADY BEEN THERE DONE THAT
927	2	1	YOU WILL BE SAFE
932	2	95	NOT NECESSARY
947	2	5	I DON'T LIKE THIS
948	2	1	CARBON MONOXIDE IS VERY DANGEROUS AND I WOULD GO ALONG WITH WHAT IS SUGGESTED
950	2	95	MY HUSBAND TAKES CARE OF ALL OF THAT
961	2	4	IF IT MUST BE DONE DO IT
973	2	5	I DON'T THINK WE SHOULD BE FORCED TO TURN IT OFF.
985	2	4	WOULD MAKE THE REPAIRS
990	2	5	DON'T LIKE IDEA
1004	2	1	GOOD IDEA
1035	2	4	GET REPAIRS DOWN BUT DON'T SHUT IT OFF
1038	2	5	I MIGHT BE A LITTLE UPSET.
1041	2	4	IF IT NEEDS TO BE FIXED THEN I WOULD FIX IT.
1042	2	1	ITS APPROPRIATE.
1057	2	1	IT DEPENDS ON WHERE YOU'RE FROM
1058	2	5	NOT THE GREATEST THING TO DO IF SOMEONE SHUTS

MY EQUIPMENT OFF

1067	2	1	A PAIN BUT NECESSARY
1126	2	5	I WOULDN'T LIKE IT. IF ITS DANGEROUS I WOULD HAVE TO MAKE A DECISION
1133	2	1	GOOD IDEA IF HARMFUL;
1174	2	1	THAT'S A GOOD IDEA
1181	2	1	ITS VERY IMPORTANT FOR SAFETY
1203	2	1	I'D RATHER MAKE REPAIRS THAN HAVE IT SHUT OFF.
1222	2	1	I THINK THAT'S GOOD
1238	2	5	ITS NOT FAIR TO JUST SHUT IT OFF
1240	2	4	WOULD MAKE REPAIRS.
1246	2	1	IF ITS NEEDED ITS NEEDED
1247	2	4	DO NOT WANT TO BUT MIGHT HAVE TO
1250	2	1	IF NECESSARY FOR SAFETY ITS GOOF IDES
1260	2	4	WOULD MAKE REPAIRS
1272	2	5	I DON'T THINK I COULD LIVE WITH IT
1278	2	4	I WOULD RATHER HAVE THE REPAIRS DONE THAN HAVING MY EQUIPMENT SHUT OFF
1306	2	5	SHOULD BE MY CHOICE
1330	2	4	HAVE IT REPAIRED
1334	2	6	WE CANNOT AFFORD
1336	2	4	IT'S REALLY IMPORTANT BECAUSE WE NEED HEAT AND ALL THAT STUFF TO LIVE
1354	2	4	SHOULD HAVE IT DONE.
1361	2	4	IF IT IS LIFE THREATENING , OF COURSE REPAIRS SHOULD BE MADE
1371	2	1	GREAT IDEA
1383	2	1	I THINK IT'S A GOOD IDEA-SAFETY PRECAUTION
1418	2	1	HIS IS O.K. WITH IT BECAUSE HE REALIZES THAT IT DONE

FOR SAFETY REASONS

1428	2	2	I WOULD BE AGAINST THAT--I WOULD NOT HAVE THE WORK DONE-I WOULD NOT WANT IT FORCED UPON ME.
1448	2	7	ONLY IF THE GAS CO. TOLD ME IT HAD TO BE SHUT OFF OTHERWISE ITS NOT FAIR
1452	2	4	WANT TO PAY REPAIRS RATHER THAN SHUT OFF
1475	2	8	BUT ARE THE WORKMEN TRUSTWORTHY, A LOT OF THEM, IN MY OPINION ARE NOT
1478	2	1	IF IT WAS A DANGER IT SHOULD BE SHUT OFF. WE HAVE ENOUGH REGULATIONS IN THIS COUNTRY. BUT IF THERE WAS A LEAK I WOULD WANT IT FIXED.
1500	2	4	I IF I HAD TO MAKE REPAIRS, THEN THE EQUIPMENT WOULD HAVE TO BE SHUT OFF
1522	2	1	IT IS IMPORTANT TO HAVE IT CHECKED PERIODICALLY
1544	2	1	UNDERSTAND SAFETY CONCERN/ UPSET IF SHUTOFF
1562	2	4	CHECK IT AND MAKE REPAIRS
1566	2	4	WOULD SIGN IT BECAUSE THEY DON'T WANT IT TO GET SHUT OFF
1586	2	3	I THINK IT'S BOGUS-I THINK YOU SHOULD BE ABLE TO FIX SOMETHING WRONG IF YOU WANT TO- IT'S YOUR HOUSE
1604	2	5	I WOULDN'T WANT EQUIPMENT SHUT OFF.
1636	2	5	NO ULTIMATUM
1638	2	6	ONLY IF THERE IS A PAYMENT PLAN
1642	2	8	THAT COULD BE SOME WHAT NEGATIVE POTENTIAL RIP OFF
1661	2	5	NO PROBLEM
1665	2	1	NO I DON'T BELIEVE YOU SHOULD BE FORCED TO BUT BE ONLY VOLUNTARY
1675	2	95	NOT INTERESTED
1688	2	2	I'M NOT CHECKING WITH ANY CONTRACTOR

1695	2	4	ITS RIDICULOUS IFS THEY SHUT IT OFF WELL REPAIR IT IF WE HAVE TO
1697	2	5	I WOULD BE VERY DISAPPOINTED IF MY SERVICE WAS SHUT OFF
1702	2	4	ALREADY HAVE A CARBON MONOXIDE DETECTOR
1740	2	1	DANGEROUS IT SHOULD BE SHUT OFF
1748	2	1	FAIR; IF SAFETY HAZARD.
1807	2	6	WILL IT COST MUCH
1818	2	1	ITS IMPORTANT
1822	2	5	YOU HAVE A PROBLEM
1827	2	1	IF IT IS FOR MY SAFETY IT "A GOOD IDEA"
1831	2	4	I DO NOT LIKE THE IDEA OF GETTING MY EQUIP SHUT OFF, I'LL JUST MAKE THE REPAIRS
1863	2	95	WHATEVER
1864	2	5	NO
1872	2	95	NOT NEEDED
1884	2	6	I DON'T LIKE THAT , WHAT IF YOU CHILDREN, WHAT IF YOU DON'T HAVE MONEY
1886	2	4	PREFER TO HAVE REPAIRED
1888	2	5	NO
1892	2	1	IF ITS A HEALTH HAZARD IT WOULD BE A GOOD THING
1906	2	4	WOULD MAKE THE REPAIRS
1918	2	5	NO I DO NOT APPROVE OF THAT
1924	2	2	I WOULDN'T SIGN SOMETHING LIKE THAT.
1935	2	4	WOULD NOT LIKE THAT, BUT IF IT NEEDED TO BE REPAIRED IT WOULD BE
1964	2	4	IF THERE'S ALEGITIMATE PROBLEM, I SHOULD FIX IT RIGHT AWAY
1967	2	1	FINE, IT'S FOR MY OWN SAFETY, BE HAPPY TO DO IT.
1986	2	4	EVERYONE SHOULD BE SAFE SO THEY SHOULD HAVE TO

