



Report of the Ohio Independent Evaluator

2009 and 2010 Ohio Efficiency Programs Volume II: Appendices

August 29, 2012

Prepared for the Public
Utilities Commission of
Ohio

FINAL REPORT



Phil Willems / PWP

Table of Contents

Appendix A: 2010 Ohio Utility Evaluation Report Review Template	1
Appendix B: 2009 Ohio Utility Evaluation Report Review Template	4
Appendix C: Participant Survey Responses	7
RESIDENTIAL PARTICIPANT SURVEY RESPONSES.....	7
COMMERCIAL PARTICIPANT SURVEY RESPONSES	15
Appendix D: Non-participant Baseline Survey Responses.....	44
RESIDENTIAL CUSTOMER SURVEY RESPONSES	44
COMMERCIAL CUSTOMER SURVEY RESPONSES.....	67
Appendix E: Template for Evaluation Plans and Reports	96
OUTLINE FOR OHIO UTILITIES ENERGY EFFICIENCY PROGRAM EVALUATION PLANS 2011	96

Appendix A: 2010 Ohio Utility Evaluation Report Review Template

This section presents the template used by the Independent Evaluator team to review the 2010 evaluation reports filed by each utility in support of the 2010 Portfolio Status Update. During 2010, the Independent Evaluator developed an evaluation report template (included here as part of Appendix E) that each utility was supposed to follow when producing their evaluation report.

Ohio 2010 Evaluation Report Review Template

Background

Provide general background information on programs covered and evaluation methods used. Include (if available):

- Full citation of report that is being reviewed
- Programs covered, brief description of program delivery and measures covered (1 paragraph per program max)
- Type of evaluation work done (process, impact, other)
- Firm(s) doing evaluation
- Time period when evaluation activities completed

Review Criteria

This section will include a standard list of questions to be addressed in the review. I suggest having the questions as headings, with our discussion below each topic as needed.

1. Are research questions clearly identified?

If the questions are not listed explicitly but instead just implied, then I think we should add what the implied research questions are. For example, if it is an impact evaluation, the implied research question is “How much savings was achieved by the program?” For a process evaluation, “How well is the program being implemented?”, etc.

2. Are data collection tasks clearly linked to research questions?

Note how and if this is done – is there a use chart linking surveys and/or survey questions to the research questions?

3. Data collection methods documented?

Includes data collection activities (surveys, interviews, metering, on-sites, secondary reviews, etc.), sample sizes, and time period when data collection activities occurred. Also comment on how well the selected methods are justified and if they discuss any alternative methods.

4. Analysis methods clearly explained?

Similar to #3, are the analysis methods (billing regression, engineering analysis, etc) clearly explained? Also comment on how well the selected methods are justified, if alternative methods are discussed, and whether there is any discussions of potential biases and/or other shortcomings with the analysis methods used.

5. Are the data collection and evaluation activities appropriate for addressing the research questions?

Discuss if the analysis methods used are the right ones (regardless of how well they were carried out).

6. Are the claimed savings numbers credible?

Discuss the final impact results and provide an assessment of how credible they are. If there is not enough information provided in the report to make an assessment, then this should be stated here. Also discuss if potential biases, etc. are acknowledged in the report.

Discuss how similar the savings results are to the TRM values for the same measures. If they are substantially different, include a comparison in the text and note how the savings would change if the TRM savings values are used. If we have some easy way to try and explain why the numbers are different (for example, if we know that the operating hours are substantially different), then include that here.

Also comment on the credibility of any other process or market evaluation results presented in the report (the main focus of our review will be on impacts, however).

Comparison of 2010 Report to 2010 Report Template

Disclaimer text acknowledging that the report template was created after the 2009 evaluation report was written. Nevertheless, the template includes the basic information that we would expect in an evaluation report. The comparison is being done here to provide guidance to the utility in preparing their 2010 evaluation reports, which will be required to follow the report template.

Note that with Duke, many of their reports were written prior to when we sent out the Evaluation Report template in November 2010. So, we do not expect that the reports prior to that followed the template, but the reports should include most if not all of the information requested in the template.

For each section in our report template, provide an assessment of whether the 2010 report adequately provides the required information. Either say the 2010 report information was adequate or else explain what additional information/discussion we will be expecting in the 2011 report.

Appendix B: 2009 Ohio Utility Evaluation Report Review Template

This chapter presents the template used to review the 2009 evaluation reports submitted by the Ohio electric utilities in support of the Portfolio Status Update reports filed on March 15, 2010.

For the 2009 evaluation report review, the Independent Evaluator used different review criteria than in 2010, as the evaluation report template had not yet been created when these reports were being produced. The review focused on whether the evaluation methods were appropriate and adequately explained and if the savings results were credible given the information provided in the reports. Although this was not required, the impact results were also compared with the values included in the draft Ohio TRM where appropriate.

Ohio 2009 Evaluation Report Review Template

Background

Provide general background information on programs covered and evaluation methods used. Include (if available):

- Full citation of report that is being reviewed
- Programs covered, brief description of program delivery and measures covered (1 paragraph per program max)
- Participation and savings claimed for each program and whether or not program received an evaluation in 2009 (table). Where possible, show share of total claimed savings that is covered in the evaluation.
- Type of evaluation work done (process, impact, other)
- Firm(s) doing evaluation
- Time period when evaluation activities completed

Review Criteria

This section will include a standard list of questions to be addressed in the review. I suggest having the questions as headings, with our discussion below each topic as needed.

1. Are research questions clearly identified?

If the questions are not listed explicitly but instead just implied, then I think we should add what the implied research questions are. For example, if it is an impact evaluation, the implied research question is “How much savings was achieved by the program?” For a process evaluation, “How well is the program being implemented?”, etc.

2. Are data collection tasks clearly linked to research questions?

Note how and if this is done – is there a use chart linking surveys and/or survey questions to the research questions?

3. Data collection methods documented?

Includes data collection activities (surveys, interviews, metering, on-sites, secondary reviews, etc.), sample sizes, and time period when data collection activities occurred. Also comment on how well the selected methods are justified and if they discuss any alternative methods.

4. Analysis methods clearly explained?

Similar to #3, are the analysis methods (billing regression, engineering analysis, etc) clearly explained? Also comment on how well the selected methods are justified, if alternative

methods are discussed, and whether there is any discussions of potential biases and/or other shortcomings with the analysis methods used.

5. Are the data collection and evaluation activities appropriate for addressing the research questions?

Discuss if the analysis methods used are the right ones (regardless of how well they were carried out).

6. Are the claimed savings numbers credible?

Discuss the final impact results and provide an assessment of how credible they are. If there is not enough information provided in the report to make an assessment, then this should be stated here. Also discuss if potential biases, etc are acknowledged in the report.

Since the TRM was not available for the 2009, discuss how similar the savings results are to the TRM values for the same measures. If they are substantially different, include a comparison in the text and note how the savings will change in 2010 when the TRM values are used (I want to be sure to emphasize here that we are expecting them to use the TRM values in 2010). If we have some easy way to try and explain why the numbers are different (for example, if we know that the operating hours are substantially different), then include that here.

Also comment on the credibility of any other process or market evaluation results presented in the report (the main focus of our review will be on impacts, however).

Comparison of 2009 Report to 2010 Report Template

Disclaimer text acknowledging that the report template was created after the 2009 evaluation report was written. Nevertheless, the template includes the basic information that we would expect in an evaluation report. The comparison is being done here to provide guidance to the utility in preparing their 2010 evaluation reports, which will be required to follow the report template.

For each section in our report template, provide an assessment of whether the 2009 report adequately provides the required information. Either say the 2009 report information was adequate or else explain what additional information/discussion we will be expecting in the 2010 report.

Appendix C: Participant Survey Responses

Residential Participant Survey Responses

	AEP Appliance Recycling	DP&L HVAC	DP&L HVAC Diagnostic and Tune up	DP&L Appliance Recycling	Duke HVAC
<B1> Which of the following best describes your home/residence? Is it...					
Single-family detached home	92.08	95.00	92.50	90.24	92.16
Single family home, factory manufactured/modular	0.99	0.00	0.00	0.00	0.00
Single family mobile home	2.97	0.00	0.00	0.00	0.00
Row House	0.00	0.00	2.50	0.00	0.00
Condominium-traditional structure	2.97	0.00	2.50	2.44	6.86
REFUSED	0.99	5.00	2.50	7.32	0.98
n	101	40	40	41	102
<B2> Do you own this residence?					
YES	96.04	95.00	92.50	87.80	99.02
NO	2.97	0.00	2.50	4.88	0.00
REFUSED	0.99	5.00	5.00	7.32	0.98
n	101	40	40	41	102
<B3> Approximately when was your home constructed?					
Before 1960	29.70	15.00	25.00	36.59	24.51
1960-1969	16.83	22.50	12.50	21.95	9.80
1970-1979	21.78	22.50	17.50	12.20	21.57
1980-1989	8.91	12.50	20.00	9.76	17.65
1990-1999	11.88	10.00	10.00	4.88	17.65
2000-2005	4.95	5.00	7.50	4.88	5.88
2006 OR LATER	1.98	2.50	0.00	0.00	0.98
REFUSED	0.99	7.50	2.50	7.32	0.98
DON'T KNOW	2.97	2.50	5.00	2.44	0.98
n	101	40	40	41	102
<B4> How many square feet is the above-ground living space? Would you say...					
less than 1000 sqft	5.94	2.50	2.50	7.32	0.98
1001 to 2000 sqft	55.45	45.00	47.50	41.46	50.00
2001 to 3000 sqft	21.78	27.50	30.00	21.95	30.39
3001 to 4000 sqft	3.96	0.00	7.50	9.76	6.86
4001 to 5000 sqft	0.99	0.00	2.50	2.44	0.00
Greater than 5000 sqft	0.00	7.50	0.00	0.00	0.00
REFUSED	0.99	7.50	2.50	9.76	1.96
DON'T KNOW	10.89	10.00	7.50	7.32	9.80
n	101	40	40	41	102
<B5> How many square feet of conditioned living space is below ground? Would you say...					
less than 1000 sqft	27.72	12.50	17.50	17.07	26.47
1001 to 2000 sqft	20.79	12.50	17.50	17.07	35.29
2001 to 3000 sqft	2.97	5.00	5.00	0.00	5.88
3001 to 4000 sqft	0.00	2.50	2.50	0.00	0.00
4001 to 5000 sqft	0.99	0.00	0.00	0.00	0.00
Greater than 5000 sqft	0.00	2.50	0.00	2.44	0.98
NONE	31.68	47.50	50.00	41.46	16.67
REFUSED	0.99	7.50	2.50	9.76	1.96
DON'T KNOW	14.85	10.00	5.00	12.20	12.75
n	101	40	40	41	102
<BP1> Would you say you are very knowledgeable, somewhat knowledgeable, or not at all					

	AEP Appliance Recycling	DP&L HVAC	DP&L HVAC Diagnostic and Tune up	DP&L Appliance Recycling	Duke HVAC
knowledgeable about ways you can save energy in your home?					
Very knowledgeable	31.68	42.50	37.50	60.98	39.22
Somewhat knowledgeable	66.34	55.00	60.00	36.59	60.78
Not at all knowledgeable	1.98	2.50	2.50	2.44	0.00
n	101	40	40	41	102
<BP2> How big an obstacle are budget constraints to making investments in energy efficient equipment for your household? Are budget constraints a large obstacle, a medium-sized obstacle, a small obstacle or not an obstacle?					
A large obstacle	37.62	22.50	42.50	43.90	23.53
Medium-sized obstacle	37.62	47.50	47.50	39.02	41.18
Small obstacle	9.90	15.00	5.00	4.88	16.67
Not an obstacle	13.86	12.50	2.50	12.20	16.67
DON'T KNOW	0.99	2.50	2.50	0.00	1.96
n	101	40	40	41	102
<BP3> How large an obstacle is getting the expertise you need to implement energy efficiency projects? Would you say...					
A large obstacle	11.88	12.50	30.00	19.51	5.88
Medium-sized obstacle	33.66	25.00	30.00	24.39	30.39
Small obstacle	13.86	22.50	12.50	9.76	20.59
Not an obstacle	33.66	37.50	20.00	43.90	42.16
DON'T KNOW	6.93	2.50	7.50	2.44	0.98
n	101	40	40	41	102
<BP4> How high a priority is energy efficiency to you when deciding on appliance, heating and cooling equipment, or other purchases? Would you say a...					
High priority	74.26	62.50	70.00	75.61	68.63
A medium priority	22.77	30.00	27.50	14.63	28.43
A small priority	2.97	5.00	0.00	0.00	1.96
Not a priority at all	0.00	0.00	2.50	2.44	0.98
DON'T KNOW	0.00	2.50	0.00	7.32	0.00
n	101	40	40	41	102
<C1YEAR> In what year did you first learn about the rebate program?					
Before 2010	23.76	17.50	5.00	14.63	30.39
2010	71.29	80.00	90.00	78.05	68.63
DON'T KNOW	4.95	2.50	5.00	7.32	0.98
n	101	40	40	41	102
<C1MONTH> Do you remember in which month or season?					
January	1.04	5.13	0.00	0.00	1.98
February	1.04	2.56	0.00	0.00	0.99
March	1.04	0.00	0.00	2.63	3.96
April	5.21	10.26	0.00	2.63	2.97
May	2.08	0.00	0.00	10.53	1.98
June	3.13	0.00	21.05	5.26	2.97
July	3.13	5.13	15.79	0.00	4.95
August	6.25	0.00	2.63	5.26	4.95
September	5.21	2.56	10.53	2.63	2.97
October	1.04	2.56	0.00	0.00	4.95
November	4.17	10.26	0.00	5.26	7.92
December	3.13	7.69	0.00	0.00	6.93
Spring	18.75	15.38	5.26	26.32	13.86
Summer	8.33	12.82	23.68	7.89	9.90
Fall	1.04	2.56	5.26	2.63	3.96
Winter	7.29	2.56	0.00	7.89	6.93
DON'T KNOW	28.13	20.51	15.79	21.05	17.82

	AEP Appliance Recycling	DP&L HVAC	DP&L HVAC Diagnostic and Tune up	DP&L Appliance Recycling	Duke HVAC
n	96	39	38	38	101
<C2> Where do you remember FIRST learning about the program?					
Retailer, store (general)	1.98	12.50	2.50	0.00	10.78
Salesperson	0.00	7.50	0.00	0.00	8.82
Contractor, installer	0.99	37.50	62.50	0.00	38.24
Newspaper ad	22.77	0.00	2.50	12.20	5.88
Television, radio ad	8.91	5.00	0.00	9.76	5.88
Homeowner/Landlord	0.99	0.00	0.00	0.00	0.00
website/on-line	1.98	0.00	2.50	9.76	3.92
Word of mouth (friend, family, co-worker)	22.77	10.00	15.00	17.07	13.73
Utility bill insert	21.78	7.50	7.50	34.15	0.00
TV, newspaper story or article	6.93	17.50	0.00	4.88	5.88
Utility call center or utility/program staff	2.97	0.00	0.00	4.88	0.00
Mail	2.97	0.00	5.00	0.00	0.98
OTHER	2.97	0.00	0.00	4.88	0.00
DON'T KNOW	1.98	2.50	2.50	2.44	5.88
n	101	40	40	41	102
<C3> What other sources did you use to gather information about the program?					
Retailer, store (general)	2.02	2.56	0.00	2.50	3.13
Salesperson	0.00	5.13	0.00	0.00	2.08
In Store Display, signage	0.00	0.00	0.00	0.00	0.00
Contractor, installer	1.01	7.69	0.00	0.00	5.21
Newspaper ad	3.03	2.56	0.00	7.50	6.25
Television, radio ad	6.06	5.13	0.00	2.50	5.21
Homeowner/Landlord	0.00	0.00	0.00	0.00	0.00
website/on-line	15.15	10.26	5.13	20.00	13.54
Word of mouth (friend, family, co-worker)	1.01	5.13	0.00	2.50	3.13
Utility bill insert	3.03	5.13	0.00	15.00	1.04
TV, newspaper story or article	3.03	0.00	0.00	0.00	1.04
Participated/received rebate before	0.00	0.00	0.00	0.00	0.00
Utility call center or utility/program staff	8.08	0.00	2.56	0.00	1.04
NO OTHER SOURCE	61.62	61.54	89.74	52.50	63.54
OTHER	0.00	2.56	2.56	0.00	2.08
REFUSED	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.00	0.00	0.00	0.00	1.04
n	99	39	39	40	96
<C4> Of all the sources you mentioned, which did you find most useful in helping you decide to participate in the program?					
Retailer, store (general)	0.00	6.25	0.00	5.00	14.63
Salesperson	0.00	6.25	0.00	0.00	7.32
Contractor, installer	0.00	25.00	0.00	0.00	26.83
Newspaper ad	7.50	0.00	0.00	5.00	9.76
Television, radio ad	10.00	6.25	0.00	5.00	2.44
website/on-line	35.00	18.75	20.00	25.00	12.20
Word of mouth (friend, family, co-worker)	7.50	6.25	40.00	10.00	9.76
Utility bill insert	15.00	18.75	0.00	35.00	0.00
TV, newspaper story or article	5.00	6.25	0.00	5.00	2.44
Utility call center or	12.50	0.00	0.00	0.00	0.00

	AEP Appliance Recycling	DP&L HVAC	DP&L HVAC Diagnostic and Tune up	DP&L Appliance Recycling	Duke HVAC
utility/program staff					
OTHER	2.50	0.00	20.00	5.00	0.00
DON'T KNOW	5.00	6.25	20.00	5.00	14.63
n	40	16	5	20	41
<C5> Did you or someone else in your household fill out a rebate application to participate in the program?					
Yes	58.42	25.00	10.00	65.85	39.22
No-there was no rebate application	20.79	2.50	27.50	17.07	3.92
No-contractor filled it out	1.98	65.00	35.00	4.88	45.10
Family Member	5.94	2.50	5.00	2.44	5.88
Someone else filled it out-specify	2.97	0.00	0.00	0.00	0.98
DON'T KNOW	9.90	5.00	22.50	9.76	4.90
n	101	40	40	41	102
<C6> Where did you get your rebate application?					
Retailer	16.95	30.00	0.00	3.70	25.64
Contractor	5.08	30.00	75.00	7.41	53.85
Website/online	38.98	30.00	0.00	44.44	10.26
Utility/program representative	23.73	0.00	25.00	29.63	5.13
OTHER	1.69	0.00	0.00	0.00	2.56
DON'T KNOW	13.56	10.00	0.00	14.81	2.56
n	59	10	4	27	39
<C7> Now, thinking about how easy or hard it was to complete the application, how satisfied were you with the ease of filling out the application? Would you say you were...					
Very Satisfied	86.44	50.00	75.00	77.78	76.92
Somewhat Satisfied	6.78	30.00	25.00	18.52	10.26
Neither Satisfied nor Dissatisfied	0.00	0.00	0.00	0.00	2.56
Very Dissatisfied	0.00	0.00	0.00	0.00	2.56
DON'T KNOW	6.78	20.00	0.00	3.70	7.69
n	59	10	4	27	39
<C9> Did your contractor tell you about the rebate?					
YES	0.00	92.50	67.50	0.00	92.16
NO	0.00	7.50	22.50	0.00	5.88
DON'T KNOW	0.00	0.00	10.00	0.00	1.96
n	0	40	40	0	102
<C10> Did your contractor tell you about the energy usage or energy efficiency of your new HVAC system?					
YES	0.00	95.00	0.00	0.00	96.08
NO	0.00	2.50	0.00	0.00	1.96
DON'T KNOW	0.00	2.50	0.00	0.00	1.96
n	0	40	0	0	102
<C11> Did your contractor recommend that you buy the higher efficiency model over a standard or less efficient one?					
YES	0.00	52.50	0.00	0.00	58.82
NO	0.00	37.50	0.00	0.00	32.35
DON'T KNOW	0.00	10.00	0.00	0.00	8.82
n	0	40	0	0	102
<C12> How satisfied were you with the contractor that that performed/installed your <equipment>. Would you say you were...					
Very Satisfied	0.00	85.00	85.00	0.00	95.10
Somewhat Satisfied	0.00	15.00	2.50	0.00	2.94
Neither Satisfied nor Dissatisfied	0.00	0.00	5.00	0.00	0.00
A Little Dissatisfied	0.00	0.00	0.00	0.00	0.98
Very Dissatisfied	0.00	0.00	2.50	0.00	0.98

	AEP Appliance Recycling	DP&L HVAC	DP&L HVAC Diagnostic and Tune up	DP&L Appliance Recycling	Duke HVAC
REFUSED	0.00	0.00	2.50	0.00	0.00
DON'T KNOW	0.00	0.00	2.50	0.00	0.00
n	0	40	40	0	102
<C14> Did you have an inspection completed after the HVAC Equipment was installed?					
YES	0.00	77.50	0.00	0.00	50.98
NO	0.00	20.00	0.00	0.00	39.22
DON'T KNOW	0.00	2.50	0.00	0.00	9.80
n	0	40	0	0	102
<C15> How satisfied were you with the inspection? Would you say you were...					
Very Satisfied	0.00	80.65	0.00	0.00	98.08
Somewhat Satisfied	0.00	16.13	0.00	0.00	0.00
Neither Satisfied nor Dissatisfied	0.00	3.23	0.00	0.00	0.00
Very Dissatisfied	0.00	0.00	0.00	0.00	1.92
n	0	31	0	0	52
<D1_1> Did you become aware of the program rebate before or after you decided to recycle/install this equipment?					
Before we decided	81.19	62.50	46.34	86.36	57.84
After we decided	14.85	12.50	29.27	9.09	20.59
While we were researching/shopping	0.99	22.50	21.95	4.55	18.63
DON'T KNOW	2.97	2.50	2.44	0.00	2.94
n	101	40	41	44	102
<D2_1> If the rebate were not available, would you still have installed this appliance, installed this HVAC equipment or would you have purchased either a less expensive, less efficient model, have had the HVAC Diagnostic tune up?					
Bought the same, recycled the unit	58.42	82.50	53.66	65.91	65.69
Bought less expensive or less efficient	0.00	10.00	0.00	0.00	27.45
Would not have installed, tuned up or recycled anything	37.62	5.00	39.02	18.18	1.96
DON'T KNOW	3.96	2.50	7.32	15.91	4.90
n	101	40	41	44	102
<D3_1> How likely do you think it was that you would have installed this appliance, installed this HVAC equipment, had the HVAC Diagnostic tune up?					
You definitely would have	62.71	51.52	77.27	55.17	76.12
You probably would have	25.42	39.39	9.09	31.03	22.39
There is a 50-50 chance you would have	8.47	9.09	4.55	13.79	1.49
You probably would not have	3.39	0.00	9.09	0.00	0.00
n	59	33	22	29	67
<D4_1> If the rebate was not available, would you have waited to install this appliance, purchase this HVAC equipment, have the HVAC Diagnostic tune up done?					
I would have waited	40.68	15.15	31.82	13.79	11.94
I would not have waited	52.54	84.85	68.18	79.31	85.07
DON'T KNOW	6.78	0.00	0.00	6.90	2.99
n	59	33	22	29	67
<D5_1> About how long do you think you would have waited?					
Less than 6 months	45.83	20.00	42.86	75.00	50.00
Between 6 months and a year	33.33	80.00	28.57	25.00	12.50
More than a year	12.50	0.00	28.57	0.00	25.00
DON'T KNOW	8.33	0.00	0.00	0.00	12.50
n	24	5	7	4	8
<D6_1> How important was the rebate on your decision to recycle this appliance, purchase this HVAC					

	AEP Appliance Recycling	DP&L HVAC	DP&L HVAC Diagnostic and Tune up	DP&L Appliance Recycling	Duke HVAC
equipment, have this HVAC Diagnostic tune up?					
Very important	45.55	20.00	48.78	36.36	31.37
Somewhat important	35.64	52.50	31.71	20.45	45.10
Not very important	7.92	10.00	7.32	20.45	11.77
Not at all important	9.90	15.00	9.76	20.45	10.78
DON'T KNOW	0.99	2.50	2.44	2.27	0.98
n	101	40	41	44	102
<S1> How satisfied were you with the rebate amount? Would you say you are...					
Very Satisfied	74.26	45.00	40.00	70.73	58.82
Somewhat Satisfied	19.80	47.50	10.00	26.83	31.37
Neither Satisfied nor Dissatisfied	1.98	5.00	0.00	0.00	2.94
A Little Dissatisfied	2.97	2.50	0.00	2.44	1.96
Very Dissatisfied	0.99	0.00	0.00	0.00	1.96
DON'T KNOW	0.00	0.00	50.00	0.00	2.94
n	101	40	40	41	102
<S2> From the time you had the equipment picked up/installed and submitted the application, about how many weeks did it take to receive your rebate?					
1 week	3.39	0.00	0.00	0.00	0.00
2 weeks	11.86	0.00	0.00	7.41	10.26
3 weeks	16.95	10.00	0.00	11.11	20.51
4 weeks	25.42	20.00	25.00	33.33	30.77
5 weeks	6.78	0.00	25.00	3.70	2.56
6 weeks	15.25	10.00	0.00	22.22	0.00
8 weeks	1.69	20.00	0.00	3.70	2.56
12 weeks	0.00	0.00	0.00	0.00	2.56
20 weeks	0.00	0.00	0.00	0.00	2.56
NEVER RECEIVED	0.00	10.00	0.00	0.00	0.00
DON'T KNOW	18.64	30.00	50.00	18.52	28.21
n	59	10	4	27	39
<S3> How satisfied were you with how long it took to receive the rebate? Would you say you were...					
Very Satisfied	70.83	66.67	50.00	68.18	67.86
Somewhat Satisfied	22.92	16.67	50.00	22.73	32.14
Neither Satisfied nor Dissatisfied	2.08	0.00	0.00	4.55	0.00
A Little Dissatisfied	2.08	16.67	0.00	4.55	0.00
DON'T KNOW	2.08	0.00	0.00	0.00	0.00
n	48	6	2	22	28
<S4> In the course of participating in the <utility> program, how often did you contact utility or program staff with questions?					
Never	70.30	85.00	90.00	73.17	86.28
Once	23.76	12.50	5.00	21.95	5.88
2 or 3 times	5.94	2.50	0.00	2.44	4.90
4 times or more	0.00	0.00	0.00	0.00	2.94
DON'T KNOW	0.00	0.00	5.00	2.44	0.00
n	101	40	40	41	102
<S5> How did you contact them?					
Phone	96.67	100.00	25.00	90.91	85.71
Email or Fax	0.00	0.00	25.00	0.00	7.14
Letter	0.00	0.00	0.00	0.00	7.14
DON'T KNOW	3.33	0.00	50.00	9.09	0.00
n	30	6	4	11	14
<S6> And how satisfied were you with your communications with <utility> and/or program staff? Would you say you were...					
Very Satisfied	86.67	50.00	50.00	81.82	57.14

	AEP Appliance Recycling	DP&L HVAC	DP&L HVAC Diagnostic and Tune up	DP&L Appliance Recycling	Duke HVAC
Somewhat Satisfied	3.33	50.00	0.00	9.09	28.57
Neither Satisfied nor Dissatisfied	3.33	0.00	0.00	0.00	0.00
A Little Dissatisfied	0.00	0.00	0.00	0.00	7.14
Very Dissatisfied	3.33	0.00	0.00	0.00	7.14
DON'T KNOW	3.33	0.00	50.00	9.09	0.00
n	30	6	4	11	14
<S8> Have you noticed any savings on your electric bill since recycling your old appliance/receiving your HVAC Diagnostic Tune Up/installing your new HVAC?					
YES	36.63	50.00	22.50	41.46	69.61
NO	54.46	32.50	55.00	41.46	18.63
DON'T KNOW	8.91	17.50	22.50	17.07	11.77
n	101	40	40	41	102
<S9> How satisfied are you with the savings on your electric bill since recycling your old appliance/receiving your HVAC Diagnostic Tune Up/installing your new HVAC?					
Very Satisfied	48.65	25.00	55.56	64.71	59.15
Somewhat Satisfied	45.95	65.00	33.33	23.53	36.62
Neither Satisfied nor Dissatisfied	2.70	0.00	0.00	5.88	1.41
A Little Dissatisfied	0.00	5.00	0.00	5.88	2.82
DON'T KNOW	2.70	5.00	11.11	0.00	0.00
n	37	20	9	17	71
<S10> How satisfied are you with your new HVAC equipment? Would you say you are...					
Very Satisfied	0.00	72.50	0.00	0.00	84.31
Somewhat Satisfied	0.00	17.50	0.00	0.00	10.78
Neither Satisfied nor Dissatisfied	0.00	5.00	0.00	0.00	2.94
Very Dissatisfied	0.00	2.50	0.00	0.00	0.98
DON'T KNOW	0.00	2.50	0.00	0.00	0.98
n	0	40	0	0	102
<S12> Finally, if you were rating your overall satisfaction with <utility> Rebate Program, would you say you were...					
Very Satisfied	82.18	57.50	67.50	75.61	67.65
Somewhat Satisfied	15.84	37.50	25.00	21.95	28.43
Neither Satisfied nor Dissatisfied	0.00	2.50	5.00	0.00	2.94
A Little Dissatisfied	1.98	0.00	0.00	0.00	0.00
Very Dissatisfied	0.00	0.00	0.00	2.44	0.98
REFUSED	0.00	2.50	0.00	0.00	0.00
DON'T KNOW	0.00	0.00	2.50	0.00	0.00
n	101	40	40	41	102
<S13> Why do you give it that rating?					
Overall satisfied with program/Easiness	49.46	41.18	59.38	43.24	47.83
Benefit of rebate/Savings	31.18	52.94	28.13	37.84	46.74
Convenience of getting rid of old appliances	32.26	11.76	9.38	35.14	2.17
Pleased to recycle/Help environment	10.75	0.00	0.00	10.81	2.17
Desired a higher rebate/Hoped for more savings on bill	8.60	20.59	9.38	5.41	16.30
Unhappy with employees/Process	6.45	0.00	0.00	5.41	3.26
OTHER	3.96	5.13	12.82	2.44	5.88
REFUSED	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	3.96	7.69	5.13	7.32	3.92
n	93	34	32	37	92
<S14> Do you have any additional suggestions on how to improve the program?					

	AEP Appliance Recycling	DP&L HVAC	DP&L HVAC Diagnostic and Tune up	DP&L Appliance Recycling	Duke HVAC
Increase the awareness of the program	87.13	85.00	82.50	82.93	81.37
Increase the size of the rebate	5.94	5.00	2.50	9.76	8.82
Allow for pickup and inspection of other home appliances/More Programs	4.95	2.50	7.50	7.32	2.94
Unhappy with contractors/employees	1.98	0.00	5.00	0.00	4.90
OTHER	2.97	5.00	2.50	4.88	2.94
REFUSED	0.00	2.50	2.50	2.44	0.00
DON'T KNOW	0.00	0.00	0.00	0.00	0.00
n	101	40	40	41	102

Commercial Participant Survey Responses

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
<SC4> First, what is your job title?									
Facilities Manager	19.77	29.19	21.23	18.83	15.84	22.40	7.67	26.68	19.25
Building Manager	6.93	13.33	1.37	6.42	5.99	5.31	6.82	4.63	8.86
Energy Manager	0.76	0.00	0.00	0.59	1.63	0.00	0.00	0.60	1.54
Other facilities management/maintenance	18.61	11.87	18.44	12.46	31.03	25.74	8.17	17.43	17.87
Chief Financial Officer	1.10	0.45	1.92	1.31	0.87	0.81	0.32	3.50	0.60
Other financial/administrative position	9.55	10.33	7.49	14.10	3.16	11.18	7.08	6.54	10.46
Proprietor/Owner	9.81	7.55	16.98	13.69	3.27	3.93	23.00	3.41	11.79
President/CEO	3.07	3.27	6.63	3.26	1.66	0.86	8.29	1.59	3.38
Manager/director/supervisor/ Mayor	16.18	9.37	24.40	16.56	16.78	15.61	19.57	12.32	16.96
Vice President	3.99	2.54	0.92	6.36	2.21	1.97	14.86	7.19	0.66
Engineer	6.61	7.81	0.00	2.49	13.88	11.79	1.40	9.94	3.76
Lower Level unrelated employee	2.90	4.24	0.63	3.22	2.40	0.29	1.53	6.16	3.69
Sgt/Captain	0.19	0.00	0.00	0.08	0.51	0.07	0.00	0.00	0.40
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.53	0.06	0.00	0.63	0.77	0.04	1.29	0.00	0.80
n	1610	203	202	409	796	279	169	342	820
<SC5> Do you work directly for <BUSINESS NAME> or are you employed by a different firm or organization?									
Employed by same firm or organization	72.90	67.47	98.27	63.22	89.09	43.75	100.00	94.76	86.34
Employed by different firm or organization	26.41	29.33	1.73	36.66	10.73	56.25	0.00	5.24	11.99
DON'T KNOW	0.70	3.20	0.00	0.12	0.19	0.00	0.00	0.00	1.66
n	286	44	44	74	124	55	20	66	145
General Business Type									
Office	26.80	29.07	25.03	25.49	28.03	100.00	0.00	0.00	0.00
Retail	13.40	15.03	14.34	13.24	12.52	0.00	100.00	0.00	0.00
Industrial	16.48	15.44	18.35	18.48	13.57	0.00	0.00	100.00	0.00
OTHER	43.33	40.47	42.28	42.80	45.88	0.00	0.00	0.00	100.00
n	1611	203	202	410	796	280	169	342	820
<F1> What is the main business activity performed at this facility?*									
Office	17.38	27.59	25.74	25.37	8.54	100.00	0.00	0.00	0.00
Retail (non-food)	10.49	16.75	10.40	11.22	8.54	0.00	100.00	0.00	0.00
College/University	0.99	0.00	0.50	0.73	1.51	0.00	0.00	0.00	1.95
School (preschool, K to 12)	3.97	2.96	1.98	2.68	5.40	0.00	0.00	0.00	7.81
Grocery Store	1.49	1.48	0.99	0.73	2.01	0.00	0.00	0.00	2.93
Convenience Store	0.87	0.00	1.49	0.24	1.26	0.00	0.00	0.00	1.71
Restaurant	5.83	8.37	7.43	6.34	4.52	0.00	0.00	0.00	11.46
Health Care, Hospital	5.96	7.88	6.93	8.29	4.02	0.00	0.00	0.00	11.71
Hotel or Motel	1.68	0.99	1.49	0.98	2.26	0.00	0.00	0.00	3.29
Warehouse	3.41	4.43	1.98	3.66	3.39	0.00	0.00	0.00	6.71
Personal Service (beauty shop, cleaners)	2.42	0.99	1.98	3.17	2.51	0.00	0.00	0.00	4.76

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Community Service, Church, Temple, Municipality	8.13	7.88	11.39	12.44	5.15	0.00	0.00	0.00	15.98
Industrial Electronic and Machinery	3.48	3.94	5.45	5.85	1.63	0.00	0.00	16.37	0.00
Industrial Mining, Metals, Stone, Glass, Concrete	5.83	2.46	2.97	3.42	8.67	0.00	0.00	27.49	0.00
Industrial Petroleum, Plastic, Rubber and Chemicals	1.80	1.48	0.99	0.98	2.51	0.00	0.00	8.48	0.00
Other Industrial	10.12	5.91	8.91	5.85	13.69	0.00	0.00	47.66	0.00
Agricultural	1.12	1.97	1.98	0.49	1.01	0.00	0.00	0.00	2.20
Condo Assoc/Apartment Management	1.49	0.99	0.50	0.00	2.64	0.00	0.00	0.00	2.93
Government	5.59	1.48	2.97	1.95	9.17	0.00	0.00	0.00	10.98
Automotive/Trucking (non-gas station)	4.16	1.48	3.47	2.68	5.78	0.00	0.00	0.00	8.17
Food Service non-restaurant	0.87	0.00	0.00	0.49	1.51	0.00	0.00	0.00	1.71
OTHER	2.86	0.99	0.50	2.44	4.15	0.00	0.00	0.00	5.61
DON'T KNOW	0.06	0.00	0.00	0.00	0.13	0.00	0.00	0.00	0.12
n	1611	203	202	410	796	280	169	342	820
*No weights were added in order to provide the most accurate picture of who responded to the survey.									
<F1A> Is this a home-based business operated out of your residence?									
NO	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
n	792	88	69	153	482	269	161	76	286
<F4> Approximately how many employees does <BUSINESS NAME> have at this location?*									
ONE	7.01	6.90	7.92	8.05	6.28	6.79	8.28	4.39	7.93
2 to 5	23.65	35.47	28.22	30.00	16.21	35.36	37.28	18.42	19.02
6 to 10	14.71	20.20	16.83	15.85	12.19	18.57	14.20	11.70	14.76
11 to 20	14.28	13.79	18.32	16.59	12.19	12.86	11.83	13.45	15.61
21 to 50	15.95	11.33	14.85	13.66	18.59	8.21	14.20	16.37	18.78
51 to 100	9.31	4.43	7.92	7.07	12.06	3.93	5.33	14.33	9.88
101 to 250	7.01	1.48	3.47	2.93	11.43	4.29	5.33	12.57	5.98
251 to 500	3.29	0.99	0.50	1.46	5.53	3.21	1.78	6.14	2.44
501 to 1000	1.24	0.49	0.99	0.73	1.76	1.43	0.00	1.46	1.34
1001 to 3000	1.12	1.48	0.00	2.44	0.63	2.86	0.00	0.59	0.98
More than 3000	0.25	0.49	0.50	0.24	0.13	0.00	0.00	0.00	0.49
REFUSED	0.43	0.99	0.00	0.00	0.63	0.36	0.59	0.29	0.49
DON'T KNOW	1.74	1.97	0.50	0.98	2.39	2.14	1.18	0.29	2.32
n	1611	203	202	410	796	280	169	342	820
*No weights were added in order to provide the most accurate picture of who responded to the survey.									
<F5> Is this facility...									
A single, unattached building	55.52	53.18	58.56	53.17	59.27	46.52	46.40	71.37	57.89
Two to five unattached buildings	14.48	12.85	17.77	13.50	15.78	2.68	31.91	20.49	14.11
Six or more unattached buildings	2.51	1.56	2.55	2.25	3.37	0.54	1.26	2.70	4.04
Part of a mall	2.25	3.46	1.81	0.88	3.75	0.09	10.94	0.18	1.69
Part of a non-mall shared facility	5.48	3.90	8.95	6.49	3.83	5.62	9.19	3.57	4.98
Part of a high-rise office	11.13	16.57	0.63	16.99	2.85	39.64	0.08	0.00	1.14

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
building									
Part of a campus of facilities	7.06	8.47	8.37	5.56	8.14	3.47	0.14	1.32	13.61
Six or more attached buildings	0.55	0.00	0.00	0.00	1.81	0.00	0.03	0.00	1.27
Two to Five attached buildings	0.90	0.00	1.33	0.96	1.14	1.43	0.06	0.38	1.02
Residential	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.01
Warehouse	0.00	0.00	0.04	0.00	0.00	0.00	0.00	0.00	0.01
OTHER	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.01
DON'T KNOW	0.10	0.00	0.00	0.21	0.03	0.00	0.00	0.00	0.24
n	1610	203	202	410	795	280	169	341	820
<F6> How many stories is the building at this location?									
One story	45.47	39.24	55.01	42.06	50.86	20.32	64.97	62.98	48.33
Two stories	20.08	13.27	23.74	16.36	27.94	14.49	30.41	22.99	19.24
3 to 5 stories	13.90	10.86	3.94	17.36	13.33	15.81	4.63	12.49	16.12
6 to 10 stories	7.42	12.13	10.19	9.09	1.76	14.79	0.00	1.40	7.45
More than 10 stories	13.06	24.50	6.57	15.13	6.03	34.58	0.00	0.00	8.75
DON'T KNOW	0.07	0.00	0.55	0.00	0.08	0.00	0.00	0.15	0.12
n	1611	203	202	410	796	280	169	342	820
<F7> Approximately when was the building at this location constructed?									
Before 1960	28.95	27.15	23.50	38.31	17.91	26.87	20.16	32.14	31.74
1960-1969	10.41	11.92	6.99	9.92	11.35	4.08	2.00	16.16	14.75
1970-1979	16.79	10.60	28.24	16.84	16.58	13.64	25.11	13.43	17.43
1980-1989	21.38	29.05	11.08	16.53	27.43	45.95	9.13	12.84	13.22
1990-1999	10.92	14.53	7.72	10.15	11.11	4.52	26.28	14.79	8.67
2000 or later	8.98	5.39	21.61	5.49	12.23	3.47	12.79	6.55	12.14
DON'T KNOW	2.57	1.36	0.85	2.77	3.40	1.48	4.53	4.09	2.05
n	1611	203	202	410	796	280	169	342	820
<F8> What is the approximate total floor area, in square feet, that is occupied by <BUSINESS NAME> at this location and that is conditioned space?									
Less than 1,000 sq ft	1.39	1.03	1.23	1.98	0.78	0.50	2.85	0.66	1.78
1,000 to 2,000 sq ft	2.76	3.38	7.85	2.88	0.80	1.31	4.70	0.87	3.78
2,000 to 3,000 sq ft	4.35	8.73	4.68	4.89	1.21	1.04	3.77	5.18	6.25
3,000 to 5,000 sq ft	6.11	6.93	6.05	8.54	2.19	1.52	9.48	1.24	9.76
5,000 to 10,000 sq ft	9.10	15.23	10.83	9.86	4.32	8.91	11.15	8.90	8.65
10,000 to 15,000 sq ft	3.97	6.25	4.46	3.72	3.00	1.12	4.71	5.27	5.00
15,000 to 25,000 sq ft	6.04	5.13	8.02	6.64	5.07	2.24	9.01	4.05	8.23
25,000 to 50,000 sq ft	9.72	5.71	20.42	10.97	6.88	5.14	22.29	14.37	6.91
50,000 to 100,000 sq ft	12.19	9.67	10.92	10.14	16.84	11.75	6.96	16.08	12.61
More than 100,000 sq ft	38.50	36.50	21.41	36.79	46.97	64.74	18.75	39.08	28.16
REFUSED	0.03	0.00	0.00	0.00	0.09	0.00	0.00	0.16	0.00
DON'T KNOW	5.83	1.44	4.13	3.58	11.87	1.73	6.34	4.14	8.86
n	1611	203	202	410	796	280	169	342	820
<F9> What is the average number of hours of operation per weekday?									
Less than 5 hours	0.95	0.23	0.52	0.74	1.74	0.05	0.04	0.97	1.78
Between 5 and 9.5 hours	14.70	24.17	22.99	15.74	5.90	13.82	21.12	13.42	13.75
Between 10 and 14.5 hours	33.03	43.19	41.42	31.98	26.86	47.74	38.52	27.93	24.17
Between 15 and 19.5 hours	15.79	6.80	9.44	18.53	18.30	9.41	21.93	8.78	20.50
Between 20 and 23.5 hours	6.17	8.24	3.60	6.83	4.88	4.73	8.67	15.87	2.59
24 hours	29.16	17.10	20.54	26.18	42.20	24.24	9.73	33.03	36.73

