
City of Loveland Home Energy Report Program Surveys



Final Report

Participant Surveys, Non-Participant Surveys and Comparison Findings

April 4, 2014



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Report Summary

BACKGROUND AND PURPOSE

Loveland Water and Power has partnered with a company called Opower to deliver customized energy reports to residential customers displaying home energy use, energy use of similar homes and energy tips. Approximately 60% of Loveland Water and Power's customers currently receive the Home Energy Reports. Loveland Water and Power is interested in obtaining customer feedback from both Participants in the Home Energy Report Program and Non-Participants in the Home Energy Report Program. In an effort to gain valuable customer input, Loveland Water and Power retained Customer Connections & Innovations, Inc. (CCI) to perform follow-up customer surveys. The goal of the survey is to provide utility staff feedback on the Home Energy Report Program (HER). Loveland Water and Power is Interested in learning:

- How are participants engaging with the Home Energy Report (Opower) program?
- How satisfied are participant customers with the reports?
- Are participant customers aware of the program web portal?
- How satisfied with the utility are Participant customers compared to Non-Participant customers?

METHODOLOGY

The survey instruments were developed by Loveland Water and Power with assistance from Navigant. The survey instruments are found in the report along with a brief summary of small adjustments that were made. The small adjustments were implemented after discussion between Loveland Water and Power and CCI and/or due to the Computer Assisted Telephone Interview (CATI) software that CCI utilizes.

The Telephone survey methodology was utilized for the project. CCI conducted the surveys from customer contact data provided by Loveland Water and Power. Loveland Water and Power provided one data set of 10,666 total records for the Participant survey and one data set of 7006 total records for the Non-Participant survey. For the Participant survey, a total of 370 surveys were completed. At the 95% Confidence Level, this sample size yields a +/- 5 confidence interval. For the Non-Participant survey, a total of 364 surveys were completed. At the 95% Confidence Level, this sample size yields a +/- 5 confidence interval.

REPORTING

The Report is broken into four sections:

- Report Summary

- Participant Survey Findings
- Non-Participant Survey Findings
- Comparison Findings

The Report follows the survey instrument. Raw data counts are provided at the end of the Participant Section and the Non-Participant Section. The graphs in the report depict percentages. Where multiple mentions are allowed, the percentages are shown as a percent of total mentions. Due to the large amount of information included in the Final Report, CCI has also provided a scaled down report in an effort to pull out the highlights from the project in a more condensed format. The Key Findings are organized by project goals (denoted by a magnifying glass) and conclude with a few “notes of interest”.

KEY FINDINGS



How are Participants engaging with the Home Energy Report (Opower) program?

Who reads the reports?

Most respondents personally read the Home Energy Reports. When asked “Can you tell me if anyone in your household reads the reports?”, 77% of responses were “I personally read them” followed by 18% percent of responses being “I personally read them and others in my household look at them”.

How much time do customers spend reviewing the Home Energy Reports?

Most people (65%) responded that they spend “more than 2 minutes” (33%) or “two minutes or less” (32%) reviewing the Home Energy Reports.

Do customers recall specific suggestions from the reports?

Most people (60%) responded that “No”, they did not recall any specific suggestions from the reports. One third of respondents answered that “Yes” they did recall specific suggestions from the reports.

Are customers visiting the Home Energy Report website?

The majority of customers (95%) have not visited the Home Energy Report website.

Of customers who have visited the website (15 people in the survey sample), 87% (13 people) visited the Home Energy Report website 1-3 times in the past 12 months.

Customer agreement level with statements regarding the Home Energy Reports.

Over half (53%) of respondents answered that they “Strongly agree” to the statement “I appreciate that Loveland Water and Power provides the Home Energy Reports.”

How useful do customers find components of the Home Energy Reports?

Customer responses indicate that the “The bar chart that compares how my home’s energy use over the past two months compares to my home’s energy use at the same time last year” and “Information about Loveland Water and Power programs” are useful. Customer responses indicate that “The bar chart at the top of the report that compares my home’s energy use over the past two months to an efficient neighbor’s and all neighbors’ home energy use” is not as useful.