MAKE REPAIRS

2018	2	4	I WOULD MAKE REPAIRS IF THAT WERE SO. WE HAVE HAD CHECKED RECENTLY
2031	2	1	I THINK A WARNING SHOULD BE APPROPRIATE, MAKE IT OFFICIAL THAT THE CUSTOMER WAS NOTIFIED THAT THERE WAS A PROBLEM
2091	2	96	YOU WOULD REPLACE
2115	2	97	DEPENDS ON HOW SERIOUS IT IS
2117	2	4	IF REPAIRS WERE NEEDED WOULD HAVE THEM DONE
2125	2	5	IT IS NOT A GOOD IDEA.
2134	2	6	THAT WOULDN'T BE NICE , WHAT IF AT THAT TIME SHE DID NOT HAVE ENOUGH FOR THE REPAIR
2145	2	5	NOT HAPPY
2151	2	1	THINKS IT GOOD
2157	2	5	DON'T THINK POSSIBLE
2174	2	9	DEPENDS ON THE TIMELINE, MAYBE
2191	2	8	IT SEEMS PRETTY HARSH, I COULD SEE WHERE SOMEONE COULD BE TAKEN ADVANTAGE OF
2196	2	6	IT WOULD BE AN INTERESTING PROBLEM. I WOULD WORRY ABOUT AN EXPENSIVE.
2197	2	3	THE RESPONDENT'S DECISION, NO ONE ELSE
2201	2	1	YOU DON'T HAVE A CHOICE
2206	2	4	IF ITS DEADLY GAS FIX
2207	2	4	I WOULD REPLACE THE APPLIANCE HAD A LEAK.
2211	2	97	THE GAS COMPANY CAN DOES THIS. NO NEED TO ASK CONTRACTOR TO DO THIS
2231	2	8	SEE CREDENTIALS AND MORE INFO
2236	2	5	I WOULD BE CONCERNED
2248	2	1	ITS O.K.
2258	2	1	HAS NO PROBLEM

2261	2	2	I DON'T LIKE TO SIGN CONTRACTS
2275	2	1	ITS GOD
2283	2	2	I WOULD NOT SIGN IT!
2307	2	4	I THINK IT SHOULD BE SHUT OFF IF ITS NOT SAFE AND HAVE THE REPAIRS MADE
2313	2	4	I DON'T LIKE IT
2331	2	5	DOS NOT LIKE THAT
2342	2	97	FINE NECESSARY LAW
2350	2	8	ITS BOGUS, ITS A SCAM
2367	2	4	WOULD HAVE IT REPAIRED
2378	2	4	I ALWAYS MAKE REPAIRS FOR SAFETY REASONS.
2386	2	1	PROBABLY NEEDED
2417	2	4	.DEFINITELY WOULD WANT IT TO BE FIXED
2421	2	97	HAS DETECTORS FOR CARBON MONOXIDE
2423	2	4	I'D HAVE IT FIXED BUT THEY SHOULDN'T TURN IT OFF- THEY SHOULD FIX IT
2443	2	5	I THINK THAT'S A BUNCH OF BULL- THEY CAN'T JUST SHUT IT OFF
2477	2	4	MAKE THE REPAIRS
2484	2	3	WHO CAN TELL ME WHAT I CAN AND CAN'T DO IN MY OWN HOME
28	3	1	IF IT DANGEROUS IT SHOULD BE REPAIRED.
40	3	95	NOT NEEDED
49	3	1	I THINK THAT'S FAIR
51	3	2	DO NOT SEND THEM OUT!
92	3	1	YOU DEFINITELY SHOULD HAVE THE REPAIRS MADE.
112	3	1	I THINK IF SOMETHING IS DANGEROUS IT SHOULD BE CUT OFF
128	3	1	PROBABLY NEEDED

154	3	1	I HAVE TO MAKE THE ADJUSTMENT
181	3	4	JUST MAKE THE REPAIRS
225	3	5	DON'T THINK IT SHOULD BE DONE
228	3	7	WOULDN'T HAVE IT DONE WITHOUT HAVING A SECOND OR THIRD OPINION
243	3	9	IT SHOULD BE BUT PEOPLE WOULD HAVE A NOTICE FIRST
264	3	5	WOULDN'T LIKE THAT
265	3	1	EVERYBODY SHOULD MAKE REPAIRS BUT WE DID THEM ALREADY. WE ALSO HAVE AN AIR QUALITY MONITOR
284	3	1	IF IT NEEDS TO BE FIXED THEN IT SHOULD
300	3	7	I WOULD NOT SIGN THAT UNLESS I HAD A REP FROM SDG AND E TELLING ME THAT WAS THE CASE, I WOULDN'T LET A CONTRACTOR TELL ME THAT
317	3	5	I DON'T LIKE IT
328	3	1	THINK IT OK
332	3	6	ITS OK
360	3	1	HAVE IT DONE /NO PROBLEM
432	3	5	DON'T LIKE IT.
464	3	1	SHOULD
493	3	1	I THINK IT'S A GOOD IDEA.
495	3	3	I WOULD RATHER NOT HAVE HIM HAVE THE POWER TO DO THAT
538	3	1	FOR SAFETY IT'S A GOOD IDEA
595	3	1	I WOULD HAVE NO PROBLEM WITH THAT
600	3	1	THAT'S IMPORTANT TO DO EVEN IF NEEDS TO BE DONE
620	3	5	I WOULDN'T BE HAPPY
655	3	95	IT'S UTTERLY RIDICULOUS ON MY PART(SINCE HE DOES THAT KIND OF WORK)

679	3	1	I WOULD DO IT.
685	3	1	IT IS A MUST
693	3	1	I DON'T THINK I HAVE ANY PROBLEMS
696	3	1	THAT IT SHOULD BE REPAIRED
707	3	1	THEY SHOULD SHUT OFF YOUR EQUIPMENT IF FOUND HAZARDOUS
713	3	95	I THINK THE GAS AND ELECTRIC IS RESPONSIBLE FOR THAT
731	3	1	I DON'T WANT IT.
735	3	1	MAKE THE REPAIRS
763	3	6	DEPENDS
764	3	6	I WOULDN'T BE HAPPY WITH THAT - IF I COULDN'T AFFORD THE COSTS AND HAVE TO SHUT DOWN MIGHT BE DANGEROUS
799	3	2	WOULDN'T WANT IT TO BE SHUT OFF BECAUSE NEEDS THE ENERGY
838	3	1	THAT'S FINE
841	3	1	I WOULD MAKE THE REPAIRS.
850	3	10	IT SHOULD NOT BE AS EXTREME
856	3	1	IF I HAD SOMETHING DANGEROUS, I WOULD HAVE IT FIX.
857	3	7	I'D MAKE THE REPAIRS I THINK IT'S A GOOD REGULATION, BUT I WOULD WANT THE OPPORTUNITY TO HAVE A SECOND OPINION
861	3	1	IF IT'S LEAKING CARBON MONOXIDE,...WHY WOULDN'T YOU WANT TO MAKE THE CHANGES, SHE ADDED
873	3	5	BAD ONE
874	3	2	I WOULDN'T HAVE TO MY HUSBAND CHECKS ALL OF THIS.
895	3	1	SHE WOULD FIX IT AS SOON AS POSSIBLE. SHE HAS IT CHECKED EVERY YEAR.
917	3	1	IT NEEDS TO BE SHUT [down] TO BE REPAIRED.
974	3	1	IT S A GOOD IDEA.

1037	3	6	1	ID HAVE MIXED OPINIONS DEPENDING ON WHAT THE COST WOULD BE BUT IM SURE IT WOULD BE FOR OUR PROTECTION, MAYBE YOU COULD SIGN A WAIVER RELEASING ANYONE FROM ANY LIABILITIES IF YOU DID NOT MAKE THE REPAIRS
1042	3	1		IT WOULD SUCK IF ITS NOT SAFE GET IT REPAIR
1046	3	2		DON'T NEED REPAIRS EVERY THING IS NEW
1049	3	6		LIKE TO HAVE IT CHECKED BUT I DON'T THINK I COULD DO IT RIGHT AWAY TO MAKE REPAIRS BUT I WOULD LIKE TO BE ALERTED TO ANY DANGERS
1057	3	6		IT'S A GOOD IDEA
1060	3	2		IT'S BUT THEY WOULD NOT DO IT.
1097	3	1		MAKE REPAIRS
1099	3	4		I'D DO IT IF I HAD TO
1104	3	1		I WOULD REPAIR IT
1117	3	1		NECESSARY FOR SAFETY
1127	3	1		IF NEEDED I WOULD HAVE THEM
1141	3	95		I ALWAYS HAVE THAT CHECKED A COUPLE TIMES A YEAR.
1156	3	5		I DON'T LIKE IT
1196	3	1		IT SHOULD BE DONE IF NECESSARY.
1203	3	4		IF THEY THINK IT IS NECESSARY
1204	3	1		WANT THEM TO FIX IT
1225	3	1		I FEEL THAT THAT'S CORRECT
1231	3	7		I THINK YOU SHOULD HAVE AN OPTION TO HIRE SOMEONE TO FIX IT
1249	3	8		DON'T TRUST CONTRACTORS AT ALL
1270	3	1		DO IT
1322	3	1		I WOULD LIKE TO MAKE THE REPAIRS IF ITS NECESSARY
1329	3	1		ONE WOULD WANT IT FIXED