	ALL	Duke	DP&L	FirstEne rgy	AEP Ohio	Office	Retail	Indust rial	Other
DON'T KNOW	0.22	0.27	1.49	0.01	0.12	0.01	0.00	0.00	0.49
n	1610	203	202	410	795	280	169	342	819
<F13> Have the operating hours for your facility changed during the past 12 months?									
They have not changed	86.31	88.72	85.55	84.54	87.86	89.53	71.99	82.59	90.17
Reduced due to less Demand	1.94	0.48	2.66	2.94	1.04	0.00	8.05	3.28	0.74
Increased due to more Demand	2.60	0.12	2.67	1.98	4.77	3.42	0.00	4.78	2.08
Seasonal Changes	6.02	7.85	5.90	8.37	1.71	4.81	15.90	2.91	4.90
Varies with business	1.23	2.68	0.64	0.91	1.12	0.11	1.29	3.40	1.09
Reduced	0.95	0.16	1.01	0.53	1.95	0.12	0.99	2.98	0.68
Increased	1.93	0.19	2.42	2.53	1.84	2.05	2.09	1.70	1.91
OTHER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.12	0.00	0.00	0.22	0.08	0.01	0.00	0.00	0.27
n	1609	203	202	410	794	280	169	341	819
<EM1> Does your organization own or lease this facility?									
Own	75.98	74.21	70.87	75.32	79.33	73.17	66.15	81.20	78.77
Lease	22.15	23.62	28.19	22.81	18.67	26.47	30.84	17.78	18.44
REFUSED	0.37	0.00	0.00	0.00	1.20	0.00	2.75	0.00	0.00
DON'T KNOW	1.51	2.17	0.95	1.87	0.81	0.36	0.26	1.02	2.79
n	1611	203	202	410	796	280	169	342	820
<EM3> Has <BUSINESS NAME> assigned responsibility for managing energy usage and costs to any of the following?									
An in-house staff person	35.76	46.47	30.65	37.56	29.11	32.68	29.96	47.43	35.02
A group of staff	19.05	14.77	27.87	13.89	26.19	20.51	6.40	18.34	22.33
A third-party facilities manager/contractor	6.40	5.03	4.90	4.02	10.97	3.91	7.94	7.80	6.92
No one	22.17	20.47	22.46	28.32	14.05	5.10	47.49	20.63	25.47
Building owner	12.47	13.11	12.69	15.05	8.34	27.51	6.85	5.09	7.72
REFUSED	0.03	0.15	0.00	0.00	0.02	0.09	0.03	0.00	0.01
DON'T KNOW	4.13	0.00	1.44	1.17	11.32	10.21	1.34	0.70	2.53
n	1611	203	202	410	796	280	169	342	820
<EE4> In the past 5 years, has your organization participated in any other energy efficiency programs offered by government agencies or other entities?									
YES	33.39	46.27	33.28	28.87	33.32	54.67	14.03	39.50	23.90
NO	57.65	45.04	63.41	65.07	51.74	43.16	74.70	56.89	61.62
DON'T KNOW	8.96	8.69	3.32	6.07	14.94	2.17	11.27	3.62	14.48
n	1611	203	202	410	796	280	169	342	820
<EE4A> Which specific program(s) did you participate in and what types of financial incentives or other program services did you receive?									
Rebate/Free items from unknown source	23.87	20.78	30.34	29.13	13.04	25.17	5.51	17.32	29.37
Tax Credits	0.87	0.00	0.72	0.05	3.80	0.00	2.19	1.94	1.40
Free Audit	12.75	9.08	5.18	16.19	13.63	10.98	24.99	9.31	15.59
Duke Energy Rebate Program	15.97	62.88	0.00	0.00	0.42	17.94	0.96	11.84	18.15
COZY Electricity Program(s)	0.04	0.00	0.00	0.08	0.00	0.00	0.00	0.00	0.12
DP&L Programs/Rebates	2.77	0.00	26.62	0.00	0.26	4.07	0.96	2.53	1.06
DP&L Energy Audit	0.16	0.00	1.59	0.00	0.00	0.00	0.00	0.00	0.57
Ohio Edison Peak Usage Program	0.52	0.00	0.00	1.18	0.00	0.00	0.00	2.89	0.00
Euclid Aggregate Program	0.11	0.00	0.00	0.26	0.00	0.00	0.00	0.63	0.00
Audit from Ohio State	2.73	0.00	0.00	6.18	0.00	0.00	49.85	0.00	0.00

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
University									
House Bill 264	0.32	0.00	2.21	0.00	0.46	0.38	0.00	0.00	0.48
EPAC	5.40	0.00	0.00	12.21	0.00	0.00	0.00	29.98	0.00
Toledo Edison Choice Program	0.13	0.00	0.00	0.29	0.00	0.00	2.31	0.00	0.00
Ohio School Council FirstEnergy Dscnt	0.65	0.00	0.00	1.47	0.00	0.00	0.00	0.00	2.29
Ohio Edison programs (other)	0.50	0.00	0.00	1.14	0.00	0.01	0.00	0.00	1.76
Toledo Edison Discounts	0.33	0.00	0.00	0.76	0.00	0.00	0.00	1.86	0.00
NE Ohio Public Energy Council Rebates	0.71	0.00	0.00	1.60	0.00	0.00	0.00	0.00	2.49
Special rates from FirstEnergy	0.38	0.00	0.00	0.86	0.00	0.00	0.00	0.00	1.33
House Bill 300	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Smart Grid Program	6.16	16.77	0.00	0.00	9.48	8.80	0.00	4.32	4.06
Rebates or Incentives from AEP	10.70	0.00	0.00	0.00	52.63	3.33	10.82	21.58	16.29
General Ohio State energy program	8.43	0.00	5.47	15.76	4.46	14.47	0.00	5.03	1.98
Core Energy: Demand Response Program	0.41	0.00	0.00	0.00	2.04	0.00	0.00	1.25	0.66
OTHER	1.22	0.00	8.69	0.32	0.94	0.06	0.00	0.30	4.01
REFUSED	0.08	0.33	0.00	0.00	0.00	0.17	0.00	0.00	0.00
DON'T KNOW	9.64	1.52	19.18	16.30	0.47	14.64	3.77	6.59	4.23
n	210	34	30	38	108	35	11	66	98
<IL1A> Approximately what percentage of the total interior electrical lighting is provided by: Fluorescent tubes?									
0 percent	0.78	2.76	1.13	0.29	0.38	0.28	0.00	2.23	0.79
Between 1% and 15%	4.14	1.75	2.46	5.78	3.47	0.20	2.39	17.08	2.19
Between 15% and 29%	3.04	3.65	3.70	2.77	2.91	0.08	1.59	3.62	5.09
Between 30% and 44%	5.37	4.03	5.70	5.49	5.80	0.10	5.89	7.43	7.70
Between 45% and 59%	3.58	6.33	4.47	2.06	4.13	0.70	3.34	2.12	6.00
Between 60% and 79%	16.00	21.38	6.72	17.48	13.74	20.62	20.68	7.35	14.98
Between 80% and 99%	47.39	48.36	48.42	43.48	52.28	70.75	27.35	39.31	42.22
100 percent	18.87	11.33	27.36	22.47	15.09	7.28	36.86	20.53	19.85
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.83	0.41	0.05	0.19	2.20	0.00	1.91	0.34	1.19
n	1590	203	202	410	775	279	167	337	807
<IL1B> Approximately what percentage of the total interior electrical lighting is provided by: Incandescent lamps?									
0 percent	42.25	39.86	48.90	50.78	21.49	31.44	66.86	47.86	39.71
Between 1% and 15%	44.02	31.50	40.44	42.43	59.66	57.20	22.07	47.97	40.14
Between 15% and 29%	4.56	11.05	3.87	2.17	5.07	5.93	6.37	0.29	4.79
Between 30% and 44%	1.62	1.57	0.56	1.57	2.30	0.09	1.90	0.39	3.12
Between 45% and 59%	1.30	2.41	1.94	0.40	2.17	0.16	0.22	0.08	2.94
Between 60% and 79%	1.95	2.31	2.99	1.46	2.30	0.05	0.35	1.24	4.08
Between 80% and 99%	0.56	1.61	0.55	0.06	0.87	0.08	0.03	0.06	1.28
100 percent	0.33	1.52	0.00	0.07	0.08	0.12	0.00	1.50	0.09
REFUSED	0.46	0.00	0.00	0.00	2.10	0.00	0.00	0.00	1.11
DON'T KNOW	2.94	8.18	0.75	1.07	3.97	4.92	2.21	0.61	2.75
n	1259	203	202	410	444	247	132	245	635
<IL1C> Approximately what percentage of the total interior electrical lighting is provided by: CFLs Compact Fluorescent lamps?									
0 percent	50.47	44.50	61.83	60.99	20.66	25.03	79.63	69.21	49.22
Between 1% and 15%	31.87	32.87	25.47	25.13	53.30	45.50	12.74	26.89	31.78

	ALL	Duke	DP&L	FirstEne rgy	AEP Ohio	Office	Retail	Indust rial	Other
Between 15% and 29%	9.34	8.37	8.09	8.45	13.52	22.02	4.33	1.44	6.41
Between 30% and 44%	1.78	2.21	0.09	1.96	1.77	0.83	0.42	0.01	3.42
Between 45% and 59%	1.14	2.56	0.79	0.64	1.31	0.79	0.00	0.23	2.04
Between 60% and 79%	0.76	0.19	0.47	0.84	1.29	0.06	0.27	0.05	1.60
Between 80% and 99%	0.99	1.08	1.33	0.91	0.94	0.02	0.42	1.72	1.47
100 percent	0.06	0.03	0.06	0.00	0.24	0.05	0.03	0.00	0.10
REFUSED	0.48	0.00	0.00	0.00	2.54	0.00	0.00	0.00	1.08
DON'T KNOW	3.12	8.18	1.87	1.09	4.43	5.72	2.16	0.45	2.89
n	1184	203	202	410	369	239	133	219	593
<IL1D> Approximately what percentage of the total interior electrical lighting is provided by: Halogen lamps?									
0 percent	67.13	68.23	88.13	66.29	52.47	71.25	71.76	64.40	64.22
Between 1% and 15%	22.54	22.02	6.10	24.95	26.71	21.93	22.37	25.07	21.94
Between 15% and 29%	2.20	0.45	0.78	1.80	7.32	0.68	1.24	2.95	3.13
Between 30% and 44%	0.43	0.01	0.36	0.46	0.92	0.01	0.44	0.00	0.85
Between 45% and 59%	0.57	0.14	0.00	0.92	0.27	0.01	0.00	1.79	0.61
Between 60% and 79%	0.81	0.03	0.49	1.05	1.21	0.08	1.22	0.13	1.40
Between 80% and 99%	0.98	0.00	0.71	1.58	0.19	0.00	0.74	4.96	0.03
100 percent	0.08	0.00	0.04	0.12	0.06	0.00	0.00	0.25	0.08
REFUSED	0.50	0.00	0.00	0.00	3.55	0.00	0.00	0.00	1.18
DON'T KNOW	4.76	9.11	3.39	2.83	7.31	6.04	2.24	0.45	6.58
n	1101	203	202	410	286	228	122	211	540
<IL1E> Approximately what percentage of the total interior electrical lighting is provided by: HID High intensity discharge lamps?									
0 percent	64.63	59.09	84.37	77.57	22.96	79.44	62.84	43.82	64.46
Between 1% and 15%	15.91	19.89	5.31	7.81	40.49	11.27	8.52	22.31	18.56
Between 15% and 29%	3.48	4.89	4.94	0.74	8.91	3.05	0.13	6.23	3.75
Between 30% and 44%	4.70	4.56	0.20	5.30	5.71	0.42	19.44	3.06	3.15
Between 45% and 59%	1.39	0.55	3.06	0.51	3.74	0.00	3.82	3.37	0.66
Between 60% and 79%	2.48	0.70	1.23	3.04	3.39	0.12	1.52	12.03	0.49
Between 80% and 99%	2.24	1.22	0.15	1.47	6.58	0.00	1.58	8.59	1.32
100 percent	0.02	0.00	0.00	0.00	0.13	0.00	0.00	0.15	0.00
REFUSED	0.54	0.00	0.00	0.00	2.91	0.00	0.00	0.00	1.25
DON'T KNOW	4.60	9.11	0.73	3.56	5.18	5.70	2.15	0.44	6.35
n	1175	203	202	410	360	233	130	246	566
<IL1F> Approximately what percentage of the total interior electrical lighting is provided by: LED Lamps?									
0 percent	82.03	74.55	91.78	89.97	47.93	85.21	92.51	79.60	77.73
Between 1% and 15%	12.21	12.10	7.06	8.48	34.91	8.41	1.84	19.88	14.72
Between 15% and 29%	1.30	3.70	0.06	0.00	4.60	0.05	3.32	0.05	1.88
Between 30% and 44%	0.35	0.00	0.75	0.46	0.01	0.00	0.00	0.01	0.80
Between 60% and 79%	0.06	0.00	0.00	0.00	0.54	0.00	0.00	0.00	0.15
100 percent	0.06	0.26	0.00	0.00	0.04	0.00	0.03	0.00	0.12
REFUSED	0.51	0.00	0.00	0.00	4.29	0.00	0.00	0.00	1.19
DON'T KNOW	3.47	9.39	0.35	1.09	7.69	6.33	2.30	0.46	3.40
n	1029	203	202	410	214	224	118	177	510
<IL1G> Approximately what percentage of the total interior electrical lighting is provided by: Other?									
0 percent	88.56	90.53	94.23	91.89	57.24	89.12	90.44	78.80	91.37
Between 1% and 15%	7.87	9.05	2.37	6.25	21.89	10.59	5.78	18.28	2.89
Between 15% and 29%	0.48	0.00	1.29	0.12	2.80	0.00	1.50	0.29	0.50
Between 30% and 44%	0.21	0.00	0.00	0.31	0.34	0.00	0.00	1.09	0.08
Between 45% and 59%	0.00	0.00	0.00	0.00	0.05	0.00	0.00	0.00	0.01
Between 60% and 79%	0.19	0.00	1.49	0.00	0.19	0.02	0.07	1.04	0.01
Between 80% and 99%	0.10	0.00	0.07	0.06	0.62	0.07	0.00	0.05	0.19
100 percent	0.00	0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.00
REFUSED	0.53	0.00	0.00	0.00	5.51	0.00	0.00	0.00	1.24

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
DON'T KNOW	2.04	0.42	0.56	1.37	11.34	0.21	2.22	0.44	3.71
n	1003	203	202	410	188	228	118	171	486
<IL2A> You have indicated that your interior lighting includes fluorescent tubes. What percent are the thin tubes, T5's and T8's?									
0 percent	15.13	13.41	15.47	19.05	10.10	3.37	23.32	13.89	20.45
Between 1% and 15%	4.33	2.63	1.93	2.29	8.95	3.64	8.21	5.42	3.14
Between 15% and 29%	3.88	12.50	7.47	1.13	2.46	6.50	0.62	1.96	3.97
Between 30% and 44%	2.35	1.00	5.03	1.10	4.11	1.62	0.42	4.57	2.57
Between 45% and 59%	4.68	0.96	8.66	4.60	5.53	3.03	3.01	5.56	5.89
Between 60% and 79%	5.90	3.95	6.54	7.75	3.97	2.87	16.19	5.38	4.82
Between 80% and 99%	24.91	13.76	13.90	29.76	26.73	45.87	12.30	14.58	19.56
100 percent	29.18	34.82	33.67	23.95	32.69	24.32	23.05	39.17	30.35
REFUSED	0.03	0.00	0.00	0.00	0.09	0.00	0.00	0.17	0.00
DON'T KNOW	9.62	16.98	7.34	10.37	5.36	8.80	12.88	9.29	9.25
n	1529	187	196	402	744	270	165	325	769
<IL2B> You have indicated that your interior lighting includes fluorescent tubes. What percent are the thicker tubes, T12's?									
0 percent	29.54	33.06	33.82	24.26	34.58	24.43	24.48	38.46	30.94
Between 1% and 15%	21.60	11.84	10.85	26.95	21.86	43.63	12.60	13.01	13.48
Between 15% and 29%	6.58	2.65	3.56	8.10	7.29	2.73	15.22	2.49	7.99
Between 30% and 44%	3.15	3.21	6.02	2.46	3.32	2.41	1.76	4.63	3.49
Between 45% and 59%	4.75	0.96	8.66	4.60	5.85	3.03	3.13	5.61	6.03
Between 60% and 79%	3.10	2.93	6.17	1.43	4.87	1.94	0.81	4.69	3.94
Between 80% and 99%	7.63	13.19	8.26	3.09	11.55	9.83	8.80	7.36	5.98
100 percent	15.87	14.07	15.32	19.90	10.68	3.37	24.97	15.98	21.08
DON'T KNOW	7.77	18.08	7.34	9.22	0.00	8.64	8.23	7.78	7.07
n	1473	187	196	402	688	268	159	312	734
<IL3A> For systems that control fluorescent tube lighting at this facility. What percentage is controlled by: Manual switches only?									
0 percent	6.75	14.52	2.15	7.14	3.36	12.67	5.97	3.40	4.59
Between 1% and 15%	3.22	0.00	0.00	2.79	6.67	1.62	15.52	0.29	1.66
Between 15% and 29%	2.61	0.95	0.00	4.56	1.27	7.88	0.00	0.93	0.76
Between 30% and 44%	4.45	0.00	0.00	5.03	7.37	10.97	1.37	0.36	2.88
Between 45% and 59%	1.66	0.07	0.97	0.33	4.84	3.48	0.00	0.19	1.59
Between 60% and 79%	3.87	0.14	1.14	5.70	3.90	8.03	0.00	2.09	3.13
Between 80% and 99%	22.92	27.82	26.23	20.09	23.67	26.81	4.61	23.56	25.75
100 percent	53.94	56.51	69.51	54.37	47.03	28.54	72.54	69.01	58.43
REFUSED	0.03	0.00	0.00	0.00	0.10	0.00	0.00	0.17	0.00
DON'T KNOW	0.53	0.00	0.00	0.00	1.81	0.00	0.00	0.00	1.22
n	1499	187	196	402	714	265	160	321	753
<IL3B> For systems that control fluorescent tube lighting at this facility. What percentage is controlled by: Occupancy sensors (and manual switches)?									
0 percent	58.54	82.75	73.65	59.82	19.33	39.89	77.62	72.51	58.05
Between 1% and 15%	25.89	16.17	21.04	26.40	37.71	41.50	3.09	21.81	25.50
Between 15% and 29%	5.83	0.00	1.46	2.23	25.86	4.71	10.35	1.99	6.55
Between 30% and 44%	0.68	0.00	1.67	0.54	1.27	0.00	0.00	0.64	1.34
Between 45% and 59%	1.22	0.00	0.27	0.41	5.63	2.43	0.00	0.52	1.17
Between 60% and 79%	4.10	0.00	0.00	6.81	2.62	9.40	8.32	0.00	1.15
Between 80% and 99%	0.57	0.06	0.00	0.00	3.24	0.04	0.00	1.38	0.76
100 percent	2.48	1.02	1.92	3.79	0.37	2.03	0.62	0.97	3.96
REFUSED	0.03	0.00	0.00	0.00	0.19	0.00	0.00	0.19	0.00
DON'T KNOW	0.66	0.00	0.00	0.00	3.79	0.00	0.00	0.00	1.53
n	1030	187	196	402	245	221	122	190	497
<IL3C> For systems that control fluorescent tube lighting at this facility. What percentage is controlled by:									

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Automated Central Controls (and manual switches)?									
0 percent	68.77	73.56	94.76	76.06	16.00	37.56	70.71	90.55	80.90
Between 1% and 15%	4.46	1.47	3.28	2.31	17.28	6.72	1.35	2.45	4.80
Between 15% and 29%	7.66	10.24	1.56	7.96	7.72	15.03	7.38	1.98	4.95
Between 30% and 44%	2.85	0.14	0.17	4.61	1.80	9.05	0.00	1.43	0.20
Between 45% and 59%	1.64	0.07	0.00	0.08	10.76	5.79	0.00	0.00	0.05
Between 60% and 79%	4.43	0.00	0.00	5.56	9.27	8.95	1.87	0.00	3.97
Between 80% and 99%	2.82	0.95	0.00	0.21	17.14	3.93	8.75	0.00	1.08
100 percent	6.57	13.44	0.23	3.06	15.49	12.97	9.95	3.24	2.33
REFUSED	0.03	0.00	0.00	0.00	0.23	0.00	0.00	0.21	0.00
DON'T KNOW	0.74	0.13	0.00	0.15	4.33	0.00	0.00	0.16	1.74
n	1020	187	196	402	235	228	123	175	494
<IL5> Over the past three years, have significant changes been made related to the lighting system at this facility?									
YES	51.00	39.10	36.87	50.95	61.33	61.06	47.96	56.22	43.74
NO	48.76	59.91	63.13	49.01	38.45	38.68	52.01	43.78	55.87
DON'T KNOW	0.24	0.99	0.00	0.04	0.22	0.26	0.03	0.00	0.39
n	1611	203	202	410	796	280	169	342	820
<IL6> What types of equipment were installed as part of this lighting system retrofit?									
Replaced/added new fluorescent fixtures	59.68	69.97	57.83	65.79	49.26	72.14	63.24	60.02	47.56
Retrofitted/added dimming electronic bal	4.76	21.99	2.48	2.99	1.60	7.55	1.50	5.17	3.25
Retrofitted/added NON DIMMING electronic	7.22	0.35	1.19	7.63	10.05	0.38	6.31	16.79	8.77
Replaced/added new PIN-BASED halogen fix	1.36	0.00	0.00	2.12	1.14	0.00	0.00	5.21	1.12
Replaced/added new HID Fixtures	3.53	5.75	0.60	3.70	3.11	0.00	5.73	9.79	2.77
Replaced incandescent with CFLs	27.83	24.31	29.03	32.56	23.10	34.86	12.04	4.63	38.47
Replaced incandescent with LEDs	5.78	1.62	2.05	8.79	4.18	0.03	5.79	19.16	4.20
Replaced/added new PIN-BASED CFL fixture	0.44	0.00	0.00	0.28	0.85	0.00	0.00	1.07	0.66
Occupancy Sensors	15.25	1.74	4.17	13.63	23.58	18.27	20.39	10.30	13.32
Daylighting controls/photocells	0.93	0.00	0.00	0.00	2.52	2.59	0.00	0.00	0.26
EMS Energy Management System	1.78	0.00	0.00	0.00	4.83	0.00	0.00	0.00	4.80
Time Clocks	0.38	0.00	0.00	0.72	0.16	0.00	2.53	0.00	0.16
Reflectors for delamping	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Selective delamping	0.15	0.00	0.81	0.00	0.26	0.00	0.00	0.00	0.40
Replaced fluorescents with LED	0.77	1.24	0.00	1.31	0.10	0.00	0.00	0.00	2.08
Changed size of fluorescents	9.22	4.33	0.32	3.52	19.24	3.44	4.42	12.21	14.37
Add/Upgrade incandescents	0.25	0.00	0.00	0.18	0.47	0.03	0.57	0.03	0.45
Add/Upgrade Switches	0.46	0.03	0.00	0.92	0.12	0.02	0.00	0.00	1.22
Replace incandescents with fluorescents	0.46	0.00	0.37	0.00	1.18	0.07	0.00	2.40	0.00
Replace CFL with LED	2.89	0.00	0.00	6.49	0.01	0.01	0.00	15.88	0.00
Replace fluorescent with Halogen	0.13	0.00	1.73	0.00	0.05	0.00	0.00	0.62	0.05

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Replace Halogen with LED	0.32	0.00	0.00	0.34	0.46	0.47	0.24	0.77	0.00
OTHER	1.02	0.00	0.00	0.00	2.75	0.00	5.73	0.04	0.77
REFUSED	0.01	0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.02
DON'T KNOW	0.97	1.54	4.03	0.15	1.24	0.06	0.05	1.79	1.68
n	549	57	62	116	314	70	42	146	291
<IL7A> Approximately what percentage of these replaced or added fluorescent fixtures were for standard T12 Fluorescent tubes?									
0 percent	59.61	83.17	34.29	69.46	31.89	68.13	71.71	71.50	33.97
Between 1% and 15%	0.38	1.96	0.00	0.00	0.32	0.00	0.00	2.32	0.04
Between 15% and 29%	0.43	0.00	0.00	0.13	1.38	0.72	0.00	0.35	0.25
Between 30% and 44%	0.45	0.00	0.00	0.59	0.55	0.34	0.00	0.00	1.11
Between 45% and 59%	1.83	0.00	0.00	2.76	1.43	0.00	0.00	6.65	2.76
Between 60% and 79%	0.52	0.00	1.54	0.00	1.63	0.34	0.00	0.60	1.00
Between 80% and 99%	2.75	0.00	0.00	0.33	9.94	0.34	0.38	1.89	8.06
100 percent	16.77	12.70	60.87	15.65	10.94	10.87	11.78	12.35	30.65
REFUSED	0.06	0.22	0.00	0.00	0.11	0.08	0.00	0.00	0.11
DON'T KNOW	17.20	1.94	3.30	11.08	41.82	19.18	16.14	4.33	22.05
n	206	25	27	52	102	34	15	59	98
<IL7B> Approximately what percentage of these replaced or added fluorescent fixtures were for T8 fluorescent tubes?									
0 percent	30.97	57.27	71.29	26.46	15.27	22.68	35.96	41.26	34.96
Between 1% and 15%	2.31	0.00	0.00	0.00	8.89	0.00	0.38	1.89	6.97
Between 15% and 29%	0.64	0.00	0.00	0.46	1.51	0.34	0.00	0.75	1.34
Between 30% and 44%	0.52	0.00	1.54	0.00	1.63	0.34	0.00	0.60	1.00
Between 45% and 59%	1.48	0.00	0.00	1.31	3.03	0.00	0.26	3.46	3.18
Between 60% and 79%	1.01	0.00	9.11	0.00	1.71	1.06	0.00	0.00	2.01
Between 80% and 99%	3.49	0.00	0.00	0.13	13.19	7.18	0.00	0.12	1.68
100 percent	35.51	37.21	14.77	48.58	12.85	48.94	47.27	12.86	22.27
REFUSED	0.06	0.22	0.00	0.00	0.11	0.08	0.00	0.00	0.11
DON'T KNOW	24.02	5.30	3.30	23.05	41.82	19.37	16.14	39.06	26.49
n	206	25	27	52	102	34	15	59	98
<IL7C> Approximately what percentage of these replaced or added fluorescent fixtures were for High Performance T8 Fluorescent Tubes?									
0 percent	70.17	86.18	84.34	76.66	44.27	80.06	83.60	44.39	63.12
Between 1% and 15%	1.97	0.00	0.00	0.00	7.60	0.00	0.00	0.00	7.04
Between 15% and 29%	0.09	0.00	0.00	0.00	0.33	0.00	0.00	0.54	0.00
Between 30% and 44%	0.12	0.00	0.00	0.00	0.46	0.00	0.00	0.75	0.00
Between 45% and 59%	0.63	0.00	0.00	0.00	2.42	0.00	0.00	0.00	2.24
Between 80% and 99%	0.81	0.00	0.00	0.65	1.81	0.00	0.00	5.12	0.00
100 percent	2.05	9.94	3.71	0.02	1.18	0.45	0.00	10.86	0.48
REFUSED	0.06	0.22	0.00	0.00	0.11	0.08	0.00	0.00	0.11
DON'T KNOW	24.11	3.65	11.96	22.66	41.82	19.41	16.40	38.33	27.01
n	206	25	27	52	102	34	15	59	98
<IL7D> Approximately what percentage of these replaced or added fluorescent fixtures were for T5 Fluorescent Tubes?									
0 percent	59.20	62.69	72.25	65.23	41.79	62.00	59.68	42.06	64.47
Between 1% and 15%	5.65	0.00	0.00	10.51	0.37	0.00	0.00	35.63	0.00
Between 15% and 29%	3.83	0.00	0.00	0.00	14.75	7.18	0.00	2.88	1.31
Between 30% and 44%	0.87	0.00	9.11	0.59	0.00	0.00	0.00	0.00	3.12
Between 45% and 59%	1.80	0.00	0.00	3.41	0.00	0.00	0.00	6.78	2.60
Between 60% and 79%	0.09	0.00	0.00	0.00	0.33	0.00	0.00	0.54	0.00
Between 80% and 99%	0.10	0.00	0.00	0.00	0.37	0.00	0.00	0.61	0.00
100 percent	10.07	34.86	15.35	7.09	0.46	11.44	24.18	6.21	2.96
REFUSED	0.03	0.00	0.00	0.00	0.11	0.00	0.00	0.00	0.11

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
DON'T KNOW	18.37	2.45	3.30	13.16	41.82	19.37	16.14	5.28	25.44
n	206	25	27	52	102	34	15	59	98
<IL8> What percent of the conditioned square footage at this facility did the lighting retrofit affect?									
0 to 19 percent	21.79	29.86	29.23	20.97	18.82	31.81	11.56	8.88	22.91
20 to 39 percent	12.49	8.15	10.58	16.18	9.79	17.50	9.26	10.15	10.39
40 to 59 percent	7.46	12.12	9.99	3.85	9.84	4.21	0.42	11.55	10.65
60 to 79 percent	19.38	5.68	19.78	18.71	24.64	26.27	32.45	8.25	14.45
80 percent or more	37.14	44.20	29.35	37.85	35.31	19.87	45.49	60.81	37.64
DON'T KNOW	1.75	0.00	1.07	2.44	1.60	0.34	0.81	0.36	3.96
n	549	57	62	116	314	70	42	145	292
<IL9> What was the main reason for making these changes to the lighting system?									
Existing system needed repair	3.47	6.10	10.52	3.93	0.81	0.27	1.89	7.17	4.95
Needed to increase lighting levels/lit area	8.01	4.93	18.24	12.25	2.13	0.13	32.40	14.10	3.55
Wanted to upgrade to more energy-efficient system	60.40	68.61	34.37	70.24	50.40	65.34	43.79	55.61	64.11
Part of larger construction/remodeling project	9.20	6.96	2.19	3.09	18.53	14.72	15.69	1.37	6.07
Save money/Energy savings	7.21	1.54	4.73	8.23	8.28	1.23	1.61	6.47	14.63
Longer Lasting Bulbs	1.84	1.16	8.59	0.61	2.35	0.09	0.88	1.50	3.83
Update because of Rebates/Incentives	2.72	6.81	21.22	0.39	0.95	3.70	0.00	6.47	0.96
Required: bulbs unavailable/new law	0.80	0.00	0.00	1.05	0.92	0.52	0.00	0.06	1.68
OTHER	0.03	0.00	0.00	0.07	0.00	0.10	0.00	0.00	0.00
DON'T KNOW	6.33	3.88	0.14	0.16	15.64	13.91	3.75	7.23	0.21
n	549	57	62	116	314	70	42	145	292
<IL10> During hours when your facility is closed, approximately what percentage of the indoor lights are kept on?*									
0 percent	9.90	7.89	8.75	13.81	2.92	1.90	17.19	10.60	12.62
Between 1% and 15%	44.51	39.45	60.10	46.42	36.89	28.95	63.89	66.77	39.54
Between 15% and 29%	12.77	14.38	15.30	9.50	17.96	22.31	5.84	7.31	10.91
Between 30% and 44%	6.14	10.48	0.59	7.10	2.83	13.42	6.56	6.51	1.06
Between 45% and 59%	1.73	0.01	0.69	2.82	1.08	0.06	0.00	0.49	3.87
Between 60% and 79%	2.41	3.52	0.55	2.65	1.80	1.93	0.00	0.56	4.24
Between 80% and 99%	2.01	0.00	0.09	0.35	8.54	3.55	0.00	1.17	1.97
100 percent	4.77	1.88	6.71	0.30	16.84	9.29	6.40	2.46	2.25
REFUSED	0.01	0.00	0.00	0.00	0.05	0.00	0.00	0.00	0.03
DON'T KNOW	4.77	0.24	0.57	4.55	11.10	8.67	0.13	0.47	5.43
Never Closed/Open 24hrs	10.98	22.15	6.65	12.50	0.00	9.94	0.00	3.66	18.09
n	1129	203	202	410	314	233	122	229	545
*An option of 'Never Closed/Open 24hrs' was not offered to those surveyed from AEP Ohio and may lead to the increased number of 'DON'T KNOW' responses									
<AC2> Approximately what percentage of the space occupied by <BUSINESS NAME> is air-conditioned during the summer months?									
100 percent	51.04	53.93	55.66	43.20	59.58	57.35	39.47	34.04	57.19
75 to 99 percent	15.45	12.08	14.18	15.58	17.38	31.36	13.22	2.19	11.34
50 to 74 percent	9.45	14.15	11.81	9.19	6.70	10.53	10.35	5.64	9.95
25 to 49 percent	6.59	6.33	2.88	10.23	2.51	0.52	17.23	13.53	4.41
1 to 24 percent	15.09	12.23	10.95	18.54	12.78	0.16	17.88	40.11	13.96
NONE	2.13	1.25	2.26	3.25	0.93	0.09	1.85	3.63	2.91

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
DON'T KNOW	0.25	0.04	2.26	0.00	0.13	0.00	0.00	0.86	0.24
n	1611	203	202	410	796	280	169	342	820
<AC3> What type of equipment is your PRIMARY cooling system?*									
Central Chilled water plant	29.29	33.10	19.32	31.29	27.26	58.05	2.31	9.75	26.51
Packaged Central Air conditioners	50.17	33.27	47.76	43.84	69.21	33.18	67.17	71.80	47.67
Split-system air conditioners	19.62	25.42	20.85	15.55	22.12	11.95	23.28	24.34	21.61
Individual Window/wall units	5.28	4.30	3.70	5.20	6.39	0.22	6.35	4.29	8.55
District Chilled water piped in from outside building	2.22	0.00	0.36	0.00	7.22	0.02	0.00	5.23	3.15
Ceiling Fans	1.15	0.00	0.00	0.00	3.80	0.05	0.28	5.21	0.58
Modulating Shading	1.65	0.00	0.00	0.00	5.46	5.11	0.00	0.00	0.58
Heat Pump	1.10	1.44	3.99	0.49	0.97	1.25	0.00	0.81	1.45
Movable Fans	0.27	0.00	0.00	0.44	0.26	0.00	0.00	0.28	0.53
Dehumidifiers	0.06	0.00	0.65	0.00	0.00	0.00	0.00	0.36	0.00
OTHER	0.04	0.00	0.00	0.00	0.12	0.00	0.00	0.00	0.08
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	2.20	2.47	3.37	3.18	0.25	0.46	2.90	3.66	2.54
n	1459	196	188	376	699	271	149	298	741
*This question was asked as single response question in the Itron survey. For AEP the participants were asked for each type of cooling system to list it as Primary, Secondary or None which lead to multiple primary cooling systems.									
<AC4> What types of equipment are used for your SECONDARY SOURCE of cooling for this facility?									
Central Chilled water plant	1.36	4.23	6.52	0.00	0.32	2.11	0.00	0.14	1.77
Packaged Central Air conditioners	12.18	12.32	1.66	14.05	12.49	15.44	1.31	4.39	16.45
Split-system air conditioners	12.87	19.43	10.01	8.58	16.37	12.51	1.95	15.57	15.49
Individual Window/wall units	8.03	12.89	3.50	4.63	11.66	1.20	1.23	10.37	13.64
District Chilled water piped in from outside building	1.92	0.61	2.96	0.00	5.02	3.17	0.00	0.63	2.22
Ceiling Fans	10.52	7.23	3.22	2.82	25.21	4.43	4.21	10.22	16.48
Modulating Shading	4.52	8.56	0.48	0.15	9.79	3.36	1.47	0.43	7.76
Portable Fans	2.76	0.53	2.67	5.18	0.52	0.73	7.20	6.51	1.26
Portable Air conditioners	0.13	0.24	0.00	0.18	0.06	0.29	0.00	0.00	0.13
Heat Pumps	0.22	0.00	0.00	0.50	0.02	0.80	0.00	0.00	0.01
DON'T HAVE SECONDARY SOURCE	64.42	70.07	73.77	68.65	52.84	71.74	85.19	59.21	55.23
OTHER	0.42	0.15	0.00	0.00	1.26	0.24	0.56	0.17	0.58
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.40	0.99	1.77	0.07	0.17	0.07	0.00	0.89	0.55
n	1486	196	188	376	726	273	152	306	755
<AC5> How certain are you about your identification of the cooling equipment in the previous question?									
Very certain	87.19	90.44	89.66	85.22	87.90	97.56	81.96	85.76	82.47
Somewhat certain	7.78	5.86	8.91	8.58	6.98	1.70	5.05	10.29	11.99
Very uncertain	4.30	3.10	1.43	5.86	3.02	0.68	11.63	3.22	4.59
REFUSED	0.04	0.00	0.00	0.00	0.21	0.00	0.00	0.00	0.11
DON'T KNOW	0.68	0.60	0.00	0.34	1.90	0.07	1.36	0.73	0.84

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
n	1235	196	188	376	475	254	137	236	608
<AC6> What percentage of your facility's cooling is provided by chillers versus other types of cooling?									
0 percent	2.04	0.00	0.00	0.01	10.41	2.82	0.00	0.81	0.91
Between 1% and 15%	0.07	0.00	0.00	0.00	0.33	0.00	0.00	0.00	0.18
Between 15% and 29%	1.74	0.16	13.34	1.06	0.62	0.00	0.00	19.53	3.18
Between 30% and 44%	1.91	0.00	0.00	0.00	9.77	2.82	0.00	7.63	0.00
Between 45% and 59%	8.65	1.80	0.94	15.46	0.98	13.46	6.70	12.56	0.53
Between 60% and 79%	2.55	0.00	0.00	1.94	7.93	1.69	62.70	15.27	1.13
Between 80% and 99%	54.63	94.20	69.78	43.70	35.27	48.13	0.00	17.07	69.99
100 percent	28.08	3.84	15.93	37.83	32.95	31.08	30.61	26.94	23.18
REFUSED	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00
DON'T KNOW	0.34	0.00	0.00	0.00	1.74	0.00	0.00	0.18	0.92
n	118	15	16	26	61	34	3	14	67
<AC9> During the summer, how is the air-conditioning system typically operated at this facility?									
24 hours a day	45.97	42.77	50.40	35.14	61.70	31.49	34.97	55.24	55.15
During operating hours	43.56	46.00	35.17	52.86	31.53	65.56	42.72	36.88	32.33
Less than operating hours	6.91	7.18	3.17	9.82	3.71	0.20	18.10	3.65	8.90
Never	0.01	0.00	0.00	0.00	0.02	0.00	0.00	0.03	0.00
More than operating hours, less than 24 hours	0.55	0.14	1.30	0.38	0.79	0.42	0.44	0.42	0.71
As needed	0.28	0.08	0.41	0.26	0.38	0.06	0.00	0.80	0.32
One level during operating hours, turned down at night	2.14	2.73	8.12	1.26	1.36	2.20	3.41	2.79	1.45
DON'T KNOW	0.59	1.10	1.42	0.28	0.52	0.07	0.35	0.18	1.14
n	1487	196	188	376	727	273	152	306	756
<AC11> Which of the following control strategies are used for the cooling system at this facility?									
Energy Management System EMS	37.23	44.48	19.25	38.25	37.22	66.20	14.97	17.21	33.32
Time clocks	5.00	1.65	7.30	5.18	5.81	4.85	0.16	4.37	6.85
Standard thermostats	32.90	36.38	41.81	35.54	24.81	19.78	23.89	42.73	40.36
Programmable thermostats	45.64	46.84	58.58	40.19	49.06	28.57	58.89	53.13	49.55
Variable-frequency drives on large fan motors or chilled water pumps	18.20	9.84	8.09	28.02	11.48	25.02	2.80	13.22	20.55
Manually Controlled	0.36	0.44	0.17	0.31	0.45	0.04	0.38	0.58	0.48
NONE	2.05	1.02	0.40	3.52	0.96	2.93	3.64	1.33	1.26
OTHER	0.10	0.00	0.00	0.04	0.27	0.06	0.00	0.42	0.03
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.16	0.05	0.02	0.02	0.45	0.03	0.35	0.07	0.21
n	1486	196	188	376	726	273	152	306	755
<AC13> Over the past three years, have any changes related to the cooling system been made at this facility, including new air conditioner units, controls; or reflective window film?									
YES	39.15	53.12	42.14	30.15	43.84	55.87	25.85	42.85	31.26
NO	59.82	46.88	54.80	68.42	55.76	43.09	74.15	54.97	67.84
DON'T KNOW	1.03	0.00	3.06	1.43	0.41	1.04	0.00	2.18	0.91
n	1487	196	188	376	727	273	152	306	756
<AC14> What types of equipment were installed as part of the cooling system retrofit?									
Central Chilled water plant	20.54	5.55	17.90	42.04	9.68	30.49	0.00	3.23	23.48
Packaged OR Split-system air conditioner	43.03	30.79	64.52	43.51	44.28	21.85	71.57	78.99	41.14
Built-up central air-	8.01	1.15	0.64	3.61	18.60	15.27	2.82	0.00	5.22

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
handling equipment									
Individual window or wall units	1.70	1.79	0.14	0.98	2.77	0.06	1.28	3.65	2.65
District chilled water piped in from outside the building	0.03	0.00	0.00	0.00	0.08	0.00	0.00	0.00	0.08
EMS Energy Management System	21.04	31.65	31.68	24.74	7.89	33.88	0.00	1.74	21.86
Time Clocks	0.08	0.33	0.04	0.00	0.00	0.01	0.00	0.00	0.21
Programmable Thermostats	12.89	18.61	10.58	8.02	14.70	9.76	5.16	25.75	11.80
Standard Thermostats	1.38	2.71	0.00	1.58	0.73	0.00	0.64	0.40	3.65
Occupancy Sensors	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Variable-frequency drives on fan motors/chilled water pumps	0.71	0.03	0.00	1.83	0.24	0.01	0.00	0.00	2.05
Reflective/tinted window film	3.58	2.03	0.25	0.50	8.48	6.04	6.45	0.41	1.69
Economizer	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.01
Heat Pump	0.96	1.05	1.28	1.46	0.34	0.08	0.00	0.10	2.66
Replace Compressor	0.56	0.03	1.63	0.00	1.14	0.01	0.00	0.00	1.61
Replace Condenser	0.15	0.00	0.00	0.18	0.25	0.16	0.00	0.00	0.26
Circuitry Update	1.88	7.96	0.00	0.00	0.43	0.00	0.00	0.85	5.04
Cool Roof replace standard roof	2.15	0.00	0.00	0.00	6.17	0.57	10.84	0.87	2.36
NEMA Premium Motors	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OTHER	0.81	0.00	0.64	0.28	1.88	0.16	1.18	0.00	1.88
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.93	0.03	2.85	0.11	1.76	0.01	1.24	1.23	1.72
n	403	60	51	71	221	62	35	90	216
<AC19> You stated that you installed a <AC14 response> would you characterize this equipment as STANDARD or HIGH efficiency?									
Standard efficiency	31.04	16.55	52.18	17.01	46.81	45.47	40.53	14.56	21.41
High Efficiency	64.53	70.02	33.02	80.90	52.67	54.20	58.75	73.58	72.97
DON'T KNOW	4.43	13.43	14.80	2.09	0.53	0.32	0.72	11.86	5.62
n	250	37	37	47	129	39	22	65	124
<AC21> What was the main reason for making these changes to the cooling system?									
Existing system needed repair	49.11	43.55	58.25	39.18	59.73	50.21	34.46	45.22	53.66
Needed to increase system size/capacity	6.51	15.27	7.85	3.65	3.44	8.40	9.86	6.07	3.71
Wanted to upgrade to more energy efficient system	25.69	22.02	8.49	33.50	25.11	32.49	25.65	12.78	24.64
Part of larger construction/remodeling project	9.36	2.60	22.68	10.51	8.79	0.03	26.30	13.95	13.22
Needed minor changes	0.51	1.15	2.73	0.00	0.00	0.00	0.00	0.00	1.49
Mandated Law	0.68	0.00	0.00	1.83	0.16	0.00	0.00	0.00	1.97
Partnership with Utility	7.61	14.79	0.00	11.34	1.59	8.86	2.18	21.65	0.32
Easier to Use/Control	0.29	0.00	0.00	0.00	0.84	0.00	0.00	0.10	0.80
OTHER	0.21	0.59	0.00	0.00	0.22	0.00	1.56	0.23	0.08
DON'T KNOW	0.05	0.03	0.00	0.00	0.12	0.01	0.00	0.00	0.12
n	402	60	51	71	220	62	35	90	215

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
<SH1> Approximately what percentage of the space occupied by your organization is heated?									
100 percent	77.55	73.56	82.71	73.59	83.85	73.65	87.06	62.06	82.91
75 to 99%	13.81	13.35	6.51	16.82	11.79	25.92	8.94	10.39	9.11
50 to 74%	3.24	9.15	5.37	1.78	1.68	0.10	0.79	6.53	4.68
25 to 49%	1.05	0.36	3.30	0.87	1.04	0.18	0.00	2.47	1.38
1 to 24%	4.13	3.59	1.01	6.75	1.51	0.08	3.18	18.26	1.55
NONE	0.13	0.00	0.68	0.16	0.00	0.00	0.00	0.02	0.29
REFUSED	0.02	0.00	0.00	0.00	0.07	0.00	0.00	0.00	0.05
DON'T KNOW	0.07	0.00	0.43	0.04	0.07	0.06	0.03	0.28	0.02
n	1611	203	202	410	796	280	169	342	820
<SH2> What is the MAIN fuel used in the heating system at this facility?									
Electricity	15.47	37.23	11.83	5.16	20.19	22.89	18.39	13.12	10.86
Natural Gas	77.25	53.00	79.52	86.27	76.07	75.10	78.32	81.53	76.62
LPG/Propane gas from a tank	1.62	0.61	6.34	1.83	0.47	0.04	1.54	2.99	2.10
Oil	0.78	2.66	0.60	0.49	0.26	0.00	0.93	1.07	1.10
Wood	0.06	0.00	0.56	0.00	0.05	0.00	0.00	0.04	0.13
Gas/Diesel	0.09	0.26	0.43	0.02	0.00	0.03	0.00	0.23	0.10
Geothermal	0.05	0.00	0.00	0.03	0.10	0.00	0.00	0.00	0.10
Evenly: electric/natural gas/LPG	0.05	0.31	0.06	0.00	0.00	0.00	0.37	0.00	0.01
Hot Water/Steam	2.55	0.00	0.17	5.45	0.36	0.04	0.00	0.76	5.58
Alternative Fuels	0.22	0.00	0.00	0.46	0.05	0.00	0.00	0.10	0.48
Half gas half electric	0.57	0.00	0.00	0.00	1.86	1.58	0.00	0.00	0.34
OTHER	0.01	0.00	0.00	0.00	0.02	0.00	0.00	0.04	0.00
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.28	5.92	0.49	0.28	0.57	0.31	0.45	0.12	2.59
n	1606	203	200	407	796	279	169	341	817
<SH3> What type of heating system is used with the MAIN fuel?									
Central Boiler	38.49	32.90	29.31	43.69	36.52	57.54	10.20	17.63	43.41
Central furnace	24.51	29.48	24.34	28.37	16.42	11.73	36.38	31.69	26.03
Packaged heating units (non-heat pump)	24.86	17.36	22.20	23.74	31.13	11.47	45.01	36.33	22.55
Individual Space heater/portable room heaters/strip heaters	6.45	1.02	4.27	7.09	8.95	0.67	4.19	21.68	4.93
Split-system heat pump	7.72	22.01	11.54	3.50	5.33	12.94	7.07	5.42	5.56
District steam or hot water piped in from outside the building	1.59	0.17	0.29	0.64	4.07	1.76	0.00	0.89	2.24
Infrared Heater	1.27	0.56	0.08	2.50	0.22	0.00	0.11	5.34	0.88
Radiator/Radiated Heat	4.09	3.13	2.86	3.90	5.22	0.93	7.62	8.26	3.36
Stove/Oven	0.03	0.00	0.11	0.00	0.07	0.00	0.00	0.06	0.05
Split System (non heat pump)	0.22	0.00	0.00	0.47	0.02	0.01	0.00	1.29	0.00
Ceiling Mounted Fan	1.78	1.78	4.24	0.43	3.04	1.60	2.12	2.18	1.65
Heat Pump	0.85	1.34	1.13	0.00	1.73	0.07	0.00	1.47	1.35
Forced Blower	0.49	0.34	0.06	0.00	1.40	0.19	1.32	0.98	0.23
OTHER	0.36	0.00	0.00	0.10	1.02	0.00	0.11	0.91	0.44
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	5.29	2.36	4.79	2.25	11.36	10.41	6.59	2.30	2.86
n	1605	203	200	407	795	279	169	341	816
<SH5> During the winter, how is the heating system typically operated at this facility?									