How satisfied are Participant customers with the reports?

How satisfied are customers with the Home Energy Reports?

Most customers (68%) answered in the top two categories “Very satisfied” (37%) and “Somewhat satisfied” (31%) when asked “How satisfied or dissatisfied are you with the Home Energy Reports?”. Thirteen percent of customers answered the bottom two categories of “Somewhat dissatisfied” (7%) and “Very dissatisfied” (6%). Close to 20% of customers remain neutral.



Are Participant customers aware of the program web portal?

Are customers visiting the Home Energy Report website?

As noted above in the customer engagement bullet, the majority of customers (95%) have not visited the Home Energy Report website.

Of customers who have visited the website (15 people in the survey sample), 87% (13 people) visited the Home Energy Report website 1-3 times in the past 12 months.



How satisfied with the utility are Participant customers compared to Non-Participant customers?

How satisfied are customers with Loveland Water and Power?

Both Participant customers and Non-Participant customers are satisfied with Loveland Water and Power. The largest difference between sample response to the question “Thinking broadly, how satisfied or dissatisfied are you with Loveland Water and Power overall?” include:

- The Non-Participant sample has 4% more response of “Neither satisfied nor dissatisfied”.
- The Participant sample has 7% more responses of “Somewhat satisfied”.

How satisfied are customers with Loveland Water and Power’s efforts to help customers save on energy bills?

Satisfaction scores rank lower for the question “Thinking broadly, how satisfied or dissatisfied are you with Loveland Water and Power’s efforts to help you save on your energy bills?”. The largest differences in responses include:

- The Non-Participant sample has 10% more response of “Neither satisfied nor dissatisfied”.
- The Participant sample has 16% more responses of “Somewhat satisfied”.

Do customers feel a list of four statements to be “True”?

The final closed-ended question of the surveys told respondents “I’m going to read a list of statements and I’d like you to tell me whether you feel they are true or false.”. The Participant sample has more “True” responses to each statement than the Non-Participant sample. The two largest differences in responses include:

- The Participant sample has 10% more “True” responses to the statement “Loveland Water and Power wants to help me avoid wasting money”.
- The Participant sample has 6% more “True” responses to the statement “Loveland Water and Power wants to help me lower my home’s energy use”.



Notes of Interest

CCI did not provide coding of open-ended comments for this particular project. The notes below are

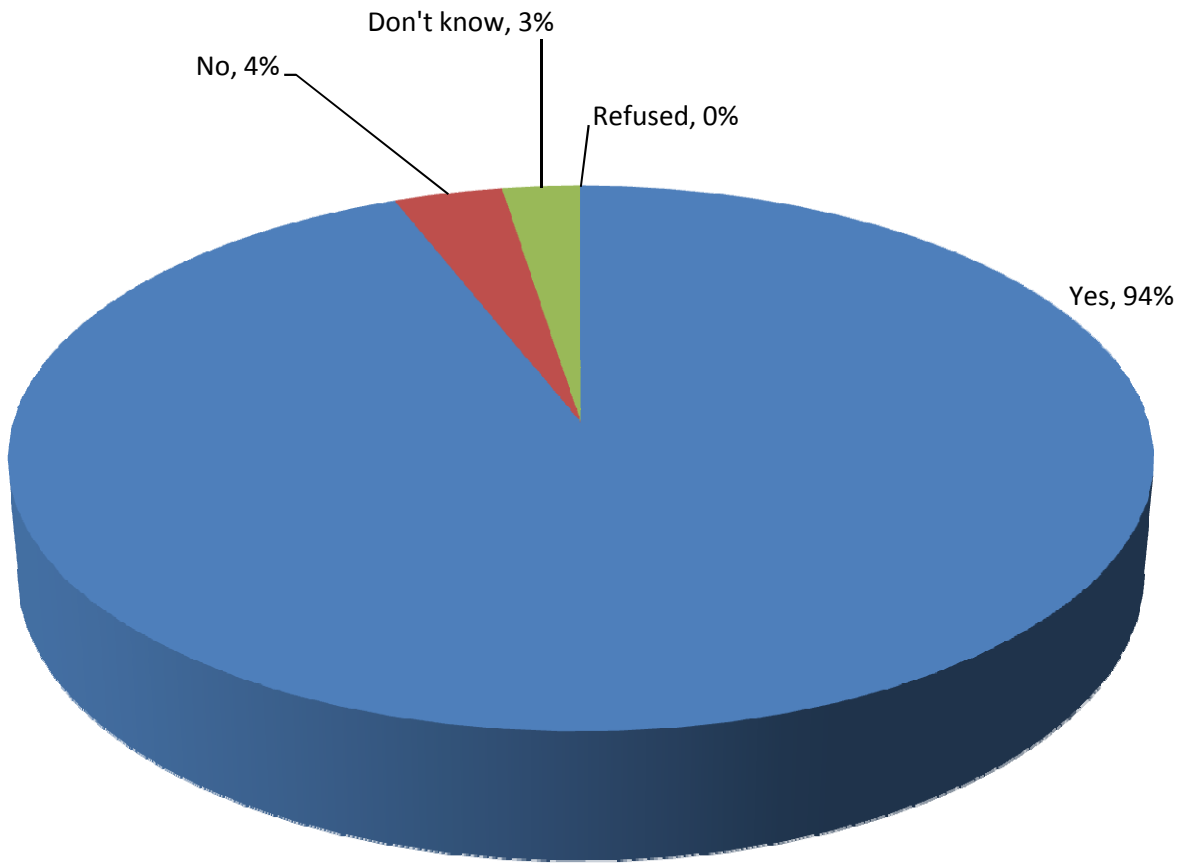
merely “notes of interest” for review.