1409	3	1	IF IT WAS A SERIOUS SAFETY HAZARD IT WOULD BE BEST
1412	3	5	THAT IS NOT GOOD
1460	3	1	IF IT'S DEFECTIVE IT SHOULD BE
1474	3	1	IF ITS A SAFETY HAZARD THEN IT SHOULD
1478	3	1	WOULD HAVE REPAIRS
1488	3	5	WILL BE VERY UPSET
1496	3	4	I THINK PEOPLE ARE RESPONSIBLE, AND DON'T NEED SOMEONE TO DO THAT
1503	3	1	I WOULD DEFINITELY WANT TO GET IT FIXED...SAFETY IS MORE IMPORTANT SHOULD BE FIXED
1542	3	1	GOOD IDEA
1562	3	1	I THINK ITS IMPORTANT TO MAKE REPAIRS.
1572	3	1	SEEMS A REASONABLE REQUIREMENT
1607	3	1	DEFINITELY WOULD LIKE TO HAVE IT DONE
1627	3	5	IT WOULD BE AWFUL
1649	3	1	IF ITS DANGEROUS GO AHEAD AND MAKE THE NEEDED REPAIRS
1659	3	96	GOOD IDEA
1660	3	1	I HAVE OBJECTIONS TO THAT.
1669	3	5	NOT SURE
1694	3	1	SOME PLACES IT WOULD BE GOOD
1702	3	95	IF REPAIRS HAVE TO BE MADE YES I WOULD DO IT.
1703	3	3	IF THE ILL EFFECTS WILL ONLY AFFECT THE HOMEOWNER ITS ONLY MY BUSINESS. IF IT EFFECTS THE COMMUNITY THEN I UNDERSTAND THE GOVT. HAVING SOME DECISION MAKING POWER
1737	3	1	ITS OK
1750	3	4	WOULD NOT WANT MY EQUIPMENT SHUT OFF
1756	3	1	GOOD IDEA

1788	3	6	IF NOT HAVING ENOUGH MONEY I PROBABLY WOULDN' T CALL
1816	3	6	IT DEPENDS ON THE COST
1834	3	1	PRETTY IMPORTANT
1835	3	1	GOOD IDEA
1842	3	1	THEY SHOULD BE REPAIRED OR SHUT OFF IF THEY ARE HAZARDOUS
1853	3	1	SOUNDS GOOD
1874	3	5	I DON'T AGREE
1901	3	6	IF YOU CAN AFFORD IT GREAT
1905	3	1	IF ITS REQUIRED I HAVE NO PROBLEM WITH IT
1908	3	95	JUST NOT NEEDED -ALL MY EQUIPMENT IS WORKING FINE
1960	3	95	NOT NOW
1968	3	5	WOULDN'T APPROVE OF IT
1985	3	5	I PROBABLY WOULDN'T DO THAT I WOULDN'T LIKE THAT
1993	3	1	I WOULD WANT IT CORRECTED
2006	3	1	IF ITS NOT SAFE IT OUGHT TO BE REPAIRED, WE TRY TO KEEP OUR HOUSE IN GOOD REPAIR
2028	3	95	MY SON TAKES CARE OF THESE THINGS.
2030	3	10	KLKK
2035	3	1	IF IT'S NEEDED IT PROBABLY OK. NOT SAFE.
2066	3	1	GOOD IDEA
2147	3	95	WE HAVE A DETECTOR HAD AN INSPECTION 2 YR. AGO
2199	3	3	THINKS ITS BAD, THE OWNER SHOULD BE ABLE TO MAKE OWN DECISION
2207	3	1	AGREES WITH IT
2208	3	5	WOLD NOT WANT THEM TO SHUT IT OFF AND I HAVE HAD NO PROBLEMS
2223	3	1	IF IT WAS NEEDED TO BE DONE I WOULD READILY

OBLIGE

2227	3	1	I DO NOT CARE IF YOU SHUT ANYTHING OFF. BUT I THINK THAT ANY ONE IS GOING TO COME HERE AND DO THAT.	
2308	3	3	I THINK THAT'S CRAP-I DON'T LIKE TO HAVE ULTIMATUMS	
2313	3	5	GO WITH REPAIRS	
2317	3	1	IT'S A SAFETY FACTOR.	
2385	3	1	I THINK THAT IS FINE IF IT IS A HEALTH HAZARD	
2408	3	1	HE WOULD ABSOLUTELY HAVE THE REPAIRS....HAS A CARBON MONOXIDE	
2416	3	1	I HAVE A CARBON MONOXIDE TESTER LEGALLY IF SOMEONE HAD THE RIGHT TO DO THIS I WOULD GET IT FIXED.	
2456	3	2	WILL NOT HAVE ANYONE COME AND CHECK IT THINGS ARE BRAND NEW	
2516	3	1	ITS PROBABLY A GOOD IDEA	
2543	3	5	DEFINITELY NOT A GOOD IDEA IF I GET MY EQUIPMENT TURN OFF BUT IF THAT IS THE CASE THEN HAVE SOMEONE FIX THE PROBLEM IN A PROMPT MATTER	
2558	3	1	IF THERE IS A GAS LEAK OR SAFETY SITUATION IT WOULD HAVE TO BE FIXED	
2582	3	1	WOULD MAKE REPAIRS	
2603	3	1	PROBABLY	
2629	3	4	MAKE REPAIRS	
2631	3	1	6	ITS GOOD BUT SOME PEOPLE CANNOT AFFORD IF THEY HAVE KIDS
2639	3	1	I WOULD LET THEM FINISH THE DEAL I WOULD GO ALONG WITH THE PROGRAM	
2686	3	1	IF IT WAS MANDATORY I DON'T THINK THAT'S GREAT BUT IT WAS SA-FETY OR HEALTH FACTOR THEY SHOULD DO IT	
2688	3	2	I DON'T FIND IT INTERESTING - WOULDN'T DO THAT	
2694	3	6	IT SHOULD BE REPAIRED BUT IF DON'T HAVE MONEY	

2696	3	95	DON'T SEE ANY NECESSITY FOR IT
2707	3	5	NO
2721	3	7	DEPEND ON WHAT'S WRONG
2734	3	9	THEY SHOULD GIVE ADEQUATE NOTICE
2784	3	1	THAT'S A GOOD IDEA
2832	3	2	NO I WOULD REPLACE IT ALL MYSELF.
2882	3	1	ITS GOOD
2891	3	1	OK
2911	3	1	IF IT DOESN'T WORK CORRECTLY SHUT IT OFF
2923	3	5	WOULD NOT WANT IT
2934	3	5	NOT GOOD PEOPLE MIGHT NOT ASK THE CONTRACTORS TO THEIR HOMES OUT OF FEAR OF
2981	3	5	I DON'T LIKE IT
3001	3	3	I'D RATHER MAKE THE DECISIONS MYSELF
3004	3	5	DON'T LIKE
3026	3	5	I SHOULD NOT BE SHUT DOWN B/C OF THAT
3027	3	6	MAKE THE REPAIRS BUT IF A PERSON CAN'T AFFORD THE REPAIR SHUT IF OFF,
3032	3	2	I WOULD NEVER HAVE THEM COME OVER.
3054	3	1	IT'S RIGHT WITH ME.
3059	3	1	THIS SAFETY PRECAUTION SHOULD BE IMPLEMENTED
3066	3	5	DON'T LIKE IT
3127	3	5	IT SUCKS IF THEY HAVE TO SHUT IT.
3175	3	1	SHOULD BE NEEDED
3206	3	1	NO PROBLEM
3210	3	3	I DON'T LIKE THE ULTIMATUM, IF ITS MY CHOICE TO HAVE IT DONE IT SHOULD BE MY CHOICE TO MAKE THE DECISION
3236	3	1	I THINK THAT IS PROBABLY A GOOD IDEA IF YOU ARE