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
24 hours a day	61.60	50.57	63.86	72.11	51.45	66.44	51.27	62.64	61.41
During operating hours	17.32	44.13	25.68	15.62	3.51	18.77	20.62	17.00	15.52
Less than operating hours	5.64	2.41	8.39	8.81	1.93	0.14	18.69	3.78	5.72
Never	0.01	0.00	0.00	0.00	0.03	0.00	0.00	0.01	0.02
Varies by Conditions	0.68	0.23	1.84	0.55	0.76	0.76	0.00	0.25	1.01
During Non-Operating hours	0.13	0.00	0.00	0.28	0.00	0.00	0.00	0.00	0.29
More than operating hours but less than 24 hours	14.18	2.66	0.00	2.29	41.42	13.83	7.76	15.30	15.95
DON'T KNOW	0.45	0.00	0.23	0.34	0.90	0.07	1.66	1.03	0.09
n	1606	203	200	407	796	279	169	341	817
<SH6> Which of the following control strategies are used with the heating system at this facility?									
Energy Management System (EMS)	34.11	44.79	18.72	30.34	38.46	59.01	21.90	18.80	28.28
Time clocks	2.74	1.58	5.85	1.72	3.92	2.85	0.28	0.62	4.24
Programmable thermostats	43.18	37.26	54.99	39.42	48.26	32.96	58.47	52.64	41.16
Variable-frequency drives on large fan motors or hot water pumps	10.30	17.47	7.96	10.55	6.92	14.45	2.75	1.75	13.33
Manual Thermostats	33.62	34.47	47.31	38.81	21.73	16.94	32.16	38.85	42.42
NONE	1.12	1.16	1.00	1.91	0.00	1.42	0.00	1.52	1.13
OTHER	0.10	0.00	0.00	0.00	0.34	0.00	0.26	0.10	0.12
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.61	0.17	0.93	2.95	0.62	3.04	0.35	1.95	0.99
n	1604	203	200	407	794	279	169	340	816
<SH8> Over the past three years, have any changes been made related to the heating system at this facility, including new heating units or controls?									
YES	27.12	20.20	33.56	24.23	33.04	27.73	36.46	24.30	24.93
NO	72.33	79.80	63.45	75.19	66.88	71.27	63.54	75.66	74.43
DON'T KNOW	0.55	0.00	2.99	0.59	0.08	1.00	0.00	0.04	0.64
n	1606	203	200	407	796	279	169	341	817
<SH9> What types of equipment were installed as part of the heating system retrofit?									
Central Boiler	15.96	14.28	30.05	2.57	26.56	18.66	0.00	0.06	27.23
Central furnace	10.26	12.63	2.36	18.38	3.22	0.81	34.49	7.59	6.79
Packaged heating units (non heat pump)	22.13	9.21	16.33	12.48	38.13	20.67	11.67	29.66	25.08
Individual Space heater	1.44	0.78	1.64	1.71	1.30	0.07	1.57	1.05	2.46
Split-system heat pump	13.14	46.76	9.95	10.11	6.68	26.23	0.00	1.68	14.34
District steam or hot water pipe in from outside the building	0.10	0.00	0.00	0.00	0.27	0.00	0.00	0.29	0.15
Energy Management System	19.45	43.79	19.06	20.71	10.53	51.43	0.00	2.89	12.35
Time clocks	0.54	4.60	0.00	0.00	0.00	0.00	0.00	0.00	1.37
Programmable thermostats	10.54	4.67	13.28	12.26	9.77	0.72	12.02	28.64	9.92
Variable-frequency drives on large fan motors or hot water pumps	0.07	0.00	0.00	0.00	0.18	0.00	0.00	0.00	0.17

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Designed Solar Technology	0.05	0.00	0.00	0.00	0.13	0.00	0.00	0.00	0.12
Heat Pump	3.22	1.60	4.95	0.00	6.65	0.13	0.00	16.73	1.80
Infrared Heating Units	1.01	0.00	0.00	2.14	0.42	0.00	0.00	6.18	0.24
Changed Fuel Type	0.19	0.00	0.00	0.26	0.21	0.00	0.00	0.00	0.47
Radiator Heaters	0.73	0.00	0.00	1.77	0.06	0.00	0.00	4.54	0.14
Regular Thermostat	1.27	0.00	0.00	2.25	1.01	0.59	0.75	0.20	2.38
Minor Repairs or Changes	0.85	2.61	1.37	0.70	0.29	0.00	0.75	2.76	0.76
Oil Burner	6.81	0.00	0.00	17.13	0.00	0.00	37.75	0.00	0.00
PTEC unit	0.06	0.00	0.00	0.00	0.17	0.00	0.00	0.00	0.16
Wall Unit(s)	0.04	0.00	0.00	0.01	0.09	0.05	0.07	0.01	0.02
Roof/Ceiling Unit(s)	3.37	0.00	0.00	0.22	8.75	0.00	0.00	17.11	2.11
Controls	0.31	0.07	0.00	0.00	0.81	0.03	0.00	0.00	0.77
OTHER	4.21	0.00	0.00	1.65	9.50	2.93	1.52	3.74	6.50
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.72	0.07	1.42	0.00	1.48	0.04	0.86	0.12	1.34
n	346	35	37	68	206	49	28	72	197
<SH10> You stated that you installed a <SH9 response> would you characterize this equipment as STANDARD or HIGH efficiency?									
Standard efficiency	23.96	7.27	52.41	28.32	20.09	23.03	39.32	11.37	22.00
High Efficiency	63.52	46.67	36.70	69.69	74.69	46.37	59.81	73.99	72.62
DON'T KNOW	12.52	46.06	10.89	2.00	5.23	30.60	0.87	14.64	5.39
n	190	25	25	35	105	28	15	34	113
<SH11> What was the main reason for making these changes to the heating system?									
Existing system needed repair	35.07	33.34	52.77	22.27	44.01	28.63	27.24	36.77	42.42
Needed to increase system size/capacity	1.98	0.00	8.66	0.13	2.63	0.12	3.53	0.92	2.96
Wanted to upgrade to more energy efficient equipment	33.85	53.18	13.41	43.59	23.39	31.45	49.00	32.25	29.22
Part of larger construction/remodeling project	8.96	5.92	22.33	14.63	0.00	0.12	16.99	5.66	12.65
Convenient to change	7.83	0.00	1.42	0.00	20.48	11.95	0.86	19.95	3.64
To save money	3.40	0.20	1.42	0.29	8.29	0.06	2.38	1.56	6.84
Upgraded equipment easier to use/maintain	8.59	7.37	0.00	19.03	0.42	27.51	0.00	2.21	1.80
Required to change	0.20	0.00	0.00	0.03	0.49	0.05	0.00	0.00	0.47
DON'T KNOW	0.13	0.00	0.00	0.03	0.31	0.10	0.00	0.67	0.00
n	345	35	37	68	205	49	28	72	196
<WH1> Next, I'd like to ask a few questions about the water heating equipment at <BUSINESS NAME>'s facility. What is the main fuel used to provide hot water at this facility?									
Electricity	30.61	34.01	32.34	22.03	40.80	41.74	42.49	30.28	20.18
Natural Gas	55.97	56.71	51.61	61.61	48.67	47.55	53.16	62.58	59.53
LPG/Propane gas from a tank	0.58	0.00	0.95	1.03	0.13	0.03	0.90	0.62	0.81
Oil	0.04	0.00	0.00	0.06	0.04	0.00	0.00	0.00	0.09
Steam	4.88	2.91	1.01	7.76	2.85	1.72	0.00	0.08	10.17
Half Gas, Half Electric	1.56	0.00	0.30	0.00	4.98	4.75	0.00	0.39	0.51
NO WATER HEATER	2.33	1.54	2.19	4.09	0.22	0.21	1.57	1.17	4.31
OTHER	0.03	0.00	0.00	0.00	0.11	0.00	0.00	0.16	0.02
REFUSED	0.00	0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.01
DON'T KNOW	3.99	4.83	11.60	3.42	2.19	4.00	1.87	4.73	4.37

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
n	1611	203	202	410	796	280	169	342	820
<WH2> What type of water heating system is used with this fuel to provide hot water at this facility?									
Central Boiler	17.75	27.46	10.96	16.40	16.62	15.95	3.01	5.38	28.46
Water Heater (tank)	78.29	69.23	85.67	76.81	82.87	77.08	91.19	92.05	69.58
Tankless (instant) water heaters	3.18	1.55	2.17	2.46	5.30	3.06	4.83	2.39	3.04
Designed Solar Technology	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Heat Exchangers	3.66	0.61	0.00	8.04	0.16	7.57	0.00	0.75	3.44
NONE	0.06	0.00	0.00	0.00	0.20	0.00	0.10	0.00	0.12
OTHER	0.16	0.00	0.14	0.00	0.48	0.05	0.00	0.11	0.31
REFUSED	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.02	0.00
DON'T KNOW	2.08	1.44	2.09	2.00	2.51	0.65	3.51	1.30	2.85
n	1566	191	191	389	795	268	158	334	806
<WH4> Is hot water used for any commercial purposes at this facility?									
Dishwashing	35.40	40.34	28.95	31.58	40.01	32.22	15.88	2.30	56.64
Laundry	16.36	11.33	8.73	16.54	20.82	17.59	4.36	6.08	23.41
Wash Building/Facilities	2.03	1.30	0.61	1.71	3.24	0.25	4.75	2.51	2.12
Wash Equipment/Vehicles	2.50	1.42	0.42	4.80	0.46	0.26	15.90	1.23	0.19
Commercial Personal Hygiene	4.58	0.11	1.12	0.77	13.13	0.49	5.58	2.95	7.53
Used in Manufacturing	1.06	0.00	0.73	0.68	2.22	0.00	0.00	3.35	1.17
Swimming Pool/Spa	0.03	0.00	0.00	0.04	0.02	0.00	0.00	0.00	0.06
NO COMMERCIAL USE OF HOT WATER	51.36	56.10	68.07	49.44	46.87	51.55	64.63	82.06	34.97
OTHER	0.00	0.00	0.00	0.01	0.00	0.01	0.00	0.00	0.00
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	2.12	0.00	0.00	4.75	0.16	7.61	0.00	0.08	0.06
n	1566	191	191	389	795	268	158	334	806
<WH5> Over the past three years, have any changes related to the water heating system been made at this facility, including installing new water heating units, pipe insulation, water heater wraps or controls?									
YES	19.66	21.22	26.46	10.40	29.82	25.66	23.20	15.38	16.36
NO	78.00	74.38	73.30	87.74	67.64	74.24	75.22	84.06	78.93
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	2.34	4.40	0.24	1.86	2.55	0.10	1.58	0.56	4.71
n	1567	191	191	389	796	268	158	334	807
<WH9> Would you characterize these water heating system changes as standard or high efficiency?									
Standard efficiency	47.94	38.76	75.79	31.60	52.17	64.27	50.38	40.55	33.06
High Efficiency	47.12	58.50	19.35	62.43	42.56	35.66	43.19	51.83	58.72
DON'T KNOW	4.95	2.74	4.87	5.97	5.27	0.07	6.43	7.62	8.21
n	277	25	27	55	170	35	24	59	159
<WH11> What was the main reason for making these changes to the water heating system?									
Existing system needed repair	70.40	88.41	66.64	50.01	74.71	96.18	42.93	64.99	58.73
Needed to increase system size/capacity	2.78	0.00	6.30	3.54	2.53	0.79	8.48	0.50	3.05
Wanted to upgrade to more energy efficient equipment	6.14	0.88	0.03	11.46	7.00	0.33	1.14	12.40	11.95
Part of larger construction/remodeling project	15.03	0.63	27.03	33.91	8.07	2.59	37.95	1.82	22.13
Convenient to Change	1.01	3.47	0.00	0.99	0.38	0.10	2.34	1.53	1.13

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
To save money	2.66	0.00	0.00	0.00	5.58	0.00	0.00	18.60	0.67
Upgraded equipment easier to use/maintain	1.15	6.62	0.00	0.00	0.03	0.00	7.16	0.10	0.00
DON'T KNOW	0.84	0.00	0.00	0.10	1.71	0.00	0.00	0.06	2.35
n	277	25	27	55	170	35	24	59	159
<REFRIG> Do you have any commercial refrigeration equipment at this facility?									
YES	45.13	50.49	28.31	47.12	44.35	49.66	24.57	23.49	56.91
NO	54.84	49.51	71.69	52.88	55.55	50.34	75.43	76.51	43.02
DON'T KNOW	0.03	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.07
n	1611	203	202	410	796	280	169	342	820
<RF1> Which of the following types of refrigeration equipment is present at your facility?									
Walk in Coolers or Freezers	74.67	77.89	92.61	69.95	76.71	67.70	61.19	19.16	88.94
Refrigerated-Retail Display cases	56.35	58.56	71.83	52.74	57.73	46.20	64.46	66.97	59.08
Residential-type solid-door refrigerator	67.14	67.32	54.20	68.59	67.21	74.90	94.01	71.31	58.72
Commercial-grade solid-door refrigerator	58.86	42.38	87.63	57.76	64.92	27.88	45.30	24.01	82.86
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	5.10	0.34	0.00	9.66	1.84	15.21	0.00	5.90	0.20
n	421	43	42	92	244	30	19	36	336
<RF3> What percentage of the walk-in coolers or freezers in your facility use strip curtains?									
0 percent	39.67	38.10	47.02	37.58	41.91	33.25	14.30	75.59	43.43
Between 1% and 15%	1.83	0.00	0.00	3.15	1.47	0.00	0.00	15.56	2.28
Between 15% and 29%	0.82	0.17	0.00	0.00	2.56	0.00	8.55	0.00	0.48
Between 30% and 44%	2.95	0.00	1.36	6.35	0.29	0.00	0.00	0.00	4.53
Between 45% and 59%	2.45	0.00	3.02	1.30	5.41	0.17	0.00	0.66	3.68
Between 60% and 79%	0.60	0.00	3.46	0.00	1.18	0.00	0.00	0.00	0.93
Between 80% and 99%	0.90	3.56	0.00	0.00	0.79	0.00	3.68	0.00	1.05
100 percent	43.20	57.79	45.15	36.35	43.66	43.84	71.16	8.19	41.55
DON'T KNOW	7.57	0.38	0.00	15.26	2.76	22.74	2.31	0.00	2.08
n	307	29	34	58	186	16	15	10	266
<RF5> What percentage of the walk-in coolers or freezers in your facility use Evaporator Fan Controllers to reduce energy use?									
0 percent	6.24	4.05	14.85	8.93	1.85	2.56	4.05	8.85	7.87
Between 1% and 15%	0.64	0.00	0.00	0.00	2.05	0.00	0.00	1.53	0.93
Between 30% and 44%	0.24	0.00	3.46	0.00	0.00	0.00	0.00	0.00	0.37
Between 45% and 59%	0.10	0.00	0.00	0.00	0.31	0.00	0.00	0.00	0.15
Between 60% and 79%	0.52	0.00	0.00	0.00	1.68	0.00	8.55	0.00	0.02
Between 80% and 99%	1.63	0.00	0.00	1.40	3.28	0.00	0.00	15.56	1.97
100 percent	60.98	68.31	69.14	48.69	72.03	47.24	79.49	74.06	64.49
REFUSED	0.02	0.00	0.00	0.00	0.08	0.00	0.39	0.00	0.00
DON'T KNOW	29.64	27.65	12.55	40.98	18.72	50.19	7.53	0.00	24.22
n	307	29	34	58	186	16	15	10	266
<RF7A> What percentage of the refrigerated display cases use High Efficiency Glass Doors to reduce energy use?									
0 percent	18.46	4.54	14.18	34.80	4.58	0.00	12.33	57.97	20.13
Between 1% and 15%	9.66	28.59	0.00	7.59	3.41	0.00	1.73	6.04	15.58
Between 15% and 29%	3.73	0.00	0.00	8.46	0.10	0.00	0.00	0.00	6.53
Between 30% and 44%	2.33	0.00	1.86	0.00	7.17	0.00	25.48	0.00	0.34
Between 45% and 59%	4.26	0.00	0.00	0.00	13.89	0.00	42.85	0.00	1.16
Between 60% and 79%	1.58	0.00	0.00	0.84	3.96	0.00	0.00	0.00	2.77
Between 80% and 99%	0.57	0.00	0.00	0.00	1.86	0.00	0.00	0.00	1.00
100 percent	27.40	40.11	46.28	27.77	14.76	25.95	3.84	10.13	34.57

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
REFUSED	0.56	0.00	0.00	0.00	1.82	0.00	0.00	0.00	0.97
DON'T KNOW	31.46	26.75	37.68	20.53	48.46	74.05	13.76	25.86	16.95
n	192	16	20	44	112	9	16	9	158
<RF7B> What percentage of the refrigerated display cases use Strip Curtains to reduce energy use?									
0 percent	70.31	72.36	95.46	81.96	46.52	58.89	82.40	74.14	72.71
Between 1% and 15%	2.74	0.00	4.50	5.53	0.00	0.00	3.84	0.00	4.24
Between 15% and 29%	0.04	0.00	0.00	0.00	0.14	0.00	0.00	0.00	0.07
Between 30% and 44%	0.43	0.00	0.00	0.00	1.40	0.00	0.00	0.00	0.75
100 percent	10.14	27.13	0.04	10.58	1.56	20.03	0.00	0.00	9.23
REFUSED	0.56	0.00	0.00	0.00	1.82	0.00	0.00	0.00	0.98
DON'T KNOW	15.79	0.51	0.00	1.93	48.57	21.09	13.76	25.86	12.02
n	188	16	20	44	108	9	16	8	155
<RF7C> What percentage of the refrigerated display cases use Electronically commutated motors to reduce energy use?									
0 percent	31.58	5.84	63.26	46.76	18.08	5.93	17.53	62.81	38.97
Between 1% and 15%	0.55	0.00	0.00	0.00	1.81	0.00	0.00	0.00	0.97
Between 15% and 29%	3.43	0.00	0.00	4.23	5.16	0.00	8.12	0.00	4.81
Between 30% and 44%	0.03	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.05
Between 45% and 59%	4.11	0.00	0.00	0.00	13.44	0.00	42.85	0.00	0.90
Between 60% and 79%	1.60	0.00	1.86	0.00	4.81	0.00	17.37	0.00	0.26
100 percent	5.23	7.35	17.49	1.63	6.22	0.00	0.37	8.91	7.51
REFUSED	0.56	0.00	0.00	0.00	1.82	0.00	0.00	0.00	0.98
DON'T KNOW	52.91	86.82	17.39	47.38	48.57	94.07	13.76	28.28	45.56
n	188	16	20	44	108	9	16	8	155
<RF7D> What percentage of the refrigerated display cases use Anti-Sweat Heater Controls to reduce energy use?									
0 percent	32.15	8.13	79.26	34.39	32.49	3.04	70.01	59.19	34.15
Between 1% and 15%	3.00	0.00	0.00	6.83	0.00	0.00	0.00	0.00	5.28
Between 15% and 29%	1.14	0.00	0.00	0.00	3.77	0.00	8.12	0.00	0.81
Between 30% and 44%	2.15	0.00	0.00	4.23	0.96	0.00	0.00	0.00	3.78
Between 45% and 59%	1.73	0.00	0.00	1.61	3.40	2.89	0.00	6.04	0.72
Between 80% and 99%	0.68	0.00	0.00	0.00	2.26	0.00	8.12	0.00	0.00
100 percent	7.84	7.35	20.30	7.25	6.02	0.00	0.00	8.91	12.16
REFUSED	0.56	0.00	0.00	0.00	1.85	0.00	0.00	0.00	0.98
DON'T KNOW	50.74	84.52	0.44	45.68	49.26	94.07	13.76	25.86	42.13
n	187	16	20	44	107	9	16	8	154
<RF7E> What percentage of the refrigerated display cases use Night Covers for refrigerated display cases to reduce energy use?									
0 percent	59.16	71.21	85.56	60.42	43.63	25.95	78.12	74.14	67.90
Between 1% and 15%	0.12	0.00	0.00	0.00	0.40	0.00	0.00	0.00	0.22
Between 15% and 29%	1.14	0.00	0.00	2.60	0.00	0.00	0.00	0.00	2.01
Between 30% and 44%	0.68	0.00	0.00	0.00	2.26	0.00	8.12	0.00	0.00
Between 45% and 59%	0.78	0.00	0.00	1.14	0.92	0.00	0.00	0.00	1.37
100 percent	12.27	28.28	14.22	12.51	1.59	20.03	0.00	0.00	12.98
REFUSED	0.56	0.00	0.00	0.00	1.85	0.00	0.00	0.00	0.98
DON'T KNOW	25.28	0.51	0.22	23.33	49.35	54.02	13.76	25.86	14.54
n	187	16	20	44	107	9	16	8	154
<EMS1> Does this facility use a central energy management system, also known as an EMS or BAS?									
YES	37.39	47.73	20.30	36.22	38.70	68.01	14.69	20.90	31.74
NO	59.83	48.70	77.45	62.23	56.98	30.88	80.37	78.88	64.13
DON'T KNOW	2.79	3.57	2.25	1.55	4.32	1.11	4.94	0.23	4.13
n	1611	203	202	410	796	280	169	342	820
<EMS2> What equipment at this facility is controlled by the EMS?*									
Lighting	41.73	45.32	19.17	42.79	41.45	42.47	87.49	9.72	42.23
HVAC	98.11	100.0	100.00	100.00	94.05	99.99	100.00	98.06	95.35

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
		0							
Boiler	0.99	1.01	0.00	0.00	2.48	0.00	0.00	3.42	1.84
Refrigeration	1.55	0.00	1.95	1.85	2.08	0.00	0.00	5.49	2.84
OTHER	0.07	0.00	0.00	0.00	0.21	0.00	0.00	0.20	0.14
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.04	0.00	0.00	0.00	0.11	0.00	0.00	0.00	0.10
n	187	20	15	40	112	45	13	18	111
*In the Itron survey multiple responses were allowed and only a single response was allowed by those responded from AEP Ohio.									
<EMS3> When was this energy management system installed?									
5 years ago or less	29.31	25.57	40.64	27.24	32.79	26.32	19.27	68.20	24.98
Between 5 and 10 years ago	25.45	18.72	36.52	25.04	28.62	26.54	34.00	12.17	26.12
More than 10 years ago	43.37	46.65	22.84	47.72	38.51	46.96	46.73	19.63	44.09
DON'T KNOW	1.86	9.06	0.00	0.00	0.08	0.18	0.00	0.00	4.82
n	186	20	15	40	111	45	13	17	111
<IND1> Earlier you described the primary business activity at this location as INDUSTRIAL. Which of the following industrial process activities are present at this facility?									
Assembly line manufacturing process	36.39	40.37	44.31	33.47	37.70	0.00	0.00	36.39	0.00
Mixing or pumping of liquids in chemical processes	7.39	6.99	11.10	2.40	34.52	0.00	0.00	7.39	0.00
Use or application of heat in metals fabrication	36.40	68.92	13.23	31.56	38.75	0.00	0.00	36.40	0.00
Plastic or injection molding processes	12.11	13.63	1.59	14.06	10.59	0.00	0.00	12.11	0.00
Use of steam or compress air energy systems	63.70	57.32	82.36	61.30	66.31	0.00	0.00	63.70	0.00
Metal stamping or other motor driven metal fabrication processes	33.96	15.36	46.31	35.45	41.75	0.00	0.00	33.96	0.00
Food processing or use of raw agricultural products	2.86	0.00	7.29	3.11	0.78	0.00	0.00	2.86	0.00
Use of skilled labor in manufacturing of precision instruments	37.68	60.48	46.75	30.12	33.41	0.00	0.00	37.68	0.00
Welding	2.54	5.02	0.00	2.49	1.66	0.00	0.00	2.54	0.00
Printing	0.18	0.00	0.00	0.30	0.00	0.00	0.00	0.18	0.00
Machining	0.44	0.00	0.00	0.72	0.00	0.00	0.00	0.44	0.00
Wood working	0.92	0.00	6.11	0.28	0.02	0.00	0.00	0.92	0.00
Equipment Maintenance	1.49	0.00	0.50	2.35	0.02	0.00	0.00	1.49	0.00
Non-Assembly line manufacturing	2.23	1.70	0.00	3.10	0.51	0.00	0.00	2.23	0.00
OTHER	3.04	0.00	0.00	4.99	0.02	0.00	0.00	3.04	0.00
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.02	0.00	0.00	0.00	0.25	0.00	0.00	0.02	0.00
n	179	21	24	54	80	0	0	179	0
<IC1> If your organization were to invest in measures to save energy at this facility, what financial calculations would it make before proceeding with such a project?									
Payback period	40.53	43.88	32.27	47.55	31.03	64.83	26.60	24.08	36.05
Return on Investment	28.79	38.02	33.42	26.83	25.52	13.08	27.17	50.53	30.75
Payback Period and Return on Invest	7.15	2.73	10.69	2.69	14.85	3.37	6.57	6.80	9.80

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Not my decision	1.24	0.08	0.74	1.16	2.10	0.11	2.75	0.01	1.94
Initial Cost/Benefit	3.26	0.99	1.28	5.26	2.13	2.14	14.41	0.00	1.75
No Calculation/Other Means	0.65	0.04	0.63	1.11	0.29	1.08	0.28	0.90	0.40
OTHER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
REFUSED	0.05	0.00	0.02	0.02	0.13	0.03	0.00	0.20	0.02
DON'T KNOW	18.34	14.26	20.96	15.38	23.95	15.36	22.23	17.49	19.30
n	1610	203	202	409	796	280	169	342	819
<IC2> What is the payback cut-off point your organization uses (in months) before deciding to proceed with an investment?									
6 Months or less	3.15	6.19	2.34	3.59	1.17	1.01	4.44	4.75	3.46
6 Months to 1 year	10.85	7.53	12.50	13.22	8.66	5.56	9.53	22.45	10.12
1 to 2 years	23.37	45.15	14.02	19.11	20.99	29.84	21.44	27.01	18.58
2 to 3 years	10.37	11.90	7.27	11.09	9.43	3.19	20.88	6.99	12.84
3 to 5 years	15.13	4.00	22.98	18.38	13.90	18.59	13.78	15.73	13.19
Over 5 years	4.22	3.77	5.45	2.11	7.15	4.12	2.68	2.85	5.27
REFUSED	0.16	0.00	0.93	0.06	0.17	0.06	0.61	0.26	0.05
DON'T KNOW	32.75	21.47	34.53	32.44	38.52	37.64	26.65	19.96	36.49
n	1611	203	202	410	796	280	169	342	820
<IC3> Does your organization have any plans to invest capital in this facility during the next 2 years?									
YES	39.40	47.22	39.55	29.61	49.50	32.11	28.23	53.61	41.95
NO	46.80	46.77	53.84	53.62	34.90	48.36	57.75	34.82	47.01
REFUSED	0.08	0.31	0.00	0.00	0.09	0.00	0.00	0.46	0.00
DON'T KNOW	13.72	5.70	6.61	16.78	15.51	19.52	14.02	11.11	11.04
n	1611	203	202	410	796	280	169	342	820
<IC4> What are your specific capital investment plans during the next 2 years?									
Renovation or Remodeling	36.25	27.10	45.61	44.20	30.38	31.95	24.55	36.51	40.57
Add/Upgrade Business Equipment	10.38	1.48	9.39	11.72	14.84	0.00	14.86	26.83	7.29
Add/Upgrade EMS	7.70	1.48	16.02	7.63	9.24	16.74	0.00	7.07	4.80
Upgrade Doors	0.47	0.38	2.92	0.16	0.13	0.00	0.00	0.00	1.01
Upgrade Windows	3.36	1.34	0.15	0.70	8.56	10.08	6.54	0.00	0.84
Upgrade Ceiling	3.91	0.00	3.09	3.14	7.49	11.49	1.16	1.93	1.44
Add/Upgrade HVAC	10.98	8.53	12.74	8.81	14.42	10.17	4.26	13.89	11.32
Self Generate Power	1.30	0.71	0.00	2.86	0.30	0.00	11.80	0.44	0.36
Add/Upgrade Lighting	16.02	11.26	9.16	12.50	25.01	18.91	29.49	11.71	13.96
Add/Upgrade Insulation	1.12	0.36	0.04	1.52	1.48	0.05	0.00	2.11	1.43
Electrical Upgrade	2.85	0.13	0.00	0.08	8.52	9.91	0.00	0.02	1.06
OTHER	1.16	1.28	0.00	0.00	2.72	0.00	7.79	0.98	0.58
REFUSED	5.39	19.67	0.00	3.55	0.00	1.54	0.00	0.00	10.89
DON'T KNOW	9.88	26.27	0.86	6.45	6.01	18.94	3.00	8.99	6.94
n	440	46	44	93	257	61	34	119	226
<IC5> Does your organization's current business outlook project an increase or decrease over the next 24 months?									
Increase	49.09	43.60	46.40	44.58	59.25	29.83	68.40	62.89	49.79
Decrease	5.69	8.66	5.78	5.47	4.44	2.08	1.95	4.92	9.37
Stay the Same	25.26	41.69	40.02	33.88	0.00	34.11	20.51	22.16	22.44
REFUSED	0.92	0.51	0.02	1.38	0.73	0.02	0.03	0.92	1.75
DON'T KNOW	19.04	5.54	7.79	14.69	35.58	33.97	9.12	9.12	16.65
n	1611	203	202	410	796	280	169	342	820
<IC6> Increase> By what percent does your organization's current business outlook project an increase?									
0 percent	0.11	0.00	0.00	0.00	0.31	0.67	0.00	0.02	0.00
Between 1% and 15%	42.73	48.41	46.40	39.98	42.74	48.84	31.43	46.44	43.50
Between 15% and 29%	20.37	16.14	31.59	28.51	10.56	24.61	42.38	17.60	10.78

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Between 30% and 44%	5.72	1.36	13.70	7.56	3.57	4.14	4.77	11.81	3.80
Between 45% and 59%	1.48	1.35	1.90	1.52	1.40	0.31	0.54	1.70	2.22
Between 60% and 79%	0.11	0.31	0.00	0.14	0.02	0.00	0.27	0.00	0.13
Between 80% and 99%	0.07	0.00	0.00	0.00	0.20	0.05	0.00	0.00	0.15
100 percent	0.25	0.15	0.00	0.52	0.05	0.03	0.40	0.15	0.31
REFUSED	0.71	2.92	0.00	0.63	0.13	0.30	0.00	1.87	0.62
DON'T KNOW	28.43	29.36	6.41	21.15	41.03	21.06	20.21	20.42	38.51
n	800	86	72	155	487	120	90	218	372
<IC6Decrease> By what percent does your organization's current business outlook project an decrease?									
0 percent	0.07	0.00	0.00	0.00	0.29	0.71	0.00	0.00	0.00
Between 1% and 15%	52.72	66.73	49.81	39.99	62.42	92.07	32.04	48.08	49.58
Between 15% and 29%	15.43	9.53	4.35	22.38	13.15	7.04	25.20	3.06	18.43
Between 30% and 44%	10.29	10.56	26.63	11.54	1.60	0.00	20.28	0.00	13.11
Between 45% and 59%	0.14	0.00	1.28	0.00	0.09	0.00	0.00	0.96	0.00
Between 60% and 79%	0.24	0.00	0.00	0.00	1.01	0.00	0.00	0.00	0.34
Between 80% and 99%	0.54	0.00	0.00	0.00	2.25	0.00	0.00	0.00	0.76
100 percent	1.31	0.00	0.00	2.77	0.50	0.00	0.00	0.48	1.73
DON'T KNOW	19.27	13.18	17.94	23.32	18.68	0.18	22.48	47.42	16.06
n	164	20	18	44	82	21	12	17	114
<AB3A> How familiar are you with <%UTILITY>'s Incentive Programs for Businesses?									
Very	9.05	2.43	58.90	0.00	8.10	7.84	9.03	14.73	8.13
Somewhat	25.98	44.16	1.89	19.45	26.38	28.19	7.27	44.23	24.36
Not at all Familiar	63.97	53.41	39.22	57.52	64.74	63.37	81.59	41.04	66.27
REFUSED	0.56	0.00	0.00	23.03	0.32	0.60	2.11	0.00	0.29
DON'T KNOW	0.44	0.00	0.00	0.00	0.46	0.00	0.00	0.00	0.94
n	821	6	10	9	796	74	71	214	462
<AB3AA> What are the main participation barriers for <%UTILITY>'s Incentive Programs for Businesses?									
Already participating	7.40	5.21	35.19	0.00	6.36	0.30	26.53	10.11	8.10
Equipment won't qualify	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Can't find participating vendors	21.68	0.00	0.00	0.00	23.08	13.52	28.87	24.04	24.87
Not enough savings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Too much paper work	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Upfront cost/capital constraints	4.36	90.92	61.70	85.55	0.00	8.23	0.00	2.38	3.42
Existing equipment still works	0.45	0.00	0.00	0.00	0.48	0.28	0.00	1.62	0.00
Cost effectiveness concerns	33.99	0.00	0.00	0.00	36.18	26.49	7.18	37.13	40.87
Availability of equipment problems	0.03	0.00	0.00	0.00	0.03	0.00	0.00	0.00	0.06
Too hard to implement	2.13	0.00	0.00	0.00	2.27	1.25	26.53	1.06	0.02
Prior problems w/measure, don't like measure	0.27	0.00	0.00	0.00	0.28	0.28	0.00	0.00	0.43
Have no control over it	6.14	0.00	3.11	0.00	6.41	0.12	0.15	2.88	12.62
Don't know enough about it	11.72	0.00	0.00	85.55	11.90	19.81	5.37	19.20	3.31
Not a high priority	0.68	2.69	0.00	0.00	0.67	0.44	0.00	0.01	1.28
Difficult to implement across a large number of facilities	3.47	1.18	0.00	0.00	3.68	0.35	0.00	4.84	5.28
Time	5.87	0.00	0.00	0.00	6.25	0.00	0.00	12.70	6.94
OTHER	0.60	0.00	0.00	0.00	0.64	0.00	0.00	2.63	0.00

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
REFUSED	12.76	0.00	0.00	0.00	13.58	29.50	5.37	9.75	4.29
DON'T KNOW	1.18	0.00	0.00	14.45	1.16	0.00	0.00	0.05	2.71
n	219	4	3	2	210	20	8	85	106
<AB3B> How familiar are you with <%UTILITY>'s Prescriptive Programs?*									
Very	7.86	17.10	0.00	0.00	3.36	9.19	2.94	7.54	8.60
Somewhat	8.29	10.69	21.39	2.88	6.81	4.95	0.94	3.98	14.05
Not at all Familiar	82.66	72.15	78.61	74.09	88.28	85.86	92.04	87.96	76.05
REFUSED	1.17	0.00	0.00	23.03	1.54	0.00	4.08	0.53	1.25
DON'T KNOW	0.02	0.06	0.00	0.00	0.01	0.00	0.00	0.00	0.05
n	1018	203	10	9	796	127	105	242	544
*This was originally asked of most Duke customers in a separate referring to Duke's specific Prescriptive programs and responses were inserted to this general question leading to the larger number of Duke responses									
<AB3BB> What are the main participation barriers for <%UTILITY>'s Prescriptive Programs?*									
Already participating	39.08	63.89	0.00	100.00	8.67	65.26	5.31	30.96	30.83
Equipment won't qualify	0.03	0.05	0.00	0.00	0.00	0.11	0.00	0.00	0.00
Can't find participating vendors	3.64	0.00	0.00	0.00	8.53	0.00	94.69	5.24	0.96
Not enough savings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Too much paper work	2.61	4.74	0.00	0.00	0.00	0.00	0.00	0.00	4.21
Upfront cost/capital constraints	6.64	12.04	0.00	0.00	0.00	0.00	0.00	0.00	10.69
Existing equipment still works	0.74	0.39	0.00	0.00	1.24	0.00	0.00	5.70	0.34
Cost effectiveness concerns	11.49	0.00	0.00	0.00	26.94	0.00	0.00	14.98	16.27
Availability of equipment problems	1.91	0.00	0.00	0.00	4.47	0.00	0.00	0.00	3.07
Too hard to implement	0.04	0.00	0.00	0.00	0.11	0.00	0.00	0.00	0.07
Prior problems w/measure, don't like measure	3.96	5.78	0.00	0.00	1.80	0.62	0.00	2.32	5.77
Have no control over it	0.79	0.00	0.00	0.00	1.85	0.00	0.00	8.53	0.00
Don't know enough about it	18.69	9.08	0.00	0.00	32.08	23.58	0.00	3.99	19.64
Not a high priority	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Difficult to implement across a large number of facilities	5.33	0.00	100.00	0.00	7.69	0.00	0.00	4.97	7.85
Time	2.29	0.39	0.00	0.00	4.87	0.00	0.00	0.72	3.58
OTHER	1.41	0.00	0.00	0.00	3.31	0.00	0.00	0.00	2.27
REFUSED	4.48	0.00	0.00	0.00	10.51	10.43	0.00	18.95	0.03
DON'T KNOW	7.73	11.69	0.00	0.00	2.54	0.37	19.98	20.67	7.92
n	79	15	1	1	62	8	3	26	42
*This was originally asked of most Duke customers in a separate referring to Duke's specific Prescriptive programs and responses were inserted to this general question leading to the larger number of Duke responses									
<AB3C> How familiar are you with <%UTILITY>'s Custom Programs?*									
Very	7.55	16.27	21.39	0.00	2.82	9.19	2.94	8.00	7.75
Somewhat	11.17	7.28	37.50	0.00	12.71	12.78	0.60	13.30	12.65
Not at all Familiar	80.31	75.83	41.10	76.97	83.56	78.03	92.43	77.24	79.09
REFUSED	0.76	0.00	0.00	23.03	0.91	0.00	4.03	0.16	0.46
DON'T KNOW	0.21	0.62	0.00	0.00	0.01	0.00	0.00	1.31	0.05
n	1018	203	10	9	796	127	105	242	544
*This was originally asked of most Duke customers in a separate referring to Duke's specific Custom programs and responses were inserted to this general question leading to the larger number of Duke responses									

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
<AB3CC> What are the main participation barriers for <%UTILITY>'s Custom Programs?*									
Already participating	39.92	71.14	36.32	0.00	7.06	41.84	0.00	18.52	48.41
Equipment won't qualify	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Can't find participating vendors	20.50	0.00	0.00	0.00	44.78	30.41	83.04	34.77	2.36
Not enough savings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Too much paper work	2.50	5.12	0.00	0.00	0.00	0.00	0.00	0.00	5.79
Upfront cost/capital constraints	3.45	0.00	63.68	0.00	0.00	8.90	0.00	0.00	0.00
Existing equipment still works	0.56	0.42	0.00	0.00	0.77	0.00	0.00	2.33	0.47
Cost effectiveness concerns	4.32	0.00	0.00	0.00	9.44	1.35	0.00	14.48	3.72
Availability of equipment problems	0.04	0.00	0.00	0.00	0.08	0.00	0.00	0.00	0.08
Too hard to implement	0.40	0.00	0.00	0.00	0.87	0.30	0.00	0.00	0.65
Prior problems w/measure, don't like measure	2.90	5.94	0.00	0.00	0.00	0.00	0.00	0.00	6.71
Have no control over it	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Don't know enough about it	15.51	13.02	0.00	0.00	19.99	17.19	0.00	15.85	14.94
Not a high priority	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Difficult to implement across a large number of facilities	0.44	0.00	0.00	0.00	0.96	0.00	0.00	2.90	0.00
Time	0.20	0.42	0.00	0.00	0.00	0.00	0.00	0.00	0.47
OTHER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
REFUSED	7.70	0.00	0.00	0.00	16.81	0.00	16.96	13.41	11.96
DON'T KNOW	2.83	3.94	0.00	0.00	1.98	0.00	0.00	5.99	4.45
n	68	11	2	0	55	9	4	21	34
*This was originally asked of most Duke customers in a separate referring to Duke's specific Custom programs and responses were inserted to this general question leading to the larger number of Duke responses									
<AB3D> How familiar are you with <%UTILITY>'s SELF-DIRECT Program?									
Very	5.63	2.43	0.00	0.00	5.87	10.24	4.33	7.44	2.72
Somewhat	9.90	0.00	0.00	0.00	10.37	15.75	0.47	17.65	6.69
Not at all Familiar	83.25	97.57	100.00	76.97	82.76	73.40	88.77	74.11	90.28
REFUSED	1.21	0.00	0.00	23.03	1.00	0.60	6.44	0.79	0.31
DON'T KNOW	0.01	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.01
n	821	6	10	9	796	74	71	214	462
<AB3DD> What are the main participation barriers for <%UTILITY>'s SELF-DIRECT Program?									
Already participating	6.33	100.00	0.00	0.00	6.07	0.71	0.00	24.31	3.30
Equipment won't qualify	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Can't find participating vendors	34.17	0.00	0.00	0.00	34.27	67.52	98.20	4.43	3.60
Not enough savings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Too much paper work	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Upfront cost/capital constraints	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Existing equipment still works	1.20	0.00	0.00	0.00	1.21	0.00	0.00	3.94	1.18
Cost effectiveness concerns	21.15	0.00	0.00	0.00	21.21	0.00	1.80	11.58	53.51

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Availability of equipment problems	0.93	0.00	0.00	0.00	0.93	0.00	0.00	0.00	2.65
Too hard to implement	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Prior problems w/measure, don't like measure	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Have no control over it	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Don't know enough about it	14.28	0.00	0.00	0.00	14.32	31.77	0.00	6.78	1.25
Not a high priority	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Difficult to implement across a large number of facilities	7.40	0.00	0.00	0.00	7.42	0.00	0.00	6.56	17.37
Time	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OTHER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
REFUSED	15.52	0.00	0.00	0.00	15.57	0.00	0.00	48.88	16.22
DON'T KNOW	0.71	0.00	0.00	0.00	0.71	0.00	0.00	0.00	2.02
n	52	1	0	0	51	4	3	19	26
<AB3E> How familiar are you with <%UTILITY>'s SOLUTION PROVIDER NETWORK?									
Very	0.36	2.43	0.00	0.00	0.35	0.11	0.00	0.00	0.71
Somewhat	4.03	0.55	0.00	2.88	4.18	1.45	8.91	9.98	2.54
Not at all Familiar	92.29	97.02	100.00	74.09	92.27	98.00	84.65	88.72	91.97
REFUSED	3.32	0.00	0.00	23.03	3.20	0.45	6.44	1.30	4.77
DON'T KNOW	0.01	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.02
n	821	6	10	9	796	74	71	214	462
<AB3EE> What are the main participation barriers for <%UTILITY>'s SOLUTION PROVIDER NETWORK?									
Already participating	1.18	81.58	0.00	0.00	0.52	6.90	0.00	0.00	1.48
Equipment won't qualify	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Can't find participating vendors	5.50	0.00	0.00	0.00	5.59	0.00	0.00	0.00	15.99
Not enough savings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Too much paper work	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Upfront cost/capital constraints	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Existing equipment still works	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cost effectiveness concerns	27.15	0.00	0.00	0.00	27.58	0.82	0.00	24.91	56.47
Availability of equipment problems	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Too hard to implement	0.55	0.00	0.00	0.00	0.56	0.00	0.00	0.00	1.59
Prior problems w/measure, don't like measure	16.54	0.00	0.00	0.00	16.80	29.02	48.52	0.00	4.34
Have no control over it	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Don't know enough about it	42.86	18.42	0.00	100.00	42.63	63.27	51.48	57.32	17.88
Not a high priority	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Difficult to implement across a large number of facilities	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time	2.48	0.00	0.00	0.00	2.52	0.00	0.00	8.10	0.00
OTHER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
REFUSED	4.41	0.00	0.00	0.00	4.48	0.00	0.00	11.84	2.26