- Nice work with the flood, Loveland Water and Power! Many customers (both in the Participant and Non-Participant) commended Loveland Water and Power’s efforts with the flood.
- The Newsletter was highlighted as a positive by many customers both in the Participant and Non-Participant surveys.
- A number of customers had positive comments with regard to this survey with comments such as thanking us for the survey call and/or mentioning they will pay more attention now because of our call.
- For the Participant surveys, customers offered some recurring comments/suggestions with regard to the Home Energy Reports:
 - It would be helpful to know how many occupants are in the homes as this affects the comparisons.
 - It would be helpful to know the square footage of homes as this affects the comparisons.
 - If residents are home during the day or not affects the comparisons.
 - It would potentially be better to send the reports less frequently such as every quarter or every other month.
 - It would potentially save money and resources if the Home Energy Reports were included in the bill as opposed to a separate mailing.

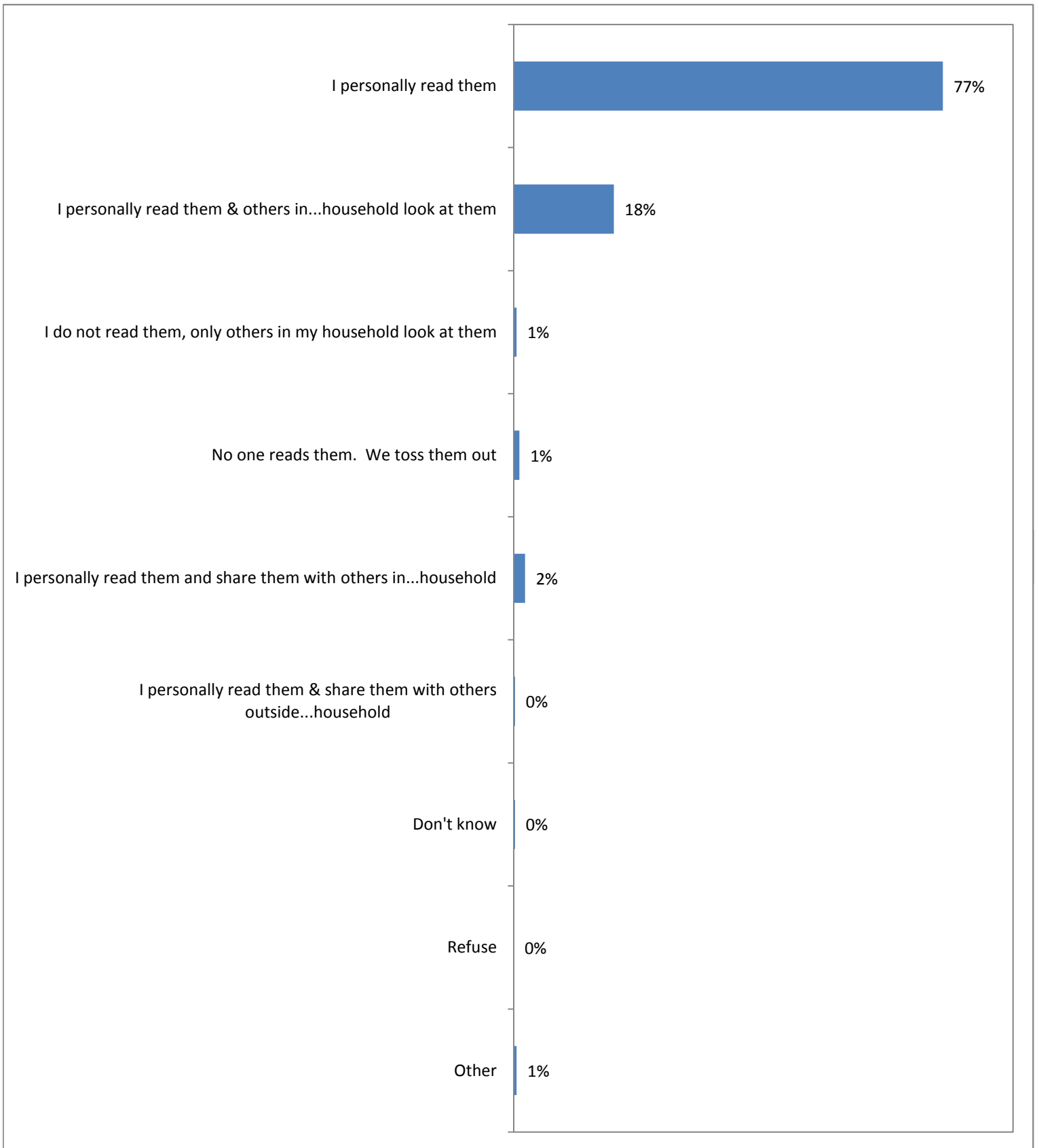


Participant Survey Findings

E1. Do you recall whether your household receives a report in the mail that describes your home's energy use?