GOING TO GET POISONED

3248	3	1	IT MUST BE DOWN
3307	3	2	I WOULD BE HESITANT THAT IF YOU DON'T SIGN THE CONTRACT YOU WONT BE ABLE TO USE IT
3313	3	7	GET MORE THAN ONE OPINION
3318	3	1	SOMEBODY HAS TO FIX IT
3321	3	5	I THINK IT WOULD NOT BE GOOD
3323	3	5	DON'T LIKE IT
3350	3	1	I WOULD DEFINITELY FIX IT?
3697	3	1	IT WOULD DEFINITELY NEED TO BE DONE.
3713	3	1	FOR SAFETY REASONS I'D GO WITH IT AS A GIVEN
3742	3	5	IL WOULDN'T LIKE IT
3798	3	1	IF ITS SA HAZARD THEN YES
3863	3	1	MAKES SENSE
3904	3	1	NO PROBLEM
4138	3	5	DON'T WANT IT
4165	3	5	NOT CRAZY ABOUT IT - I DON'T LIKE ANYONE TELLING ME WHAT TO DO
4183	3	1	YOU MAKE REPAIRS
4234	3	9	I DON'T THINK IT SHOULD BE SHUT OFF I THINK IF REPAIRS NEEDED TO BE DONE I THINK WE SHOULD HAVE A CERTAIN PERIOD OF TIME TO COMPLETE THE REPAIRS
4315	3	5	SHOULDN'T HAPPEN
4465	3	1	DO IT EVERY YEAR
4486	3	1	IF ITS NEEDED ITS PROBABLY A GOOD IDEA
4517	3	1	ITS A GOD IDEA
4674	3	2	I WILL NOT SIGN ANYTHING LIKE THAT.
4701	3	1	IT WOULD BE FINE

4746	3	95		ALREADY HAD IT DONE
4798	3	1		IF UNSAFE TO SHUT OFF
4834	3	1		IF IS A HAZARD IT HAS TO BE DONE.
4916	3	3		I THINK ITS AWFUL FEEL IT SHOULD BE MY CHOICE.
4956	3	1	4	PROBABLY A GOOD THING IF IT IS DANGEROUS BUT I WOULDN'T WANT TO FORCE TACTIC

Question 40G: As part of the Residential Contractor Program, work such as repairing and sealing ducts includes DIAGNOSTIC TESTING to find problems, and then after the work is completed, PERFORMANCE TESTING to ensure that the problems have been fixed. What are your reactions to having the contractor take the extra time to do this testing?

Question

CATI Utility Code Code Code Verbatim Response

5004	1	95		THAT WOULD BE FINE
5009	1	95		THEY SHOULD ALL DO IT
5014	1	1		IT IS GOOD I'LL CONCEDE
5017	1	95		DON'T NEED IT
5023	1	5		EXTRA TIME MEANS EXTRA EFFORT GETTING THE JOB WELL DONE
5026	1	1		HE SHOULD BE DOING TO WHAT EXTENT IT NEEDS TO BE DONE.
5028	1	3		FOR OUR SITUATION ITS A WASTE OF TIME
5033	1	4		DEPENDS ON HOW MUCH IT COSTS BEFORE I WOULD DECIDE ON IT
5036	1	95		PROBABLY NOT NEEDED
5037	1	4		NOT NEEDED NOT APPLICABLE
5043	1	1		IT MAKES SENSE

5047	1	95	NOT INTERESTED
5050	1	1	DEPENDS THE COST...
5063	1	1	IF ITS NEEDED YOU SHOULD HAVE IT DONE
5074	1	95	NOT GOOD
5083	1	95	IS THE PERSON/CONTRACTOR DOING THE DIAGNOSTIC TESTING AND THE PERFORMANCE TESTING THE VERY SAME INDIVIDUAL WHO WOULD DO THE REPAIRS? I HAVE RESERVATIONS ABOUT THE VERY SAME PERSON DOING BOTH OF THESE FUNCTIONS I.E. TESTING AND THE REPAIR WORK. I HAVE HAD THE EXPERIENCE OF THE ABOVE AND WASN'T PLEASED WITH THE RESULTS IN FACT COULD QUESTION ITS VAL-IDITY.
5088	1	95	I DO NOT THINK ITS NECESSARY TESTING.
5090	1	95	CONTRACTORS IS GOING TO FIND LEAKS WHETHER THERE ARE OR NOT AND FOR THIS I WOULD WANT TO KNOW THEIR BACKGROUND FIRST
5099	1	1	NECESSARY
5107	1	1	FOR ME ITS NOT NEEDED
5112	1	1	THIS WOULD BE GOOD
5141	1	1	IT'S FINE
5152	1	1	IT'S NOT NEEDED
5161	1	95	NOT INTERESTED
5173	1	1	NOT NEEDED
5193	1	1	NOT NEEDED
5195	1	1	WOULD BE A GOOD IDEA
5200	1	1	THINK THAT WOULD BE GOOD
5202	1	1	IT'S NEEDED FOR SAFETY. I AM ON AN ASSISTANCE PROGRAM.
5222	1	1	IF I HAD TO HAVE IT DONE, I WILL EXPECT HIM TO GIVE ME A GOOD JOB.

5224	1	95	GOOD
5234	1	1	I HAVE SOMEBODY WHO TAKES CARE OF IT
5235	1	2	PRETTY GOOD
5236	1	1	IT MAKES SENSE IF THERE IS NO ADDITIONAL CHARGE IT OK
5237	1	95	I THINK IT WOULD BE FANTASTIC. I THINK IT'S A GOOD IDEA.
5239	1	1	EVERYBODY WOULD PROBLEM USE IT.
5250	1	1	HE SHOULD THE TIME BUT IT WAS DONE HERE.
5265	1	1	MIGHT BE NEEDED
5266	1	5	ALREADY A CONTRACTOR, SO IT'S NOT NEEDED. HE WILL DO IT HIMSELF.
5267	1	1	IT SHOULD BE INCLUDED IN THE CONTRACTORS ORIGINAL PRICE
5284	1	1	IF YOU'RE GONNA DO IT DO IT RIGHT
5286	1	1	IF I HAD IT, IT WOULD BE OK. BUT I DON'T.
5299	1	1	ITS NOT NEEDED
5300	1	1	I HAVE NO OBJECTION.
5312	1	95	IT WOULDN'T BOTHER ME
5317	1	96	THIS WOULD BE GOOD
5327	1	1	WOULD BE NICE IF IT DOES NOT COST A LOT
5349	1	4	IF IT WAS INCLUDED IN THE PRICE, I WOULDN'T MIND.
5370	1	1	SOUNDS LIKE A GOOD IDEA.
5375	1	1	MIGHT BE NEEDED
5392	1	1	IF IT NEEDS TO BE DONE OK
5393	1	96	OF COURSE IT SHOULD RIGHT.
5398	1	4	NOT INTERESTED

5400	1	1	NO DUCTS. BUT I AM NOW JUST WAITING FOR PG&E TO APPEAR ON MY DOORSTEP TODAY TO SERVICE OUR PILOT LIGHT. THEY WILL NOW CHECK ALL THE GAS FOR SAFETY A;
5415	1	96	WANT THEM TO DO IT TO MAKE SURE IT WORKS
5421	1	1	IT WOULD BE IMPORTANT BECAUSE CONTRACTORS HAVE MESSED UP BEFORE AND WE COULDN'T GET THEM BACK TO FIX IT
5424	1	1	IT SHOULD BE WORTH IT
5458	1	1	ITS FINE
5460	1	1	IT WOULD BE A GOOD IDEA
5471	1	1	EVEN IF I DO NOT HAVE THIS DUCT WORK?
5474	1	95	WOULD PREFER IT BE DONE BY PG AND E
5486	1	96	ITS PART OF THEIR SERVICE
5487	1	1	I DON'T CARE
5492	1	1	DON'T HAVE DUCTS
5502	1	5	COULD BE VALUABLE
5518	1	1	IF YOU NEEDED IT, IT WOULD BE NICE TO HAVE IT DONE.
5519	1	1	THAT IS IMPORTANT
5537	1	3	A GOOD IDEA
5538	1	1	I THINK THAT WOULD BE GREAT
5541	1	1	I DON'T THINK WE NEED IT.
5550	1	3	THIS IS NOT APPLICABLE FOR THE TYPE OF SYSTEM I HAVE.
5554	1	1	ITS OK
5556	1	1	GOOD IDEA
5573	1	1	THIS WOULD BE A GOOD IDEA, BUT WOULD DEPEND ON THE COST. ACTUALLY IT SHOULD BE INCLUDED IN THE PACKAGE, THE ORIGINAL OFFER
5581	1	1	V