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
DON'T KNOW	1.91	0.00	0.00	0.00	1.94	0.00	0.00	6.24	0.00
n	36	2	0	1	33	5	3	10	18
<PA88A_2> How familiar are you with the DUKE Energy's PowerShare program?									
Very	20.87	20.87	0.00	0.00	0.00	37.26	0.00	0.82	24.76
Somewhat	18.18	18.18	0.00	0.00	0.00	29.85	2.07	17.24	16.05
Not at All	60.87	60.87	0.00	0.00	0.00	32.89	97.93	81.79	59.04
DON'T KNOW	0.09	0.09	0.00	0.00	0.00	0.00	0.00	0.15	0.16
n	197	197	0	0	0	53	34	28	82
<PA89A_2> What are the main participation barriers for this program?									
Already participating	52.13	52.13	0.00	0.00	0.00	58.64	0.00	0.00	54.39
Not enough savings	1.16	1.16	0.00	0.00	0.00	0.00	0.00	0.00	2.84
Upfront cost/capital constraints	13.42	13.42	0.00	0.00	0.00	0.00	0.00	0.00	32.89
Existing equipment still works	0.29	0.29	0.00	0.00	0.00	0.07	0.00	0.00	0.63
Cost effectiveness concerns	0.10	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.25
Too hard to implement	0.04	0.04	0.00	0.00	0.00	0.00	0.00	0.00	0.09
Don't know enough about it	0.31	0.31	0.00	0.00	0.00	0.54	0.00	0.00	0.09
Inertia	0.18	0.18	0.00	0.00	0.00	0.16	0.00	0.00	0.25
Don't have the time to spend on it	0.40	0.40	0.00	0.00	0.00	0.00	0.00	1.96	0.63
Not my decision	0.52	0.52	0.00	0.00	0.00	0.07	43.75	0.00	0.32
The Utility	7.08	7.08	0.00	0.00	0.00	0.47	0.00	93.52	0.00
DON'T KNOW	24.35	24.35	0.00	0.00	0.00	40.05	56.25	4.53	7.62
n	41	41	0	0	0	17	3	3	18
<PA88D_2> How familiar are you with the DUKE's Energy Assessments Program?									
Very	9.65	9.65	0.00	0.00	0.00	27.52	4.02	0.00	2.20
Somewhat	23.55	23.55	0.00	0.00	0.00	28.64	10.75	11.31	29.68
Not at All	66.74	66.74	0.00	0.00	0.00	43.84	85.23	88.69	67.96
DON'T KNOW	0.06	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.16
n	197	197	0	0	0	53	34	28	82
<PA89D_2> What are the main participation barriers for this program?									
Already participating	55.37	55.37	0.00	0.00	0.00	96.33	27.19	41.55	7.65
Not enough savings	1.89	1.89	0.00	0.00	0.00	0.08	6.14	16.52	1.42
Too much paper work	26.11	26.11	0.00	0.00	0.00	0.00	0.00	0.00	69.60
Upfront cost/capital constraints	2.59	2.59	0.00	0.00	0.00	0.00	0.00	0.00	6.91
Existing equipment still works	0.85	0.85	0.00	0.00	0.00	0.00	6.14	0.00	1.13
Cost effectiveness concerns	0.31	0.31	0.00	0.00	0.00	0.37	0.00	0.00	0.32
Don't know enough about it	1.35	1.35	0.00	0.00	0.00	1.01	6.14	0.00	1.13
Inertia	2.08	2.08	0.00	0.00	0.00	0.27	27.19	1.37	0.00
Don't have the time to spend on it	5.03	5.03	0.00	0.00	0.00	0.93	0.00	3.12	11.70
Not my decision	0.24	0.24	0.00	0.00	0.00	0.37	0.00	0.00	0.14
Program damaged equipment	1.63	1.63	0.00	0.00	0.00	0.00	0.00	30.21	0.00
DON'T KNOW	2.57	2.57	0.00	0.00	0.00	0.63	27.19	7.23	0.00
n	43	43	0	0	0	16	6	7	14

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
<PA88A_3> How familiar are you with DP&L's Non-Residential Prescriptive and Custom Rebate Program also known a Rapid Rebates and Custom Rebates program?									
Very	18.52	0.00	18.52	0.00	0.00	17.14	6.60	8.29	28.42
Somewhat	29.12	0.00	29.12	0.00	0.00	48.81	16.60	27.51	23.09
Not at All	49.96	0.00	49.96	0.00	0.00	34.05	76.81	55.32	46.88
DON'T KNOW	2.40	0.00	2.40	0.00	0.00	0.00	0.00	8.87	1.62
n	192	0	192	0	0	50	20	36	86
<PA89A_3> What are the main participation barriers for this program?									
Already participating	23.33	0.00	23.33	0.00	0.00	49.59	0.00	23.15	7.86
Equipment won't qualify	4.75	0.00	4.75	0.00	0.00	0.00	0.00	32.49	0.00
Can't find participating vendors	0.53	0.00	0.53	0.00	0.00	0.00	0.00	0.00	1.17
Not enough savings	1.46	0.00	1.46	0.00	0.00	0.00	0.00	9.96	0.00
Too much paper work	15.93	0.00	15.93	0.00	0.00	1.92	0.00	0.00	34.02
Upfront cost/capital constraints	1.82	0.00	1.82	0.00	0.00	3.14	0.00	0.00	1.73
Existing equipment still works	19.43	0.00	19.43	0.00	0.00	40.81	34.86	2.63	6.66
Cost effectiveness concerns	1.37	0.00	1.37	0.00	0.00	4.13	0.00	0.00	0.00
Prior problems w/measure, don't like measure	6.59	0.00	6.59	0.00	0.00	0.00	0.00	0.00	14.66
Don't know enough about it	12.40	0.00	12.40	0.00	0.00	0.00	0.00	0.00	27.59
Inertia	4.91	0.00	4.91	0.00	0.00	0.41	65.14	0.00	0.00
Don't have the time to spend on it	3.96	0.00	3.96	0.00	0.00	0.00	0.00	27.09	0.00
Too small to participate	0.18	0.00	0.18	0.00	0.00	0.00	0.00	0.00	0.39
DON'T KNOW	3.35	0.00	3.35	0.00	0.00	0.00	0.00	4.68	5.92
n	43	0	43	0	0	12	3	8	20
<PA88B_3> How familiar are you with DP&L's New Construction Rebates program?									
Very	12.04	0.00	12.04	0.00	0.00	1.53	6.60	0.00	25.68
Somewhat	20.11	0.00	20.11	0.00	0.00	47.93	0.00	20.14	11.38
Not at All	66.13	0.00	66.13	0.00	0.00	50.54	93.40	70.98	62.94
DON'T KNOW	1.73	0.00	1.73	0.00	0.00	0.00	0.00	8.87	0.00
n	192	0	192	0	0	50	20	36	86
<PA89B_3> What are the main participation barriers for this program?									
Already participating	3.38	0.00	3.38	0.00	0.00	0.00	0.00	0.00	7.04
Equipment won't qualify	0.20	0.00	0.20	0.00	0.00	0.54	0.00	0.00	0.00
Can't find participating vendors	0.20	0.00	0.20	0.00	0.00	0.54	0.00	0.00	0.00
Too much paper work	23.55	0.00	23.55	0.00	0.00	2.40	0.00	0.00	47.28
Upfront cost/capital constraints	2.45	0.00	2.45	0.00	0.00	0.54	0.00	0.00	4.70
Existing equipment still works	10.00	0.00	10.00	0.00	0.00	27.21	0.00	0.00	0.00
Too hard to implement	9.77	0.00	9.77	0.00	0.00	0.00	0.00	0.00	20.38
Don't know enough about it	2.45	0.00	2.45	0.00	0.00	0.00	0.00	0.23	5.04
Inertia	3.87	0.00	3.87	0.00	0.00	1.24	100.00	2.68	0.00
Don't have the time to spend on it	0.25	0.00	0.25	0.00	0.00	0.00	0.00	2.04	0.00
Not my decision	0.46	0.00	0.46	0.00	0.00	1.24	0.00	0.00	0.00

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Too small to participate	0.26	0.00	0.26	0.00	0.00	0.00	0.00	0.00	0.54
Not doing any construction now	27.91	0.00	27.91	0.00	0.00	60.78	0.00	17.70	7.10
DON'T KNOW	15.25	0.00	15.25	0.00	0.00	5.50	0.00	77.34	7.91
n	31	0	31	0	0	11	1	7	12
<PA88C_3> How familiar are you with DP&L's Governmental Audit Program?									
Very	6.29	0.00	6.29	0.00	0.00	2.99	0.00	0.00	13.42
Somewhat	12.64	0.00	12.64	0.00	0.00	26.69	6.60	6.49	9.63
Not at All	79.02	0.00	79.02	0.00	0.00	70.32	93.40	82.96	76.96
DON'T KNOW	2.05	0.00	2.05	0.00	0.00	0.00	0.00	10.55	0.00
n	192	0	192	0	0	50	20	36	86
<PA89C_3> What are the main participation barriers for this program?									
Already participating	8.74	0.00	8.74	0.00	0.00	9.17	0.00	0.00	10.47
Too much paper work	1.50	0.00	1.50	0.00	0.00	4.01	0.00	0.00	0.00
Upfront cost/capital constraints	24.11	0.00	24.11	0.00	0.00	47.16	0.00	0.00	12.72
Existing equipment still works	5.25	0.00	5.25	0.00	0.00	0.00	100.00	0.00	0.00
Cost effectiveness concerns	4.40	0.00	4.40	0.00	0.00	9.17	0.00	14.50	0.00
Too hard to implement	0.77	0.00	0.77	0.00	0.00	2.07	0.00	0.00	0.00
Don't know enough about it	5.14	0.00	5.14	0.00	0.00	0.00	0.00	18.36	7.73
Inertia	6.40	0.00	6.40	0.00	0.00	15.25	0.00	5.83	0.59
Don't have the time to spend on it	0.42	0.00	0.42	0.00	0.00	0.00	0.00	6.34	0.00
Not my decision	9.53	0.00	9.53	0.00	0.00	0.00	0.00	0.00	18.82
Not doing any construction now	0.78	0.00	0.78	0.00	0.00	0.00	0.00	0.00	1.55
DON'T KNOW	32.96	0.00	32.96	0.00	0.00	13.18	0.00	54.98	48.11
n	31	0	31	0	0	12	1	5	13
<P90> Are you aware of any Commercial Energy Efficiency Programs that are offered in your area?									
YES	32.12	0.00	0.00	28.48	37.37	40.19	14.06	42.94	28.54
NO	67.60	0.00	0.00	71.33	62.23	59.71	85.56	57.06	70.99
DON'T KNOW	0.28	0.00	0.00	0.20	0.41	0.11	0.38	0.00	0.47
n	1198	0	0	402	796	171	113	275	639
<P91> What have you heard about Commercial Energy Efficiency Programs? We are looking for either a program name or a general description of the program.									
DS2 Rider	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.01
Euclid Aggregate Program	0.14	0.00	0.00	0.26	0.00	0.00	0.00	0.62	0.00
Energy Brokers	0.04	0.00	0.00	0.08	0.00	0.00	0.00	0.00	0.11
IGF/Vectgor/Dominion	0.01	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.02
LEED	5.59	0.00	0.00	10.70	0.00	2.22	0.00	0.00	12.53
Mercantile Customer Project Commitment	6.11	0.00	0.00	11.68	0.00	0.00	0.00	27.37	0.00
Reduce the Use Program (Papa John's)	0.52	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.35
COZY	0.02	0.00	0.00	0.03	0.00	0.04	0.00	0.00	0.00
Ohio School Council Energy Program	0.79	0.00	0.00	1.50	0.00	0.00	0.00	0.00	2.02
Credits/grants/rebates for EE equipment	22.22	0.00	0.00	26.31	17.73	30.48	8.73	20.39	18.15
Ohio Edison program to help lower rates	0.82	0.00	0.00	1.57	0.00	0.20	2.69	0.00	1.56

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Free advice, inspection or energy audit	4.56	0.00	0.00	3.11	6.14	0.00	15.28	7.29	5.32
Glacial Variable program	3.65	0.00	0.00	6.97	0.00	0.00	0.00	0.00	9.40
Assistance or discounts paying utilities	0.41	0.00	0.00	0.76	0.03	0.24	2.69	0.05	0.43
FirstEnergy Programs	1.32	0.00	0.00	2.52	0.00	0.04	0.00	5.50	0.19
Energy Smart	0.52	0.00	0.00	0.36	0.68	0.00	0.00	0.00	1.33
NOPEC	0.44	0.00	0.00	0.85	0.00	0.45	0.00	0.00	0.76
General Lighting/Efficient Seminars	25.92	0.00	0.00	17.25	35.41	26.57	28.84	21.71	27.35
Grid Smart	17.56	0.00	0.00	1.39	35.27	40.11	0.00	3.74	8.76
Smart Meters	0.19	0.00	0.00	0.00	0.39	0.50	0.00	0.00	0.05
OTHER	2.81	0.00	0.00	4.83	0.60	0.01	0.00	3.38	5.30
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	9.22	0.00	0.00	8.80	9.69	0.80	54.36	11.53	8.51
n	289	0	0	60	229	31	16	104	138

Appendix D: Non-participant Baseline Survey Responses

Residential Customer Survey Responses

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
<HBT1> Which of the following best describes your home/residence?							
Single-family home (DETACHED)	81.43	83.50	81.68	82.18	82.90	83.55	78.24
Single-family home (MANUFACTURED / MODULAR)	3.50	0.50	1.98	5.94	1.32	1.97	6.48
Single-family MOBILE home	2.33	2.00	0.99	1.98	1.97	0.66	4.15
Row House	0.61	0.50	0.50	0.00	1.97	0.00	0.52
Two or Three family attached residence	3.37	2.50	6.93	3.96	3.95	3.29	2.07
Apartment (4 plus families) traditional structure	4.96	6.00	5.45	3.96	7.24	6.58	2.59
Condominium	3.80	5.00	2.48	1.98	0.66	3.95	5.96
n	1193	200	202	101	152	152	386
<HBT2> Do you OWN or RENT your residence?							
OWN	86.57	86.50	83.17	89.11	83.55	86.84	88.34
RENT	12.83	13.50	15.84	8.91	16.45	12.50	11.14
Don't own and don't pay rent	0.21	0.00	0.99	0.99	0.00	0.00	0.00
REFUSED	0.30	0.00	0.00	0.99	0.00	0.66	0.26
DON'T KNOW	0.08	0.00	0.00	0.00	0.00	0.00	0.26
n	1193	200	202	101	152	152	386
<HBT3> Approximately when was your home constructed?							
Before 1960	37.56	32.50	40.10	41.58	50.00	44.08	27.46
1960 - 1969	14.45	14.50	13.86	14.85	14.47	17.76	12.69
1970 - 1979	13.42	12.00	18.81	16.83	10.53	15.13	11.66
1980 - 1989	5.66	5.00	5.94	8.91	6.58	7.24	3.37
1990 - 1999	9.20	15.00	6.93	9.90	4.61	3.29	12.69
2000 - 2005	8.64	12.00	9.90	4.95	7.90	3.95	10.88
2006 or LATER	6.06	4.00	2.48	0.99	3.29	3.29	12.95
REFUSED	0.16	0.00	0.00	0.00	0.00	0.00	0.52
DON'T KNOW	4.86	5.00	1.98	1.98	2.63	5.26	7.77
n	1193	200	202	101	152	152	386
<HBT4> How many SQUARE FEET is the ABOVE-ground living space?*							
Less than 1,000 sq ft	5.03	6.00	3.96	2.97	5.26	5.26	5.44
Between 1,000 and 2,000 sq ft	33.32	25.50	33.66	36.63	28.95	36.84	36.01
2,001 and 3,000 sq ft	17.41	20.00	18.81	14.85	12.50	19.08	18.39
3,001 and 4,000 sq ft	4.26	6.00	5.45	0.00	3.29	4.61	4.92
4,001 and 5,000 sq ft or	0.62	1.00	0.00	0.00	0.00	0.00	1.55
More than 5,000 sq ft	0.70	1.50	0.50	0.00	0.66	0.00	1.04
DON'T KNOW	38.66	40.00	37.62	45.55	49.34	34.21	32.64
n	1193	200	202	101	152	152	386
<HBT5> How many SQUARE FEET of living space is below-ground?*							
No below ground living space	45.33	42.50	61.39	38.61	65.13	49.34	30.83
Less than 1,000 sq ft	16.07	14.00	12.38	17.82	10.53	19.74	18.65
Between 1,000 and 2,000 sq ft	13.08	18.50	10.89	16.83	8.55	9.21	14.51
2,001 and 3,000 sq ft	1.32	2.50	0.50	0.00	0.66	1.97	1.55
3,001 and 4,000 sq ft	0.33	1.00	0.00	0.00	0.66	0.00	0.26
4,001 and 5,000 sq ft or	0.08	0.00	0.00	0.00	0.00	0.00	0.26
More than 5,000 sq ft	0.15	0.50	0.00	0.00	0.00	0.00	0.26
DON'T KNOW	23.63	21.00	14.85	26.73	14.47	19.74	33.68

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
n	1193	200	202	101	152	152	386
<SH6> What fuel is used by your primary heating system?							
Electricity	17.40	22.00	27.72	16.83	7.90	8.55	21.76
Natural Gas	70.82	63.00	59.90	74.26	75.00	83.55	67.88
Propane	5.35	2.50	5.94	1.98	11.84	1.97	5.96
Oil (Heating Oil)	3.56	7.50	4.95	3.96	1.97	3.95	1.81
Wood	1.62	2.50	0.50	1.98	2.63	0.00	1.81
BIOMASS Pellets (Wood or other)	0.14	1.00	0.00	0.00	0.00	0.00	0.00
OTHER	0.12	0.50	0.50	0.00	0.00	0.00	0.00
DON'T KNOW	0.98	1.00	0.50	0.99	0.66	1.97	0.78
n	1193	200	202	101	152	152	386
<SH7> What is the MAIN heating SYSTEM used to heat your home?							
Central Furnace	81.05	83.00	76.73	81.19	84.87	83.55	78.24
Electric Baseboard	2.83	2.50	4.46	2.97	1.97	1.32	3.63
Built-In Electric Room Units w/ individual room controls	0.29	0.50	0.00	0.99	0.66	0.00	0.00
Heat Pump - Air Source	4.96	5.50	9.41	2.97	0.00	2.63	7.77
Heat Pump - Water Source	0.35	0.00	1.49	0.00	0.66	0.00	0.26
Heat Pump - Ground Source	0.72	1.50	0.00	0.00	0.66	0.00	1.30
Boiler / Steam / Hot Water (baseboards or radiators)	4.31	1.50	2.97	5.94	5.26	9.21	2.33
Electric Radiant Floors	0.38	0.00	0.50	1.98	0.00	0.66	0.00
Hydronic or Liquid Radiant Floors	0.11	0.00	0.00	0.00	0.00	0.66	0.00
Stove	1.56	3.00	0.99	0.99	2.63	0.00	1.55
Fireplace	0.24	0.00	0.50	0.00	0.00	0.66	0.26
Space Heater / Portable Heater	1.05	1.50	0.50	0.00	2.63	0.66	0.78
Heat Pump - Unknown Source	0.21	0.00	0.50	0.00	0.00	0.00	0.52
Electric radiant ceiling	0.32	0.00	0.50	0.99	0.00	0.00	0.52
DON'T KNOW	1.62	1.00	1.49	1.98	0.66	0.66	2.85
n	1193	200	202	101	152	152	386
<SH8> How old, in years, is your primary heating system?*							
5 years old or less	32.43	29.00	31.68	37.62	21.05	26.32	41.71
6 to 10 years old	21.60	28.50	25.74	18.81	26.32	23.03	14.77
11 to 15 years old	12.26	14.50	14.36	10.89	10.53	9.87	13.21
16 to 20 years old	7.04	5.00	1.98	7.92	8.55	6.58	8.81
21 to 25 years old	2.09	2.00	1.49	1.98	0.66	2.63	2.85
26 to 30 years old	2.18	1.50	3.47	2.97	1.32	1.97	2.33
31 to 35 years old	0.92	1.00	0.99	0.99	0.66	1.32	0.78
36 to 40 years old	0.63	2.00	0.50	0.99	0.00	0.66	0.26
MORE than 40 years old	3.42	3.00	3.96	0.99	5.92	4.61	2.33
REFUSED	0.64	0.00	0.00	0.00	0.00	0.00	2.07
DON'T KNOW	16.79	13.50	15.84	16.83	25.00	23.03	10.88
n	1193	200	202	101	152	152	386
<SH9> If you have a secondary or backup, how often do you use it during the winter?							
Don't have one	66.10	74.50	63.86	67.33	71.71	71.05	57.00
Never or Rarely	17.12	14.00	18.81	14.85	15.13	10.53	23.32
Often	9.58	7.50	10.40	7.92	7.90	11.18	10.88
Always	6.19	3.50	6.93	7.92	5.26	7.24	6.48
REFUSED	0.16	0.00	0.00	0.00	0.00	0.00	0.52
DON'T KNOW	0.85	0.50	0.00	1.98	0.00	0.00	1.81
n	1193	200	202	101	152	152	386
<SH10> What type of SECONDARY system(s) are used to heat your home?							
Central Furnace	8.64	13.73	6.85	12.12	16.28	6.82	4.82
Electric Baseboard	4.07	3.92	4.11	6.06	0.00	4.55	4.82

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
Built-In Electric Room Units w/ individual room controls	0.53	1.96	0.00	0.00	0.00	2.27	0.00
Heat Pump - Air Source	3.38	7.84	1.37	0.00	0.00	6.82	3.61
Heat Pump - Water Source	0.16	0.00	1.37	0.00	0.00	0.00	0.00
Heat Pump - Ground Source	0.16	0.00	1.37	0.00	0.00	0.00	0.00
Boiler / Steam / Hot Water (baseboards or radiators)	0.97	0.00	0.00	0.00	2.33	4.55	0.00
Electric Radiant Floors	0.53	1.96	0.00	0.00	0.00	2.27	0.00
Hydronic or Liquid Radiant Floors	0.32	0.00	0.00	3.03	0.00	0.00	0.00
ETS (Electric Thermal Storage)	0.32	0.00	0.00	3.03	0.00	0.00	0.00
Wood Stove	5.51	3.92	4.11	6.06	4.65	6.82	6.02
Pellet Stove	0.69	1.96	1.37	0.00	0.00	2.27	0.00
Wood Furnace	1.86	3.92	1.37	3.03	2.33	4.55	0.00
Wood Boiler	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Fireplace	27.21	27.45	32.88	42.42	37.21	31.82	16.27
Space Heater / Portable Heater, ELECTRIC	28.08	27.45	39.73	12.12	37.21	25.00	27.11
Space Heater / Portable Heater, NATURAL gas or PROPANE	3.30	1.96	4.11	3.03	0.00	4.55	4.22
Solar Windows	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wall mounted gas heater	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Natural Gas Stove	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Space Heater / Portable Heater, oil	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Kerosene heater	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OTHER	1.90	0.00	0.00	0.00	0.00	0.00	4.82
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.85	3.92	4.11	9.09	0.00	0.00	0.00
n	410	51	73	33	43	44	166
<SH11> Are you responsible for the heating bills?							
YES	90.83	84.62	97.67	93.33	96.77	74.07	97.87
NO	9.17	15.38	2.33	6.67	3.23	25.93	2.13
n	202	39	43	15	31	27	47
<AC13> What do you use to cool your home?							
NO COOLING SYSTEM	3.78	0.00	1.98	7.92	7.24	6.58	1.30
Central AC -SPLIT SYSTEM (with ducts to different rooms)	48.47	48.00	49.51	38.61	39.47	39.47	61.40
Central AIR CONDITIONING - PACKAGED	17.54	31.00	18.81	23.76	18.42	19.08	7.51
Window or Room Wall-Mounted Air Conditioners	14.03	7.50	11.88	10.89	20.40	15.79	14.51
Air Source HEAT PUMP	5.87	7.00	9.90	3.96	0.66	3.29	8.81
Geothermal Air HEAT PUMP	0.84	1.00	1.49	0.99	0.66	0.00	1.04
Ceiling Fans	5.59	1.50	3.96	8.91	8.55	12.50	1.55
Portable Fans	3.93	2.00	4.46	5.94	4.61	5.26	2.85
Evaporative (Swamp) Cooler	0.00	0.00	0.00	0.00	0.00	0.00	0.00
AC type unknown	0.93	0.50	0.99	0.99	0.00	0.00	2.07
Heat Pump type unknown	0.24	0.00	0.00	0.00	0.00	0.00	0.78
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	2.96	2.50	1.49	1.98	6.58	5.92	0.52
n	1193	200	202	101	152	152	386
<AC13A1> How old is your Central air conditioner?*							
5 years old or less	31.49	29.17	35.00	30.77	8.33	28.33	40.51
6 to 10 years old	24.08	27.08	30.00	15.38	36.67	21.67	19.83
11 to 15 years old	19.07	14.58	14.00	23.08	20.00	18.33	21.10

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
16 to 20 years old	9.62	4.17	6.00	10.26	15.00	13.33	9.28
21 to 25 years old	2.34	5.21	2.00	5.13	1.67	1.67	1.27
26 to 30 years old	1.37	1.04	1.00	0.00	3.33	0.00	1.69
31 to 35 years old	0.68	2.08	0.00	0.00	1.67	0.00	0.42
36 to 40 years old	0.23	0.00	0.00	0.00	0.00	1.67	0.00
MORE than 40 years old	0.98	1.04	2.00	0.00	1.67	1.67	0.42
DON'T KNOW	10.15	15.63	10.00	15.38	11.67	13.33	5.49
n	592	96	100	39	60	60	237
<AC13B1> How old is your Packaged Central air conditioner?*							
5 years old or less	34.92	38.71	31.58	25.00	25.00	44.83	41.38
6 to 10 years old	24.81	19.35	42.11	37.50	25.00	13.79	20.69
11 to 15 years old	13.12	20.97	5.26	8.33	17.86	13.79	3.45
16 to 20 years old	8.72	6.45	2.63	12.50	14.29	3.45	13.79
21 to 25 years old	3.13	3.23	0.00	4.17	3.57	3.45	3.45
26 to 30 years old	1.87	0.00	0.00	4.17	0.00	6.90	0.00
31 to 35 years old	0.46	0.00	0.00	0.00	0.00	0.00	3.45
MORE than 40 years old	0.60	0.00	5.26	0.00	0.00	0.00	0.00
DON'T KNOW	12.37	11.29	13.16	8.33	14.29	13.79	13.79
n	210	62	38	24	28	29	29
<AC13C1> How old are your Window or Room air conditioners?*							
5 years old or less	60.18	73.33	50.00	54.55	51.61	58.33	69.09
6 to 10 years old	17.40	20.00	20.83	0.00	25.81	16.67	14.55
11 to 15 years old	3.60	6.67	4.17	9.09	0.00	4.17	3.64
16 to 20 years old	3.50	0.00	0.00	0.00	6.45	4.17	3.64
21 to 25 years old	0.75	0.00	8.33	0.00	0.00	0.00	0.00
31 to 35 years old	0.58	0.00	0.00	0.00	0.00	0.00	1.82
MORE than 40 years old	0.78	0.00	0.00	9.09	0.00	0.00	0.00
DON'T KNOW	13.20	0.00	16.67	27.27	16.13	16.67	7.27
n	160	15	24	11	31	24	55
<AC13D1> How old is your Air Source Heat Pump?*							
5 years old or less	55.49	50.00	50.00	100.00	0.00	20.00	61.76
6 to 10 years old	13.65	21.43	20.00	0.00	0.00	40.00	5.88
11 to 15 years old	14.17	0.00	20.00	0.00	0.00	40.00	14.71
16 to 20 years old	5.15	14.29	0.00	0.00	0.00	0.00	5.88
26 to 30 years old	1.86	0.00	0.00	0.00	100.00	0.00	0.00
DON'T KNOW	9.69	14.29	10.00	0.00	0.00	0.00	11.76
n	78	14	20	4	1	5	34
<AC13E1> How old is your Geothermal Air Heat Pump?*							
5 years old or less	49.35	0.00	66.67	0.00	100.00	0.00	100.00
6 to 10 years old	32.40	100.00	33.33	0.00	0.00	0.00	0.00
DON'T KNOW	18.25	0.00	0.00	100.00	0.00	0.00	0.00
n	8	2	3	1	1	0	1
<AC13F1> How old are your Ceiling Fans?*							
5 years old or less	30.21	66.67	37.50	33.33	23.08	31.58	16.67
6 to 10 years old	24.53	33.33	25.00	22.22	30.77	10.53	66.67
11 to 15 years old	9.25	0.00	0.00	11.11	0.00	15.79	16.67
16 to 20 years old	8.75	0.00	12.50	33.33	7.69	0.00	0.00
21 to 25 years old	1.95	0.00	0.00	0.00	0.00	5.26	0.00
MORE than 40 years old	0.94	0.00	12.50	0.00	0.00	0.00	0.00
DON'T KNOW	24.36	0.00	12.50	0.00	38.46	36.84	0.00
n	58	3	8	9	13	19	6
<AC13G1> How old are your portable fans?*							
5 years old or less	49.49	50.00	77.78	50.00	28.57	37.50	63.64
6 to 10 years old	18.32	25.00	11.11	33.33	0.00	25.00	18.18

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
16 to 20 years old	2.05	0.00	0.00	0.00	0.00	0.00	9.09
DON'T KNOW	30.14	25.00	11.11	16.67	71.43	37.50	9.09
n	45	4	9	6	7	8	11
<AC13H1> How old is your Evaporative Swamp cooler?*							
.	0.00	0.00	0.00	0.00	0.00	0.00	0.00
n	0	0	0	0	0	0	0
<AC13I1> How old is this cooling equipment?*							
6 to 10 years old	26.44	100.00	33.33	50.00	0.00	0.00	14.29
11 to 15 years old	24.37	0.00	66.67	0.00	0.00	0.00	28.57
16 to 20 years old	4.60	0.00	0.00	0.00	0.00	0.00	7.14
MORE than 40 years old	9.19	0.00	0.00	0.00	0.00	0.00	14.29
DON'T KNOW	35.40	0.00	0.00	50.00	100.00	0.00	35.71
n	22	2	3	2	1	0	14
<AC15> Under what weather conditions do you usually first turn on your air conditioner?							
Over 70 degrees	6.06	5.00	3.03	8.60	3.55	2.82	9.59
Over 70 degrees with high humidity	5.14	5.00	5.56	7.53	2.13	6.34	5.18
Over 75 degrees	9.07	8.50	7.58	6.45	2.84	7.04	14.77
Over 75 degrees with high humidity	16.21	14.00	18.18	10.75	12.06	15.49	20.73
Over 80 degrees	14.25	12.00	14.14	16.13	13.48	9.16	17.62
Over 80 degrees with high humidity	18.54	25.00	23.74	25.81	19.15	17.61	11.66
Over 85 degrees	8.42	8.50	10.10	10.75	9.22	9.86	5.96
Over 85 degrees with high humidity	17.55	17.50	14.14	12.90	32.62	26.06	8.55
Do not use	1.15	0.00	0.00	1.08	0.71	2.11	1.81
Always use	0.47	0.50	0.51	0.00	1.42	0.70	0.00
Not Temperature related	0.37	1.00	0.00	0.00	1.42	0.00	0.00
Varies	0.99	0.50	0.51	0.00	0.71	0.00	2.33
DON'T KNOW	1.79	2.50	2.53	0.00	0.71	2.82	1.81
n	1160	200	198	93	141	142	386
<AC16> Are you responsible for the Air conditioning bills?							
YES	92.24	92.31	92.86	100.00	100.00	80.77	91.49
NO	6.57	7.69	7.14	0.00	0.00	15.38	6.38
REFUSED	1.19	0.00	0.00	0.00	0.00	3.85	2.13
n	194	39	42	14	26	26	47
<WH18> What type of water heater(s) do you have in your home?							
Stand-alone tank	93.75	94.00	95.05	96.04	96.05	90.79	92.75
HEAT PUMP water heater	1.53	0.00	0.99	0.99	0.00	0.66	3.89
Indirect fired tank with boiler	0.70	0.00	0.50	0.00	0.00	0.00	2.07
Tankless coil with burner	0.32	0.00	0.50	0.00	0.00	0.66	0.52
Tankless / instantaneous on demand	1.51	1.00	0.99	0.00	0.66	0.66	3.37
Tank with solar collectors	0.32	0.00	0.00	0.00	0.00	0.00	1.04
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	3.25	5.00	1.98	2.97	2.63	6.58	1.55
n	1193	200	202	101	152	152	386
<WH18A> How many stand alone tanks do you have?							
1	97.54	99.47	97.40	97.94	99.32	97.10	95.81
2	2.21	0.53	1.04	2.06	0.69	2.90	3.91
3	0.09	0.00	0.00	0.00	0.00	0.00	0.28
4	0.06	0.00	0.52	0.00	0.00	0.00	0.00
5 or more	0.06	0.00	0.52	0.00	0.00	0.00	0.00
DON'T KNOW	0.06	0.00	0.52	0.00	0.00	0.00	0.00
n	1119	188	192	97	146	138	358
<WH18B> How many Heat Pump water heaters do you have?							
1	100.00	0.00	100.00	100.00	0.00	100.00	100.00
n	19	0	2	1	0	1	15

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
<WH18C> How many Indirect fired tanks with boilers do you have?							
1	100.00	0.00	100.00	0.00	0.00	0.00	100.00
n	9	0	1	0	0	0	8
<WH18D> How many Tankless coil with boilers do you have?							
1	100.00	0.00	100.00	0.00	0.00	100.00	100.00
n	4	0	1	0	0	1	2
<WH18E> How many Tankless/instantaneous water heaters do you have?							
1	100.00	100.00	100.00	0.00	100.00	100.00	100.00
n	19	2	2	0	1	1	13
<WH18F> How many Tanks with solar collectors do you have?							
1	50.00	0.00	0.00	0.00	0.00	0.00	50.00
2	25.00	0.00	0.00	0.00	0.00	0.00	25.00
3	25.00	0.00	0.00	0.00	0.00	0.00	25.00
n	4	0	0	0	0	0	4
<WH18H> How many of the other type of water heaters do you have?							
1	53.02	100.00	100.00	0.00	0.00	0.00	0.00
DON'T KNOW	46.98	0.00	0.00	0.00	100.00	0.00	0.00
n	3	1	1	0	1	0	0
<WH19> How old in years is your main water heating system?*							
5 years old or less	37.82	30.65	40.59	39.60	25.83	35.76	46.89
6 to 10 years old	26.29	31.16	27.72	23.76	27.82	28.48	22.54
11 to 15 years old	11.60	12.56	9.90	12.87	7.95	14.57	11.66
16 to 20 years old	5.04	4.02	3.96	3.96	11.26	1.33	4.92
21 to 25 years old	1.09	1.01	0.50	0.99	2.65	0.66	0.78
26 to 30 years old	0.68	1.01	0.00	0.99	0.66	0.00	1.04
31 to 35 years old	0.31	0.50	0.00	0.00	0.00	0.00	0.78
36 to 40 years old	0.15	0.50	0.00	0.00	0.00	0.00	0.26
MORE than 40 years old	0.82	1.01	1.49	0.00	1.33	1.33	0.26
DON'T KNOW	16.20	17.59	15.84	17.82	22.52	17.88	10.88
n	1190	199	202	101	151	151	386
<WH20> What energy source does your MAIN water heater use?							
Electricity	32.23	35.18	38.61	30.69	23.84	18.54	40.93
Natural Gas	61.38	57.79	56.93	66.34	63.58	75.50	54.15
Propane	3.28	2.51	3.96	0.99	9.27	1.33	2.07
Oil	0.11	0.00	0.00	0.00	0.00	0.66	0.00
Solar	0.08	0.00	0.00	0.00	0.00	0.00	0.26
DON'T KNOW	2.92	4.52	0.50	1.98	3.31	3.97	2.59
n	1190	199	202	101	151	151	386
<WH21> Which of the following items, if any, do you have for your main water heating?							
Water Heater wrap or insulation blanket	14.83	15.08	20.30	17.82	13.91	10.60	14.51
Water Heater pipe wrap	22.29	26.63	32.18	25.74	20.53	16.56	19.69
Water Heater timer	6.68	3.02	10.89	5.94	5.96	3.31	9.33
NONE of these	56.27	55.28	49.01	51.49	56.95	64.90	55.96
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	8.73	8.54	6.44	8.91	9.27	8.61	9.33
n	1190	199	202	101	151	151	386
<WH22> Are you responsible for the water heating bills?							
YES	76.39	69.23	88.37	80.00	86.67	53.85	80.85
NO	23.61	30.77	11.63	20.00	13.33	46.15	19.15
n	200	39	43	15	30	26	47
<LI24> Approximately how many light bulbs do you have in all the lamps and fixtures inside your home?							
1 to 5 light bulbs	1.21	2.00	0.00	2.97	0.66	1.97	0.52
6 to 10 light bulbs	10.87	12.00	11.39	5.94	14.47	9.21	10.88

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
11 to 15 light bulbs	17.35	18.00	16.83	21.78	23.03	17.76	12.44
16 to 20 light bulbs	18.19	20.00	23.27	19.80	15.79	17.76	16.58
21 to 25 light bulbs	11.70	9.50	8.42	14.85	10.53	15.79	11.14
26 to 30 light bulbs	13.08	11.00	11.88	15.84	11.84	11.84	14.77
31 to 35 light bulbs	4.25	3.00	4.46	2.97	3.29	3.29	6.22
36 to 40 light bulbs	5.52	7.00	4.95	2.97	5.92	6.58	5.18
41 to 45 light bulbs	2.49	2.00	3.47	0.99	1.32	3.29	3.11
46 to 50 light bulbs	4.44	5.50	5.94	1.98	3.95	3.29	5.18
51 to 55 light bulbs	0.47	0.50	0.50	0.00	0.66	0.00	0.78
56 to 60 light bulbs	1.68	1.00	0.50	0.99	2.63	1.32	2.33
61 to 65 light bulbs	0.35	0.00	0.00	0.99	0.00	0.00	0.78
66 to 70 light bulbs	0.81	1.00	0.50	0.00	0.66	0.66	1.30
71 to 75 light bulbs	0.95	1.00	0.99	0.99	0.00	0.66	1.55
76 to 80 light bulbs	0.64	0.50	0.50	0.00	0.00	0.66	1.30
81 to 85 light bulbs	0.13	0.00	0.50	0.00	0.00	0.00	0.26
96 to 100 light bulbs	0.82	0.50	0.00	0.00	0.66	0.00	2.07
DON'T KNOW	5.04	5.50	5.94	6.93	4.61	5.92	3.63
n	1193	200	202	101	152	152	386
<LI25> Of all the light bulbs INSIDE your home, how many are compact fluorescent bulbs?*							
No CFLs	24.23	18.00	29.21	25.74	30.92	27.63	19.43
1 to 5 CFLs	22.78	23.00	18.81	24.75	23.03	25.00	22.02
6 to 10 CFLs	20.02	22.50	16.34	11.88	20.40	21.05	22.28
11 to 15 CFLs	12.24	17.00	12.38	14.85	9.87	7.90	12.69
16 to 20 CFLs	8.41	10.00	11.88	4.95	5.92	7.90	9.33
21 to 25 CFLs	3.66	4.00	4.95	4.95	3.29	2.63	3.37
26 to 30 CFLs	3.09	2.00	3.47	4.95	1.97	2.63	3.63
31 to 35 CFLs	0.79	0.00	0.00	1.98	0.00	1.97	0.78
36 to 40 CFLs	0.93	1.00	0.00	1.98	1.97	0.00	0.78
41 to 45 CFLs	0.24	0.00	0.50	0.00	0.66	0.00	0.26
46 to 50 CFLs	1.52	1.00	0.99	1.98	1.97	1.97	1.30
51 to 55 CFLs	0.07	0.50	0.00	0.00	0.00	0.00	0.00
56 to 60 CFLs	0.21	0.00	0.50	0.00	0.00	0.00	0.52
61 to 65 CFLs	0.24	0.00	0.00	0.00	0.00	0.00	0.78
66 to 70 CFLs	0.11	0.00	0.00	0.00	0.00	0.66	0.00
71 to 75 CFLs	0.08	0.00	0.00	0.00	0.00	0.00	0.26
76 to 80 CFLs	0.08	0.00	0.00	0.00	0.00	0.00	0.26
81 to 85 CFLs	0.08	0.00	0.00	0.00	0.00	0.00	0.26
96 to 100 CFLs	0.16	0.00	0.00	0.00	0.00	0.00	0.52
DON'T KNOW	1.06	1.00	0.99	1.98	0.00	0.66	1.55
n	1193	200	202	101	152	152	386
<LI26> Approximately how many light bulbs do you have in all the lamps and fixtures outside your home?							
No Outdoor Light bulbs	7.16	7.00	2.97	8.91	11.18	15.79	1.30
1 to 5	60.87	55.50	63.86	65.35	62.50	59.87	60.36
6 to 10	23.64	28.00	22.28	21.78	19.74	19.74	26.94
11 to 15	4.53	6.00	6.44	0.99	2.63	2.63	6.48
16 to 20	1.50	0.50	1.49	1.98	1.97	0.00	2.33
21 to 25	0.48	1.50	0.99	0.00	0.00	0.00	0.52
26 to 30	0.54	0.00	0.99	0.00	0.66	0.00	1.04
31 to 35	0.11	0.00	0.00	0.00	0.00	0.66	0.00
36 to 40	0.15	0.50	0.00	0.00	0.00	0.00	0.26
46 to 50	0.11	0.00	0.00	0.00	0.66	0.00	0.00
96 to 100	0.08	0.00	0.00	0.00	0.00	0.00	0.26
DON'T KNOW	0.84	1.00	0.99	0.99	0.66	1.32	0.52
n	1193	200	202	101	152	152	386

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
<LI27> Of all the light bulbs OUTSIDE your home, how many are compact fluorescent bulbs?*							
No CFLs	63.33	61.29	64.80	64.13	71.85	66.41	58.03
1 to 5 CFLs	30.49	34.41	28.57	29.35	21.48	29.69	34.46
6 to 10 CFLs	3.73	1.08	4.59	3.26	3.70	1.56	5.70
11 to 15 CFLs	0.29	0.00	1.02	0.00	0.00	0.00	0.52
16 to 20 CFLs	0.09	0.00	0.00	0.00	0.00	0.00	0.26
21 to 25 CFLs	0.09	0.00	0.00	0.00	0.00	0.00	0.26
26 to 30 CFLs	0.09	0.00	0.00	0.00	0.00	0.00	0.26
46 to 50 CFLs	0.12	0.00	0.00	0.00	0.74	0.00	0.00
REFUSED	0.09	0.00	0.00	0.00	0.00	0.00	0.26
DON'T KNOW	1.71	3.23	1.02	3.26	2.22	2.34	0.26
n	1123	186	196	92	135	128	386
<RF33> How many REFRIGERATORS do you own?							
NONE	0.31	0.50	0.50	0.99	0.00	0.00	0.26
1	67.28	66.00	68.32	73.27	70.40	65.79	64.51
2	28.55	28.50	28.71	21.78	25.66	31.58	30.83
3	3.40	4.00	1.98	3.96	3.29	2.63	3.89
4	0.31	0.50	0.50	0.00	0.66	0.00	0.26
5 or more	0.15	0.50	0.00	0.00	0.00	0.00	0.26
n	1193	200	202	101	152	152	386
<RF34A> How old is the refrigerator you use most often?*							
5 years old or less	42.26	42.71	38.81	27.00	39.47	48.03	47.01
6 to 10 years old	26.09	26.63	29.85	31.00	31.58	23.03	21.56
11 to 15 years old	13.20	13.57	12.44	19.00	11.84	9.87	13.77
16 to 20 years old	8.19	3.02	6.47	8.00	8.55	5.92	12.21
21 to 25 years old	1.16	0.50	1.00	3.00	1.32	2.63	0.00
26 to 30 years old	0.56	0.50	1.49	2.00	0.00	0.66	0.00
MORE than 40 years old	0.34	0.50	0.50	0.00	0.66	0.66	0.00
DON'T KNOW	8.19	12.56	9.45	10.00	6.58	9.21	5.46
n	1189	199	201	100	152	152	385
<RF35A> Where is this refrigerator located?*							
Kitchen	98.89	99.00	99.50	99.00	99.34	99.34	97.27
Garage	0.28	0.50	0.00	0.00	0.00	0.00	1.09
Porch	0.23	0.00	0.00	0.00	0.66	0.00	0.55
Basement	0.18	0.50	0.00	0.00	0.00	0.00	0.55
Utility Room	0.10	0.00	0.00	0.00	0.00	0.00	0.55
Dining room	0.33	0.00	0.50	1.00	0.00	0.66	0.00
n	987	199	201	100	152	152	183
<RF36A> Is this space conditioned?							
YES	48.64	50.00	100.00	100.00	0.00	50.00	40.00
NO	43.55	50.00	0.00	0.00	100.00	50.00	40.00
REFUSED	7.81	0.00	0.00	0.00	0.00	0.00	20.00
n	12	2	1	1	1	2	5
<RF39A> Is this an Energy Star Appliance?							
YES	56.04	52.26	56.72	46.00	59.87	56.58	58.70
NO	23.92	28.14	27.36	32.00	17.11	26.97	20.00
REFUSED	6.63	0.00	0.00	0.00	0.00	0.00	21.30
DON'T KNOW	13.41	19.60	15.92	22.00	23.03	16.45	0.00
n	1189	199	201	100	152	152	385
<RF34B> How old is the second refrigerator?*							
5 years old or less	21.73	25.37	22.22	15.38	15.56	13.46	28.68
6 to 10 years old	24.36	23.88	26.98	15.38	26.67	23.08	25.74
11 to 15 years old	17.57	16.42	14.29	26.92	24.44	15.38	14.71
16 to 20 years old	16.04	7.46	19.05	11.54	4.44	19.23	23.53