Participant Survey



E2. Can you tell me if anyone in your household reads the reports?
Participant Survey



**Percentages calculated as a percent of Total Mentions*



E2. Can you tell me if anyone in your household reads the reports? "Other" Mentions

Loveland Water and Power

Opower Report - Participant

RECEIVE IT BUT HAVE NOT LOOKED AT IT AND THEREFORE CANNOT ANSWER ANY QUESTIONS REGARDING IT.

CONTACT IS BLIND BUT HER FRIEND READS IT TO HER.



E3. Please tell me why no one in your household reads the reports.

Loveland Water and Power

Opower Report - Participant

NOT INTERESTED. ALREADY DOING WHAT WE CAN.

CONTACT DOES NOT BELIEVE THE COMPARISON IS CORRECT BECAUSE SHE IS THE ONLY ONE IN THE HOUSE. SHE USES MORE ENERGY THAN THE NEIGHBORS WHO HAVE A LOT OF PEOPLE LIVING IN THEIR HOUSE.

HUSBAND JUST PAYS THE BILL AND THAT'S IT, NO ONE EVER READS THEM AS FAR AS SHE KNOWS.

CONTACT DOES NOT THINK THEY ARE RELAVANT TO HER HOUSEHOLD. HER HUSBAND IS SICK AND NEEDS THE HOME WARM. CONTACT THINKS LOVELAND POWER SHOULD SPEND THEIR MONEY ELSEWHERE.



E4. How do you share the home energy report with others?

Loveland Water and Power

Opower Report - Participant

DISCUSSES WITH NEIGHBORS AND CONTACT HAS THE BEST.

WIFE LOOKS AT THEM.