5593	1	95	I IS PROBABLY NEEDED
5612	1	1	WOULD WANT IT DONE
5697	1	1	NO, NOT AT ALL.
5699	1	95	GOOD IDEA
5723	1	5	I FEEL THAT'S GOOD
5737	1	1	NEVER HAVE IT DONE
5746	1	1	I NEED THAT'S VERY MUCH NEEDED. IF HE DID THE WORK IT MAKES SENSE TO TEST IT TO MAKE SURE IT'S COMPLETELY FIXED.
5747	1	5	THEY NEED TO TAKE TIME
5755	1	2	I THINK IT IS IMPORTANT.
5771	1	95	I THINK HE SHOULD
5779	1	1	DON'T NEED IT DON'T HAVE DUCTWORK.
5791	1	1	ITS GOOD
5802	1	1	THAT WOULD BE NICE
5803	1	1	IT'S NOT NEEDED HERE.
5805	1	95	IM ASSUMING I PAY FOR IT SO ID PROBABLY BE FOR IT
5816	1	1	I HAVE MIXED EMOTIONS ABOUT IT.
5817	1	1	I WOULD EXPECT IT
5818	1	2	IT WOULD BE O.K.
5830	1	96	THAT WOULD DEPEND ON THE PRICE
5841	1	1	THEY SHOULDN'T HAVE TO COME BACK IN IF THE WORK IS GUARANTEED
5856	1	1	NOT NEEDED
5867	1	95	IT IS DEFINITELY NEEDED
5868	1	1	ITS O.K.
5893	1	1	IT SHOULD BE DONE
5896	1	1	HE SHOULD

5903	1	1	NOT NEEDED MY DUCTWORK IS NEW AND WORKS WELL.
5915	1	1	I THINK IT'S NECESSARY
5924	1	1	PROBABLY GOOD
5931	1	1	IF YOU'RE GONNA DO PART OF IT YOU CAN PROBABLY DO ALL OF IT
5933	1	95	WOOD STOVE
5943	1	95	I THINK ITS IMPORTANT FOR HIM TO DO THIS AFTER THE WORK HAS BEEN DONE.
5948	1	1	SHOULD BE DONE TO MY SATISFACTION.
5953	1	1	I DO NOT NEED THAT!
5957	1	95	IT'S GOOD
5972	1	1	IT WOULD BE BENEFICIAL
5994	1	1	IF IT'S NECESSARY IT SHOULD BE DONE
6022	1	95	THAT WOULD BE APPROPRIATE
6026	1	1	ITS OK
6049	1	95	NECESSITY
6050	1	1	NOT A PROBLEM, BECAUSE HAVING TO BE ABLE TO TAKE THE EXTRA TIME MEANS HAVING THE PROBLEMS SOLVED AND FIXED FOR GOOD
6052	1	95	I DON'T THINK I NEED IT
6077	1	95	NOT NEEDED
6079	1	1	THAT'S FINE
6085	1	2	I THINK ITS NEEDED TO DO THE TESTING
6094	1	1	NOT NEEDED
6106	1	1	THINK IT IS GOOD
6108	1	1	INTERESTED THAT
6135	1	4	NOT NEEDED
6137	1	1	YES IF NEEDED IS NEEDED

6153	1	1	98
6162	1	1	NOT NEEDED
6164	1	1	IF THEY ARE DOING THE WORK ALREADY IT'S FINE.
6166	1	1	I DON'T NEED TO HAVE IT DONE
6168	1	1	MIXED QUESTION
6175	1	1	NOT NEEDED
6178	1	1	WOULD BE NICE
6182	1	95	JUST TO MAKE SURE THAT THE WORK THAT THEY PERFORM MAKES THEIR STANDERS
6190	1	95	IT SHOULD BE DONE
6201	1	5	SOUNDS REASONABLE
6202	1	1	SOUNDS FINE
6222	1	95	NO
6235	1	1	NEVER GAVE IT ANY THOUGHT
6254	1	1	THINKS THEY SHOULD BE SEPARATE PEOPLE AND UT DEPENDS ON HOW THE WORK IS DONE PERSONS WHO PERFORM THESE SHOULD HAVE SEPARATE DUTIES
6257	1	1	ALREADY DONE
6259	1	1	IT IS OK
6267	1	1	GOOD
6275	1	95	YOU BET, IF I'M GOING TO PAY, I EXPECT IT TO BE FIXED THAT'S PART OF THE CONTRACT
6288	1	1	PG AND E DOES IT FOR FREE
6293	1	96	IT IS A GOOD THING.
6296	1	96	ITS GOOD
6300	1	1	HUM. I WOULD HAVE TO THINK ABOUT THAT ONE.
6303	1	95	PROBABLY NEEDED.
6375	1	1	NOT NEEDED

6383	1	1	NOT NEEDED
6402	1	5	DEPENDS ON COST
6405	1	1	I THINK IT'S GOOD THAT HE'D DO THAT. IT SHOULD BE DONE
6407	1	1	PROBABLY NOT NEEDED.
6419	1	96	THAT WOULD BE PART OF THE JOB.
6440	1	1	GOOD IDEA
6490	1	3	I TOTALLY AGREE WITH IT.
6544	1	1	GOOD TO KNOW
6550	1	1	IT IS A FINE THING
6564	1	95	I DO NOT NEED IT
6567	1	1	YJUK
6572	1	1	I'D LIKE TO GET MORE INFORMATION ON IT BEFORE I DECIDE BUT IT'S NOT A BAD IDEA.
6577	1	1	DON'T HAVE DUCTWORK
6598	1	1	NO DUCTWORK
6600	1	1	VERY IMPORTANT
6643	1	95	FINE NOT SOUL OWNER OF HOUSE HAS TO DISCUSS WITH MOM. MIGHT NEED TO BE
6658	1	95	FOR SURE, TOTALLY.
6659	1	1	GOOD.
6683	1	1	MONEY ALWAYS IS A FACTOR. BUT IF YOU A[RE] LEAKING POISONOUS GASES IT IS A FACTOR. BUT ROUTINE TESTING MONEY IS THE FACTOR THERE.
6685	1	1	WELL BY TAKING THE EXTRA TIME AND EFFORT TO FIX THE PROBLEM IS WELL ENCOURAGED THEN COMING BACK LATER IN TIME WITH THE SAME PROBLEM(S).
6723	1	95	I WOULD LIKE THAT DONE
6728	1	1	DOESN'T HAVE DUCTWORK.

6742	1	95	ITS OK
6744	1	95	I DON'T LIKE
6745	1	3	WILL DO
6765	1	1	IF IT NEEDED IT THAT WOULD BE FINE
6807	1	4	NOT NEEDED
6831	1	1	SOMEONE CAN CALL HIM
6832	1	95	GOOD REACTION. SINCE THEY WOULD THEN BE FINE-TUNING IT TO CHECK IT OUT.
6	2	1	GOOD THING.
9	2	1	SHOULD BE DONE
11	2	1	NOT NEEDED
13	2	2	GOOD
17	2	2	I FEEL THIS WOULD BE A GOOD IDEA.
24	2	1	THAT'S WHAT HE SHOULD DO IF THAT'S HIS JOB3
67	2	97	DOES NOT WANT TO BE BOTHERED WITH IT
101	2	1	NO OPINION
104	2	1	NOT NEEDED RIGHT NOW
111	2	1	WELL I WOULDN'T HAVE A CONTRACTOR OVER, I DON'T NEED ONE. HYPOTHETICALLY...IF I HAD ONE OVER, THE WATER HEATER YOU CAN TELL IF THE FLAME IS RIGHT...I WOULDN'T NEED IT.
115	2	2	ITS A NICE SERVICE
123	2	1	OK WHAT COST
138	2	1	VERY EFFICIENT
173	2	1	GOOD IDEA
182	2	1	I THINK IF THEY'RE GOING TO DO THEIR JOB THEY SHOULD BE DOING IT RIGHT.
190	2	3	GOOD THINGS GET DONE FOR TAKING THE EXTRA EFFORT AND TIME INTO IT