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
21 to 25 years old	4.50	4.48	4.76	11.54	6.67	7.69	0.00
26 to 30 years old	3.23	5.97	0.00	3.85	6.67	5.77	0.00
MORE than 40 years old	1.66	4.48	0.00	0.00	2.22	3.85	0.00
REFUSED	0.25	0.00	0.00	0.00	0.00	0.00	0.74
DON'T KNOW	10.66	11.94	12.70	15.38	13.33	11.54	6.62
n	389	67	63	26	45	52	136
<RF35B> Where is this refrigerator located?							
Kitchen	4.78	5.97	4.76	0.00	2.22	7.69	5.15
Garage	43.40	31.34	44.44	50.00	60.00	42.31	39.71
Porch	1.21	1.49	1.59	0.00	2.22	0.00	1.47
Basement	37.54	47.76	26.98	34.62	26.67	46.15	37.50
Pantry	0.75	0.00	1.59	3.85	0.00	0.00	0.74
Recreation Room	1.13	1.49	1.59	0.00	0.00	0.00	2.21
Utility Room	2.39	0.00	9.52	0.00	2.22	1.92	2.21
Bedroom	1.58	0.00	3.17	3.85	2.22	1.92	0.74
Dining room	0.93	2.99	0.00	0.00	0.00	0.00	1.47
Laundry room	1.53	5.97	1.59	0.00	0.00	0.00	1.47
detached building/shed	1.58	0.00	1.59	0.00	4.44	0.00	2.21
Bar	0.63	1.49	1.59	0.00	0.00	0.00	0.74
Living Room	0.41	0.00	1.59	0.00	0.00	0.00	0.74
Office	0.67	0.00	0.00	7.69	0.00	0.00	0.00
Outside	0.22	1.49	0.00	0.00	0.00	0.00	0.00
Family Room	0.25	0.00	0.00	0.00	0.00	0.00	0.74
OTHER	0.75	0.00	0.00	0.00	0.00	0.00	2.21
DON'T KNOW	0.25	0.00	0.00	0.00	0.00	0.00	0.74
n	389	67	63	26	45	52	136
<RF36B> Is this space conditioned?							
YES	53.16	58.46	47.54	42.31	40.91	58.33	58.59
NO	43.20	41.54	52.46	57.69	59.09	41.67	30.47
REFUSED	3.64	0.00	0.00	0.00	0.00	0.00	10.94
n	372	65	61	26	44	48	128
<RF37B> Was this unit ever plugged in during the last year?							
YES	96.24	97.01	95.24	96.15	95.56	98.08	95.59
NO	3.51	2.99	4.76	3.85	4.44	1.92	3.68
DON'T KNOW	0.25	0.00	0.00	0.00	0.00	0.00	0.74
n	389	67	63	26	45	52	136
<RF38B> How often is this unit on? Is it on							
Continuously	92.62	98.46	96.67	84.00	88.37	94.12	92.19
Only in Summer	4.28	0.00	1.67	12.00	9.30	1.96	3.91
Only for holidays	1.83	0.00	0.00	4.00	2.33	1.96	2.34
Only for hunting season	0.35	0.00	0.00	0.00	0.00	1.96	0.00
When we have company	0.40	1.54	1.67	0.00	0.00	0.00	0.00
OTHER	0.52	0.00	0.00	0.00	0.00	0.00	1.56
n	372	65	60	25	43	51	128
<RF39B> Is this an Energy Star Appliance?							
YES	30.50	32.84	31.75	23.08	28.89	30.77	31.62
NO	55.50	52.24	58.73	69.23	57.78	53.85	52.21
REFUSED	5.22	0.00	0.00	0.00	0.00	0.00	15.44
DON'T KNOW	8.78	14.93	9.52	7.69	13.33	15.38	0.74
n	389	67	63	26	45	52	136
<RF34C> How old is the third refrigerator?*							
5 years old or less	24.37	30.00	0.00	0.00	33.33	25.00	29.41
6 to 10 years old	19.99	10.00	20.00	0.00	16.67	50.00	23.53
11 to 15 years old	16.28	20.00	0.00	50.00	16.67	0.00	11.76

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
16 to 20 years old	23.80	0.00	0.00	50.00	16.67	25.00	35.29
21 to 25 years old	3.18	10.00	20.00	0.00	0.00	0.00	0.00
26 to 30 years old	1.82	10.00	0.00	0.00	0.00	0.00	0.00
MORE than 40 years old	2.72	0.00	40.00	0.00	0.00	0.00	0.00
DON'T KNOW	7.83	20.00	20.00	0.00	16.67	0.00	0.00
n	46	10	5	4	6	4	17
<RF35C> Where is this refrigerator located?							
Kitchen	9.08	0.00	0.00	0.00	16.67	0.00	17.65
Garage	32.73	30.00	40.00	25.00	50.00	25.00	29.41
Porch	7.47	10.00	0.00	0.00	16.67	25.00	0.00
Basement	26.35	30.00	40.00	0.00	16.67	25.00	35.29
Recreation Room	2.82	0.00	0.00	25.00	0.00	0.00	0.00
Utility Room	2.82	0.00	0.00	0.00	0.00	25.00	0.00
detached building/shed	5.73	20.00	0.00	0.00	0.00	0.00	5.88
Bar	9.55	10.00	0.00	50.00	0.00	0.00	5.88
Office	1.36	0.00	20.00	0.00	0.00	0.00	0.00
OTHER	2.09	0.00	0.00	0.00	0.00	0.00	5.88
n	46	10	5	4	6	4	17
<RF36C> Is this space conditioned?							
YES	52.85	30.00	60.00	100.00	50.00	50.00	50.00
NO	47.15	70.00	40.00	0.00	50.00	50.00	50.00
n	43	10	5	4	6	4	14
<RF37C> Was this unit ever plugged in during the last year?							
YES	95.36	90.00	100.00	100.00	83.33	100.00	100.00
NO	4.64	10.00	0.00	0.00	16.67	0.00	0.00
n	46	10	5	4	6	4	17
<RF38C> How often is this unit on? Is it on							
Continuously	80.74	77.78	100.00	100.00	80.00	50.00	82.35
Only in Summer	8.11	0.00	0.00	0.00	20.00	25.00	5.88
Only for Holidays	2.19	0.00	0.00	0.00	0.00	0.00	5.88
Only for Hunting Season	2.19	0.00	0.00	0.00	0.00	0.00	5.88
When we have company	1.91	11.11	0.00	0.00	0.00	0.00	0.00
Not plugged in	2.96	0.00	0.00	0.00	0.00	25.00	0.00
Only in winter	1.91	11.11	0.00	0.00	0.00	0.00	0.00
n	44	9	5	4	5	4	17
<RF39C> Is this an Energy Star Appliance?							
YES	22.54	20.00	0.00	0.00	16.67	50.00	29.41
NO	66.35	50.00	100.00	75.00	66.67	50.00	70.59
DON'T KNOW	11.11	30.00	0.00	25.00	16.67	0.00	0.00
n	46	10	5	4	6	4	17
<RF41> How many stand alone FREEZERS do you own?							
0	52.60	56.00	57.92	46.54	53.29	61.84	46.11
1	42.86	41.50	39.11	49.51	41.45	34.87	47.41
2	4.01	2.00	2.97	2.97	5.26	2.63	5.70
3	0.42	0.50	0.00	0.99	0.00	0.00	0.78
DON'T KNOW	0.11	0.00	0.00	0.00	0.00	0.66	0.00
n	1193	200	202	101	152	152	386
<RF42A> How old is your primary freezer?*							
5 years old or less	30.10	25.00	34.12	38.89	28.17	24.56	30.77
6 to 10 years old	24.04	21.59	16.47	27.78	30.99	21.05	23.56
11 to 15 years old	14.69	14.77	9.41	14.81	18.31	15.79	13.94
16 to 20 years old	15.33	14.77	7.06	1.85	9.86	14.04	25.48
21 to 25 years old	3.15	5.68	5.88	3.70	2.82	7.02	0.00
26 to 30 years old	2.60	2.27	2.35	5.56	4.23	5.26	0.00

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
31 to 35 years old	0.49	1.14	1.18	0.00	0.00	1.75	0.00
MORE than 40 years old	2.53	4.55	8.24	1.85	2.82	3.51	0.00
DON'T KNOW	7.08	10.23	15.29	5.56	2.82	7.02	6.25
n	563	88	85	54	71	57	208
<RF43A> Where is this FREEZER located?							
Kitchen	6.95	6.82	9.41	5.56	9.86	8.77	4.81
Garage	31.60	36.36	52.94	22.22	39.44	24.56	26.44
Porch	2.51	0.00	1.18	1.85	1.41	1.75	4.81
Basement	47.18	45.45	25.88	57.41	40.85	56.14	49.52
Bathroom	0.23	0.00	0.00	1.85	0.00	0.00	0.00
Laundry room	3.56	4.55	5.88	5.56	1.41	3.51	2.89
Utility room	2.87	2.27	1.18	3.70	0.00	3.51	4.33
Living room	0.38	1.14	0.00	0.00	1.41	0.00	0.00
Dining room	0.55	1.14	0.00	0.00	1.41	0.00	0.48
Bedroom	0.57	0.00	1.18	1.85	0.00	1.75	0.00
Pantry	0.57	0.00	1.18	0.00	2.82	0.00	0.00
Hallway	0.57	0.00	0.00	0.00	1.41	0.00	0.96
Spare room	1.09	2.27	1.18	0.00	0.00	0.00	1.92
Detached Building/Shed	0.51	0.00	0.00	0.00	0.00	0.00	1.44
Sun Room	0.34	0.00	0.00	0.00	0.00	0.00	0.96
Family room	0.17	0.00	0.00	0.00	0.00	0.00	0.48
OTHER	0.34	0.00	0.00	0.00	0.00	0.00	0.96
n	563	88	85	54	71	57	208
<RF43A1> Is this space conditioned?							
YES	50.48	47.56	28.57	58.82	43.75	63.46	52.53
NO	44.75	52.44	71.43	41.18	56.25	36.54	34.34
REFUSED	4.58	0.00	0.00	0.00	0.00	0.00	12.63
DON'T KNOW	0.18	0.00	0.00	0.00	0.00	0.00	0.51
n	524	82	77	51	64	52	198
<RF46A> Is this an ENERGY STAR appliance?							
YES	42.01	38.64	42.35	55.56	46.48	29.82	40.87
NO	43.90	48.86	43.53	25.93	36.62	57.89	46.64
REFUSED	4.43	0.00	0.00	0.00	0.00	0.00	12.50
DON'T KNOW	9.66	12.50	14.12	18.52	16.90	12.28	0.00
n	563	88	85	54	71	57	208
<RF42B> How old is your secondary freezer?*							
5 years old or less	29.02	20.00	33.33	25.00	37.50	25.00	28.00
6 to 10 years old	21.73	20.00	16.67	0.00	37.50	25.00	20.00
11 to 15 years old	16.03	40.00	0.00	50.00	12.50	0.00	12.00
16 to 20 years old	21.87	0.00	33.33	25.00	0.00	25.00	32.00
21 to 25 years old	3.65	0.00	16.67	0.00	0.00	25.00	0.00
26 to 30 years old	4.05	20.00	0.00	0.00	12.50	0.00	0.00
DON'T KNOW	3.64	0.00	0.00	0.00	0.00	0.00	8.00
n	52	5	6	4	8	4	25
<RF43B> Where is this FREEZER located?							
Kitchen	6.66	0.00	33.33	0.00	12.50	0.00	4.00
Garage	30.54	0.00	33.33	25.00	62.50	25.00	24.00
Porch	2.78	20.00	16.67	0.00	0.00	0.00	0.00
Basement	45.69	60.00	16.67	75.00	25.00	75.00	44.00
Laundry room	1.59	20.00	0.00	0.00	0.00	0.00	0.00
Dining room	1.82	0.00	0.00	0.00	0.00	0.00	4.00
Pantry	3.64	0.00	0.00	0.00	0.00	0.00	8.00
Spare room	1.82	0.00	0.00	0.00	0.00	0.00	4.00
Family room	1.82	0.00	0.00	0.00	0.00	0.00	4.00

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
Outside	3.64	0.00	0.00	0.00	0.00	0.00	8.00
n	52	5	6	4	8	4	25
<RF43B1> Is this space conditioned?							
YES	46.65	80.00	50.00	50.00	42.86	25.00	45.83
NO	49.45	20.00	50.00	50.00	57.14	75.00	45.83
REFUSED	1.95	0.00	0.00	0.00	0.00	0.00	4.17
DON'T KNOW	1.95	0.00	0.00	0.00	0.00	0.00	4.17
n	48	5	4	4	7	4	24
<RF46B> Is this an ENERGY STAR appliance?							
YES	34.81	0.00	16.67	25.00	50.00	50.00	36.00
NO	55.90	60.00	83.33	75.00	37.50	50.00	56.00
DON'T KNOW	9.29	40.00	0.00	0.00	12.50	0.00	8.00
n	52	5	6	4	8	4	25
<OA62> What type of RANGE / COOKTOP do you primarily use in this home?							
ELECTRIC Range / Cooktop	67.75	78.00	86.14	64.36	54.61	54.61	72.02
GAS Range / Cooktop (pilot or IID [intermittent ignition device])	29.59	21.00	12.38	35.64	38.16	42.76	25.65
PROPANE Range / Cooktop	2.05	0.50	1.49	0.00	6.58	1.97	1.30
Toaster Oven	0.16	0.00	0.00	0.00	0.00	0.00	0.52
NONE	0.18	0.50	0.00	0.00	0.00	0.66	0.00
DON'T KNOW	0.27	0.00	0.00	0.00	0.66	0.00	0.52
n	1193	200	202	101	152	152	386
<OA63> How old is your primary Range?*							
5 years old or less	37.92	37.19	37.13	28.71	36.42	35.76	43.75
6 to 10 years old	23.80	25.63	27.23	25.74	29.14	23.84	18.23
11 to 15 years old	13.34	18.09	10.40	17.82	7.95	9.27	15.63
16 to 20 years old	8.70	4.02	7.43	8.91	9.93	7.95	10.94
21 to 25 years old	2.86	2.51	2.97	1.98	4.64	5.30	1.04
26 to 30 years old	2.06	2.51	2.48	1.98	2.65	1.33	1.82
31 to 35 years old	0.05	0.00	0.50	0.00	0.00	0.00	0.00
36 to 40 years old	0.13	0.00	0.50	0.00	0.00	0.00	0.26
MORE than 40 years old	2.05	0.50	2.97	2.97	1.99	2.65	1.82
DON'T KNOW	9.09	9.55	8.42	11.88	7.29	13.91	6.51
n	1188	199	202	101	151	151	384
<OA64> What type of OVEN do you primarily use in this home?							
ELECTRIC Oven	69.38	79.00	87.13	63.37	57.90	57.90	73.32
GAS Oven (pilot or IID -intermittent ignition device)	27.38	19.50	10.89	36.63	36.84	38.16	22.54
PROPANE Oven	1.64	0.50	1.49	0.00	4.61	1.97	1.04
Grill	0.05	0.00	0.50	0.00	0.00	0.00	0.00
Toaster Oven	0.23	0.50	0.00	0.00	0.00	0.00	0.52
Microwave	0.48	0.00	0.00	0.00	0.00	0.00	1.55
NONE	0.41	0.00	0.00	0.00	0.00	1.97	0.26
DON'T KNOW	0.42	0.50	0.00	0.00	0.66	0.00	0.78
n	1193	200	202	101	152	152	386
<OA66> How old is your Oven?*							
5 years old or less	38.51	36.68	37.62	28.71	37.75	37.58	44.01
6 to 10 years old	23.83	25.13	28.22	25.74	28.48	23.49	18.75
11 to 15 years old	13.97	19.60	9.41	19.80	9.93	10.07	15.10
16 to 20 years old	8.62	5.03	7.92	7.92	9.27	8.05	10.68
21 to 25 years old	2.55	2.01	1.98	1.98	3.97	4.70	1.30
26 to 30 years old	2.05	2.01	2.48	1.98	2.65	2.69	1.30
31 to 35 years old	0.27	0.00	0.99	0.00	0.00	0.00	0.52
36 to 40 years old	0.13	0.00	0.50	0.00	0.00	0.00	0.26

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
MORE than 40 years old	1.99	1.01	3.47	2.97	1.33	2.69	1.56
DON'T KNOW	8.09	8.54	7.43	10.89	6.62	10.74	6.51
n	1186	199	202	101	151	149	384
<OA67> Do you use a DISHWASHER in this home?							
YES	62.26	70.50	60.89	54.46	51.32	65.13	66.06
NO	37.74	29.50	39.11	45.55	48.68	34.87	33.94
n	1193	200	202	101	152	152	386
<OA68> Is this an ENERGY STAR appliance?							
YES	57.20	48.23	60.98	49.09	52.56	55.56	65.49
NO	25.56	31.21	23.58	34.55	28.21	27.27	18.82
DON'T KNOW	17.25	20.57	15.45	16.36	19.23	17.17	15.69
n	751	141	123	55	78	99	255
<OA69> How old is your DISHWASHER?*							
5 years old or less	50.25	41.84	50.41	40.00	42.31	47.47	64.19
6 to 10 years old	24.45	28.37	28.46	27.27	30.77	24.24	16.74
11 to 15 years old	10.25	13.48	3.25	7.27	12.82	11.11	10.23
16 to 20 years old	5.18	1.42	5.69	16.36	5.13	3.03	4.65
21 to 25 years old	0.67	0.71	1.63	0.00	0.00	2.02	0.00
26 to 30 years old	1.77	2.13	3.25	1.82	0.00	4.04	0.47
36 to 40 years old	0.12	0.71	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	7.31	11.35	7.32	7.27	8.97	8.08	3.72
n	711	141	123	55	78	99	215
<OA70> Do you have a CLOTHES WASHER in this home?							
YES	94.51	93.50	94.55	96.04	92.76	92.11	96.63
NO	5.38	6.50	5.45	3.96	7.24	7.24	3.37
DON'T KNOW	0.11	0.00	0.00	0.00	0.00	0.66	0.00
n	1193	200	202	101	152	152	386
<OA71> Is this an Energy Star appliance?							
YES	55.42	52.94	52.88	46.39	59.57	56.43	57.91
NO	30.59	31.55	34.03	35.05	25.53	34.29	28.15
REFUSED	0.09	0.00	0.00	0.00	0.00	0.00	0.27
DON'T KNOW	13.90	15.51	13.09	18.56	14.89	9.29	13.67
n	1129	187	191	97	141	140	373
<OA72> How old is your CLOTHES WASHER?*							
5 years old or less	45.02	44.92	41.36	30.93	48.23	42.14	52.03
6 to 10 years old	26.37	27.27	34.03	32.99	18.44	26.43	24.92
11 to 15 years old	12.19	11.77	12.57	17.53	13.48	10.00	10.59
16 to 20 years old	7.31	8.02	4.71	9.28	6.38	7.14	7.79
21 to 25 years old	1.77	1.60	0.52	2.06	2.13	3.57	0.94
26 to 30 years old	0.98	0.54	0.00	1.03	2.13	1.43	0.62
31 to 35 years old	0.24	0.00	0.00	1.03	0.00	0.71	0.00
MORE than 40 years old	0.14	0.54	0.52	0.00	0.00	0.00	0.00
DON'T KNOW	5.99	5.35	6.28	5.15	9.22	8.57	3.12
n	1077	187	191	97	141	140	321
<OA73> Do you have a CLOTHES DRYER in this home?							
YES	94.37	93.50	95.05	92.08	92.11	92.76	97.41
NO	5.63	6.50	4.95	7.92	7.90	7.24	2.59
n	1193	200	202	101	152	152	386
<OA74> What type of energy source does your CLOTHES DRYER use?							
Electricity	79.54	84.49	94.27	66.67	67.14	70.21	87.77
Natural Gas	19.06	14.97	5.73	33.33	28.57	29.08	10.64
Propane	1.05	0.54	0.00	0.00	4.29	0.71	0.53
None	0.09	0.00	0.00	0.00	0.00	0.00	0.27

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
REFUSED	0.26	0.00	0.00	0.00	0.00	0.00	0.80
n	1129	187	192	93	140	141	376
<OA76A> Would you say it is...*							
5 years old or less	41.68	43.32	38.02	31.18	46.43	36.88	45.75
6 to 10 years old	28.00	28.88	35.42	27.96	22.86	29.79	26.86
11 to 15 years old	12.72	10.16	13.54	16.13	13.57	12.77	11.97
16 to 20 years old	7.92	7.49	4.17	12.90	7.14	7.09	8.51
21 to 25 years old	1.81	1.60	0.52	2.15	3.57	2.84	0.80
26 to 30 years old	1.11	0.54	0.00	2.15	0.71	2.13	1.06
31 to 35 years old	0.17	0.00	0.52	1.08	0.00	0.00	0.00
MORE than 40 years old	0.38	1.07	1.04	0.00	0.00	0.71	0.00
DON'T KNOW	6.21	6.95	6.77	6.45	5.71	7.80	5.05
n	1129	187	192	93	140	141	376
<HH81> How many of the household members are...							
Over 65 years old	21.83	22.86	28.74	27.91	22.51	28.46	12.40
45 to 64 years old	28.44	30.30	32.93	34.11	34.82	27.95	20.67
25 to 44 years old	12.01	13.75	13.17	13.18	13.09	13.85	8.72
18 to 24 years old	6.48	9.67	6.19	5.43	6.54	7.18	4.69
14 to 17 years old	8.57	6.51	6.59	4.26	8.90	6.92	12.74
5 to 13 years old	14.10	11.34	8.78	8.53	9.16	12.31	23.24
Less than 5 years old	8.57	5.58	3.59	6.59	4.97	3.33	17.54
n	1176	199	201	99	152	150	375
<CR82> When purchasing a new appliance, what are the main things you consider when deciding whether or not to purchase an energy efficient appliance?							
Ease of Installation	1.37	1.50	1.98	0.00	3.29	1.97	0.26
Know someone who has done it successful	1.09	1.00	1.49	1.98	1.32	0.66	0.78
First cost of efficiency measures	42.75	46.00	40.10	52.48	44.74	36.18	41.19
Financial Returns (Utility Bill Savings)	16.52	23.00	20.30	16.83	17.11	14.47	12.95
UTILITY Efficiency Programs	3.48	1.50	2.48	3.96	0.66	4.61	5.44
Helping the Environment	3.61	5.00	7.92	3.96	1.97	3.95	2.07
OTHER	67.18	73.00	72.77	65.35	71.05	82.90	52.85
Non Efficiency related qualities	32.75	43.00	48.52	40.59	46.05	55.92	0.52
Energy Efficiency ratings/label	33.20	44.00	41.09	34.65	43.42	48.68	11.40
Overall price	3.15	3.50	3.47	4.95	3.29	7.24	0.00
REFUSED	0.11	0.00	0.00	0.99	0.00	0.00	0.00
DON'T KNOW	5.34	8.00	10.89	7.92	4.61	8.55	0.00
n	1193	200	202	101	152	152	386
<PA88A_2> How familiar are you with the DUKE Energy's Home Energy Comparison Report program?							
Very	5.50	5.50	0.00	0.00	0.00	0.00	0.00
Somewhat	18.00	18.00	0.00	0.00	0.00	0.00	0.00
Not at All	72.50	72.50	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	4.00	4.00	0.00	0.00	0.00	0.00	0.00
n	200	200	0	0	0	0	0
<PA89A_2> Have you EVER participated in this program?							
YES	23.40	23.40	0.00	0.00	0.00	0.00	0.00
NO	74.47	74.47	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	2.13	2.13	0.00	0.00	0.00	0.00	0.00
n	47	47	0	0	0	0	0
<PA88B_2> How familiar are you with the DUKE Energy's Residential Smart Saver Prescriptive program?							
Very	3.00	3.00	0.00	0.00	0.00	0.00	0.00
Somewhat	12.50	12.50	0.00	0.00	0.00	0.00	0.00
Not at All	81.00	81.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	3.50	3.50	0.00	0.00	0.00	0.00	0.00

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
n	200	200	0	0	0	0	0
<PA89B_2> Have you EVER participated in this program?							
YES	29.03	29.03	0.00	0.00	0.00	0.00	0.00
NO	64.52	64.52	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	6.45	6.45	0.00	0.00	0.00	0.00	0.00
n	31	31	0	0	0	0	0
<PA88C_2> How familiar are you with the DUKE Energy's Home Energy House Call program?							
Very	3.50	3.50	0.00	0.00	0.00	0.00	0.00
Somewhat	16.00	16.00	0.00	0.00	0.00	0.00	0.00
Not at All	79.50	79.50	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.00	1.00	0.00	0.00	0.00	0.00	0.00
n	200	200	0	0	0	0	0
<PA89C_2> Have you EVER participated in this program?							
YES	17.95	17.95	0.00	0.00	0.00	0.00	0.00
NO	82.05	82.05	0.00	0.00	0.00	0.00	0.00
n	39	39	0	0	0	0	0
<PA88D_2> How familiar are you with the DUKE Energy's Personalized Energy Report program?							
Very	2.50	2.50	0.00	0.00	0.00	0.00	0.00
Somewhat	10.00	10.00	0.00	0.00	0.00	0.00	0.00
Not at All	85.50	85.50	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	2.00	2.00	0.00	0.00	0.00	0.00	0.00
n	200	200	0	0	0	0	0
<PA89D_2> Have you EVER participated in this program?							
YES	32.00	32.00	0.00	0.00	0.00	0.00	0.00
NO	64.00	64.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	4.00	4.00	0.00	0.00	0.00	0.00	0.00
n	25	25	0	0	0	0	0
<PA88E_2> How familiar are you with the DUKE Energy's Mass Market Energy Assessments Online Program?							
Very	1.50	1.50	0.00	0.00	0.00	0.00	0.00
Somewhat	2.00	2.00	0.00	0.00	0.00	0.00	0.00
Not at All	96.00	96.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.50	0.50	0.00	0.00	0.00	0.00	0.00
n	200	200	0	0	0	0	0
<PA89E_2> Have you EVER participated in this program?							
YES	42.86	42.86	0.00	0.00	0.00	0.00	0.00
NO	57.14	57.14	0.00	0.00	0.00	0.00	0.00
n	7	7	0	0	0	0	0
<PA88F_2> How familiar are you with the DUKE Energy's Low Income program?							
Very	9.00	9.00	0.00	0.00	0.00	0.00	0.00
Somewhat	20.50	20.50	0.00	0.00	0.00	0.00	0.00
Not at All	69.00	69.00	0.00	0.00	0.00	0.00	0.00
REFUSED	0.50	0.50	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.00	1.00	0.00	0.00	0.00	0.00	0.00
n	200	200	0	0	0	0	0
<PA89F_2> Have you EVER participated in this program?							
YES	18.64	18.64	0.00	0.00	0.00	0.00	0.00
NO	79.66	79.66	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.69	1.69	0.00	0.00	0.00	0.00	0.00
n	59	59	0	0	0	0	0
<PA88G_2> How familiar are you with the DUKE Energy's Smart Saver CFL program?							
Very	17.50	17.50	0.00	0.00	0.00	0.00	0.00
Somewhat	19.00	19.00	0.00	0.00	0.00	0.00	0.00
Not at All	62.00	62.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.50	1.50	0.00	0.00	0.00	0.00	0.00

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
n	200	200	0	0	0	0	0
<PA89G_2> Have you EVER participated in this program?							
YES	57.53	57.53	0.00	0.00	0.00	0.00	0.00
NO	39.73	39.73	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	2.74	2.74	0.00	0.00	0.00	0.00	0.00
n	73	73	0	0	0	0	0
<PA88H_2> How familiar are you with the DUKE Energy's K-12 Curriculum also known as GET ENERGY SMART program?							
Very	1.00	1.00	0.00	0.00	0.00	0.00	0.00
Somewhat	4.50	4.50	0.00	0.00	0.00	0.00	0.00
Not at All	93.50	93.50	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.00	1.00	0.00	0.00	0.00	0.00	0.00
n	200	200	0	0	0	0	0
<PA89H_2> Have you EVER participated in this program?							
YES	36.36	36.36	0.00	0.00	0.00	0.00	0.00
NO	54.55	54.55	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	9.09	9.09	0.00	0.00	0.00	0.00	0.00
n	11	11	0	0	0	0	0
<PA88A_3> How familiar are you with DP&L's Residential CFL program also known as the CFL rebate program?							
Very	1.98	0.00	1.98	0.00	0.00	0.00	0.00
Somewhat	19.31	0.00	19.31	0.00	0.00	0.00	0.00
Not at All	78.22	0.00	78.22	0.00	0.00	0.00	0.00
DON'T KNOW	0.50	0.00	0.50	0.00	0.00	0.00	0.00
n	202	0	202	0	0	0	0
<PA89G_3> Have you EVER participated in this program?							
YES	18.60	0.00	18.60	0.00	0.00	0.00	0.00
NO	79.07	0.00	79.07	0.00	0.00	0.00	0.00
DON'T KNOW	2.33	0.00	2.33	0.00	0.00	0.00	0.00
n	43	0	43	0	0	0	0
<PA88B_3> How familiar are you with DP&L's Refrigerator Recycling or Pick-up program?							
Very	14.85	0.00	14.85	0.00	0.00	0.00	0.00
Somewhat	31.68	0.00	31.68	0.00	0.00	0.00	0.00
Not at All	52.48	0.00	52.48	0.00	0.00	0.00	0.00
DON'T KNOW	0.99	0.00	0.99	0.00	0.00	0.00	0.00
n	202	0	202	0	0	0	0
<PA89B_3> Have you EVER participated in this program?							
YES	9.57	0.00	9.57	0.00	0.00	0.00	0.00
NO	90.43	0.00	90.43	0.00	0.00	0.00	0.00
n	94	0	94	0	0	0	0
<PA88C_3> How familiar are you with DP&L's Heating and Cooling Rebates program also known as the Air Conditioning Rebates Program or HVAC Rebates program?							
Very	4.95	0.00	4.95	0.00	0.00	0.00	0.00
Somewhat	15.84	0.00	15.84	0.00	0.00	0.00	0.00
Not at All	78.22	0.00	78.22	0.00	0.00	0.00	0.00
DON'T KNOW	0.99	0.00	0.99	0.00	0.00	0.00	0.00
n	202	0	202	0	0	0	0
<PA89C_3> Have you EVER participated in this program?							
YES	14.29	0.00	14.29	0.00	0.00	0.00	0.00
NO	85.71	0.00	85.71	0.00	0.00	0.00	0.00
n	42	0	42	0	0	0	0
<PA88D_3> How familiar are you with DP&L's Certified HVAC Tune-up program also known as the Air Conditioning Tune-up program?							
Very	0.50	0.00	0.50	0.00	0.00	0.00	0.00
Somewhat	7.43	0.00	7.43	0.00	0.00	0.00	0.00

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
Not at All	91.09	0.00	91.09	0.00	0.00	0.00	0.00
DON'T KNOW	0.99	0.00	0.99	0.00	0.00	0.00	0.00
n	202	0	202	0	0	0	0
<PA89D_3> Have you EVER participated in this program?							
NO	100.00	0.00	100.00	0.00	0.00	0.00	0.00
n	16	0	16	0	0	0	0
<PA88E_3> How familiar are you with DP&L's Smart Energy Community Program also known as Residential Low Income Weatherization Program?							
Very	10.89	0.00	10.89	0.00	0.00	0.00	0.00
Somewhat	28.22	0.00	28.22	0.00	0.00	0.00	0.00
Not at All	59.41	0.00	59.41	0.00	0.00	0.00	0.00
REFUSED	0.50	0.00	0.50	0.00	0.00	0.00	0.00
DON'T KNOW	0.99	0.00	0.99	0.00	0.00	0.00	0.00
n	202	0	202	0	0	0	0
<PA89E_3> Have you EVER participated in this program?							
YES	6.33	0.00	6.33	0.00	0.00	0.00	0.00
NO	93.67	0.00	93.67	0.00	0.00	0.00	0.00
n	79	0	79	0	0	0	0
<PA88F_3> How familiar are you with DP&L's School-Based Energy Education Program also known as Be E3 Smart?							
Very	1.49	0.00	1.49	0.00	0.00	0.00	0.00
Somewhat	5.45	0.00	5.45	0.00	0.00	0.00	0.00
Not at All	92.08	0.00	92.08	0.00	0.00	0.00	0.00
REFUSED	0.50	0.00	0.50	0.00	0.00	0.00	0.00
DON'T KNOW	0.50	0.00	0.50	0.00	0.00	0.00	0.00
n	202	0	202	0	0	0	0
<PA89F_3> Have you EVER participated in this program?							
YES	21.43	0.00	21.43	0.00	0.00	0.00	0.00
NO	78.57	0.00	78.57	0.00	0.00	0.00	0.00
n	14	0	14	0	0	0	0
<PA88A_4> How familiar are you with your utility's Home Energy Analyzer program?							
Very	3.70	0.00	0.00	3.96	3.95	3.29	0.00
Somewhat	17.78	0.00	0.00	16.83	19.08	17.11	0.00
Not at All	77.53	0.00	0.00	78.22	75.00	79.61	0.00
DON'T KNOW	0.99	0.00	0.00	0.99	1.97	0.00	0.00
n	405	0	0	101	152	152	0
<PA89A_4> Have you EVER participated in this program?							
YES	12.64	0.00	0.00	23.81	14.29	3.23	0.00
NO	86.21	0.00	0.00	76.19	85.71	93.55	0.00
DON'T KNOW	1.15	0.00	0.00	0.00	0.00	3.23	0.00
n	87	0	0	21	35	31	0
<PA88B_4> How familiar are you with your utility's Home Energy Analyzer program?							
Very	0.99	0.00	0.00	1.98	0.66	0.66	0.00
Somewhat	3.95	0.00	0.00	5.94	3.29	3.29	0.00
Not at All	94.82	0.00	0.00	91.09	96.05	96.05	0.00
DON'T KNOW	0.25	0.00	0.00	0.99	0.00	0.00	0.00
n	405	0	0	101	152	152	0
<PA89B_4> Have you EVER participated in this program?							
YES	10.00	0.00	0.00	12.50	0.00	16.67	0.00
NO	90.00	0.00	0.00	87.50	100.00	83.33	0.00
n	20	0	0	8	6	6	0
<EE28> Over the past three years, have any changes been made related to the lighting in your home, including new lighting fixtures, lighting controls, or replacing standard incandescent bulbs with compact fluorescent bulbs or LED's?							

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
YES	56.08	61.00	57.43	44.55	48.68	56.58	61.14
NO	43.52	39.00	42.08	55.45	50.66	43.42	38.08
DON'T KNOW	0.40	0.00	0.50	0.00	0.66	0.00	0.78
n	1193	200	202	101	152	152	386
<EE29> What types of lighting changes were made?							
Replaced standard incandescent bulbs with CFLs	69.55	95.08	88.79	80.00	85.14	77.91	50.52
Replaced standard incandescent bulbs with LEDs	5.24	0.82	7.76	2.22	5.41	5.81	6.22
Replaced/added new pin-based halogen fixtures	1.18	0.82	0.00	4.44	1.35	3.49	0.26
Replaced/added new pin-based CFL fixture	4.37	3.28	4.31	2.22	9.46	4.65	3.63
Installed Occupancy sensors	0.69	0.82	2.59	0.00	0.00	0.00	0.78
Installed Timers	0.95	0.00	0.86	0.00	1.35	0.00	1.55
Installed/replaced Dimmers	8.25	4.10	4.31	2.22	4.05	2.33	13.99
Installed/Replace wires	1.63	0.00	0.00	4.44	2.70	1.16	1.81
Installed/replaced new incandescent lights	2.11	1.64	1.72	4.44	2.70	4.65	1.04
Installed/replaced new CFLs	1.96	3.28	2.59	2.22	1.35	4.65	0.78
Installed/replaced new LEDS	0.40	0.00	0.86	2.22	0.00	1.16	0.00
Installed/replaced new fluorescent	1.04	0.00	0.86	2.22	2.70	3.49	0.00
Installed/replaced new halogen lights	0.16	0.00	0.00	0.00	1.35	0.00	0.00
Replaced/added fixtures unknown type	5.81	2.46	12.07	4.44	9.46	10.47	3.37
Got rid of some lights without replacing	0.16	0.00	0.00	0.00	0.00	1.16	0.00
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.23	0.00	0.00	2.22	1.35	2.33	1.30
n	829	122	116	45	74	86	386
<EE30> What was the main reason for making these changes to the lighting in your home?							
Existing lighting needed repair	5.72	2.46	3.45	2.22	2.70	11.63	7.20
Needed to increase lighting levels/lit area	5.29	4.92	3.45	4.44	12.16	3.49	4.24
Wanted to upgrade to more energy-efficient system	28.94	16.39	24.14	24.44	17.57	26.74	43.22
Part of larger remodeling project	5.09	4.10	10.35	8.89	6.76	3.49	2.97
To save on energy bill	35.08	50.82	48.28	44.44	47.30	32.56	17.37
longevity of lights	5.68	4.92	4.31	8.89	8.11	8.14	3.39
Given free or discounted bulbs	2.56	8.20	0.86	0.00	2.70	2.33	1.27
To test new technology	1.70	1.64	0.00	2.22	1.35	1.16	2.54
Aesthetically preferred new technology/lighting	1.62	0.82	0.86	0.00	0.00	2.33	2.97
Because society is moving to new technology	0.95	0.82	0.86	2.22	0.00	2.33	0.42
Convenience	1.19	2.46	0.86	0.00	0.00	0.00	2.12
For Energy Efficiency and they last longer	3.75	1.64	1.72	0.00	1.35	2.33	8.05
Environmental benefits	0.72	0.00	0.00	0.00	0.00	0.00	2.12
OTHER	0.72	0.00	0.00	0.00	0.00	0.00	2.12
DON'T KNOW	1.00	0.82	0.86	2.22	0.00	3.49	0.00
n	679	122	116	45	74	86	236
<EE31> On a scale of 0 to 10 where 0 means you were "not at all satisfied" and 10 means "very satisfied", how satisfied are you with the compact fluorescent light bulbs you bought?							