195	2	95	NOT NEEDED
243	2	96	NOT INTERESTED
253	2	95	NO REACTION WHATSOEVER - MILD ANNOYANCE AT THE QUESTION
259	2	95	I THINK IT'S A GOOD IDEA.
266	2	2	I DON'T NEED ANYBODY HERE
307	2	95	I'M NOT HAVING IT DONE NOW.
311	2	1	PROBABLY HAVE IT DONE
323	2	95	THAT'S A GOOD IDEA
332	2	1	OH YEAH GOOD TO DOUBLE
371	2	1	I GUESS IT IS INTERESTING - IT WOULD BE SOMETHING AS PART OF THE JOB NEEDED
375	2	2	IT'S NOT SOMETHING I WOULD NEED.
379	2	1	OK
410	2	1	I DON'T HAVE DUCTWORK.
411	2	95	O IT
421	2	95	HOW MUCH IT WOULD COST WOULD BE A MAJOR FACTOR BEFORE WE DE-CIDE
437	2	1	NOT SURE BECAUSE IF I WANT IT DONE THEN I WOULD HAVE HIM DO IT
445	2	95	NOT INTERESTED
449	2	95	YEAH
464	2	1	A LITTLE BIASED
480	2	1	THAT WOULD BE VERY GOOD.
492	2	1	NOT INTERESTED
496	2	2	NOT NEEDED
497	2	1	I DON'T KNOW
505	2	1	NOT NEEDED
530	2	2	CONTRACTOR NEEDS ADDITIONAL TIME TO MAKE

REPAIRS.

545	2	1	IF WE COULD IT TO OUR MUTUAL BENEFIT IT WOULD BE FINE BUT SOMEONE WOULD HAVE TO PROVE IT WAS NECESSARY	
549	2	95	I THINK THEY SHOULD DO IT ANYWAY	
563	2	1	GOOD IDEA	
564	2	1	IT WILL BE FINE	
580	2	95	IF IT IS DONE IT MUST BE TESTED	
586	2	1	THAT'S IT SHOULD MANDATORY BY GOVERNMENT.	
632	2	1	ITS NOT A PROBLEM AS LONG AS THE HOUSE IS SAFE TO LIVE IN	
642	2	1	IT WOULD	
654	2	2	NO COMMENT	
672	2	1	THIS WOULD BE FINE	
679	2	4	5	IT SHOULD BE TESTED
709	2	2	NOT NEEDED	
722	2	1	THERE SHOULD BE NO EXTRA TIME IT SHOULD PART DEAL.	
728	2	96	VERY HELPFUL	
731	2	1	WOULD BE INTERESTED IN IT	
733	2	95	ITS GOOD	
737	2	1	REQUIRES TO DO IT. THEN OK	
785	2	97	NOT INTERESTED	
791	2	95	I THINK IT'S NOT NEEDED.	
802	2	1	IT WOULD BE BEST TO FIND OUT IF THERE ARE ANY LEAKS, BETTER TO TAKE MORE TIME	
817	2	2	NEED TO BE TESTED NATURALLY	
819	2	1	I THINK IT'S A GOOD IDEA.	
822	2	1	YES, I THINK THAT'S PROBABLY A GOOD IDEA.	

828	2	1		I WOULDN'T WANT IT.
829	2	95		NOT NEEDED
844	2	1		HE SHOULD
847	2	1		WELL I WOULD EXPECT THEM TO TAKE THE EXTRA TIME AND EFFORT TO GET IT RIGHT
858	2	1		IF THEY FOUND IT NEEDED TO BE REPAIRED THEY SHOULD DO IT.
867	2	1		I WAS GLAD TO KNOW WHAT THEY DID, YEAH
880	2	1		WONT BOTHER WITH THE CONTRACTOR
884	2	97		ITS ALL ALREADY BEEN DONE.
888	2	1	5	MY SON IS IN HEATING AND AIR CONDITIONING BUSINESS SO HE ALWAYS TAKES CARE OF MY HOME.
895	2	96		I THINK ITS A GOOD IDEA
912	2	95		PROBABLY A GOOD DEAL
920	2	95		POSITIVE
927	2	1		THAT WOULD NOT BE A PROBLEM
947	2	1		I DON'T NEED THAT MY HUSBAND DOES IT
948	2	3	95	GOOD
949	2	1	5	NOT NEEDED
973	2	1		IT'S A GOOD IDEA.
985	2	1		OF COURSE SAFETY PROBLEM
990	2	95		DON'T NEED IT
1004	2	1		WOULDN'T LET THEM LEAVE WITHOUT DING IT
1035	2	2		MIGHT BE NEEDED
1038	2	1		NO PROBLEM WITH IT
1041	2	1		ITS ALREADY BEEN DONE.
1057	2	95		ABSOLUTE NECESSITY TO VERIFY THAT THE WORK HAS BEEN COMPLETED

1080	2	2	ITS ALREADY BEEN DONE
1133	2	1	DARN WELL OUGHT TO TEST
1181	2	1	WOULDN'T WANT IT, BECAUSE SYSTEM IS VERY GOOD AND NOT THAT OLD, AND WOULD BE A WASTE OF MONEY AND TIME.
1205	2	95	DON'T HAVE DUCTS
1222	2	1	NO. HE SAID.
1238	2	1	I WOULDN'T WANT IT
1240	2	1	I BELIEVE WHEN I SEE IT.
1246	2	1	PROBABLY GOOD
1247	2	5	I WOULDN'T BE INTERESTED AT THIS TIME BECAUSE WERE SELLING
1250	2	95	THAT'S FINE IF YOU ARE NOT CHARGED FOR IT
1260	2	1	NOT NECESSARY
1272	2	1	FORGET IT
1278	2	5	IT SHOULD BE DONE
1281	2	1	I THINK THEY SHOULD DO IT-BY SIGNING A RELEASE, THEREY'RE VERIFYING THAT EVERYTHING IS OK.
1306	2	5	IF WAS NECESSARY THAT WOULD BE HARD
1330	2	1	I THINK IT'S NEEDED UNLESS THE CUSTOMER HAS TO PAY.
1336	2	95	I WOULD LIKE HIM TO DO IT IF NEEDED
1361	2	1	ITS GREAT
1418	2	1	SHOULD DO IF BELIEVES IN HIS WORK HE DOES NOT HAVE TO PAY FOR SHOULD DO IT OUT OF PRIDE IN HIS WORK
1422	2	1	PROPERLY NEEDED
1428	2	97	NOT BELIEVABLE.
1448	2	1	I DON'T, KNOW I HAVE NO DUCTS.
1452	2	1	GOOD IDEA

1478	2	1	IF NECESSARY IT WOULD NOT BE EXTRA TIME
1500	2	95	I THINK THEY SHOULD DO THAT, SINCE SHE'S THE PERSON THAT IS USING IT, SHE SAID/
1522	2	1	I THINK THAT'S GOOD-IF THEY WANT THE WORK, THEY BETTER DO A GOOD JOB.
1533	2	5	NOT NEEDED.
1544	2	1	THAT'S FINE
1563	2	2	PROBABLY A GOOD IDEA, MIGHT BE NEEDED
1569	2	95	AFTER THE WORK IS DONE IT SHOULD BE TESTED.
1586	2	1	NOT NEEDED
1604	2	95	SHOULD BE DONE
1636	2	1	NO DUCTS
1642	2	1	IF ITS NEEDED GET IT DONE YOU DON'T WANT THEM TO MISS ANYTHING
1660	2	96	NOT INTERESTED
1661	2	1	IT DOESN'T INTEREST ME - MY HOUSE IS NEW AND UP TO STANDARD
1675	2	95	HEATING IN FLOOR NO DUCTWORK
1695	2	4	IS IT WORTH IT TO THE CONSUMER? - IF YOU GO DO IT YOURSELF WHY PAY SOMEBODY
1702	2	1	NO
1748	2	6	ITS JUST NOT NEEDED - WE'VE ALREADY DONE IT
1818	2	7	NO DO NOT NEED ANYTHING DONE HERE.
1831	2	2	THEY SHOULD
1872	2	95	IS GOOD
1884	2	1	LIKE THE IDEA THAT ITS DONE RIGHT AND DOUBLE CHECKED HIS JOB LIKES TO KNOW HE GOT HIS MONEY WORTH
1886	2	1	I THINK IT SHOULD BE DONE AND RETESTED TO SEE IF IT IS DONE RIGHT
1892	2	1	I DON'T NEED IT HEATER NEEDS REPLACING.

1924	2	95	ITS A MATTER OF THE COST AND TIME IT TAKES
1935	2	2	DOES NOT NEED OR WANT IT
1960	2	1	OK
1964	2	1	EXTRA TIME MEANS TAKING EXTRA PRECAUTIONS AND DOING THE JOB RIGHT
1967	2	1	NO PROBLEM
1968	2	3	GOOD THING
1986	2	1	PROBABLY NEEDED
2017	2	4	IF ITS NEEDED THEN OK
2018	2	95	IF THEY ARE DOING MAINTENANCE CALL SHOULD BE REQUIRE TO DO THAT CHECKUP WITHOUT EXTRA COST
2035	2	1	AS LONG ITS FREE I WOULDN'T MIND
2083	2	1	THINK IS A GOOD IDEA
2098	2	95	ITS A GOOD THING
2115	2	1	I WOULD INSIST ON IT
2117	2	95	GOOD
2125	2	1	SHOULD DO IT
2145	2	1	WHAT'S IT COST
2151	2	1	I DON'T HAVE A PROBLEM WITH THAT
2174	2	1	HOW MUCH EXTRA TIME IT WOULD TAKE -HOW MUCH IT WOULD COST I'D HAVE TO KNOW THESE THINGS FIRST
2191	2	1	WELL TAKING THE EXTRA TIME TO FIX SOMETHING IS DEFINITELY ESSENTIAL
2196	2	95	ITS HELPFUL ,AND NECESSARY
2197	2	1	IT MIGHT BE NEEDED BUT I WOULD HAVE TO SEE PRETTY MUCH HOW MUCH IT WOULD COST BEFORE I CONSENTED
2206	2	1	ITS GOOD
2211	2	3	IT WOULD BE FINE

2231	2	1	HE SHOULD DO THIS
2236	2	95	I THINK ITS HIS JOB AND HE SHOULD DO IT.
2261	2	5	IF THE CONTRACTOR THINKS ITS NEEDED GO AHEAD
2263	2	95	DON'T HAVE DUCTS
2275	2	3	GOOD IDEA
2307	2	1	GOOD IDEA
2313	2	97	DOES IT COST MONEY AND DO I HAVE TO PAY EXTRA
2331	2	1	I DON'T KNOW BECAUSE I WONDER IF THE CONTRACTOR WOLD BE FULLY EDUCATED TO DO THIS AS I FEEL THAT IT SHOULD BE SOMEONE FORM THE GAS COMPANY TO DO THIS
2342	2	5	NOT NEEDED
2367	2	1	HAS TO DO IT
2373	2	4	IT MAKES A DIFFERENCE /IT IS IMPORTANT
2378	2	96	ITS PROBABLY WORTH IT
2423	2	1	EXCELLENT IDEA
2443	2	1	IT DEPENDS ON WHOSE DOING ARE THEY LICENSED AND I HAVE SOME-ONE WHO ALREADY DOES ALL MY HOUSEHOLD CHECKUPS.
2477	2	95	OK
2484	2	1	GOOD. NICE.
28	3	1	ITS NEEDED
40	3	1	IF IT IS SOMETHING NEEDS TO DONE
49	3	3	GO FOR IT
92	3	95	I'M SURE HAVING THE EXTRA TIME AND ENERGY TO FIX A PROBLEM WILL DEFINITELY HELP ALLEVIATE FURTHER COMPLICATIONS
128	3	4	BY TAKING THE EXTRA TIME WE MAKE SURE WE GET IT RIGHT THE FIRST TIME
154	3	1	GOOD IDEA

181	3	1	IF ITS TO COMPLETE THE JOB TO MAKE SURE THE AIR IS GETTING THROUGH ITS NEEDED.
228	3	1	NOT NEEDED
243	3	1	I AM NOT TOO KEEN.
264	3	1	IF AIR CONDITION IS BROKEN I GET IT FIXED.
265	3	1	I DON'T THINK IT'S NECESSARY IN MY CASE.
284	3	1	IT WOULD BE FINE.
300	3	1	MIGHT BE NEEDED
310	3	1	NOT GOING TO HAVE THIS DONE, BUT IF I HAVE THIS DONE IT WOULD BE OK.
328	3	1	I DON'T KNOW ABOUT THAT
332	3	1	DO IT RIGHT THE FIRST TIME BY TAKING EXTRA TIME AND RESOLVING THE NECESSARY PROBLEM
381	3	95	IT IS IMPORTANT VERY VERY
473	3	1	KIND OF LEERY NOT TRUSTING CONTRACTORS.
495	3	95	WE DON'T NEED THE TESTING BUT IF WE DID IT WOULD BE GOOD TO DO THAT
538	3	4	YES
595	3	95	SHOULD DO IT
620	3	1	GOOD IDEA
655	3	95	THIS SHOULD ALWAYS BE PART OF THE PROCEDURE
685	3	1	DON'T THINK ID LIKE THAT
693	3	95	NOT INTERESTED
696	3	95	IT'S A GOOD MEASURE
713	3	4	NO DUCTS
763	3	1	ITS IMPORTANT
764	3	1	DON'T NEED IT
838	3	1	NOT INTERESTED
841	3	96	IF ITS NEEDED THEN SO BE IT

850	3	1	THEY SHOULD ALLOW IT TO HAPPEN IF IT IS NEEDED
856	3	1	TAKING THE EXTRA TIME IT SURE WILL DECREASE IN FURTHER PROBLEMS
861	3	95	ITS GOOD
873	3	1	IF ITS AT NO COST I DON'T HAVE AN OPINION - I WOULDN'T MIND HAVING IT TESTED
874	3	95	NO
895	3	1	IT'LL HELP ME CONSERVE ENERGY
917	3	95	ITS OK
1037	3	1	ITS NOT NEEDED TO BEGIN WITH
1042	3	1	ITS GOOD
1046	3	95	ITS FINE.
1049	3	1	I GUESS IT'S O.K. IF THERE'S NO EXTRA COST TO ME.
1057	3	1	THEY SHOULD
1060	3	5	IF THEY TAKE TIME TO DO EXTRA TESTING, ITS GOOD, SO OTHER PROBLEMS WILL NOT BE MISSED.
1062	3	95	PROBABLY A GOOD THING
1099	3	1	I DO NOT NEED HIM TO DO NOTHING FOR ME
1104	3	95	IT WOULD BE NICE IF HE COULD DO THOSE KIND OF THINGS
1117	3	1	I DON'T THINK IT REALLY NEEDS IT BECAUSE IT HAS BEEN CHECKED
1141	3	96	NOT NEEDED
1203	3	1	CONTRACTOR SHOULD TAKE THE TIME TO DO THE TEST
1207	3	1	CUSTOMER DOES NOT NEED IT
1225	3	1	I DON'T HAVE ANY REACTION TO THIS.
1231	3	1	UP TO HUSBAND
1249	3	4	THAT'S OK
1270	3	1	EXTRA TIME MEANS EXTRA EFFORT GETTING THE JOB