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
ZERO NOT AT ALL SATISFIED	3.16	1.92	1.42	4.48	5.71	3.60	2.20
1	1.55	1.92	2.84	4.48	0.95	0.90	0.44
2	1.42	0.64	2.84	1.49	0.00	2.70	1.32
3	3.00	1.92	3.55	0.00	0.95	9.91	1.32
4	2.60	1.28	4.97	2.99	1.91	2.70	2.64
5	12.44	12.18	6.38	13.43	12.38	15.32	12.78
6	6.38	3.85	9.93	10.45	9.52	2.70	5.29
7	10.38	11.54	9.22	7.46	7.62	10.81	12.78
8	20.16	25.00	20.57	13.43	20.00	18.92	20.71
9	9.55	9.62	5.67	5.97	8.57	5.41	15.86
10 VERY SATISFIED	28.25	28.21	31.92	34.33	30.48	27.03	23.79
DON'T KNOW	1.11	1.92	0.71	1.49	1.91	0.00	0.88
n	807	156	141	67	105	111	227
<PA87A> What are the barriers, if any, preventing you from installing <(CFL(1))/more/> Compact Fluorescent Light Bulbs or CFLs?							
Waiting for installed bulbs to burn out	20.02	22.00	23.27	17.82	25.00	17.76	17.36
Operating hours -- don't use the other bulbs	1.62	2.50	1.49	0.00	3.29	1.97	0.78
CFLs are too expensive/cost too much	18.92	14.00	22.77	17.82	21.71	28.29	13.73
Need dimmable bulbs/can't use CFLs with switch	3.30	5.00	1.98	0.99	3.95	5.92	2.07
Need 3-way bulbs/can't use CFLs in 3-way switch	1.54	2.50	0.50	1.98	1.32	1.32	1.55
Don't like the way CFLs look in fixtures	5.30	7.50	4.46	3.96	7.90	5.92	3.37
Don't like the way CFLs fit in fixtures	4.08	5.00	4.46	6.93	4.61	3.95	2.33
CFLs aren't bright enough	13.53	16.00	15.84	13.86	15.79	19.74	7.00
CFL light color isn't what I want	7.38	6.50	7.92	4.95	11.18	11.18	4.40
CFLs take too long to light up	5.79	8.50	7.43	4.95	6.58	9.21	2.07
All fixtures already have CFLs	10.05	14.50	10.89	12.87	11.18	11.84	5.18
CFLs are difficult to dispose of	5.55	9.00	7.43	13.86	5.92	5.92	0.00
Inertia switching to new bulbs	3.77	5.00	3.96	2.97	2.63	0.66	5.70
Concerned about Mercury in CFLs/health hazards	2.99	1.50	4.95	4.95	1.32	4.61	2.33
Do not last as long as claimed/burn out quickly	3.22	2.00	5.45	3.96	3.95	3.29	2.33
CFLs overheat	0.46	1.00	0.99	0.00	0.66	0.66	0.00
Only know about standard bulbs	0.30	1.00	0.00	0.00	0.00	0.00	0.52
CFLs make noise	0.47	1.00	0.00	0.00	0.66	1.32	0.00
CFLs Do not work as well in cold	0.29	0.00	1.98	0.00	0.00	0.00	0.26
Like/satisfied by what have currently	2.80	0.50	2.48	4.95	3.29	3.95	2.33
Do not fit in fixtures	4.63	6.50	8.42	2.97	3.95	5.26	3.11
Do not want to or cannot use CFLs with motion sensors/dimmer switches	0.23	0.50	0.50	0.99	0.00	0.00	0.00
CFLs interfere with other electronics	0.22	0.00	0.00	1.98	0.00	0.00	0.00
Not my decision	0.92	0.00	0.00	0.00	0.66	1.97	1.55
Do not need them	1.56	0.00	0.00	0.99	0.00	0.00	4.66
Prefer bulbs made in USA	0.45	0.50	0.50	2.97	0.00	0.00	0.00
Cannot find CFLs in stores	0.40	0.50	0.00	0.99	0.00	1.32	0.00
Do not understand/know wattage of CFLs	0.81	0.00	0.00	0.99	0.66	0.66	1.55
Distribution of light from CFLs a	0.12	0.50	0.50	0.00	0.00	0.00	0.00

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
problem							
CFLs do not come in the sizes or shape needed	0.54	0.00	0.00	0.99	0.66	0.00	1.04
Hazardous to environment	0.37	0.50	0.00	0.00	0.66	0.66	0.26
None	1.25	3.50	2.97	3.96	0.00	0.00	0.00
REFUSED	1.45	0.00	0.00	0.00	0.00	0.00	4.66
DON'T KNOW	2.68	2.50	3.47	6.93	4.61	2.63	0.00
n	1193	200	202	101	152	152	386
<AR49> Within the last five years, have you disposed of any stand alone freezers or refrigerators?							
Yes REFRIGERATOR	16.14	16.00	13.86	11.88	10.53	26.32	16.06
YES FREEZER	3.47	3.00	4.95	4.95	2.63	1.97	3.89
YES BOTH REFRIG AND FREEZER	2.51	1.00	3.96	2.97	1.97	0.00	4.15
NO	77.82	79.50	77.23	80.20	84.87	71.71	75.91
DON'T KNOW	0.07	0.50	0.00	0.00	0.00	0.00	0.00
n	1193	200	202	101	152	152	386
<AR50> How many stand alone FREEZERS did you dispose of?							
0	83.20	95.00	82.61	85.00	86.96	100.00	66.67
1	16.07	5.00	17.39	15.00	13.04	0.00	31.18
2	0.37	0.00	0.00	0.00	0.00	0.00	1.08
3	0.37	0.00	0.00	0.00	0.00	0.00	1.08
n	265	40	46	20	23	43	93
<AR51> How many REFRIGERATORS did you dispose of?							
0	6.09	0.00	0.00	0.00	0.00	0.00	16.13
1	89.63	97.06	91.67	93.33	100.00	97.50	78.49
2	3.47	2.94	8.33	6.67	0.00	2.50	3.23
3	0.41	0.00	0.00	0.00	0.00	0.00	1.08
5 or more	0.41	0.00	0.00	0.00	0.00	0.00	1.08
n	237	34	36	15	19	40	93
<AR52> When did you most recently get rid of a refrigerator or a standalone freezer?							
One year ago	16.32	22.50	13.04	15.00	26.09	18.60	10.75
Two years ago	19.47	20.00	23.91	20.00	8.70	13.95	24.73
Three years ago	21.23	12.50	21.74	30.00	8.70	23.26	24.73
Four years ago	9.28	12.50	10.87	5.00	8.70	11.63	7.53
Five years ago	10.16	17.50	13.04	0.00	13.04	11.63	7.53
Less than 1 year ago	21.72	15.00	17.39	30.00	34.78	20.93	19.35
More than 5 years ago	1.82	0.00	0.00	0.00	0.00	0.00	5.38
n	265	40	46	20	23	43	93
<AR53> How did you get rid of your REFRIGERATOR(s) or FREEZER(s) in the past FIVE years?*							
SOLD (general)	4.91	2.50	4.35	0.00	0.00	11.63	4.76
GAVE AWAY to a friend or relative	12.70	20.00	19.57	5.00	13.04	9.30	9.52
DONATED to a non-profit	2.85	5.00	4.35	0.00	8.70	0.00	0.00
SOLD to a USED APPLIANCE DEALER	0.99	0.00	0.00	0.00	0.00	0.00	9.52
The RETAILER that I bought the NEW appliance from took it	51.91	55.00	34.78	55.00	60.87	62.79	23.81
RECYCLED (OTHER THAN thru <Utility>'s Program)	11.46	5.00	8.70	20.00	8.70	4.65	38.10
Took to DUMP	6.54	5.00	2.17	20.00	0.00	9.30	0.00
RECYCLED thru <Utility>'s Recycling PROGRAM	3.59	0.00	10.87	0.00	0.00	0.00	19.05
Junk Dealer	1.74	2.50	2.17	0.00	0.00	0.00	9.52
Taken by municipality	4.50	5.00	4.35	0.00	0.00	6.98	9.52
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	2.63	0.00	8.70	0.00	8.70	0.00	0.00
n	193	40	46	20	23	43	21

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
<AR54A> What made you decide to get rid of the appliance in this way, specifically?							
Convenience	49.39	45.00	23.91	45.00	60.87	55.81	52.69
Only known method available	6.64	10.00	8.70	10.00	8.70	4.65	4.30
Money or rebate incentive	7.06	0.00	8.70	5.00	0.00	9.30	10.75
Free disposal	7.53	7.50	10.87	5.00	4.35	6.98	8.60
Device still serviceable	8.11	15.00	21.74	0.00	13.04	9.30	1.08
Recycle/Helping the Environment	5.69	2.50	6.52	20.00	0.00	2.33	6.45
It was broken	1.46	0.00	0.00	0.00	0.00	0.00	4.30
DON'T KNOW	14.12	20.00	19.57	15.00	13.04	11.63	11.83
n	265	40	46	20	23	43	93
<AR54B> After the appliance was removed, did you put another refrigerator or freezer in its place?							
YES	81.45	70.00	84.78	85.00	91.30	93.02	73.12
NO	18.55	30.00	15.22	15.00	8.70	6.98	26.88
n	265	40	46	20	23	43	93
<AR54C> What did you put in its place?							
Replaced REFRIGERATOR with REFRIGERATOR	80.59	89.29	79.49	76.47	85.71	92.50	67.65
Replaced REFRIGERATOR with FREEZER	10.56	3.57	2.56	5.88	0.00	5.00	26.47
Replaced FREEZER with FREEZER	8.85	7.14	17.95	17.65	14.29	2.50	5.88
n	213	28	39	17	21	40	68
<AR54D> Was this unit LARGER, SMALLER, or about the SAME as the old one?							
LARGER	32.95	39.29	33.33	29.41	28.57	40.00	27.94
SMALLER	18.71	28.57	20.51	23.53	4.76	20.00	17.65
ABOUT THE SAME	48.34	32.14	46.15	47.06	66.67	40.00	54.41
n	213	28	39	17	21	40	68
<AR54EE> How many years old was it when you installed it?							
5 years old or less	53.50	0.00	0.00	33.33	100.00	25.00	57.35
6 to 10 years old	2.41	0.00	0.00	0.00	0.00	0.00	2.94
11 to 15 years old	16.03	0.00	100.00	33.33	0.00	0.00	14.71
16 to 20 years old	14.88	0.00	0.00	0.00	0.00	25.00	16.18
21 to 25 years old	3.26	0.00	0.00	0.00	0.00	50.00	0.00
DON'T KNOW	9.91	100.00	0.00	33.33	0.00	0.00	8.82
n	81	1	3	3	2	4	68
<AR54F> Was this replacement appliance an Energy Star appliance?							
YES	82.29	82.14	87.18	88.24	76.19	82.50	80.88
NO	11.98	10.71	10.26	5.88	14.29	15.00	11.76
DON'T KNOW	5.73	7.14	2.56	5.88	9.52	2.50	7.35
n	213	28	39	17	21	40	68
<E11> In the last TWO years, were there any actions to improve energy efficiency or otherwise reduce energy consumption that were CONSIDERED, but NOT IMPLEMENTED?							
YES	21.52	17.00	22.28	22.77	21.71	26.32	20.21
NO	77.29	82.00	76.24	77.23	76.32	73.68	77.98
REFUSED	0.23	0.50	0.00	0.00	0.00	0.00	0.52
DON'T KNOW	0.96	0.50	1.49	0.00	1.97	0.00	1.30
n	1193	200	202	101	152	152	386
<E11A> What specific actions to improve energy efficiency or otherwise reduce energy consumption were considered, BUT NOT IMPLEMENTED?							
Upgrade lighting to improve energy efficiency	6.01	8.82	0.00	0.00	3.03	7.50	10.26
Upgrade appliances/equipment to improve energy efficiency	28.58	23.53	26.67	30.43	30.30	17.50	37.18
Improve wall or roof insulation	16.76	11.76	26.67	13.04	21.21	27.50	6.41
Improve window insulation	18.86	32.35	13.33	21.74	30.30	25.00	3.85

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
Improve door insulation	4.36	8.82	8.89	8.70	3.03	2.50	1.28
Self generate electricity/energy	8.05	5.88	8.89	4.35	6.06	7.50	11.54
Save energy by changing behavior	2.33	2.94	0.00	0.00	0.00	2.50	5.13
Improve wall/roof and window insulation	3.59	2.94	6.67	8.70	3.03	5.00	0.00
Improve Wall insulation and self generate energy	1.26	0.00	2.22	4.35	0.00	2.50	0.00
Upgrade appliances/equipment and self generate energy	0.24	0.00	2.22	0.00	0.00	0.00	0.00
Improve window and door insulation	1.01	0.00	0.00	0.00	3.03	2.50	0.00
Improve wall/roof and door insulation	1.01	0.00	0.00	8.70	0.00	0.00	0.00
Upgrade Appliances/equipment and improve door insulation	0.24	0.00	2.22	0.00	0.00	0.00	0.00
Upgrade Appliances/equipment and improve window insulation	0.24	0.00	2.22	0.00	0.00	0.00	0.00
Upgrade lighting and improve window insulation	0.33	2.94	0.00	0.00	0.00	0.00	0.00
Replace windows	3.75	0.00	0.00	0.00	0.00	0.00	12.82
None	1.87	0.00	0.00	0.00	0.00	0.00	6.41
OTHER	0.75	0.00	0.00	0.00	0.00	0.00	2.56
DON'T KNOW	0.75	0.00	0.00	0.00	0.00	0.00	2.56
n	253	34	45	23	33	40	78
<EI1B> And, overall, what were the most important reasons that you did not take these energy saving actions?							
Other priorities for spending	10.12	8.82	17.78	0.00	9.09	15.00	8.97
Amount of savings did not justify the upfront costs	7.67	5.88	6.67	0.00	9.09	5.00	12.82
No funds available for investment	63.79	64.71	57.78	82.61	78.79	72.50	43.59
Energy savings were too uncertain	1.03	5.88	0.00	0.00	0.00	0.00	1.28
Could not obtain financing for investment	4.76	0.00	0.00	8.70	0.00	0.00	12.82
Needed more information to make decision	1.91	5.88	0.00	0.00	0.00	2.50	2.56
Not enough time to take on the project	6.17	5.88	11.11	4.35	12.12	5.00	2.56
Not my decision	4.19	2.94	8.89	8.70	0.00	0.00	6.41
Intend to do, but on hold	5.70	11.76	6.67	4.35	0.00	10.00	3.85
Waiting for old equipment to expire	3.79	5.88	2.22	0.00	3.03	2.50	6.41
Technical problems make difficult or impossible	4.91	5.88	6.67	4.35	3.03	5.00	5.13
Equipment new/recently upgraded	0.38	0.00	0.00	0.00	0.00	0.00	1.28
None	1.12	0.00	0.00	0.00	0.00	0.00	3.85
OTHER	1.12	0.00	0.00	0.00	0.00	0.00	3.85
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.12	0.00	0.00	0.00	0.00	0.00	3.85
n	253	34	45	23	33	40	78
<IC3> Do you have any plans to invest in any home improvements in the next 2 years?							
YES	27.95	22.50	29.21	24.75	30.92	28.95	29.02
NO	69.15	75.50	69.31	72.28	65.79	69.74	66.58
REFUSED	0.31	0.50	0.00	0.00	0.00	0.00	0.78
DON'T KNOW	2.59	1.50	1.49	2.97	3.29	1.32	3.63
n	1193	200	202	101	152	152	386
<IC4> Please describe							
Upgrade/change lighting	4.58	4.44	1.69	8.00	6.38	4.55	3.57

	ALL	Duke	DP&L	Ohio Edison	Toledo Edison	Cleveland	AEP Ohio
Upgrade/change appliances	17.57	15.56	11.86	16.00	25.53	29.55	9.82
Upgrade/Change wall/roof/floor or wall/roof/floor insulation	27.91	24.44	35.59	44.00	27.66	38.64	16.07
Upgrade/change windows or window insulation	26.27	40.00	23.73	28.00	21.28	27.27	24.11
Upgrade/change doors or door insulation	10.98	8.89	10.17	20.00	8.51	15.91	8.04
Self generate electricity	2.77	2.22	5.08	8.00	2.13	4.55	0.00
Upgrade AC/heating	9.43	6.67	20.34	0.00	10.64	15.91	5.36
Upgrade/change water heater/boiler	6.95	13.33	6.78	12.00	12.77	6.82	0.00
Upgrade/change thermostat	1.03	2.22	0.00	0.00	4.26	0.00	0.00
Remodeling	15.47	8.89	1.69	4.00	6.38	6.82	35.71
Install Smart Meter	0.25	2.22	0.00	0.00	0.00	0.00	0.00
REFUSED	0.25	2.22	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.93	0.00	0.00	0.00	2.13	2.27	3.57
n	332	45	59	25	47	44	112
*The survey questions that asked for a numerical answer were open ended. Itron's survey provided a follow up question with categorical answers that respondents could choose while AEP Ohio's surveys did not. The answers that were given to all numerically answered questions were placed into these same categories in order to present concise frequency distributions. Because these categorical follow up questions were not asked by AEP Ohio, this might explain why the percentage of "Don't Know" responses is higher for this IOU's frequency distribution.							
**This question was asked of all Itron survey respondents who indicated having at least one appliance to which the question references. For AEP Ohio the question was only asked of those who indicated having at least 2 appliances to which the question references.							

Commercial Customer Survey Responses

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
<SC4> First, what is your job title?									
Facilities Manager	19.77	29.19	21.23	18.83	15.84	22.40	7.67	26.68	19.25
Building Manager	6.93	13.33	1.37	6.42	5.99	5.31	6.82	4.63	8.86
Energy Manager	0.76	0.00	0.00	0.59	1.63	0.00	0.00	0.60	1.54
Other facilities management/maintenance	18.61	11.87	18.44	12.46	31.03	25.74	8.17	17.43	17.87
Chief Financial Officer	1.10	0.45	1.92	1.31	0.87	0.81	0.32	3.50	0.60
Other financial/administrative position	9.55	10.33	7.49	14.10	3.16	11.18	7.08	6.54	10.46
Proprietor/Owner	9.81	7.55	16.98	13.69	3.27	3.93	23.00	3.41	11.79
President/CEO	3.07	3.27	6.63	3.26	1.66	0.86	8.29	1.59	3.38
Manager/director/supervisor/ Mayor	16.18	9.37	24.40	16.56	16.78	15.61	19.57	12.32	16.96
Vice President	3.99	2.54	0.92	6.36	2.21	1.97	14.86	7.19	0.66
Engineer	6.61	7.81	0.00	2.49	13.88	11.79	1.40	9.94	3.76
Lower Level unrelated employee	2.90	4.24	0.63	3.22	2.40	0.29	1.53	6.16	3.69
Sgt/Captain	0.19	0.00	0.00	0.08	0.51	0.07	0.00	0.00	0.40
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.53	0.06	0.00	0.63	0.77	0.04	1.29	0.00	0.80
n	1610	203	202	409	796	279	169	342	820
<SC5> Do you work directly for <BUSINESS NAME> or are you employed by a different firm or organization?									
Employed by same firm or organization	72.90	67.47	98.27	63.22	89.09	43.75	100.00	94.76	86.34
Employed by different firm or organization	26.41	29.33	1.73	36.66	10.73	56.25	0.00	5.24	11.99
DON'T KNOW	0.70	3.20	0.00	0.12	0.19	0.00	0.00	0.00	1.66
n	286	44	44	74	124	55	20	66	145
General Business Type									
Office	26.80	29.07	25.03	25.49	28.03	100.00	0.00	0.00	0.00
Retail	13.40	15.03	14.34	13.24	12.52	0.00	100.00	0.00	0.00
Industrial	16.48	15.44	18.35	18.48	13.57	0.00	0.00	100.00	0.00
OTHER	43.33	40.47	42.28	42.80	45.88	0.00	0.00	0.00	100.00
n	1611	203	202	410	796	280	169	342	820
<F1> What is the main business activity performed at this facility?*									
Office	17.38	27.59	25.74	25.37	8.54	100.00	0.00	0.00	0.00
Retail (non-food)	10.49	16.75	10.40	11.22	8.54	0.00	100.00	0.00	0.00
College/University	0.99	0.00	0.50	0.73	1.51	0.00	0.00	0.00	1.95
School (preschool, K to 12)	3.97	2.96	1.98	2.68	5.40	0.00	0.00	0.00	7.81
Grocery Store	1.49	1.48	0.99	0.73	2.01	0.00	0.00	0.00	2.93
Convenience Store	0.87	0.00	1.49	0.24	1.26	0.00	0.00	0.00	1.71
Restaurant	5.83	8.37	7.43	6.34	4.52	0.00	0.00	0.00	11.46
Health Care, Hospital	5.96	7.88	6.93	8.29	4.02	0.00	0.00	0.00	11.71
Hotel or Motel	1.68	0.99	1.49	0.98	2.26	0.00	0.00	0.00	3.29
Warehouse	3.41	4.43	1.98	3.66	3.39	0.00	0.00	0.00	6.71
Personal Service (beauty shop, cleaners)	2.42	0.99	1.98	3.17	2.51	0.00	0.00	0.00	4.76

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Community Service, Church, Temple, Municipality	8.13	7.88	11.39	12.44	5.15	0.00	0.00	0.00	15.98
Industrial Electronic and Machinery	3.48	3.94	5.45	5.85	1.63	0.00	0.00	16.37	0.00
Industrial Mining, Metals, Stone, Glass, Concrete	5.83	2.46	2.97	3.42	8.67	0.00	0.00	27.49	0.00
Industrial Petroleum, Plastic, Rubber and Chemicals	1.80	1.48	0.99	0.98	2.51	0.00	0.00	8.48	0.00
Other Industrial	10.12	5.91	8.91	5.85	13.69	0.00	0.00	47.66	0.00
Agricultural	1.12	1.97	1.98	0.49	1.01	0.00	0.00	0.00	2.20
Condo Assoc/Apartment Management	1.49	0.99	0.50	0.00	2.64	0.00	0.00	0.00	2.93
Government	5.59	1.48	2.97	1.95	9.17	0.00	0.00	0.00	10.98
Automotive/Trucking (non-gas station)	4.16	1.48	3.47	2.68	5.78	0.00	0.00	0.00	8.17
Food Service non-restaurant	0.87	0.00	0.00	0.49	1.51	0.00	0.00	0.00	1.71
OTHER	2.86	0.99	0.50	2.44	4.15	0.00	0.00	0.00	5.61
DON'T KNOW	0.06	0.00	0.00	0.00	0.13	0.00	0.00	0.00	0.12
n	1611	203	202	410	796	280	169	342	820
*No weights were added in order to provide the most accurate picture of who responded to the survey.									
<F1A> Is this a home-based business operated out of your residence?									
NO	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
n	792	88	69	153	482	269	161	76	286
<F4> Approximately how many employees does <BUSINESS NAME> have at this location?*									
ONE	7.01	6.90	7.92	8.05	6.28	6.79	8.28	4.39	7.93
2 to 5	23.65	35.47	28.22	30.00	16.21	35.36	37.28	18.42	19.02
6 to 10	14.71	20.20	16.83	15.85	12.19	18.57	14.20	11.70	14.76
11 to 20	14.28	13.79	18.32	16.59	12.19	12.86	11.83	13.45	15.61
21 to 50	15.95	11.33	14.85	13.66	18.59	8.21	14.20	16.37	18.78
51 to 100	9.31	4.43	7.92	7.07	12.06	3.93	5.33	14.33	9.88
101 to 250	7.01	1.48	3.47	2.93	11.43	4.29	5.33	12.57	5.98
251 to 500	3.29	0.99	0.50	1.46	5.53	3.21	1.78	6.14	2.44
501 to 1000	1.24	0.49	0.99	0.73	1.76	1.43	0.00	1.46	1.34
1001 to 3000	1.12	1.48	0.00	2.44	0.63	2.86	0.00	0.59	0.98
More than 3000	0.25	0.49	0.50	0.24	0.13	0.00	0.00	0.00	0.49
REFUSED	0.43	0.99	0.00	0.00	0.63	0.36	0.59	0.29	0.49
DON'T KNOW	1.74	1.97	0.50	0.98	2.39	2.14	1.18	0.29	2.32
n	1611	203	202	410	796	280	169	342	820
*No weights were added in order to provide the most accurate picture of who responded to the survey.									
<F5> Is this facility...									
A single, unattached building	55.52	53.18	58.56	53.17	59.27	46.52	46.40	71.37	57.89
Two to five unattached buildings	14.48	12.85	17.77	13.50	15.78	2.68	31.91	20.49	14.11
Six or more unattached buildings	2.51	1.56	2.55	2.25	3.37	0.54	1.26	2.70	4.04
Part of a mall	2.25	3.46	1.81	0.88	3.75	0.09	10.94	0.18	1.69
Part of a non-mall shared facility	5.48	3.90	8.95	6.49	3.83	5.62	9.19	3.57	4.98
Part of a high-rise office	11.13	16.57	0.63	16.99	2.85	39.64	0.08	0.00	1.14

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
building									
Part of a campus of facilities	7.06	8.47	8.37	5.56	8.14	3.47	0.14	1.32	13.61
Six or more attached buildings	0.55	0.00	0.00	0.00	1.81	0.00	0.03	0.00	1.27
Two to Five attached buildings	0.90	0.00	1.33	0.96	1.14	1.43	0.06	0.38	1.02
Residential	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.01
Warehouse	0.00	0.00	0.04	0.00	0.00	0.00	0.00	0.00	0.01
OTHER	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.01
DON'T KNOW	0.10	0.00	0.00	0.21	0.03	0.00	0.00	0.00	0.24
n	1610	203	202	410	795	280	169	341	820
<F6> How many stories is the building at this location?									
One story	45.47	39.24	55.01	42.06	50.86	20.32	64.97	62.98	48.33
Two stories	20.08	13.27	23.74	16.36	27.94	14.49	30.41	22.99	19.24
3 to 5 stories	13.90	10.86	3.94	17.36	13.33	15.81	4.63	12.49	16.12
6 to 10 stories	7.42	12.13	10.19	9.09	1.76	14.79	0.00	1.40	7.45
More than 10 stories	13.06	24.50	6.57	15.13	6.03	34.58	0.00	0.00	8.75
DON'T KNOW	0.07	0.00	0.55	0.00	0.08	0.00	0.00	0.15	0.12
n	1611	203	202	410	796	280	169	342	820
<F7> Approximately when was the building at this location constructed?									
Before 1960	28.95	27.15	23.50	38.31	17.91	26.87	20.16	32.14	31.74
1960-1969	10.41	11.92	6.99	9.92	11.35	4.08	2.00	16.16	14.75
1970-1979	16.79	10.60	28.24	16.84	16.58	13.64	25.11	13.43	17.43
1980-1989	21.38	29.05	11.08	16.53	27.43	45.95	9.13	12.84	13.22
1990-1999	10.92	14.53	7.72	10.15	11.11	4.52	26.28	14.79	8.67
2000 or later	8.98	5.39	21.61	5.49	12.23	3.47	12.79	6.55	12.14
DON'T KNOW	2.57	1.36	0.85	2.77	3.40	1.48	4.53	4.09	2.05
n	1611	203	202	410	796	280	169	342	820
<F8> What is the approximate total floor area, in square feet, that is occupied by <BUSINESS NAME> at this location and that is conditioned space?									
Less than 1,000 sq ft	1.39	1.03	1.23	1.98	0.78	0.50	2.85	0.66	1.78
1,000 to 2,000 sq ft	2.76	3.38	7.85	2.88	0.80	1.31	4.70	0.87	3.78
2,000 to 3,000 sq ft	4.35	8.73	4.68	4.89	1.21	1.04	3.77	5.18	6.25
3,000 to 5,000 sq ft	6.11	6.93	6.05	8.54	2.19	1.52	9.48	1.24	9.76
5,000 to 10,000 sq ft	9.10	15.23	10.83	9.86	4.32	8.91	11.15	8.90	8.65
10,000 to 15,000 sq ft	3.97	6.25	4.46	3.72	3.00	1.12	4.71	5.27	5.00
15,000 to 25,000 sq ft	6.04	5.13	8.02	6.64	5.07	2.24	9.01	4.05	8.23
25,000 to 50,000 sq ft	9.72	5.71	20.42	10.97	6.88	5.14	22.29	14.37	6.91
50,000 to 100,000 sq ft	12.19	9.67	10.92	10.14	16.84	11.75	6.96	16.08	12.61
More than 100,000 sq ft	38.50	36.50	21.41	36.79	46.97	64.74	18.75	39.08	28.16
REFUSED	0.03	0.00	0.00	0.00	0.09	0.00	0.00	0.16	0.00
DON'T KNOW	5.83	1.44	4.13	3.58	11.87	1.73	6.34	4.14	8.86
n	1611	203	202	410	796	280	169	342	820
<F9> What is the average number of hours of operation per weekday?									
Less than 5 hours	0.95	0.23	0.52	0.74	1.74	0.05	0.04	0.97	1.78
Between 5 and 9.5 hours	14.70	24.17	22.99	15.74	5.90	13.82	21.12	13.42	13.75
Between 10 and 14.5 hours	33.03	43.19	41.42	31.98	26.86	47.74	38.52	27.93	24.17
Between 15 and 19.5 hours	15.79	6.80	9.44	18.53	18.30	9.41	21.93	8.78	20.50

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Between 20 and 23.5 hours	6.17	8.24	3.60	6.83	4.88	4.73	8.67	15.87	2.59
24 hours	29.16	17.10	20.54	26.18	42.20	24.24	9.73	33.03	36.73
DON'T KNOW	0.22	0.27	1.49	0.01	0.12	0.01	0.00	0.00	0.49
n	1610	203	202	410	795	280	169	342	819
<F13> Have the operating hours for your facility changed during the past 12 months?									
They have not changed	86.31	88.72	85.55	84.54	87.86	89.53	71.99	82.59	90.17
Reduced due to less Demand	1.94	0.48	2.66	2.94	1.04	0.00	8.05	3.28	0.74
Increased due to more Demand	2.60	0.12	2.67	1.98	4.77	3.42	0.00	4.78	2.08
Seasonal Changes	6.02	7.85	5.90	8.37	1.71	4.81	15.90	2.91	4.90
Varies with business	1.23	2.68	0.64	0.91	1.12	0.11	1.29	3.40	1.09
Reduced	0.95	0.16	1.01	0.53	1.95	0.12	0.99	2.98	0.68
Increased	1.93	0.19	2.42	2.53	1.84	2.05	2.09	1.70	1.91
OTHER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.12	0.00	0.00	0.22	0.08	0.01	0.00	0.00	0.27
n	1609	203	202	410	794	280	169	341	819
<EM1> Does your organization own or lease this facility?									
Own	75.98	74.21	70.87	75.32	79.33	73.17	66.15	81.20	78.77
Lease	22.15	23.62	28.19	22.81	18.67	26.47	30.84	17.78	18.44
REFUSED	0.37	0.00	0.00	0.00	1.20	0.00	2.75	0.00	0.00
DON'T KNOW	1.51	2.17	0.95	1.87	0.81	0.36	0.26	1.02	2.79
n	1611	203	202	410	796	280	169	342	820
<EM3> Has <BUSINESS NAME> assigned responsibility for managing energy usage and costs to any of the following?									
An in-house staff person	35.76	46.47	30.65	37.56	29.11	32.68	29.96	47.43	35.02
A group of staff	19.05	14.77	27.87	13.89	26.19	20.51	6.40	18.34	22.33
A third-party facilities manager/contractor	6.40	5.03	4.90	4.02	10.97	3.91	7.94	7.80	6.92
No one	22.17	20.47	22.46	28.32	14.05	5.10	47.49	20.63	25.47
Building owner	12.47	13.11	12.69	15.05	8.34	27.51	6.85	5.09	7.72
REFUSED	0.03	0.15	0.00	0.00	0.02	0.09	0.03	0.00	0.01
DON'T KNOW	4.13	0.00	1.44	1.17	11.32	10.21	1.34	0.70	2.53
n	1611	203	202	410	796	280	169	342	820
<EE4> In the past 5 years, has your organization participated in any other energy efficiency programs offered by government agencies or other entities?									
YES	33.39	46.27	33.28	28.87	33.32	54.67	14.03	39.50	23.90
NO	57.65	45.04	63.41	65.07	51.74	43.16	74.70	56.89	61.62
DON'T KNOW	8.96	8.69	3.32	6.07	14.94	2.17	11.27	3.62	14.48
n	1611	203	202	410	796	280	169	342	820
<EE4A> Which specific program(s) did you participate in and what types of financial incentives or other program services did you receive?									
Rebate/Free items from unknown source	23.87	20.78	30.34	29.13	13.04	25.17	5.51	17.32	29.37
Tax Credits	0.87	0.00	0.72	0.05	3.80	0.00	2.19	1.94	1.40
Free Audit	12.75	9.08	5.18	16.19	13.63	10.98	24.99	9.31	15.59
Duke Energy Rebate Program	15.97	62.88	0.00	0.00	0.42	17.94	0.96	11.84	18.15
COZY Electricity Program(s)	0.04	0.00	0.00	0.08	0.00	0.00	0.00	0.00	0.12
DP&L Programs/Rebates	2.77	0.00	26.62	0.00	0.26	4.07	0.96	2.53	1.06
DP&L Energy Audit	0.16	0.00	1.59	0.00	0.00	0.00	0.00	0.00	0.57

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Ohio Edison Peak Usage Program	0.52	0.00	0.00	1.18	0.00	0.00	0.00	2.89	0.00
Euclid Aggregate Program	0.11	0.00	0.00	0.26	0.00	0.00	0.00	0.63	0.00
Audit from Ohio State University	2.73	0.00	0.00	6.18	0.00	0.00	49.85	0.00	0.00
House Bill 264	0.32	0.00	2.21	0.00	0.46	0.38	0.00	0.00	0.48
EPAC	5.40	0.00	0.00	12.21	0.00	0.00	0.00	29.98	0.00
Toledo Edison Choice Program	0.13	0.00	0.00	0.29	0.00	0.00	2.31	0.00	0.00
Ohio School Council FirstEnergy Dscnt	0.65	0.00	0.00	1.47	0.00	0.00	0.00	0.00	2.29
Ohio Edison programs (other)	0.50	0.00	0.00	1.14	0.00	0.01	0.00	0.00	1.76
Toledo Edison Discounts	0.33	0.00	0.00	0.76	0.00	0.00	0.00	1.86	0.00
NE Ohio Public Energy Council Rebates	0.71	0.00	0.00	1.60	0.00	0.00	0.00	0.00	2.49
Special rates from FirstEnergy	0.38	0.00	0.00	0.86	0.00	0.00	0.00	0.00	1.33
House Bill 300	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Smart Grid Program	6.16	16.77	0.00	0.00	9.48	8.80	0.00	4.32	4.06
Rebates or Incentives from AEP	10.70	0.00	0.00	0.00	52.63	3.33	10.82	21.58	16.29
General Ohio State energy program	8.43	0.00	5.47	15.76	4.46	14.47	0.00	5.03	1.98
Core Energy: Demand Response Program	0.41	0.00	0.00	0.00	2.04	0.00	0.00	1.25	0.66
OTHER	1.22	0.00	8.69	0.32	0.94	0.06	0.00	0.30	4.01
REFUSED	0.08	0.33	0.00	0.00	0.00	0.17	0.00	0.00	0.00
DON'T KNOW	9.64	1.52	19.18	16.30	0.47	14.64	3.77	6.59	4.23
n	210	34	30	38	108	35	11	66	98
<IL1A> Approximately what percentage of the total interior electrical lighting is provided by: Fluorescent tubes?									
0 percent	0.78	2.76	1.13	0.29	0.38	0.28	0.00	2.23	0.79
Between 1% and 15%	4.14	1.75	2.46	5.78	3.47	0.20	2.39	17.08	2.19
Between 15% and 29%	3.04	3.65	3.70	2.77	2.91	0.08	1.59	3.62	5.09
Between 30% and 44%	5.37	4.03	5.70	5.49	5.80	0.10	5.89	7.43	7.70
Between 45% and 59%	3.58	6.33	4.47	2.06	4.13	0.70	3.34	2.12	6.00
Between 60% and 79%	16.00	21.38	6.72	17.48	13.74	20.62	20.68	7.35	14.98
Between 80% and 99%	47.39	48.36	48.42	43.48	52.28	70.75	27.35	39.31	42.22
100 percent	18.87	11.33	27.36	22.47	15.09	7.28	36.86	20.53	19.85
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.83	0.41	0.05	0.19	2.20	0.00	1.91	0.34	1.19
n	1590	203	202	410	775	279	167	337	807
<IL1B> Approximately what percentage of the total interior electrical lighting is provided by: Incandescent lamps?									
0 percent	42.25	39.86	48.90	50.78	21.49	31.44	66.86	47.86	39.71
Between 1% and 15%	44.02	31.50	40.44	42.43	59.66	57.20	22.07	47.97	40.14
Between 15% and 29%	4.56	11.05	3.87	2.17	5.07	5.93	6.37	0.29	4.79
Between 30% and 44%	1.62	1.57	0.56	1.57	2.30	0.09	1.90	0.39	3.12
Between 45% and 59%	1.30	2.41	1.94	0.40	2.17	0.16	0.22	0.08	2.94
Between 60% and 79%	1.95	2.31	2.99	1.46	2.30	0.05	0.35	1.24	4.08
Between 80% and 99%	0.56	1.61	0.55	0.06	0.87	0.08	0.03	0.06	1.28
100 percent	0.33	1.52	0.00	0.07	0.08	0.12	0.00	1.50	0.09
REFUSED	0.46	0.00	0.00	0.00	2.10	0.00	0.00	0.00	1.11
DON'T KNOW	2.94	8.18	0.75	1.07	3.97	4.92	2.21	0.61	2.75

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
n	1259	203	202	410	444	247	132	245	635
<IL1C> Approximately what percentage of the total interior electrical lighting is provided by: CFLs Compact Fluorescent lamps?									
0 percent	50.47	44.50	61.83	60.99	20.66	25.03	79.63	69.21	49.22
Between 1% and 15%	31.87	32.87	25.47	25.13	53.30	45.50	12.74	26.89	31.78
Between 15% and 29%	9.34	8.37	8.09	8.45	13.52	22.02	4.33	1.44	6.41
Between 30% and 44%	1.78	2.21	0.09	1.96	1.77	0.83	0.42	0.01	3.42
Between 45% and 59%	1.14	2.56	0.79	0.64	1.31	0.79	0.00	0.23	2.04
Between 60% and 79%	0.76	0.19	0.47	0.84	1.29	0.06	0.27	0.05	1.60
Between 80% and 99%	0.99	1.08	1.33	0.91	0.94	0.02	0.42	1.72	1.47
100 percent	0.06	0.03	0.06	0.00	0.24	0.05	0.03	0.00	0.10
REFUSED	0.48	0.00	0.00	0.00	2.54	0.00	0.00	0.00	1.08
DON'T KNOW	3.12	8.18	1.87	1.09	4.43	5.72	2.16	0.45	2.89
n	1184	203	202	410	369	239	133	219	593
<IL1D> Approximately what percentage of the total interior electrical lighting is provided by: Halogen lamps?									
0 percent	67.13	68.23	88.13	66.29	52.47	71.25	71.76	64.40	64.22
Between 1% and 15%	22.54	22.02	6.10	24.95	26.71	21.93	22.37	25.07	21.94
Between 15% and 29%	2.20	0.45	0.78	1.80	7.32	0.68	1.24	2.95	3.13
Between 30% and 44%	0.43	0.01	0.36	0.46	0.92	0.01	0.44	0.00	0.85
Between 45% and 59%	0.57	0.14	0.00	0.92	0.27	0.01	0.00	1.79	0.61
Between 60% and 79%	0.81	0.03	0.49	1.05	1.21	0.08	1.22	0.13	1.40
Between 80% and 99%	0.98	0.00	0.71	1.58	0.19	0.00	0.74	4.96	0.03
100 percent	0.08	0.00	0.04	0.12	0.06	0.00	0.00	0.25	0.08
REFUSED	0.50	0.00	0.00	0.00	3.55	0.00	0.00	0.00	1.18
DON'T KNOW	4.76	9.11	3.39	2.83	7.31	6.04	2.24	0.45	6.58
n	1101	203	202	410	286	228	122	211	540
<IL1E> Approximately what percentage of the total interior electrical lighting is provided by: HID High intensity discharge lamps?									
0 percent	64.63	59.09	84.37	77.57	22.96	79.44	62.84	43.82	64.46
Between 1% and 15%	15.91	19.89	5.31	7.81	40.49	11.27	8.52	22.31	18.56
Between 15% and 29%	3.48	4.89	4.94	0.74	8.91	3.05	0.13	6.23	3.75
Between 30% and 44%	4.70	4.56	0.20	5.30	5.71	0.42	19.44	3.06	3.15
Between 45% and 59%	1.39	0.55	3.06	0.51	3.74	0.00	3.82	3.37	0.66
Between 60% and 79%	2.48	0.70	1.23	3.04	3.39	0.12	1.52	12.03	0.49
Between 80% and 99%	2.24	1.22	0.15	1.47	6.58	0.00	1.58	8.59	1.32
100 percent	0.02	0.00	0.00	0.00	0.13	0.00	0.00	0.15	0.00
REFUSED	0.54	0.00	0.00	0.00	2.91	0.00	0.00	0.00	1.25
DON'T KNOW	4.60	9.11	0.73	3.56	5.18	5.70	2.15	0.44	6.35
n	1175	203	202	410	360	233	130	246	566
<IL1F> Approximately what percentage of the total interior electrical lighting is provided by: LED Lamps?									
0 percent	82.03	74.55	91.78	89.97	47.93	85.21	92.51	79.60	77.73
Between 1% and 15%	12.21	12.10	7.06	8.48	34.91	8.41	1.84	19.88	14.72
Between 15% and 29%	1.30	3.70	0.06	0.00	4.60	0.05	3.32	0.05	1.88
Between 30% and 44%	0.35	0.00	0.75	0.46	0.01	0.00	0.00	0.01	0.80
Between 60% and 79%	0.06	0.00	0.00	0.00	0.54	0.00	0.00	0.00	0.15
100 percent	0.06	0.26	0.00	0.00	0.04	0.00	0.03	0.00	0.12
REFUSED	0.51	0.00	0.00	0.00	4.29	0.00	0.00	0.00	1.19
DON'T KNOW	3.47	9.39	0.35	1.09	7.69	6.33	2.30	0.46	3.40
n	1029	203	202	410	214	224	118	177	510
<IL1G> Approximately what percentage of the total interior electrical lighting is provided by: Other?									
0 percent	88.56	90.53	94.23	91.89	57.24	89.12	90.44	78.80	91.37
Between 1% and 15%	7.87	9.05	2.37	6.25	21.89	10.59	5.78	18.28	2.89

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Between 15% and 29%	0.48	0.00	1.29	0.12	2.80	0.00	1.50	0.29	0.50
Between 30% and 44%	0.21	0.00	0.00	0.31	0.34	0.00	0.00	1.09	0.08
Between 45% and 59%	0.00	0.00	0.00	0.00	0.05	0.00	0.00	0.00	0.01
Between 60% and 79%	0.19	0.00	1.49	0.00	0.19	0.02	0.07	1.04	0.01
Between 80% and 99%	0.10	0.00	0.07	0.06	0.62	0.07	0.00	0.05	0.19
100 percent	0.00	0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.00
REFUSED	0.53	0.00	0.00	0.00	5.51	0.00	0.00	0.00	1.24
DON'T KNOW	2.04	0.42	0.56	1.37	11.34	0.21	2.22	0.44	3.71
n	1003	203	202	410	188	228	118	171	486
<IL2A> You have indicated that your interior lighting includes fluorescent tubes. What percent are the thin tubes, T5's and T8's?									
0 percent	15.13	13.41	15.47	19.05	10.10	3.37	23.32	13.89	20.45
Between 1% and 15%	4.33	2.63	1.93	2.29	8.95	3.64	8.21	5.42	3.14
Between 15% and 29%	3.88	12.50	7.47	1.13	2.46	6.50	0.62	1.96	3.97
Between 30% and 44%	2.35	1.00	5.03	1.10	4.11	1.62	0.42	4.57	2.57
Between 45% and 59%	4.68	0.96	8.66	4.60	5.53	3.03	3.01	5.56	5.89
Between 60% and 79%	5.90	3.95	6.54	7.75	3.97	2.87	16.19	5.38	4.82
Between 80% and 99%	24.91	13.76	13.90	29.76	26.73	45.87	12.30	14.58	19.56
100 percent	29.18	34.82	33.67	23.95	32.69	24.32	23.05	39.17	30.35
REFUSED	0.03	0.00	0.00	0.00	0.09	0.00	0.00	0.17	0.00
DON'T KNOW	9.62	16.98	7.34	10.37	5.36	8.80	12.88	9.29	9.25
n	1529	187	196	402	744	270	165	325	769
<IL2B> You have indicated that your interior lighting includes fluorescent tubes. What percent are the thicker tubes, T12's?									
0 percent	29.54	33.06	33.82	24.26	34.58	24.43	24.48	38.46	30.94
Between 1% and 15%	21.60	11.84	10.85	26.95	21.86	43.63	12.60	13.01	13.48
Between 15% and 29%	6.58	2.65	3.56	8.10	7.29	2.73	15.22	2.49	7.99
Between 30% and 44%	3.15	3.21	6.02	2.46	3.32	2.41	1.76	4.63	3.49
Between 45% and 59%	4.75	0.96	8.66	4.60	5.85	3.03	3.13	5.61	6.03
Between 60% and 79%	3.10	2.93	6.17	1.43	4.87	1.94	0.81	4.69	3.94
Between 80% and 99%	7.63	13.19	8.26	3.09	11.55	9.83	8.80	7.36	5.98
100 percent	15.87	14.07	15.32	19.90	10.68	3.37	24.97	15.98	21.08
DON'T KNOW	7.77	18.08	7.34	9.22	0.00	8.64	8.23	7.78	7.07
n	1473	187	196	402	688	268	159	312	734
<IL3A> For systems that control fluorescent tube lighting at this facility. What percentage is controlled by: Manual switches only?									
0 percent	6.75	14.52	2.15	7.14	3.36	12.67	5.97	3.40	4.59
Between 1% and 15%	3.22	0.00	0.00	2.79	6.67	1.62	15.52	0.29	1.66
Between 15% and 29%	2.61	0.95	0.00	4.56	1.27	7.88	0.00	0.93	0.76
Between 30% and 44%	4.45	0.00	0.00	5.03	7.37	10.97	1.37	0.36	2.88
Between 45% and 59%	1.66	0.07	0.97	0.33	4.84	3.48	0.00	0.19	1.59
Between 60% and 79%	3.87	0.14	1.14	5.70	3.90	8.03	0.00	2.09	3.13
Between 80% and 99%	22.92	27.82	26.23	20.09	23.67	26.81	4.61	23.56	25.75
100 percent	53.94	56.51	69.51	54.37	47.03	28.54	72.54	69.01	58.43
REFUSED	0.03	0.00	0.00	0.00	0.10	0.00	0.00	0.17	0.00
DON'T KNOW	0.53	0.00	0.00	0.00	1.81	0.00	0.00	0.00	1.22
n	1499	187	196	402	714	265	160	321	753
<IL3B> For systems that control fluorescent tube lighting at this facility. What percentage is controlled by: Occupancy sensors (and manual switches)?									
0 percent	58.54	82.75	73.65	59.82	19.33	39.89	77.62	72.51	58.05
Between 1% and 15%	25.89	16.17	21.04	26.40	37.71	41.50	3.09	21.81	25.50
Between 15% and 29%	5.83	0.00	1.46	2.23	25.86	4.71	10.35	1.99	6.55

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Between 30% and 44%	0.68	0.00	1.67	0.54	1.27	0.00	0.00	0.64	1.34
Between 45% and 59%	1.22	0.00	0.27	0.41	5.63	2.43	0.00	0.52	1.17
Between 60% and 79%	4.10	0.00	0.00	6.81	2.62	9.40	8.32	0.00	1.15
Between 80% and 99%	0.57	0.06	0.00	0.00	3.24	0.04	0.00	1.38	0.76
100 percent	2.48	1.02	1.92	3.79	0.37	2.03	0.62	0.97	3.96
REFUSED	0.03	0.00	0.00	0.00	0.19	0.00	0.00	0.19	0.00
DON'T KNOW	0.66	0.00	0.00	0.00	3.79	0.00	0.00	0.00	1.53
n	1030	187	196	402	245	221	122	190	497
<IL3C> For systems that control fluorescent tube lighting at this facility. What percentage is controlled by: Automated Central Controls (and manual switches)?									
0 percent	68.77	73.56	94.76	76.06	16.00	37.56	70.71	90.55	80.90
Between 1% and 15%	4.46	1.47	3.28	2.31	17.28	6.72	1.35	2.45	4.80
Between 15% and 29%	7.66	10.24	1.56	7.96	7.72	15.03	7.38	1.98	4.95
Between 30% and 44%	2.85	0.14	0.17	4.61	1.80	9.05	0.00	1.43	0.20
Between 45% and 59%	1.64	0.07	0.00	0.08	10.76	5.79	0.00	0.00	0.05
Between 60% and 79%	4.43	0.00	0.00	5.56	9.27	8.95	1.87	0.00	3.97
Between 80% and 99%	2.82	0.95	0.00	0.21	17.14	3.93	8.75	0.00	1.08
100 percent	6.57	13.44	0.23	3.06	15.49	12.97	9.95	3.24	2.33
REFUSED	0.03	0.00	0.00	0.00	0.23	0.00	0.00	0.21	0.00
DON'T KNOW	0.74	0.13	0.00	0.15	4.33	0.00	0.00	0.16	1.74
n	1020	187	196	402	235	228	123	175	494
<IL5> Over the past three years, have significant changes been made related to the lighting system at this facility?									
YES	51.00	39.10	36.87	50.95	61.33	61.06	47.96	56.22	43.74
NO	48.76	59.91	63.13	49.01	38.45	38.68	52.01	43.78	55.87
DON'T KNOW	0.24	0.99	0.00	0.04	0.22	0.26	0.03	0.00	0.39
n	1611	203	202	410	796	280	169	342	820
<IL6> What types of equipment were installed as part of this lighting system retrofit?									
Replaced/added new fluorescent fixtures	59.68	69.97	57.83	65.79	49.26	72.14	63.24	60.02	47.56
Retrofitted/added dimming electronic bal	4.76	21.99	2.48	2.99	1.60	7.55	1.50	5.17	3.25
Retrofitted/added NON DIMMING electronic	7.22	0.35	1.19	7.63	10.05	0.38	6.31	16.79	8.77
Replaced/added new PIN-BASED halogen fix	1.36	0.00	0.00	2.12	1.14	0.00	0.00	5.21	1.12
Replaced/added new HID Fixtures	3.53	5.75	0.60	3.70	3.11	0.00	5.73	9.79	2.77
Replaced incandescent with CFLs	27.83	24.31	29.03	32.56	23.10	34.86	12.04	4.63	38.47
Replaced incandescent with LEDs	5.78	1.62	2.05	8.79	4.18	0.03	5.79	19.16	4.20
Replaced/added new PIN-BASED CFL fixture	0.44	0.00	0.00	0.28	0.85	0.00	0.00	1.07	0.66
Occupancy Sensors	15.25	1.74	4.17	13.63	23.58	18.27	20.39	10.30	13.32
Daylighting controls/photocells	0.93	0.00	0.00	0.00	2.52	2.59	0.00	0.00	0.26
EMS Energy Management System	1.78	0.00	0.00	0.00	4.83	0.00	0.00	0.00	4.80
Time Clocks	0.38	0.00	0.00	0.72	0.16	0.00	2.53	0.00	0.16
Reflectors for delamping	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Selective delamping	0.15	0.00	0.81	0.00	0.26	0.00	0.00	0.00	0.40
Replaced fluorescents with LED	0.77	1.24	0.00	1.31	0.10	0.00	0.00	0.00	2.08

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Changed size of fluorescents	9.22	4.33	0.32	3.52	19.24	3.44	4.42	12.21	14.37
Add/Upgrade incandescents	0.25	0.00	0.00	0.18	0.47	0.03	0.57	0.03	0.45
Add/Upgrade Switches	0.46	0.03	0.00	0.92	0.12	0.02	0.00	0.00	1.22
Replace incandescents with fluorescents	0.46	0.00	0.37	0.00	1.18	0.07	0.00	2.40	0.00
Replace CFL with LED	2.89	0.00	0.00	6.49	0.01	0.01	0.00	15.88	0.00
Replace fluorescent with Halogen	0.13	0.00	1.73	0.00	0.05	0.00	0.00	0.62	0.05
Replace Halogen with LED	0.32	0.00	0.00	0.34	0.46	0.47	0.24	0.77	0.00
OTHER	1.02	0.00	0.00	0.00	2.75	0.00	5.73	0.04	0.77
REFUSED	0.01	0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.02
DON'T KNOW	0.97	1.54	4.03	0.15	1.24	0.06	0.05	1.79	1.68
n	549	57	62	116	314	70	42	146	291
<IL7A> Approximately what percentage of these replaced or added fluorescent fixtures were for standard T12 Fluorescent tubes?									
0 percent	59.61	83.17	34.29	69.46	31.89	68.13	71.71	71.50	33.97
Between 1% and 15%	0.38	1.96	0.00	0.00	0.32	0.00	0.00	2.32	0.04
Between 15% and 29%	0.43	0.00	0.00	0.13	1.38	0.72	0.00	0.35	0.25
Between 30% and 44%	0.45	0.00	0.00	0.59	0.55	0.34	0.00	0.00	1.11
Between 45% and 59%	1.83	0.00	0.00	2.76	1.43	0.00	0.00	6.65	2.76
Between 60% and 79%	0.52	0.00	1.54	0.00	1.63	0.34	0.00	0.60	1.00
Between 80% and 99%	2.75	0.00	0.00	0.33	9.94	0.34	0.38	1.89	8.06
100 percent	16.77	12.70	60.87	15.65	10.94	10.87	11.78	12.35	30.65
REFUSED	0.06	0.22	0.00	0.00	0.11	0.08	0.00	0.00	0.11
DON'T KNOW	17.20	1.94	3.30	11.08	41.82	19.18	16.14	4.33	22.05
n	206	25	27	52	102	34	15	59	98
<IL7B> Approximately what percentage of these replaced or added fluorescent fixtures were for T8 fluorescent tubes?									
0 percent	30.97	57.27	71.29	26.46	15.27	22.68	35.96	41.26	34.96
Between 1% and 15%	2.31	0.00	0.00	0.00	8.89	0.00	0.38	1.89	6.97
Between 15% and 29%	0.64	0.00	0.00	0.46	1.51	0.34	0.00	0.75	1.34
Between 30% and 44%	0.52	0.00	1.54	0.00	1.63	0.34	0.00	0.60	1.00
Between 45% and 59%	1.48	0.00	0.00	1.31	3.03	0.00	0.26	3.46	3.18
Between 60% and 79%	1.01	0.00	9.11	0.00	1.71	1.06	0.00	0.00	2.01
Between 80% and 99%	3.49	0.00	0.00	0.13	13.19	7.18	0.00	0.12	1.68
100 percent	35.51	37.21	14.77	48.58	12.85	48.94	47.27	12.86	22.27
REFUSED	0.06	0.22	0.00	0.00	0.11	0.08	0.00	0.00	0.11
DON'T KNOW	24.02	5.30	3.30	23.05	41.82	19.37	16.14	39.06	26.49
n	206	25	27	52	102	34	15	59	98
<IL7C> Approximately what percentage of these replaced or added fluorescent fixtures were for High Performance T8 Fluorescent Tubes?									
0 percent	70.17	86.18	84.34	76.66	44.27	80.06	83.60	44.39	63.12
Between 1% and 15%	1.97	0.00	0.00	0.00	7.60	0.00	0.00	0.00	7.04
Between 15% and 29%	0.09	0.00	0.00	0.00	0.33	0.00	0.00	0.54	0.00
Between 30% and 44%	0.12	0.00	0.00	0.00	0.46	0.00	0.00	0.75	0.00
Between 45% and 59%	0.63	0.00	0.00	0.00	2.42	0.00	0.00	0.00	2.24
Between 80% and 99%	0.81	0.00	0.00	0.65	1.81	0.00	0.00	5.12	0.00
100 percent	2.05	9.94	3.71	0.02	1.18	0.45	0.00	10.86	0.48
REFUSED	0.06	0.22	0.00	0.00	0.11	0.08	0.00	0.00	0.11
DON'T KNOW	24.11	3.65	11.96	22.66	41.82	19.41	16.40	38.33	27.01
n	206	25	27	52	102	34	15	59	98

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
<IL7D> Approximately what percentage of these replaced or added fluorescent fixtures were for T5 Fluorescent Tubes?									
0 percent	59.20	62.69	72.25	65.23	41.79	62.00	59.68	42.06	64.47
Between 1% and 15%	5.65	0.00	0.00	10.51	0.37	0.00	0.00	35.63	0.00
Between 15% and 29%	3.83	0.00	0.00	0.00	14.75	7.18	0.00	2.88	1.31
Between 30% and 44%	0.87	0.00	9.11	0.59	0.00	0.00	0.00	0.00	3.12
Between 45% and 59%	1.80	0.00	0.00	3.41	0.00	0.00	0.00	6.78	2.60
Between 60% and 79%	0.09	0.00	0.00	0.00	0.33	0.00	0.00	0.54	0.00
Between 80% and 99%	0.10	0.00	0.00	0.00	0.37	0.00	0.00	0.61	0.00
100 percent	10.07	34.86	15.35	7.09	0.46	11.44	24.18	6.21	2.96
REFUSED	0.03	0.00	0.00	0.00	0.11	0.00	0.00	0.00	0.11
DON'T KNOW	18.37	2.45	3.30	13.16	41.82	19.37	16.14	5.28	25.44
n	206	25	27	52	102	34	15	59	98
<IL8> What percent of the conditioned square footage at this facility did the lighting retrofit affect?									
0 to 19 percent	21.79	29.86	29.23	20.97	18.82	31.81	11.56	8.88	22.91
20 to 39 percent	12.49	8.15	10.58	16.18	9.79	17.50	9.26	10.15	10.39
40 to 59 percent	7.46	12.12	9.99	3.85	9.84	4.21	0.42	11.55	10.65
60 to 79 percent	19.38	5.68	19.78	18.71	24.64	26.27	32.45	8.25	14.45
80 percent or more	37.14	44.20	29.35	37.85	35.31	19.87	45.49	60.81	37.64
DON'T KNOW	1.75	0.00	1.07	2.44	1.60	0.34	0.81	0.36	3.96
n	549	57	62	116	314	70	42	145	292
<IL9> What was the main reason for making these changes to the lighting system?									
Existing system needed repair	3.47	6.10	10.52	3.93	0.81	0.27	1.89	7.17	4.95
Needed to increase lighting levels/lit area	8.01	4.93	18.24	12.25	2.13	0.13	32.40	14.10	3.55
Wanted to upgrade to more energy-efficient system	60.40	68.61	34.37	70.24	50.40	65.34	43.79	55.61	64.11
Part of larger construction/remodeling project	9.20	6.96	2.19	3.09	18.53	14.72	15.69	1.37	6.07
Save money/Energy savings	7.21	1.54	4.73	8.23	8.28	1.23	1.61	6.47	14.63
Longer Lasting Bulbs	1.84	1.16	8.59	0.61	2.35	0.09	0.88	1.50	3.83
Update because of Rebates/Incentives	2.72	6.81	21.22	0.39	0.95	3.70	0.00	6.47	0.96
Required: bulbs unavailable/new law	0.80	0.00	0.00	1.05	0.92	0.52	0.00	0.06	1.68
OTHER	0.03	0.00	0.00	0.07	0.00	0.10	0.00	0.00	0.00
DON'T KNOW	6.33	3.88	0.14	0.16	15.64	13.91	3.75	7.23	0.21
n	549	57	62	116	314	70	42	145	292
<IL10> During hours when your facility is closed, approximately what percentage of the indoor lights are kept on?*									
0 percent	9.90	7.89	8.75	13.81	2.92	1.90	17.19	10.60	12.62
Between 1% and 15%	44.51	39.45	60.10	46.42	36.89	28.95	63.89	66.77	39.54
Between 15% and 29%	12.77	14.38	15.30	9.50	17.96	22.31	5.84	7.31	10.91
Between 30% and 44%	6.14	10.48	0.59	7.10	2.83	13.42	6.56	6.51	1.06
Between 45% and 59%	1.73	0.01	0.69	2.82	1.08	0.06	0.00	0.49	3.87
Between 60% and 79%	2.41	3.52	0.55	2.65	1.80	1.93	0.00	0.56	4.24
Between 80% and 99%	2.01	0.00	0.09	0.35	8.54	3.55	0.00	1.17	1.97
100 percent	4.77	1.88	6.71	0.30	16.84	9.29	6.40	2.46	2.25
REFUSED	0.01	0.00	0.00	0.00	0.05	0.00	0.00	0.00	0.03
DON'T KNOW	4.77	0.24	0.57	4.55	11.10	8.67	0.13	0.47	5.43
Never Closed/Open 24hrs	10.98	22.15	6.65	12.50	0.00	9.94	0.00	3.66	18.09

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
n	1129	203	202	410	314	233	122	229	545
*An option of 'Never Closed/Open 24hrs' was not offered to those surveyed from AEP Ohio and may lead to the increased number of 'DON'T KNOW' responses									
<AC2> Approximately what percentage of the space occupied by <BUSINESS NAME> is air-conditioned during the summer months?									
100 percent	51.04	53.93	55.66	43.20	59.58	57.35	39.47	34.04	57.19
75 to 99 percent	15.45	12.08	14.18	15.58	17.38	31.36	13.22	2.19	11.34
50 to 74 percent	9.45	14.15	11.81	9.19	6.70	10.53	10.35	5.64	9.95
25 to 49 percent	6.59	6.33	2.88	10.23	2.51	0.52	17.23	13.53	4.41
1 to 24 percent	15.09	12.23	10.95	18.54	12.78	0.16	17.88	40.11	13.96
NONE	2.13	1.25	2.26	3.25	0.93	0.09	1.85	3.63	2.91
DON'T KNOW	0.25	0.04	2.26	0.00	0.13	0.00	0.00	0.86	0.24
n	1611	203	202	410	796	280	169	342	820
<AC3> What type of equipment is your PRIMARY cooling system?*									
Central Chilled water plant	29.29	33.10	19.32	31.29	27.26	58.05	2.31	9.75	26.51
Packaged Central Air conditioners	50.17	33.27	47.76	43.84	69.21	33.18	67.17	71.80	47.67
Split-system air conditioners	19.62	25.42	20.85	15.55	22.12	11.95	23.28	24.34	21.61
Individual Window/wall units	5.28	4.30	3.70	5.20	6.39	0.22	6.35	4.29	8.55
District Chilled water piped in from outside building	2.22	0.00	0.36	0.00	7.22	0.02	0.00	5.23	3.15
Ceiling Fans	1.15	0.00	0.00	0.00	3.80	0.05	0.28	5.21	0.58
Modulating Shading	1.65	0.00	0.00	0.00	5.46	5.11	0.00	0.00	0.58
Heat Pump	1.10	1.44	3.99	0.49	0.97	1.25	0.00	0.81	1.45
Movable Fans	0.27	0.00	0.00	0.44	0.26	0.00	0.00	0.28	0.53
Dehumidifiers	0.06	0.00	0.65	0.00	0.00	0.00	0.00	0.36	0.00
OTHER	0.04	0.00	0.00	0.00	0.12	0.00	0.00	0.00	0.08
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	2.20	2.47	3.37	3.18	0.25	0.46	2.90	3.66	2.54
n	1459	196	188	376	699	271	149	298	741
*This question was asked as single response question in the Itron survey. For AEP the participants were asked for each type of cooling system to list it as Primary, Secondary or None which lead to multiple primary cooling systems.									
<AC4> What types of equipment are used for your SECONDARY SOURCE of cooling for this facility?									
Central Chilled water plant	1.36	4.23	6.52	0.00	0.32	2.11	0.00	0.14	1.77
Packaged Central Air conditioners	12.18	12.32	1.66	14.05	12.49	15.44	1.31	4.39	16.45
Split-system air conditioners	12.87	19.43	10.01	8.58	16.37	12.51	1.95	15.57	15.49
Individual Window/wall units	8.03	12.89	3.50	4.63	11.66	1.20	1.23	10.37	13.64
District Chilled water piped in from outside building	1.92	0.61	2.96	0.00	5.02	3.17	0.00	0.63	2.22
Ceiling Fans	10.52	7.23	3.22	2.82	25.21	4.43	4.21	10.22	16.48
Modulating Shading	4.52	8.56	0.48	0.15	9.79	3.36	1.47	0.43	7.76
Portable Fans	2.76	0.53	2.67	5.18	0.52	0.73	7.20	6.51	1.26
Portable Air conditioners	0.13	0.24	0.00	0.18	0.06	0.29	0.00	0.00	0.13
Heat Pumps	0.22	0.00	0.00	0.50	0.02	0.80	0.00	0.00	0.01

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
DON'T HAVE SECONDARY SOURCE	64.42	70.07	73.77	68.65	52.84	71.74	85.19	59.21	55.23
OTHER	0.42	0.15	0.00	0.00	1.26	0.24	0.56	0.17	0.58
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.40	0.99	1.77	0.07	0.17	0.07	0.00	0.89	0.55
n	1486	196	188	376	726	273	152	306	755
<AC5> How certain are you about your identification of the cooling equipment in the previous question?									
Very certain	87.19	90.44	89.66	85.22	87.90	97.56	81.96	85.76	82.47
Somewhat certain	7.78	5.86	8.91	8.58	6.98	1.70	5.05	10.29	11.99
Very uncertain	4.30	3.10	1.43	5.86	3.02	0.68	11.63	3.22	4.59
REFUSED	0.04	0.00	0.00	0.00	0.21	0.00	0.00	0.00	0.11
DON'T KNOW	0.68	0.60	0.00	0.34	1.90	0.07	1.36	0.73	0.84
n	1235	196	188	376	475	254	137	236	608
<AC6> What percentage of your facility's cooling is provided by chillers versus other types of cooling?									
0 percent	2.04	0.00	0.00	0.01	10.41	2.82	0.00	0.81	0.91
Between 1% and 15%	0.07	0.00	0.00	0.00	0.33	0.00	0.00	0.00	0.18
Between 15% and 29%	1.74	0.16	13.34	1.06	0.62	0.00	0.00	19.53	3.18
Between 30% and 44%	1.91	0.00	0.00	0.00	9.77	2.82	0.00	7.63	0.00
Between 45% and 59%	8.65	1.80	0.94	15.46	0.98	13.46	6.70	12.56	0.53
Between 60% and 79%	2.55	0.00	0.00	1.94	7.93	1.69	62.70	15.27	1.13
Between 80% and 99%	54.63	94.20	69.78	43.70	35.27	48.13	0.00	17.07	69.99
100 percent	28.08	3.84	15.93	37.83	32.95	31.08	30.61	26.94	23.18
REFUSED	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00
DON'T KNOW	0.34	0.00	0.00	0.00	1.74	0.00	0.00	0.18	0.92
n	118	15	16	26	61	34	3	14	67
<AC9> During the summer, how is the air-conditioning system typically operated at this facility?									
24 hours a day	45.97	42.77	50.40	35.14	61.70	31.49	34.97	55.24	55.15
During operating hours	43.56	46.00	35.17	52.86	31.53	65.56	42.72	36.88	32.33
Less than operating hours	6.91	7.18	3.17	9.82	3.71	0.20	18.10	3.65	8.90
Never	0.01	0.00	0.00	0.00	0.02	0.00	0.00	0.03	0.00
More than operating hours, less than 24 hours	0.55	0.14	1.30	0.38	0.79	0.42	0.44	0.42	0.71
As needed	0.28	0.08	0.41	0.26	0.38	0.06	0.00	0.80	0.32
One level during operating hours, turned down at night	2.14	2.73	8.12	1.26	1.36	2.20	3.41	2.79	1.45
DON'T KNOW	0.59	1.10	1.42	0.28	0.52	0.07	0.35	0.18	1.14
n	1487	196	188	376	727	273	152	306	756
<AC11> Which of the following control strategies are used for the cooling system at this facility?									
Energy Management System EMS	37.23	44.48	19.25	38.25	37.22	66.20	14.97	17.21	33.32
Time clocks	5.00	1.65	7.30	5.18	5.81	4.85	0.16	4.37	6.85
Standard thermostats	32.90	36.38	41.81	35.54	24.81	19.78	23.89	42.73	40.36
Programmable thermostats	45.64	46.84	58.58	40.19	49.06	28.57	58.89	53.13	49.55
Variable-frequency drives on large fan motors or chilled water pumps	18.20	9.84	8.09	28.02	11.48	25.02	2.80	13.22	20.55
Manually Controlled	0.36	0.44	0.17	0.31	0.45	0.04	0.38	0.58	0.48
NONE	2.05	1.02	0.40	3.52	0.96	2.93	3.64	1.33	1.26
OTHER	0.10	0.00	0.00	0.04	0.27	0.06	0.00	0.42	0.03
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
DON'T KNOW	0.16	0.05	0.02	0.02	0.45	0.03	0.35	0.07	0.21
n	1486	196	188	376	726	273	152	306	755
<AC13> Over the past three years, have any changes related to the cooling system been made at this facility, including new air conditioner units, controls; or reflective window film?									
YES	39.15	53.12	42.14	30.15	43.84	55.87	25.85	42.85	31.26
NO	59.82	46.88	54.80	68.42	55.76	43.09	74.15	54.97	67.84
DON'T KNOW	1.03	0.00	3.06	1.43	0.41	1.04	0.00	2.18	0.91
n	1487	196	188	376	727	273	152	306	756
<AC14> What types of equipment were installed as part of the cooling system retrofit?									
Central Chilled water plant	20.54	5.55	17.90	42.04	9.68	30.49	0.00	3.23	23.48
Packaged OR Split-system air conditioner	43.03	30.79	64.52	43.51	44.28	21.85	71.57	78.99	41.14
Built-up central air-handling equipment	8.01	1.15	0.64	3.61	18.60	15.27	2.82	0.00	5.22
Individual window or wall units	1.70	1.79	0.14	0.98	2.77	0.06	1.28	3.65	2.65
District chilled water piped in from outside the building	0.03	0.00	0.00	0.00	0.08	0.00	0.00	0.00	0.08
EMS Energy Management System	21.04	31.65	31.68	24.74	7.89	33.88	0.00	1.74	21.86
Time Clocks	0.08	0.33	0.04	0.00	0.00	0.01	0.00	0.00	0.21
Programmable Thermostats	12.89	18.61	10.58	8.02	14.70	9.76	5.16	25.75	11.80
Standard Thermostats	1.38	2.71	0.00	1.58	0.73	0.00	0.64	0.40	3.65
Occupancy Sensors	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Variable-frequency drives on fan motors/chilled water pumps	0.71	0.03	0.00	1.83	0.24	0.01	0.00	0.00	2.05
Reflective/tinted window film	3.58	2.03	0.25	0.50	8.48	6.04	6.45	0.41	1.69
Economizer	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.01
Heat Pump	0.96	1.05	1.28	1.46	0.34	0.08	0.00	0.10	2.66
Replace Compressor	0.56	0.03	1.63	0.00	1.14	0.01	0.00	0.00	1.61
Replace Condenser	0.15	0.00	0.00	0.18	0.25	0.16	0.00	0.00	0.26
Circuitry Update	1.88	7.96	0.00	0.00	0.43	0.00	0.00	0.85	5.04
Cool Roof replace standard roof	2.15	0.00	0.00	0.00	6.17	0.57	10.84	0.87	2.36
NEMA Premium Motors	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OTHER	0.81	0.00	0.64	0.28	1.88	0.16	1.18	0.00	1.88
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.93	0.03	2.85	0.11	1.76	0.01	1.24	1.23	1.72
n	403	60	51	71	221	62	35	90	216
<AC19> You stated that you installed a <AC14 response> would you characterize this equipment as STANDARD or HIGH efficiency?									
Standard efficiency	31.04	16.55	52.18	17.01	46.81	45.47	40.53	14.56	21.41
High Efficiency	64.53	70.02	33.02	80.90	52.67	54.20	58.75	73.58	72.97
DON'T KNOW	4.43	13.43	14.80	2.09	0.53	0.32	0.72	11.86	5.62
n	250	37	37	47	129	39	22	65	124
<AC21> What was the main reason for making these changes to the cooling system?									
Existing system needed repair	49.11	43.55	58.25	39.18	59.73	50.21	34.46	45.22	53.66

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Needed to increase system size/capacity	6.51	15.27	7.85	3.65	3.44	8.40	9.86	6.07	3.71
Wanted to upgrade to more energy efficient system	25.69	22.02	8.49	33.50	25.11	32.49	25.65	12.78	24.64
Part of larger construction/remodeling project	9.36	2.60	22.68	10.51	8.79	0.03	26.30	13.95	13.22
Needed minor changes	0.51	1.15	2.73	0.00	0.00	0.00	0.00	0.00	1.49
Mandated Law	0.68	0.00	0.00	1.83	0.16	0.00	0.00	0.00	1.97
Partnership with Utility	7.61	14.79	0.00	11.34	1.59	8.86	2.18	21.65	0.32
Easier to Use/Control	0.29	0.00	0.00	0.00	0.84	0.00	0.00	0.10	0.80
OTHER	0.21	0.59	0.00	0.00	0.22	0.00	1.56	0.23	0.08
DON'T KNOW	0.05	0.03	0.00	0.00	0.12	0.01	0.00	0.00	0.12
n	402	60	51	71	220	62	35	90	215
<SH1> Approximately what percentage of the space occupied by your organization is heated?									
100 percent	77.55	73.56	82.71	73.59	83.85	73.65	87.06	62.06	82.91
75 to 99%	13.81	13.35	6.51	16.82	11.79	25.92	8.94	10.39	9.11
50 to 74%	3.24	9.15	5.37	1.78	1.68	0.10	0.79	6.53	4.68
25 to 49%	1.05	0.36	3.30	0.87	1.04	0.18	0.00	2.47	1.38
1 to 24%	4.13	3.59	1.01	6.75	1.51	0.08	3.18	18.26	1.55
NONE	0.13	0.00	0.68	0.16	0.00	0.00	0.00	0.02	0.29
REFUSED	0.02	0.00	0.00	0.00	0.07	0.00	0.00	0.00	0.05
DON'T KNOW	0.07	0.00	0.43	0.04	0.07	0.06	0.03	0.28	0.02
n	1611	203	202	410	796	280	169	342	820
<SH2> What is the MAIN fuel used in the heating system at this facility?									
Electricity	15.47	37.23	11.83	5.16	20.19	22.89	18.39	13.12	10.86
Natural Gas	77.25	53.00	79.52	86.27	76.07	75.10	78.32	81.53	76.62
LPG/Propane gas from a tank	1.62	0.61	6.34	1.83	0.47	0.04	1.54	2.99	2.10
Oil	0.78	2.66	0.60	0.49	0.26	0.00	0.93	1.07	1.10
Wood	0.06	0.00	0.56	0.00	0.05	0.00	0.00	0.04	0.13
Gas/Diesel	0.09	0.26	0.43	0.02	0.00	0.03	0.00	0.23	0.10
Geothermal	0.05	0.00	0.00	0.03	0.10	0.00	0.00	0.00	0.10
Evenly: electric/natural gas/LPG	0.05	0.31	0.06	0.00	0.00	0.00	0.37	0.00	0.01
Hot Water/Steam	2.55	0.00	0.17	5.45	0.36	0.04	0.00	0.76	5.58
Alternative Fuels	0.22	0.00	0.00	0.46	0.05	0.00	0.00	0.10	0.48
Half gas half electric	0.57	0.00	0.00	0.00	1.86	1.58	0.00	0.00	0.34
OTHER	0.01	0.00	0.00	0.00	0.02	0.00	0.00	0.04	0.00
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.28	5.92	0.49	0.28	0.57	0.31	0.45	0.12	2.59
n	1606	203	200	407	796	279	169	341	817
<SH3> What type of heating system is used with the MAIN fuel?									
Central Boiler	38.49	32.90	29.31	43.69	36.52	57.54	10.20	17.63	43.41
Central furnace	24.51	29.48	24.34	28.37	16.42	11.73	36.38	31.69	26.03
Packaged heating units (non- heat pump)	24.86	17.36	22.20	23.74	31.13	11.47	45.01	36.33	22.55
Individual Space heater/portable room heaters/strip heaters	6.45	1.02	4.27	7.09	8.95	0.67	4.19	21.68	4.93
Split-system heat pump	7.72	22.01	11.54	3.50	5.33	12.94	7.07	5.42	5.56
District steam or hot	1.59	0.17	0.29	0.64	4.07	1.76	0.00	0.89	2.24

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
water piped in from outside the building									
Infrared Heater	1.27	0.56	0.08	2.50	0.22	0.00	0.11	5.34	0.88
Radiator/Radiated Heat	4.09	3.13	2.86	3.90	5.22	0.93	7.62	8.26	3.36
Stove/Oven	0.03	0.00	0.11	0.00	0.07	0.00	0.00	0.06	0.05
Split System (non heat pump)	0.22	0.00	0.00	0.47	0.02	0.01	0.00	1.29	0.00
Ceiling Mounted Fan	1.78	1.78	4.24	0.43	3.04	1.60	2.12	2.18	1.65
Heat Pump	0.85	1.34	1.13	0.00	1.73	0.07	0.00	1.47	1.35
Forced Blower	0.49	0.34	0.06	0.00	1.40	0.19	1.32	0.98	0.23
OTHER	0.36	0.00	0.00	0.10	1.02	0.00	0.11	0.91	0.44
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	5.29	2.36	4.79	2.25	11.36	10.41	6.59	2.30	2.86
n	1605	203	200	407	795	279	169	341	816
<SH5> During the winter, how is the heating system typically operated at this facility?									
24 hours a day	61.60	50.57	63.86	72.11	51.45	66.44	51.27	62.64	61.41
During operating hours	17.32	44.13	25.68	15.62	3.51	18.77	20.62	17.00	15.52
Less than operating hours	5.64	2.41	8.39	8.81	1.93	0.14	18.69	3.78	5.72
Never	0.01	0.00	0.00	0.00	0.03	0.00	0.00	0.01	0.02
Varies by Conditions	0.68	0.23	1.84	0.55	0.76	0.76	0.00	0.25	1.01
During Non-Operating hours	0.13	0.00	0.00	0.28	0.00	0.00	0.00	0.00	0.29
More than operating hours but less than 24 hours	14.18	2.66	0.00	2.29	41.42	13.83	7.76	15.30	15.95
DON'T KNOW	0.45	0.00	0.23	0.34	0.90	0.07	1.66	1.03	0.09
n	1606	203	200	407	796	279	169	341	817
<SH6> Which of the following control strategies are used with the heating system at this facility?									
Energy Management System (EMS)	34.11	44.79	18.72	30.34	38.46	59.01	21.90	18.80	28.28
Time clocks	2.74	1.58	5.85	1.72	3.92	2.85	0.28	0.62	4.24
Programmable thermostats	43.18	37.26	54.99	39.42	48.26	32.96	58.47	52.64	41.16
Variable-frequency drives on large fan motors or hot water pumps	10.30	17.47	7.96	10.55	6.92	14.45	2.75	1.75	13.33
Manual Thermostats	33.62	34.47	47.31	38.81	21.73	16.94	32.16	38.85	42.42
NONE	1.12	1.16	1.00	1.91	0.00	1.42	0.00	1.52	1.13
OTHER	0.10	0.00	0.00	0.00	0.34	0.00	0.26	0.10	0.12
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	1.61	0.17	0.93	2.95	0.62	3.04	0.35	1.95	0.99
n	1604	203	200	407	794	279	169	340	816
<SH8> Over the past three years, have any changes been made related to the heating system at this facility, including new heating units or controls?									
YES	27.12	20.20	33.56	24.23	33.04	27.73	36.46	24.30	24.93
NO	72.33	79.80	63.45	75.19	66.88	71.27	63.54	75.66	74.43
DON'T KNOW	0.55	0.00	2.99	0.59	0.08	1.00	0.00	0.04	0.64
n	1606	203	200	407	796	279	169	341	817
<SH9> What types of equipment were installed as part of the heating system retrofit?									
Central Boiler	15.96	14.28	30.05	2.57	26.56	18.66	0.00	0.06	27.23
Central furnace	10.26	12.63	2.36	18.38	3.22	0.81	34.49	7.59	6.79
Packaged heating units (non heat pump)	22.13	9.21	16.33	12.48	38.13	20.67	11.67	29.66	25.08

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Individual Space heater	1.44	0.78	1.64	1.71	1.30	0.07	1.57	1.05	2.46
Split-system heat pump	13.14	46.76	9.95	10.11	6.68	26.23	0.00	1.68	14.34
District steam or hot water pipe in from outside the building	0.10	0.00	0.00	0.00	0.27	0.00	0.00	0.29	0.15
Energy Management System	19.45	43.79	19.06	20.71	10.53	51.43	0.00	2.89	12.35
Time clocks	0.54	4.60	0.00	0.00	0.00	0.00	0.00	0.00	1.37
Programmable thermostats	10.54	4.67	13.28	12.26	9.77	0.72	12.02	28.64	9.92
Variable-frequency drives on large fan motors or hot water pumps	0.07	0.00	0.00	0.00	0.18	0.00	0.00	0.00	0.17
Designed Solar Technology	0.05	0.00	0.00	0.00	0.13	0.00	0.00	0.00	0.12
Heat Pump	3.22	1.60	4.95	0.00	6.65	0.13	0.00	16.73	1.80
Infrared Heating Units	1.01	0.00	0.00	2.14	0.42	0.00	0.00	6.18	0.24
Changed Fuel Type	0.19	0.00	0.00	0.26	0.21	0.00	0.00	0.00	0.47
Radiator Heaters	0.73	0.00	0.00	1.77	0.06	0.00	0.00	4.54	0.14
Regular Thermostat	1.27	0.00	0.00	2.25	1.01	0.59	0.75	0.20	2.38
Minor Repairs or Changes	0.85	2.61	1.37	0.70	0.29	0.00	0.75	2.76	0.76
Oil Burner	6.81	0.00	0.00	17.13	0.00	0.00	37.75	0.00	0.00
PTEC unit	0.06	0.00	0.00	0.00	0.17	0.00	0.00	0.00	0.16
Wall Unit(s)	0.04	0.00	0.00	0.01	0.09	0.05	0.07	0.01	0.02
Roof/Ceiling Unit(s)	3.37	0.00	0.00	0.22	8.75	0.00	0.00	17.11	2.11
Controls	0.31	0.07	0.00	0.00	0.81	0.03	0.00	0.00	0.77
OTHER	4.21	0.00	0.00	1.65	9.50	2.93	1.52	3.74	6.50
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.72	0.07	1.42	0.00	1.48	0.04	0.86	0.12	1.34
n	346	35	37	68	206	49	28	72	197
<SH10> You stated that you installed a <SH9 response> would you characterize this equipment as STANDARD or HIGH efficiency?									
Standard efficiency	23.96	7.27	52.41	28.32	20.09	23.03	39.32	11.37	22.00
High Efficiency	63.52	46.67	36.70	69.69	74.69	46.37	59.81	73.99	72.62
DON'T KNOW	12.52	46.06	10.89	2.00	5.23	30.60	0.87	14.64	5.39
n	190	25	25	35	105	28	15	34	113
<SH11> What was the main reason for making these changes to the heating system?									
Existing system needed repair	35.07	33.34	52.77	22.27	44.01	28.63	27.24	36.77	42.42
Needed to increase system size/capacity	1.98	0.00	8.66	0.13	2.63	0.12	3.53	0.92	2.96
Wanted to upgrade to more energy efficient equipment	33.85	53.18	13.41	43.59	23.39	31.45	49.00	32.25	29.22
Part of larger construction/remodeling project	8.96	5.92	22.33	14.63	0.00	0.12	16.99	5.66	12.65
Convenient to change	7.83	0.00	1.42	0.00	20.48	11.95	0.86	19.95	3.64
To save money	3.40	0.20	1.42	0.29	8.29	0.06	2.38	1.56	6.84
Upgraded equipment easier to use/maintain	8.59	7.37	0.00	19.03	0.42	27.51	0.00	2.21	1.80
Required to change	0.20	0.00	0.00	0.03	0.49	0.05	0.00	0.00	0.47
DON'T KNOW	0.13	0.00	0.00	0.03	0.31	0.10	0.00	0.67	0.00

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
n	345	35	37	68	205	49	28	72	196
<WH1> Next, I'd like to ask a few questions about the water heating equipment at <BUSINESS NAME>'s facility. What is the main fuel used to provide hot water at this facility?									
Electricity	30.61	34.01	32.34	22.03	40.80	41.74	42.49	30.28	20.18
Natural Gas	55.97	56.71	51.61	61.61	48.67	47.55	53.16	62.58	59.53
LPG/Propane gas from a tank	0.58	0.00	0.95	1.03	0.13	0.03	0.90	0.62	0.81
Oil	0.04	0.00	0.00	0.06	0.04	0.00	0.00	0.00	0.09
Steam	4.88	2.91	1.01	7.76	2.85	1.72	0.00	0.08	10.17
Half Gas, Half Electric	1.56	0.00	0.30	0.00	4.98	4.75	0.00	0.39	0.51
NO WATER HEATER	2.33	1.54	2.19	4.09	0.22	0.21	1.57	1.17	4.31
OTHER	0.03	0.00	0.00	0.00	0.11	0.00	0.00	0.16	0.02
REFUSED	0.00	0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.01
DON'T KNOW	3.99	4.83	11.60	3.42	2.19	4.00	1.87	4.73	4.37
n	1611	203	202	410	796	280	169	342	820
<WH2> What type of water heating system is used with this fuel to provide hot water at this facility?									
Central Boiler	17.75	27.46	10.96	16.40	16.62	15.95	3.01	5.38	28.46
Water Heater (tank)	78.29	69.23	85.67	76.81	82.87	77.08	91.19	92.05	69.58
Tankless (instant) water heaters	3.18	1.55	2.17	2.46	5.30	3.06	4.83	2.39	3.04
Designed Solar Technology	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Heat Exchangers	3.66	0.61	0.00	8.04	0.16	7.57	0.00	0.75	3.44
NONE	0.06	0.00	0.00	0.00	0.20	0.00	0.10	0.00	0.12
OTHER	0.16	0.00	0.14	0.00	0.48	0.05	0.00	0.11	0.31
REFUSED	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.02	0.00
DON'T KNOW	2.08	1.44	2.09	2.00	2.51	0.65	3.51	1.30	2.85
n	1566	191	191	389	795	268	158	334	806
<WH4> Is hot water used for any commercial purposes at this facility?									
Dishwashing	35.40	40.34	28.95	31.58	40.01	32.22	15.88	2.30	56.64
Laundry	16.36	11.33	8.73	16.54	20.82	17.59	4.36	6.08	23.41
Wash Building/Facilities	2.03	1.30	0.61	1.71	3.24	0.25	4.75	2.51	2.12
Wash Equipment/Vehicles	2.50	1.42	0.42	4.80	0.46	0.26	15.90	1.23	0.19
Commercial Personal Hygiene	4.58	0.11	1.12	0.77	13.13	0.49	5.58	2.95	7.53
Used in Manufacturing	1.06	0.00	0.73	0.68	2.22	0.00	0.00	3.35	1.17
Swimming Pool/Spa	0.03	0.00	0.00	0.04	0.02	0.00	0.00	0.00	0.06
NO COMMERCIAL USE OF HOT WATER	51.36	56.10	68.07	49.44	46.87	51.55	64.63	82.06	34.97
OTHER	0.00	0.00	0.00	0.01	0.00	0.01	0.00	0.00	0.00
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	2.12	0.00	0.00	4.75	0.16	7.61	0.00	0.08	0.06
n	1566	191	191	389	795	268	158	334	806
<WH5> Over the past three years, have any changes related to the water heating system been made at this facility, including installing new water heating units, pipe insulation, water heater wraps or controls?									
YES	19.66	21.22	26.46	10.40	29.82	25.66	23.20	15.38	16.36
NO	78.00	74.38	73.30	87.74	67.64	74.24	75.22	84.06	78.93
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	2.34	4.40	0.24	1.86	2.55	0.10	1.58	0.56	4.71
n	1567	191	191	389	796	268	158	334	807
<WH9> Would you characterize these water heating system changes as standard or high efficiency?									

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Standard efficiency	47.94	38.76	75.79	31.60	52.17	64.27	50.38	40.55	33.06
High Efficiency	47.12	58.50	19.35	62.43	42.56	35.66	43.19	51.83	58.72
DON'T KNOW	4.95	2.74	4.87	5.97	5.27	0.07	6.43	7.62	8.21
n	277	25	27	55	170	35	24	59	159
<WH11> What was the main reason for making these changes to the water heating system?									
Existing system needed repair	70.40	88.41	66.64	50.01	74.71	96.18	42.93	64.99	58.73
Needed to increase system size/capacity	2.78	0.00	6.30	3.54	2.53	0.79	8.48	0.50	3.05
Wanted to upgrade to more energy efficient equipment	6.14	0.88	0.03	11.46	7.00	0.33	1.14	12.40	11.95
Part of larger construction/remodeling project	15.03	0.63	27.03	33.91	8.07	2.59	37.95	1.82	22.13
Convenient to Change	1.01	3.47	0.00	0.99	0.38	0.10	2.34	1.53	1.13
To save money	2.66	0.00	0.00	0.00	5.58	0.00	0.00	18.60	0.67
Upgraded equipment easier to use/maintain	1.15	6.62	0.00	0.00	0.03	0.00	7.16	0.10	0.00
DON'T KNOW	0.84	0.00	0.00	0.10	1.71	0.00	0.00	0.06	2.35
n	277	25	27	55	170	35	24	59	159
<REFRIG> Do you have any commercial refrigeration equipment at this facility?									
YES	45.13	50.49	28.31	47.12	44.35	49.66	24.57	23.49	56.91
NO	54.84	49.51	71.69	52.88	55.55	50.34	75.43	76.51	43.02
DON'T KNOW	0.03	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.07
n	1611	203	202	410	796	280	169	342	820
<RF1> Which of the following types of refrigeration equipment is present at your facility?									
Walk in Coolers or Freezers	74.67	77.89	92.61	69.95	76.71	67.70	61.19	19.16	88.94
Refrigerated-Retail Display cases	56.35	58.56	71.83	52.74	57.73	46.20	64.46	66.97	59.08
Residential-type solid-door refrigerator	67.14	67.32	54.20	68.59	67.21	74.90	94.01	71.31	58.72
Commercial-grade solid-door refrigerator	58.86	42.38	87.63	57.76	64.92	27.88	45.30	24.01	82.86
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	5.10	0.34	0.00	9.66	1.84	15.21	0.00	5.90	0.20
n	421	43	42	92	244	30	19	36	336
<RF3> What percentage of the walk-in coolers or freezers in your facility use strip curtains?									
0 percent	39.67	38.10	47.02	37.58	41.91	33.25	14.30	75.59	43.43
Between 1% and 15%	1.83	0.00	0.00	3.15	1.47	0.00	0.00	15.56	2.28
Between 15% and 29%	0.82	0.17	0.00	0.00	2.56	0.00	8.55	0.00	0.48
Between 30% and 44%	2.95	0.00	1.36	6.35	0.29	0.00	0.00	0.00	4.53
Between 45% and 59%	2.45	0.00	3.02	1.30	5.41	0.17	0.00	0.66	3.68
Between 60% and 79%	0.60	0.00	3.46	0.00	1.18	0.00	0.00	0.00	0.93
Between 80% and 99%	0.90	3.56	0.00	0.00	0.79	0.00	3.68	0.00	1.05
100 percent	43.20	57.79	45.15	36.35	43.66	43.84	71.16	8.19	41.55
DON'T KNOW	7.57	0.38	0.00	15.26	2.76	22.74	2.31	0.00	2.08
n	307	29	34	58	186	16	15	10	266
<RF5> What percentage of the walk-in coolers or freezers in your facility use Evaporator Fan Controllers to reduce energy use?									
0 percent	6.24	4.05	14.85	8.93	1.85	2.56	4.05	8.85	7.87
Between 1% and 15%	0.64	0.00	0.00	0.00	2.05	0.00	0.00	1.53	0.93

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Between 30% and 44%	0.24	0.00	3.46	0.00	0.00	0.00	0.00	0.00	0.37
Between 45% and 59%	0.10	0.00	0.00	0.00	0.31	0.00	0.00	0.00	0.15
Between 60% and 79%	0.52	0.00	0.00	0.00	1.68	0.00	8.55	0.00	0.02
Between 80% and 99%	1.63	0.00	0.00	1.40	3.28	0.00	0.00	15.56	1.97
100 percent	60.98	68.31	69.14	48.69	72.03	47.24	79.49	74.06	64.49
REFUSED	0.02	0.00	0.00	0.00	0.08	0.00	0.39	0.00	0.00
DON'T KNOW	29.64	27.65	12.55	40.98	18.72	50.19	7.53	0.00	24.22
n	307	29	34	58	186	16	15	10	266
<RF7A> What percentage of the refrigerated display cases use High Efficiency Glass Doors to reduce energy use?									
0 percent	18.46	4.54	14.18	34.80	4.58	0.00	12.33	57.97	20.13
Between 1% and 15%	9.66	28.59	0.00	7.59	3.41	0.00	1.73	6.04	15.58
Between 15% and 29%	3.73	0.00	0.00	8.46	0.10	0.00	0.00	0.00	6.53
Between 30% and 44%	2.33	0.00	1.86	0.00	7.17	0.00	25.48	0.00	0.34
Between 45% and 59%	4.26	0.00	0.00	0.00	13.89	0.00	42.85	0.00	1.16
Between 60% and 79%	1.58	0.00	0.00	0.84	3.96	0.00	0.00	0.00	2.77
Between 80% and 99%	0.57	0.00	0.00	0.00	1.86	0.00	0.00	0.00	1.00
100 percent	27.40	40.11	46.28	27.77	14.76	25.95	3.84	10.13	34.57
REFUSED	0.56	0.00	0.00	0.00	1.82	0.00	0.00	0.00	0.97
DON'T KNOW	31.46	26.75	37.68	20.53	48.46	74.05	13.76	25.86	16.95
n	192	16	20	44	112	9	16	9	158
<RF7B> What percentage of the refrigerated display cases use Strip Curtains to reduce energy use?									
0 percent	70.31	72.36	95.46	81.96	46.52	58.89	82.40	74.14	72.71
Between 1% and 15%	2.74	0.00	4.50	5.53	0.00	0.00	3.84	0.00	4.24
Between 15% and 29%	0.04	0.00	0.00	0.00	0.14	0.00	0.00	0.00	0.07
Between 30% and 44%	0.43	0.00	0.00	0.00	1.40	0.00	0.00	0.00	0.75
100 percent	10.14	27.13	0.04	10.58	1.56	20.03	0.00	0.00	9.23
REFUSED	0.56	0.00	0.00	0.00	1.82	0.00	0.00	0.00	0.98
DON'T KNOW	15.79	0.51	0.00	1.93	48.57	21.09	13.76	25.86	12.02
n	188	16	20	44	108	9	16	8	155
<RF7C> What percentage of the refrigerated display cases use Electronically commutated motors to reduce energy use?									
0 percent	31.58	5.84	63.26	46.76	18.08	5.93	17.53	62.81	38.97
Between 1% and 15%	0.55	0.00	0.00	0.00	1.81	0.00	0.00	0.00	0.97
Between 15% and 29%	3.43	0.00	0.00	4.23	5.16	0.00	8.12	0.00	4.81
Between 30% and 44%	0.03	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.05
Between 45% and 59%	4.11	0.00	0.00	0.00	13.44	0.00	42.85	0.00	0.90
Between 60% and 79%	1.60	0.00	1.86	0.00	4.81	0.00	17.37	0.00	0.26
100 percent	5.23	7.35	17.49	1.63	6.22	0.00	0.37	8.91	7.51
REFUSED	0.56	0.00	0.00	0.00	1.82	0.00	0.00	0.00	0.98
DON'T KNOW	52.91	86.82	17.39	47.38	48.57	94.07	13.76	28.28	45.56
n	188	16	20	44	108	9	16	8	155
<RF7D> What percentage of the refrigerated display cases use Anti-Sweat Heater Controls to reduce energy use?									
0 percent	32.15	8.13	79.26	34.39	32.49	3.04	70.01	59.19	34.15
Between 1% and 15%	3.00	0.00	0.00	6.83	0.00	0.00	0.00	0.00	5.28
Between 15% and 29%	1.14	0.00	0.00	0.00	3.77	0.00	8.12	0.00	0.81
Between 30% and 44%	2.15	0.00	0.00	4.23	0.96	0.00	0.00	0.00	3.78
Between 45% and 59%	1.73	0.00	0.00	1.61	3.40	2.89	0.00	6.04	0.72
Between 80% and 99%	0.68	0.00	0.00	0.00	2.26	0.00	8.12	0.00	0.00
100 percent	7.84	7.35	20.30	7.25	6.02	0.00	0.00	8.91	12.16
REFUSED	0.56	0.00	0.00	0.00	1.85	0.00	0.00	0.00	0.98
DON'T KNOW	50.74	84.52	0.44	45.68	49.26	94.07	13.76	25.86	42.13
n	187	16	20	44	107	9	16	8	154
<RF7E> What percentage of the refrigerated display cases use Night Covers for refrigerated display cases to reduce									