WELL DONE I THINK

1322	3	1	IF IT IS NEEDED
1329	3	96	I WOULD BE IN FAVOR OF THIS
1409	3	1	ITS NOT NEEDED
1412	3	1	I THINK HE NEEDS TO MAKE SURE IT FIXED IT HE SAYS HE IS GOING TO FIX SOMETHING.
1460	3	1	IT IS NEEDED
1467	3	95	MOST DEFINITELY, GOOD IDEA.
1474	3	1	I THINK IT WOULD BENEFIT MOST SO TO FIX THINGS BEFORE THEY BREAK
1478	3	1	SOMEONE OUTSIDE COMPANY
1488	3	95	POSITIVE
1503	3	95	I DON'T THINK IT'S NEEDED BECAUSE IT'S A BRAND NEW SYSTEM-I.E.. ALL THE DUCTING IS BRAND NEW AND OLD SYSTEM WAS/COMPLETELY TORN OUT, HE ADDED
1542	3	1	SOUND GOOD TO HER.
1562	3	1	"ITS GREAT"
1569	3	95	WILL NOT HAVE A PRIVATE CONTRACTOR COME ON TO MY PROPERTY
1572	3	95	SOUNDS GOOD ON THE SURFACE
1598	3	95	NOT APPLICABLE TO MY CASE
1607	3	1	VERY IMPORTANT
1649	3	1	IT'S GREAT
1650	3	95	IT WOULD BE OK
1659	3	1	IT WILL HELP ME IN THE FUTURE TO SAVE MONEY ON PROBLEMS
1665	3	5	IT'S NOT NEEDED AT THIS TIME-I TEST THIS EVERY YEAR
1694	3	1	I THINK ITS A GOOD IDEA
1702	3	95	98

1737	3	95	I JUST DO NOT TRUST ANY CONTRACTOR. ALL THE WANT IS YOUR MONEY. I CAN DO THE WORK MYSELF. AND THE MORE YOU ASK FOR IT TO BE DONE THE MORE THEY WILL CHARGE.	
1746	3	95	IF HE IS TESTING HE SHOULD FIX	
1750	3	5	ITS NOT NEEDED	
1755	3	1	I DON'T THINK IT'S NECESSARY	
1756	3	1	NO OPINION	
1788	3	1	IF I WERE HAVING THIS WORK DONE I DEFINITELY WANT TO BE SURE IT WAS DONE RIGHT ! ESPECIALLY IF I WAS THE ONE PAY- ING FOR IT.	
1816	3	1	I WOULDN'T LET HIM IN TH HOUSE	
1834	3	1	SOUNDS RESPONSIBLE	
1842	3	1	I DO NOT HAVE ANY DUCTS.	
1853	3	1	THAT WOULD BE OK.	
1901	3	1	IT IS JUST NOT NEEDED IN A NEWER HOME	
1905	3	1	THAT'S FINE	
1908	3	95	PART OF COST	
1968	3	95	I THINK ITS A GOOD IDEA - A GOOD SAFETY THING AND HELPS RE- DUCE COSTS	
1986	3	1	2	ONLY IF BILLS WENT UP SO NOTHING WRONG USE BILLS AS A GUIDE
1993	3	1	IT IS NOT NEEDED.	
2006	3	1	VERY GOOD	
2028	3	95	IF HE DID THE TESTING AND FINDS PROBLEMS, I WOULD WANT TO HAVE THEM FIXED.	
2031	3	1	GOOD THING	
2066	3	1	I THINK IFS ITS NEEDED LET HIM TAKE THE TEST	
2147	3	95	COOL	
2199	3	1	NOT NEEDED	

2207	3	1	FINE
2208	3	96	FI I DON'T HAVE DUCT WORK. NO CENTRAL HEATING
2223	3	3	EXPECT HIM TO DO THAT OR ELSE HE WON'T COME BACK
2227	3	4	GOOD FOR SAFETY
2308	3	1	ITS FINE
2313	3	5	THAT WOULD BE FINE.
2317	3	1	WORK PERFORMED CORRECTLY ...NO PROBLEM
2385	3	1	IT'S NOT NEEDED.
2408	3	1	ITS IMPORTANT
2516	3	1	SHOULD BE APPROVED
2558	3	1	NOT NEEDED MY HUSBAND DOES IT ALL
2582	3	95	IT SHOULD BE DONE.
2603	3	1	EVALUATION OF EQUIP. AND THEN WORK BACKED -UP BY A UTILITY.
2629	3	96	WOULD BE NICE. HOW MUCH DOES IT COST?
2631	3	1	NO NEED, NO DUCTS
2634	3	95	IT WOULD BE GREAT TO DO.
2639	3	95	NOT NECESSARY BECAUSE WE WOULD HAVE OUR OWN PEOPLE DO IT
2659	3	96	I DO THIS MYSELF.
2686	3	1	NOT NEEDED.
2688	3	3	DOESN'T MIND. GOOD IDEA
2696	3	95	I THINK THAT THIS IS VERY GOOD
2707	3	95	I DON'T AGREE WITH IT IT IS UNNECESSARY FOR OUR HOUSE
2721	3	1	IF THEY ARE FIXING THE EQUIPMENT THEY SHOULD DO IT AND THEY SHOULD NOT CHARGE EXTRA TO DO IT, IT SHOULD AUTOMATIC.
2734	3	1	IT A GOOD THING TO HAVE CHECKED IF MY HUSBAND FEELS ITS NEEDED.

2749	3	2	IF HE TAKES THE EXTRA TIME THAT'S GREAT
2784	3	1	NOT INTERESTED
2832	3	95	GOOD IDEA
2882	3	5 6	SHOULD BE CHECKED TO MAKE SURE PROBLEM IS SOLVED
2923	3	95	THAT WOULD BE A GOOD IDEA I WOULDN'T MIND HAVING THEM MAKE SURE ITS WORKING RIGHT
2934	3	1	I THINKS ITS GREAT.
2960	3	2	IT GOOD IDEA.
2981	3	1	I THINK IT'S VERY GOOD
2996	3	1	ITS GOOD TO HAVE IT DONE BUT WE DON'T NEED IT
3001	3	1	I THINK THAT IS GREAT
3026	3	1	NOT NEEDED
3032	3	1	VERY IMPORTANT
3054	3	5	THEY FEEL IT WOULD BE EXPENSIVE
3059	3	1	I WOULDN'T DO IT.
3066	3	1	IF YOU PAY SOMEONE THEY SHOULD DO IT
3127	3	1	IF I HAD TO I WOULD DO IT
3173	3	1	FEEL NOT NEEDED
3175	3	1	THAT'S GOOD
3206	3	5	GOOD IDEA
3210	3	1	I DON'T DUCTS.
3236	3	5 6	DON'T THINK I NEED THAT
3244	3	1	SOUNDS LIKE A GOOD IDEA TO ME.
3248	3	1	SON IN LAW DOSE IT
3307	3	5	WE FOLLOWED HIM AROUND SO WE KNOW HE DID A GOOD JOB.
3318	3	1	I DON'T WANT HIM TO DO MINE BUT IF WOULD LET CONTRACTOR DO IT, HE SAID

3321	3	1	I FEEL THAT THAT SHOULD BE DONE
3323	3	1	ITS A GOOD IDEA
3662	3	1	IT SHOULD BE DONE LIKE THAT
3713	3	1	VERY IMPORTANT
3798	3	96	IT'S PROBABLY NEEDED
3863	3	1	DEPENDS ON THE COST
4138	3	1	DON'T TRUST CONTRACTORS
4165	3	5	DON'T NEED IT
4234	3	4	HE SHOULD
4315	3	95	FOR YOUR OWN SAFETY, IT'S A GOOD THING
4465	3	1	I DON'T SEE WHY IT WOULD BE A BOTHER UNLESS I HAD TO BE TO WORK
4485	3	1	IF IT DOESN'T COST ANYTHING THAT'S FINE.
4486	3	1	SOMETHING NEEDED
4512	3	1	AS LONG AS IT DOESN'T COST EXTRA
4614	3	4	I THINK THAT WOULD BE FINE
4633	3	1	I DON'T HAVE DUCTS
4674	3	1	GOOD
4685	3	1	I'M NOT INTERESTED
4698	3	1	IT'S IMPORTANT
4701	3	1	IF I DECIDE THAT'S ITS NEEDED THEN THAT WOULD BE FINE
4746	3	95	THAT'S GOOD
4756	3	1	HE THINKS THAT'S GREAT AND IT NEEDS TO BE DONE.
4834	3	1	SOUNDS LIKE A GOOD IDEA
4916	3	95	I WOULD NOT WANT THEM TO DO THE TESTING IF I WERE REQUIRED BY LAW TO HAVE THE WORK DONE.
4956	3	5	HE SHOULD DO THAT