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
energy use?									
0 percent	59.16	71.21	85.56	60.42	43.63	25.95	78.12	74.14	67.90
Between 1% and 15%	0.12	0.00	0.00	0.00	0.40	0.00	0.00	0.00	0.22
Between 15% and 29%	1.14	0.00	0.00	2.60	0.00	0.00	0.00	0.00	2.01
Between 30% and 44%	0.68	0.00	0.00	0.00	2.26	0.00	8.12	0.00	0.00
Between 45% and 59%	0.78	0.00	0.00	1.14	0.92	0.00	0.00	0.00	1.37
100 percent	12.27	28.28	14.22	12.51	1.59	20.03	0.00	0.00	12.98
REFUSED	0.56	0.00	0.00	0.00	1.85	0.00	0.00	0.00	0.98
DON'T KNOW	25.28	0.51	0.22	23.33	49.35	54.02	13.76	25.86	14.54
n	187	16	20	44	107	9	16	8	154
<EMS1> Does this facility use a central energy management system, also known as an EMS or BAS?									
YES	37.39	47.73	20.30	36.22	38.70	68.01	14.69	20.90	31.74
NO	59.83	48.70	77.45	62.23	56.98	30.88	80.37	78.88	64.13
DON'T KNOW	2.79	3.57	2.25	1.55	4.32	1.11	4.94	0.23	4.13
n	1611	203	202	410	796	280	169	342	820
<EMS2> What equipment at this facility is controlled by the EMS?*									
Lighting	41.73	45.32	19.17	42.79	41.45	42.47	87.49	9.72	42.23
HVAC	98.11	100.00	100.00	100.00	94.05	99.99	100.00	98.06	95.35
Boiler	0.99	1.01	0.00	0.00	2.48	0.00	0.00	3.42	1.84
Refrigeration	1.55	0.00	1.95	1.85	2.08	0.00	0.00	5.49	2.84
OTHER	0.07	0.00	0.00	0.00	0.21	0.00	0.00	0.20	0.14
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.04	0.00	0.00	0.00	0.11	0.00	0.00	0.00	0.10
n	187	20	15	40	112	45	13	18	111
*In the Itron survey multiple responses were allowed and only a single response was allowed by those responded from AEP Ohio.									
<EMS3> When was this energy management system installed?									
5 years ago or less	29.31	25.57	40.64	27.24	32.79	26.32	19.27	68.20	24.98
Between 5 and 10 years ago	25.45	18.72	36.52	25.04	28.62	26.54	34.00	12.17	26.12
More than 10 years ago	43.37	46.65	22.84	47.72	38.51	46.96	46.73	19.63	44.09
DON'T KNOW	1.86	9.06	0.00	0.00	0.08	0.18	0.00	0.00	4.82
n	186	20	15	40	111	45	13	17	111
<IND1> Earlier you described the primary business activity at this location as INDUSTRIAL. Which of the following industrial process activities are present at this facility?									
Assembly line manufacturing process	36.39	40.37	44.31	33.47	37.70	0.00	0.00	36.39	0.00
Mixing or pumping of liquids in chemical processes	7.39	6.99	11.10	2.40	34.52	0.00	0.00	7.39	0.00
Use or application of heat in metals fabrication	36.40	68.92	13.23	31.56	38.75	0.00	0.00	36.40	0.00
Plastic or injection molding processes	12.11	13.63	1.59	14.06	10.59	0.00	0.00	12.11	0.00
Use of steam or compress air energy systems	63.70	57.32	82.36	61.30	66.31	0.00	0.00	63.70	0.00
Metal stamping or other motor driven metal fabrication processes	33.96	15.36	46.31	35.45	41.75	0.00	0.00	33.96	0.00
Food processing or use of raw agricultural products	2.86	0.00	7.29	3.11	0.78	0.00	0.00	2.86	0.00
Use of skilled labor in manufacturing of	37.68	60.48	46.75	30.12	33.41	0.00	0.00	37.68	0.00

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
precision instruments									
Welding	2.54	5.02	0.00	2.49	1.66	0.00	0.00	2.54	0.00
Printing	0.18	0.00	0.00	0.30	0.00	0.00	0.00	0.18	0.00
Machining	0.44	0.00	0.00	0.72	0.00	0.00	0.00	0.44	0.00
Wood working	0.92	0.00	6.11	0.28	0.02	0.00	0.00	0.92	0.00
Equipment Maintenance	1.49	0.00	0.50	2.35	0.02	0.00	0.00	1.49	0.00
Non-Assembly line manufacturing	2.23	1.70	0.00	3.10	0.51	0.00	0.00	2.23	0.00
OTHER	3.04	0.00	0.00	4.99	0.02	0.00	0.00	3.04	0.00
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	0.02	0.00	0.00	0.00	0.25	0.00	0.00	0.02	0.00
n	179	21	24	54	80	0	0	179	0
<IC1> If your organization were to invest in measures to save energy at this facility, what financial calculations would it make before proceeding with such a project?									
Payback period	40.53	43.88	32.27	47.55	31.03	64.83	26.60	24.08	36.05
Return on Investment	28.79	38.02	33.42	26.83	25.52	13.08	27.17	50.53	30.75
Payback Period and Return on Invest	7.15	2.73	10.69	2.69	14.85	3.37	6.57	6.80	9.80
Not my decision	1.24	0.08	0.74	1.16	2.10	0.11	2.75	0.01	1.94
Initial Cost/Benefit	3.26	0.99	1.28	5.26	2.13	2.14	14.41	0.00	1.75
No Calculation/Other Means	0.65	0.04	0.63	1.11	0.29	1.08	0.28	0.90	0.40
OTHER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
REFUSED	0.05	0.00	0.02	0.02	0.13	0.03	0.00	0.20	0.02
DON'T KNOW	18.34	14.26	20.96	15.38	23.95	15.36	22.23	17.49	19.30
n	1610	203	202	409	796	280	169	342	819
<IC2> What is the payback cut-off point your organization uses (in months) before deciding to proceed with an investment?									
6 Months or less	3.15	6.19	2.34	3.59	1.17	1.01	4.44	4.75	3.46
6 Months to 1 year	10.85	7.53	12.50	13.22	8.66	5.56	9.53	22.45	10.12
1 to 2 years	23.37	45.15	14.02	19.11	20.99	29.84	21.44	27.01	18.58
2 to 3 years	10.37	11.90	7.27	11.09	9.43	3.19	20.88	6.99	12.84
3 to 5 years	15.13	4.00	22.98	18.38	13.90	18.59	13.78	15.73	13.19
Over 5 years	4.22	3.77	5.45	2.11	7.15	4.12	2.68	2.85	5.27
REFUSED	0.16	0.00	0.93	0.06	0.17	0.06	0.61	0.26	0.05
DON'T KNOW	32.75	21.47	34.53	32.44	38.52	37.64	26.65	19.96	36.49
n	1611	203	202	410	796	280	169	342	820
<IC3> Does your organization have any plans to invest capital in this facility during the next 2 years?									
YES	39.40	47.22	39.55	29.61	49.50	32.11	28.23	53.61	41.95
NO	46.80	46.77	53.84	53.62	34.90	48.36	57.75	34.82	47.01
REFUSED	0.08	0.31	0.00	0.00	0.09	0.00	0.00	0.46	0.00
DON'T KNOW	13.72	5.70	6.61	16.78	15.51	19.52	14.02	11.11	11.04
n	1611	203	202	410	796	280	169	342	820
<IC4> What are your specific capital investment plans during the next 2 years?									
Renovation or Remodeling	36.25	27.10	45.61	44.20	30.38	31.95	24.55	36.51	40.57
Add/Upgrade Business Equipment	10.38	1.48	9.39	11.72	14.84	0.00	14.86	26.83	7.29
Add/Upgrade EMS	7.70	1.48	16.02	7.63	9.24	16.74	0.00	7.07	4.80
Upgrade Doors	0.47	0.38	2.92	0.16	0.13	0.00	0.00	0.00	1.01
Upgrade Windows	3.36	1.34	0.15	0.70	8.56	10.08	6.54	0.00	0.84
Upgrade Ceiling	3.91	0.00	3.09	3.14	7.49	11.49	1.16	1.93	1.44

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Add/Upgrade HVAC	10.98	8.53	12.74	8.81	14.42	10.17	4.26	13.89	11.32
Self Generate Power	1.30	0.71	0.00	2.86	0.30	0.00	11.80	0.44	0.36
Add/Upgrade Lighting	16.02	11.26	9.16	12.50	25.01	18.91	29.49	11.71	13.96
Add/Upgrade Insulation	1.12	0.36	0.04	1.52	1.48	0.05	0.00	2.11	1.43
Electrical Upgrade	2.85	0.13	0.00	0.08	8.52	9.91	0.00	0.02	1.06
OTHER	1.16	1.28	0.00	0.00	2.72	0.00	7.79	0.98	0.58
REFUSED	5.39	19.67	0.00	3.55	0.00	1.54	0.00	0.00	10.89
DON'T KNOW	9.88	26.27	0.86	6.45	6.01	18.94	3.00	8.99	6.94
n	440	46	44	93	257	61	34	119	226
<IC5> Does your organization's current business outlook project an increase or decrease over the next 24 months?									
Increase	49.09	43.60	46.40	44.58	59.25	29.83	68.40	62.89	49.79
Decrease	5.69	8.66	5.78	5.47	4.44	2.08	1.95	4.92	9.37
Stay the Same	25.26	41.69	40.02	33.88	0.00	34.11	20.51	22.16	22.44
REFUSED	0.92	0.51	0.02	1.38	0.73	0.02	0.03	0.92	1.75
DON'T KNOW	19.04	5.54	7.79	14.69	35.58	33.97	9.12	9.12	16.65
n	1611	203	202	410	796	280	169	342	820
<IC6Increase> By what percent does you organization's current business outlook project an increase?									
0 percent	0.11	0.00	0.00	0.00	0.31	0.67	0.00	0.02	0.00
Between 1% and 15%	42.73	48.41	46.40	39.98	42.74	48.84	31.43	46.44	43.50
Between 15% and 29%	20.37	16.14	31.59	28.51	10.56	24.61	42.38	17.60	10.78
Between 30% and 44%	5.72	1.36	13.70	7.56	3.57	4.14	4.77	11.81	3.80
Between 45% and 59%	1.48	1.35	1.90	1.52	1.40	0.31	0.54	1.70	2.22
Between 60% and 79%	0.11	0.31	0.00	0.14	0.02	0.00	0.27	0.00	0.13
Between 80% and 99%	0.07	0.00	0.00	0.00	0.20	0.05	0.00	0.00	0.15
100 percent	0.25	0.15	0.00	0.52	0.05	0.03	0.40	0.15	0.31
REFUSED	0.71	2.92	0.00	0.63	0.13	0.30	0.00	1.87	0.62
DON'T KNOW	28.43	29.36	6.41	21.15	41.03	21.06	20.21	20.42	38.51
n	800	86	72	155	487	120	90	218	372
<IC6Decrease> By what percent does you organization's current business outlook project an decrease?									
0 percent	0.07	0.00	0.00	0.00	0.29	0.71	0.00	0.00	0.00
Between 1% and 15%	52.72	66.73	49.81	39.99	62.42	92.07	32.04	48.08	49.58
Between 15% and 29%	15.43	9.53	4.35	22.38	13.15	7.04	25.20	3.06	18.43
Between 30% and 44%	10.29	10.56	26.63	11.54	1.60	0.00	20.28	0.00	13.11
Between 45% and 59%	0.14	0.00	1.28	0.00	0.09	0.00	0.00	0.96	0.00
Between 60% and 79%	0.24	0.00	0.00	0.00	1.01	0.00	0.00	0.00	0.34
Between 80% and 99%	0.54	0.00	0.00	0.00	2.25	0.00	0.00	0.00	0.76
100 percent	1.31	0.00	0.00	2.77	0.50	0.00	0.00	0.48	1.73
DON'T KNOW	19.27	13.18	17.94	23.32	18.68	0.18	22.48	47.42	16.06
n	164	20	18	44	82	21	12	17	114
<AB3A> How familiar are you with <%UTILITY>'s Incentive Programs for Businesses?									
Very	9.05	2.43	58.90	0.00	8.10	7.84	9.03	14.73	8.13
Somewhat	25.98	44.16	1.89	19.45	26.38	28.19	7.27	44.23	24.36
Not at all Familiar	63.97	53.41	39.22	57.52	64.74	63.37	81.59	41.04	66.27
REFUSED	0.56	0.00	0.00	23.03	0.32	0.60	2.11	0.00	0.29
DON'T KNOW	0.44	0.00	0.00	0.00	0.46	0.00	0.00	0.00	0.94
n	821	6	10	9	796	74	71	214	462
<AB3AA> What are the main participation barriers for <%UTILITY>'s Incentive Programs for Businesses?									
Already participating	7.40	5.21	35.19	0.00	6.36	0.30	26.53	10.11	8.10
Equipment won't qualify	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Can't find participating vendors	21.68	0.00	0.00	0.00	23.08	13.52	28.87	24.04	24.87
Not enough savings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Too much paper work	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Upfront cost/capital constraints	4.36	90.92	61.70	85.55	0.00	8.23	0.00	2.38	3.42
Existing equipment still works	0.45	0.00	0.00	0.00	0.48	0.28	0.00	1.62	0.00
Cost effectiveness concerns	33.99	0.00	0.00	0.00	36.18	26.49	7.18	37.13	40.87
Availability of equipment problems	0.03	0.00	0.00	0.00	0.03	0.00	0.00	0.00	0.06
Too hard to implement	2.13	0.00	0.00	0.00	2.27	1.25	26.53	1.06	0.02
Prior problems w/measure, don't like measure	0.27	0.00	0.00	0.00	0.28	0.28	0.00	0.00	0.43
Have no control over it	6.14	0.00	3.11	0.00	6.41	0.12	0.15	2.88	12.62
Don't know enough about it	11.72	0.00	0.00	85.55	11.90	19.81	5.37	19.20	3.31
Not a high priority	0.68	2.69	0.00	0.00	0.67	0.44	0.00	0.01	1.28
Difficult to implement across a large number of facilities	3.47	1.18	0.00	0.00	3.68	0.35	0.00	4.84	5.28
Time	5.87	0.00	0.00	0.00	6.25	0.00	0.00	12.70	6.94
OTHER	0.60	0.00	0.00	0.00	0.64	0.00	0.00	2.63	0.00
REFUSED	12.76	0.00	0.00	0.00	13.58	29.50	5.37	9.75	4.29
DON'T KNOW	1.18	0.00	0.00	14.45	1.16	0.00	0.00	0.05	2.71
n	219	4	3	2	210	20	8	85	106
<AB3B> How familiar are you with <%UTILITY>'s Prescriptive Programs?*									
Very	7.86	17.10	0.00	0.00	3.36	9.19	2.94	7.54	8.60
Somewhat	8.29	10.69	21.39	2.88	6.81	4.95	0.94	3.98	14.05
Not at all Familiar	82.66	72.15	78.61	74.09	88.28	85.86	92.04	87.96	76.05
REFUSED	1.17	0.00	0.00	23.03	1.54	0.00	4.08	0.53	1.25
DON'T KNOW	0.02	0.06	0.00	0.00	0.01	0.00	0.00	0.00	0.05
n	1018	203	10	9	796	127	105	242	544
*This was originally asked of most Duke customers in a separate referring to Duke's specific Prescriptive programs and responses were inserted to this general question leading to the larger number of Duke responses									
<AB3BB> What are the main participation barriers for <%UTILITY>'s Prescriptive Programs?*									
Already participating	39.08	63.89	0.00	100.00	8.67	65.26	5.31	30.96	30.83
Equipment won't qualify	0.03	0.05	0.00	0.00	0.00	0.11	0.00	0.00	0.00
Can't find participating vendors	3.64	0.00	0.00	0.00	8.53	0.00	94.69	5.24	0.96
Not enough savings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Too much paper work	2.61	4.74	0.00	0.00	0.00	0.00	0.00	0.00	4.21
Upfront cost/capital constraints	6.64	12.04	0.00	0.00	0.00	0.00	0.00	0.00	10.69
Existing equipment still works	0.74	0.39	0.00	0.00	1.24	0.00	0.00	5.70	0.34
Cost effectiveness concerns	11.49	0.00	0.00	0.00	26.94	0.00	0.00	14.98	16.27
Availability of equipment problems	1.91	0.00	0.00	0.00	4.47	0.00	0.00	0.00	3.07
Too hard to implement	0.04	0.00	0.00	0.00	0.11	0.00	0.00	0.00	0.07
Prior problems w/measure, don't like measure	3.96	5.78	0.00	0.00	1.80	0.62	0.00	2.32	5.77

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Have no control over it	0.79	0.00	0.00	0.00	1.85	0.00	0.00	8.53	0.00
Don't know enough about it	18.69	9.08	0.00	0.00	32.08	23.58	0.00	3.99	19.64
Not a high priority	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Difficult to implement across a large number of facilities	5.33	0.00	100.00	0.00	7.69	0.00	0.00	4.97	7.85
Time	2.29	0.39	0.00	0.00	4.87	0.00	0.00	0.72	3.58
OTHER	1.41	0.00	0.00	0.00	3.31	0.00	0.00	0.00	2.27
REFUSED	4.48	0.00	0.00	0.00	10.51	10.43	0.00	18.95	0.03
DON'T KNOW	7.73	11.69	0.00	0.00	2.54	0.37	19.98	20.67	7.92
n	79	15	1	1	62	8	3	26	42
*This was originally asked of most Duke customers in a separate referring to Duke's specific Prescriptive programs and responses were inserted to this general question leading to the larger number of Duke responses									
<AB3C> How familiar are you with <%UTILITY>'s Custom Programs?*									
Very	7.55	16.27	21.39	0.00	2.82	9.19	2.94	8.00	7.75
Somewhat	11.17	7.28	37.50	0.00	12.71	12.78	0.60	13.30	12.65
Not at all Familiar	80.31	75.83	41.10	76.97	83.56	78.03	92.43	77.24	79.09
REFUSED	0.76	0.00	0.00	23.03	0.91	0.00	4.03	0.16	0.46
DON'T KNOW	0.21	0.62	0.00	0.00	0.01	0.00	0.00	1.31	0.05
n	1018	203	10	9	796	127	105	242	544
*This was originally asked of most Duke customers in a separate referring to Duke's specific Custom programs and responses were inserted to this general question leading to the larger number of Duke responses									
<AB3CC> What are the main participation barriers for <%UTILITY>'s Custom Programs?*									
Already participating	39.92	71.14	36.32	0.00	7.06	41.84	0.00	18.52	48.41
Equipment won't qualify	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Can't find participating vendors	20.50	0.00	0.00	0.00	44.78	30.41	83.04	34.77	2.36
Not enough savings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Too much paper work	2.50	5.12	0.00	0.00	0.00	0.00	0.00	0.00	5.79
Upfront cost/capital constraints	3.45	0.00	63.68	0.00	0.00	8.90	0.00	0.00	0.00
Existing equipment still works	0.56	0.42	0.00	0.00	0.77	0.00	0.00	2.33	0.47
Cost effectiveness concerns	4.32	0.00	0.00	0.00	9.44	1.35	0.00	14.48	3.72
Availability of equipment problems	0.04	0.00	0.00	0.00	0.08	0.00	0.00	0.00	0.08
Too hard to implement	0.40	0.00	0.00	0.00	0.87	0.30	0.00	0.00	0.65
Prior problems w/measure, don't like measure	2.90	5.94	0.00	0.00	0.00	0.00	0.00	0.00	6.71
Have no control over it	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Don't know enough about it	15.51	13.02	0.00	0.00	19.99	17.19	0.00	15.85	14.94
Not a high priority	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Difficult to implement across a large number of facilities	0.44	0.00	0.00	0.00	0.96	0.00	0.00	2.90	0.00
Time	0.20	0.42	0.00	0.00	0.00	0.00	0.00	0.00	0.47
OTHER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
REFUSED	7.70	0.00	0.00	0.00	16.81	0.00	16.96	13.41	11.96
DON'T KNOW	2.83	3.94	0.00	0.00	1.98	0.00	0.00	5.99	4.45

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
n	68	11	2	0	55	9	4	21	34
*This was originally asked of most Duke customers in a separate referring to Duke's specific Custom programs and responses were inserted to this general question leading to the larger number of Duke responses									
<AB3D> How familiar are you with <%UTILITY>'s SELF-DIRECT Program?									
Very	5.63	2.43	0.00	0.00	5.87	10.24	4.33	7.44	2.72
Somewhat	9.90	0.00	0.00	0.00	10.37	15.75	0.47	17.65	6.69
Not at all Familiar	83.25	97.57	100.00	76.97	82.76	73.40	88.77	74.11	90.28
REFUSED	1.21	0.00	0.00	23.03	1.00	0.60	6.44	0.79	0.31
DON'T KNOW	0.01	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.01
n	821	6	10	9	796	74	71	214	462
<AB3DD> What are the main participation barriers for <%UTILITY>'s SELF-DIRECT Program?									
Already participating	6.33	100.00	0.00	0.00	6.07	0.71	0.00	24.31	3.30
Equipment won't qualify	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Can't find participating vendors	34.17	0.00	0.00	0.00	34.27	67.52	98.20	4.43	3.60
Not enough savings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Too much paper work	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Upfront cost/capital constraints	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Existing equipment still works	1.20	0.00	0.00	0.00	1.21	0.00	0.00	3.94	1.18
Cost effectiveness concerns	21.15	0.00	0.00	0.00	21.21	0.00	1.80	11.58	53.51
Availability of equipment problems	0.93	0.00	0.00	0.00	0.93	0.00	0.00	0.00	2.65
Too hard to implement	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Prior problems w/measure, don't like measure	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Have no control over it	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Don't know enough about it	14.28	0.00	0.00	0.00	14.32	31.77	0.00	6.78	1.25
Not a high priority	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Difficult to implement across a large number of facilities	7.40	0.00	0.00	0.00	7.42	0.00	0.00	6.56	17.37
Time	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OTHER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
REFUSED	15.52	0.00	0.00	0.00	15.57	0.00	0.00	48.88	16.22
DON'T KNOW	0.71	0.00	0.00	0.00	0.71	0.00	0.00	0.00	2.02
n	52	1	0	0	51	4	3	19	26
<AB3E> How familiar are you with <%UTILITY>'s SOLUTION PROVIDER NETWORK?									
Very	0.36	2.43	0.00	0.00	0.35	0.11	0.00	0.00	0.71
Somewhat	4.03	0.55	0.00	2.88	4.18	1.45	8.91	9.98	2.54
Not at all Familiar	92.29	97.02	100.00	74.09	92.27	98.00	84.65	88.72	91.97
REFUSED	3.32	0.00	0.00	23.03	3.20	0.45	6.44	1.30	4.77
DON'T KNOW	0.01	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.02
n	821	6	10	9	796	74	71	214	462
<AB3EE> What are the main participation barriers for <%UTILITY>'s SOLUTION PROVIDER NETWORK?									
Already participating	1.18	81.58	0.00	0.00	0.52	6.90	0.00	0.00	1.48
Equipment won't qualify	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Can't find participating	5.50	0.00	0.00	0.00	5.59	0.00	0.00	0.00	15.99

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
vendors									
Not enough savings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Too much paper work	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Upfront cost/capital constraints	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Existing equipment still works	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cost effectiveness concerns	27.15	0.00	0.00	0.00	27.58	0.82	0.00	24.91	56.47
Availability of equipment problems	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Too hard to implement	0.55	0.00	0.00	0.00	0.56	0.00	0.00	0.00	1.59
Prior problems w/measure, don't like measure	16.54	0.00	0.00	0.00	16.80	29.02	48.52	0.00	4.34
Have no control over it	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Don't know enough about it	42.86	18.42	0.00	100.00	42.63	63.27	51.48	57.32	17.88
Not a high priority	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Difficult to implement across a large number of facilities	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time	2.48	0.00	0.00	0.00	2.52	0.00	0.00	8.10	0.00
OTHER	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
REFUSED	4.41	0.00	0.00	0.00	4.48	0.00	0.00	11.84	2.26
DON'T KNOW	1.91	0.00	0.00	0.00	1.94	0.00	0.00	6.24	0.00
n	36	2	0	1	33	5	3	10	18
<PA88A_2> How familiar are you with the DUKE Energy's PowerShare program?									
Very	20.87	20.87	0.00	0.00	0.00	37.26	0.00	0.82	24.76
Somewhat	18.18	18.18	0.00	0.00	0.00	29.85	2.07	17.24	16.05
Not at All	60.87	60.87	0.00	0.00	0.00	32.89	97.93	81.79	59.04
DON'T KNOW	0.09	0.09	0.00	0.00	0.00	0.00	0.00	0.15	0.16
n	197	197	0	0	0	53	34	28	82
<PA89A_2> What are the main participation barriers for this program?									
Already participating	52.13	52.13	0.00	0.00	0.00	58.64	0.00	0.00	54.39
Not enough savings	1.16	1.16	0.00	0.00	0.00	0.00	0.00	0.00	2.84
Upfront cost/capital constraints	13.42	13.42	0.00	0.00	0.00	0.00	0.00	0.00	32.89
Existing equipment still works	0.29	0.29	0.00	0.00	0.00	0.07	0.00	0.00	0.63
Cost effectiveness concerns	0.10	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.25
Too hard to implement	0.04	0.04	0.00	0.00	0.00	0.00	0.00	0.00	0.09
Don't know enough about it	0.31	0.31	0.00	0.00	0.00	0.54	0.00	0.00	0.09
Inertia	0.18	0.18	0.00	0.00	0.00	0.16	0.00	0.00	0.25
Don't have the time to spend on it	0.40	0.40	0.00	0.00	0.00	0.00	0.00	1.96	0.63
Not my decision	0.52	0.52	0.00	0.00	0.00	0.07	43.75	0.00	0.32
The Utility	7.08	7.08	0.00	0.00	0.00	0.47	0.00	93.52	0.00
DON'T KNOW	24.35	24.35	0.00	0.00	0.00	40.05	56.25	4.53	7.62
n	41	41	0	0	0	17	3	3	18
<PA88D_2> How familiar are you with the DUKE's Energy Assessments Program?									

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Very	9.65	9.65	0.00	0.00	0.00	27.52	4.02	0.00	2.20
Somewhat	23.55	23.55	0.00	0.00	0.00	28.64	10.75	11.31	29.68
Not at All	66.74	66.74	0.00	0.00	0.00	43.84	85.23	88.69	67.96
DON'T KNOW	0.06	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.16
n	197	197	0	0	0	53	34	28	82
<PA89D_2> What are the main participation barriers for this program?									
Already participating	55.37	55.37	0.00	0.00	0.00	96.33	27.19	41.55	7.65
Not enough savings	1.89	1.89	0.00	0.00	0.00	0.08	6.14	16.52	1.42
Too much paper work	26.11	26.11	0.00	0.00	0.00	0.00	0.00	0.00	69.60
Upfront cost/capital constraints	2.59	2.59	0.00	0.00	0.00	0.00	0.00	0.00	6.91
Existing equipment still works	0.85	0.85	0.00	0.00	0.00	0.00	6.14	0.00	1.13
Cost effectiveness concerns	0.31	0.31	0.00	0.00	0.00	0.37	0.00	0.00	0.32
Don't know enough about it	1.35	1.35	0.00	0.00	0.00	1.01	6.14	0.00	1.13
Inertia	2.08	2.08	0.00	0.00	0.00	0.27	27.19	1.37	0.00
Don't have the time to spend on it	5.03	5.03	0.00	0.00	0.00	0.93	0.00	3.12	11.70
Not my decision	0.24	0.24	0.00	0.00	0.00	0.37	0.00	0.00	0.14
Program damaged equipment	1.63	1.63	0.00	0.00	0.00	0.00	0.00	30.21	0.00
DON'T KNOW	2.57	2.57	0.00	0.00	0.00	0.63	27.19	7.23	0.00
n	43	43	0	0	0	16	6	7	14
<PA88A_3> How familiar are you with DP&L's Non@_Residential Prescriptive and Custom Rebate Program also known a Rapid Rebates and Custom Rebates program?									
Very	18.52	0.00	18.52	0.00	0.00	17.14	6.60	8.29	28.42
Somewhat	29.12	0.00	29.12	0.00	0.00	48.81	16.60	27.51	23.09
Not at All	49.96	0.00	49.96	0.00	0.00	34.05	76.81	55.32	46.88
DON'T KNOW	2.40	0.00	2.40	0.00	0.00	0.00	0.00	8.87	1.62
n	192	0	192	0	0	50	20	36	86
<PA89A_3> What are the main participation barriers for this program?									
Already participating	23.33	0.00	23.33	0.00	0.00	49.59	0.00	23.15	7.86
Equipment won't qualify	4.75	0.00	4.75	0.00	0.00	0.00	0.00	32.49	0.00
Can't find participating vendors	0.53	0.00	0.53	0.00	0.00	0.00	0.00	0.00	1.17
Not enough savings	1.46	0.00	1.46	0.00	0.00	0.00	0.00	9.96	0.00
Too much paper work	15.93	0.00	15.93	0.00	0.00	1.92	0.00	0.00	34.02
Upfront cost/capital constraints	1.82	0.00	1.82	0.00	0.00	3.14	0.00	0.00	1.73
Existing equipment still works	19.43	0.00	19.43	0.00	0.00	40.81	34.86	2.63	6.66
Cost effectiveness concerns	1.37	0.00	1.37	0.00	0.00	4.13	0.00	0.00	0.00
Prior problems w/measure, don't like measure	6.59	0.00	6.59	0.00	0.00	0.00	0.00	0.00	14.66
Don't know enough about it	12.40	0.00	12.40	0.00	0.00	0.00	0.00	0.00	27.59
Inertia	4.91	0.00	4.91	0.00	0.00	0.41	65.14	0.00	0.00
Don't have the time to spend on it	3.96	0.00	3.96	0.00	0.00	0.00	0.00	27.09	0.00

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Too small to participate	0.18	0.00	0.18	0.00	0.00	0.00	0.00	0.00	0.39
DON'T KNOW	3.35	0.00	3.35	0.00	0.00	0.00	0.00	4.68	5.92
n	43	0	43	0	0	12	3	8	20
<PA88B_3> How familiar are you with DP&L's New Construction Rebates program?									
Very	12.04	0.00	12.04	0.00	0.00	1.53	6.60	0.00	25.68
Somewhat	20.11	0.00	20.11	0.00	0.00	47.93	0.00	20.14	11.38
Not at All	66.13	0.00	66.13	0.00	0.00	50.54	93.40	70.98	62.94
DON'T KNOW	1.73	0.00	1.73	0.00	0.00	0.00	0.00	8.87	0.00
n	192	0	192	0	0	50	20	36	86
<PA89B_3> What are the main participation barriers for this program?									
Already participating	3.38	0.00	3.38	0.00	0.00	0.00	0.00	0.00	7.04
Equipment won't qualify	0.20	0.00	0.20	0.00	0.00	0.54	0.00	0.00	0.00
Can't find participating vendors	0.20	0.00	0.20	0.00	0.00	0.54	0.00	0.00	0.00
Too much paper work	23.55	0.00	23.55	0.00	0.00	2.40	0.00	0.00	47.28
Upfront cost/capital constraints	2.45	0.00	2.45	0.00	0.00	0.54	0.00	0.00	4.70
Existing equipment still works	10.00	0.00	10.00	0.00	0.00	27.21	0.00	0.00	0.00
Too hard to implement	9.77	0.00	9.77	0.00	0.00	0.00	0.00	0.00	20.38
Don't know enough about it	2.45	0.00	2.45	0.00	0.00	0.00	0.00	0.23	5.04
Inertia	3.87	0.00	3.87	0.00	0.00	1.24	100.00	2.68	0.00
Don't have the time to spend on it	0.25	0.00	0.25	0.00	0.00	0.00	0.00	2.04	0.00
Not my decision	0.46	0.00	0.46	0.00	0.00	1.24	0.00	0.00	0.00
Too small to participate	0.26	0.00	0.26	0.00	0.00	0.00	0.00	0.00	0.54
Not doing any construction now	27.91	0.00	27.91	0.00	0.00	60.78	0.00	17.70	7.10
DON'T KNOW	15.25	0.00	15.25	0.00	0.00	5.50	0.00	77.34	7.91
n	31	0	31	0	0	11	1	7	12
<PA88C_3> How familiar are you with DP&L's Governmental Audit Program?									
Very	6.29	0.00	6.29	0.00	0.00	2.99	0.00	0.00	13.42
Somewhat	12.64	0.00	12.64	0.00	0.00	26.69	6.60	6.49	9.63
Not at All	79.02	0.00	79.02	0.00	0.00	70.32	93.40	82.96	76.96
DON'T KNOW	2.05	0.00	2.05	0.00	0.00	0.00	0.00	10.55	0.00
n	192	0	192	0	0	50	20	36	86
<PA89C_3> What are the main participation barriers for this program?									
Already participating	8.74	0.00	8.74	0.00	0.00	9.17	0.00	0.00	10.47
Too much paper work	1.50	0.00	1.50	0.00	0.00	4.01	0.00	0.00	0.00
Upfront cost/capital constraints	24.11	0.00	24.11	0.00	0.00	47.16	0.00	0.00	12.72
Existing equipment still works	5.25	0.00	5.25	0.00	0.00	0.00	100.00	0.00	0.00
Cost effectiveness concerns	4.40	0.00	4.40	0.00	0.00	9.17	0.00	14.50	0.00
Too hard to implement	0.77	0.00	0.77	0.00	0.00	2.07	0.00	0.00	0.00
Don't know enough about it	5.14	0.00	5.14	0.00	0.00	0.00	0.00	18.36	7.73
Inertia	6.40	0.00	6.40	0.00	0.00	15.25	0.00	5.83	0.59
Don't have the time to spend on it	0.42	0.00	0.42	0.00	0.00	0.00	0.00	6.34	0.00
Not my decision	9.53	0.00	9.53	0.00	0.00	0.00	0.00	0.00	18.82

	ALL	Duke	DP&L	FirstEnergy	AEP Ohio	Office	Retail	Industrial	Other
Not doing any construction now	0.78	0.00	0.78	0.00	0.00	0.00	0.00	0.00	1.55
DON'T KNOW	32.96	0.00	32.96	0.00	0.00	13.18	0.00	54.98	48.11
n	31	0	31	0	0	12	1	5	13
<P90> Are you aware of any Commercial Energy Efficiency Programs that are offered in your area?									
YES	32.12	0.00	0.00	28.48	37.37	40.19	14.06	42.94	28.54
NO	67.60	0.00	0.00	71.33	62.23	59.71	85.56	57.06	70.99
DON'T KNOW	0.28	0.00	0.00	0.20	0.41	0.11	0.38	0.00	0.47
n	1198	0	0	402	796	171	113	275	639
<P91> What have you heard about Commercial Energy Efficiency Programs? We are looking for either a program name or a general description of the program.									
DS2 Rider	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.01
Euclid Aggregate Program	0.14	0.00	0.00	0.26	0.00	0.00	0.00	0.62	0.00
Energy Brokers	0.04	0.00	0.00	0.08	0.00	0.00	0.00	0.00	0.11
IGF/Vectgor/Dominion	0.01	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.02
LEED	5.59	0.00	0.00	10.70	0.00	2.22	0.00	0.00	12.53
Mercantile Customer Project Commitment	6.11	0.00	0.00	11.68	0.00	0.00	0.00	27.37	0.00
Reduce the Use Program (Papa John's)	0.52	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.35
COZY	0.02	0.00	0.00	0.03	0.00	0.04	0.00	0.00	0.00
Ohio School Council Energy Program	0.79	0.00	0.00	1.50	0.00	0.00	0.00	0.00	2.02
Credits/grants/rebates for EE equipment	22.22	0.00	0.00	26.31	17.73	30.48	8.73	20.39	18.15
Ohio Edison program to help lower rates	0.82	0.00	0.00	1.57	0.00	0.20	2.69	0.00	1.56
Free advice, inspection or energy audit	4.56	0.00	0.00	3.11	6.14	0.00	15.28	7.29	5.32
Glacial Variable program	3.65	0.00	0.00	6.97	0.00	0.00	0.00	0.00	9.40
Assistance or discounts paying utilities	0.41	0.00	0.00	0.76	0.03	0.24	2.69	0.05	0.43
FirstEnergy Programs	1.32	0.00	0.00	2.52	0.00	0.04	0.00	5.50	0.19
Energy Smart	0.52	0.00	0.00	0.36	0.68	0.00	0.00	0.00	1.33
NOPEC	0.44	0.00	0.00	0.85	0.00	0.45	0.00	0.00	0.76
General Lighting/Efficient Seminars	25.92	0.00	0.00	17.25	35.41	26.57	28.84	21.71	27.35
Grid Smart	17.56	0.00	0.00	1.39	35.27	40.11	0.00	3.74	8.76
Smart Meters	0.19	0.00	0.00	0.00	0.39	0.50	0.00	0.00	0.05
OTHER	2.81	0.00	0.00	4.83	0.60	0.01	0.00	3.38	5.30
REFUSED	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DON'T KNOW	9.22	0.00	0.00	8.80	9.69	0.80	54.36	11.53	8.51
n	289	0	0	60	229	31	16	104	138

Appendix E: Template for Evaluation Plans and Reports

Outline for Ohio Utilities Energy Efficiency Program Evaluation Plans 2011

FINAL 11/22/10

1) Title Page

- a) The Title page must include the following information
 - i) Utility Name
 - ii) Evaluator Company Name / Contact Information
 - iii) Energy Efficiency / Demand Response Program Years
 - iv) Program Name(s)
 - v) Evaluation Plan date

2) Introduction and Program Background

- a) The Introduction section must include the following elements:
 - i) Program Description
 - (1) End uses, measures covered
 - (2) Markets targeted
 - (3) Program implementation activities (marketing efforts, delivery channels, financial incentives)
 - (4) Program Implementation and EM&V budgets
 - ii) Expected Program Participation

Table showing the following by program:

- (1) Number of participants
- (2) Number of measures

(3) Expected savings (kWh, kW)

(4) Share of savings by program relative to EE/DR portfolio

3) Evaluation Objectives

Provide an overview of the Research Questions that will be addressed in each of the following evaluation components.

- a) Impact Evaluation Research Questions
- b) Process Evaluation Research Questions
- c) Additional Research Questions (if needed)

Use this section to describe additional research activities that do not fit neatly in the impact and process evaluation categories. Possible areas here include cross cutting evaluation activities, market assessments, baseline research, non-energy benefits, etc.

The research questions listed in this section must all be addressed in the Overall Evaluation Approach below.

4) Overall Evaluation Approach

- a) Impact Evaluation
 - i) Describe impact evaluation methods by program (and measure if appropriate). Discuss why selected method was chosen over other reasonable alternatives.
 - ii) Describe data collection methods used to address each Impact Evaluation Research Question from Section 3.
 - iii) Include table that shows impact analysis method and data collection method for each Impact Evaluation Research Question by program.
 - iv) Describe source of data and analysis plan for determining inputs for TRC cost effectiveness test.
- b) Process Evaluation
 - i) Describe process evaluation methods by program. Discuss why selected method was chosen over other reasonable alternatives.
 - ii) Describe data collection methods used to address each Process Evaluation Research Question from Section 3.

iii) Include table that shows process analysis method and data collection method for each Process Evaluation Research Question by program.

c) **Additional Research Issues (if needed)**

i) Describe any other additional research designed to address Additional Research Questions in Section 3 and discuss how this will be used to support the impact or process evaluations.

ii) Describe data collection methods used to address each Additional Research Question from Section 3.

iii) Include table that shows the analysis and data collection methods for each Additional Research Question.

d) **Tracking System Review**

Describe verification procedures for the program(s) tracking database. Analysis must cover data input, accuracy, and completeness of program data. Results of this review should ensure that the tracking process is collecting the data required to support future evaluation efforts and allow program managers to monitor program performance.

5) **Sampling Plan**

Discussion must include sample size justification and sample selection methods. Detail the methods that will be used to calculate sample sizes and allocate sample.

Include table that shows sampling frame, sample size, and relative precision for each data collection task (e.g., participant survey, non-participant survey, on-site verification, metering, etc.)

6) **Reporting**

Include report outline and discuss how this report will meet the requirements outlined in PUCO's Evaluation Report Template.

7) **Evaluation Schedule**

Schedule of all data collection activities, interim deliverables, and reports (draft and final).

Outline for Ohio Utilities Program Evaluation Reports

FINAL December 3, 2010

Executive Summary

Present a brief overview of the evaluation findings and the study's recommendations for program changes, focusing on high-level cross-program and portfolio level conclusions and referencing the primary text location within the report where each finding or recommendation is analyzed and presented. Include the following table providing evaluation results at an aggregate level.

Table ES-1 – Overall Evaluation Results

Program	Program Goals		Ex Ante Claimed Savings		Verified Gross Savings		Adjusted Gross Savings	
	Gross kWh	Gross kW	Gross kWh	Gross kW	Gross kWh	Gross kW	Gross kWh	Gross kW
Program 1								
Program 2								
...								

Introduction and Purpose of the Study

- Provide a summary overview of the evaluation and the evaluation objectives and researchable issues as set forth in the Evaluation Plan.
- Discuss if each of the researchable issues presented in the Evaluation Plan was addressed in the evaluation report, identify any issues that were not addressed and provide the reasons why not.

Description of Programs Covered in Study

- Describe the program(s) evaluated in enough detail to provide an understanding of the program and program components that delivered the evaluation identified effects.
- Include table with the counts of the number of participants at the end of each program year for each program.
- Briefly discuss reasons how and why the number/mix of participants for the evaluated program(s) differed from that projected in the Evaluation Plan.

Methodology

Describe the evaluation approach in enough detail to allow a repetition of the study in a way that would produce identical or similar findings, including for each program or set of similar programs:

- Overview of the approach
- Questions addressed in the evaluation plus any changes in research questions from the evaluation plan
- Description of the study methodology, particularly if different methods were used than were proposed in the evaluation plan
- Data collection methods, sample sizes, and sampling methodology
- Number of completes and sample disposition for each data collection effort
- Expected and achieved precision
- Description of baseline assumptions, methods and data sources
- Description of measures and selection of methods by measure(s) or market(s)
- Use of TRM values and explanation if TRM values not used
- Threats to validity, sources of bias and how those were addressed

Detailed Evaluation Findings

Present, in detail, findings with regard to:

- Impact evaluation, providing detail to support the numbers presented in the Executive Summary
- Process evaluation, using standard definitions of customer satisfaction (among other indicators) to assess the effectiveness of program delivery and its effect on evaluated savings
- Market analysis, including findings with regard to NTGR, spillover and other market effects and the effect of other outside influences on customer actions and program results

Conclusions Recommendations for Program Changes

- Provide a detailed identification and discussion of conclusions from the evaluation and recommended changes, including the their effect on the operations and cost-effectiveness of the evaluated program(s).
- Include a discussion of portfolio level recommendations regarding the mix of programs, measures and market in the context of the individual program(s) evaluated

Appendix: Required Savings Tables

Include required tables showing measure-level participation counts and savings for each program (see accompanying Excel file *Ohio Savings Reporting Table 120310.xls* for table specifications). Also include tables showing calculations done to achieve Adjusted Gross Savings for each program.

Required tables will include the following (see Excel file for details):

1. Participation counts and *ex ante* savings estimates at the measure level for each program
2. Gross savings calculations at the measure level for each program.
 - At a minimum, *Gross Verified Savings* must be reported.
 - If additional adjustments are made, *Adjusted Gross Savings* can be reported using Option A, B, C only.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

8/29/2012 2:17:01 PM

in

Case No(s). 12-0665-EL-UNC

Summary: Report of the Ohio Independent Evaluator, Volume II: Appendices, electronically filed by Raymond W. Strom on behalf of PUCO Staff