SHOW AMONGST EACH OTHER AND COMPARE NOTES.

DON'T PAY TOO MUCH ATTENTION TO THEM.

HUSBAND READS THEM.

SHE READS THEM.

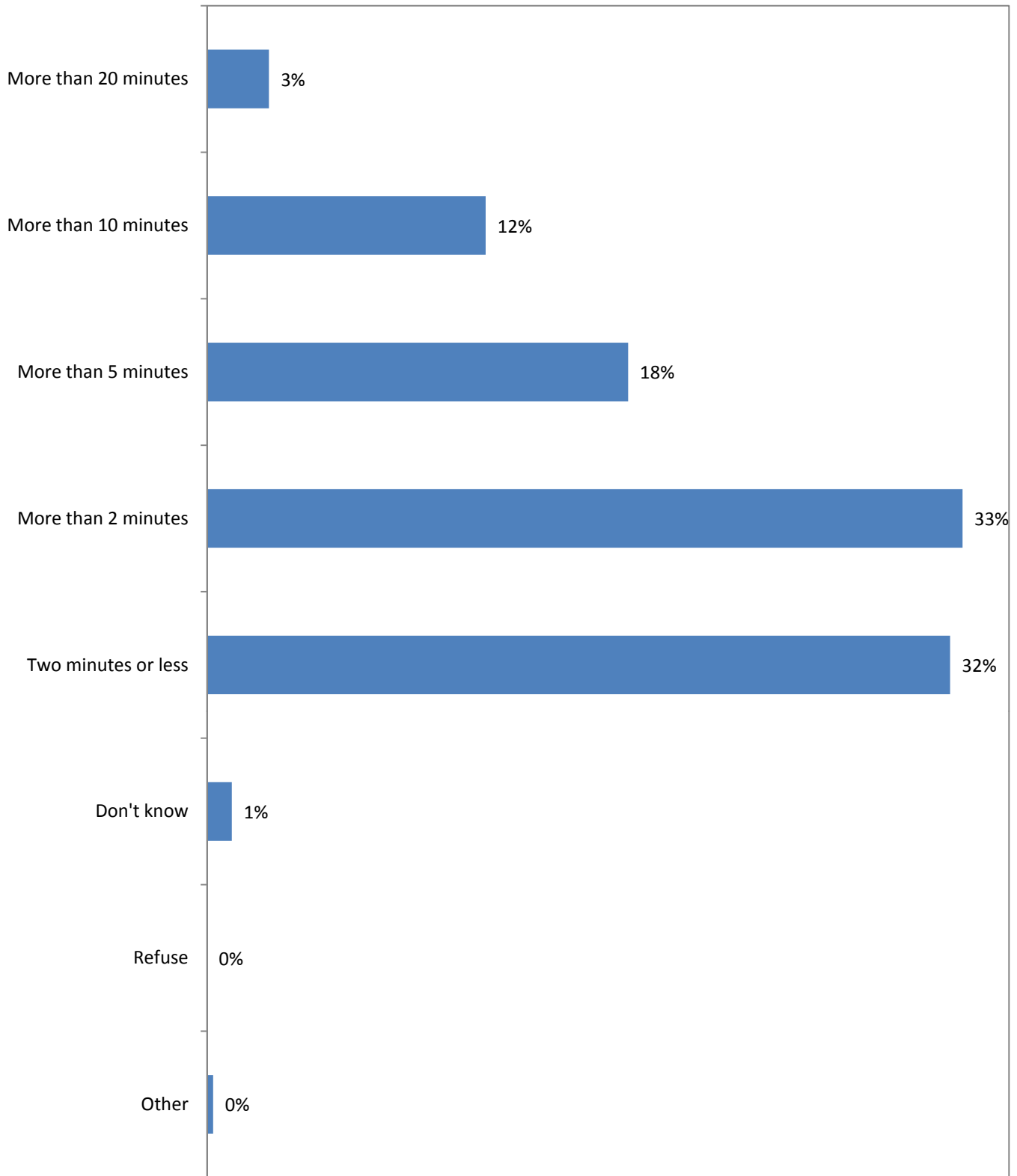
JUST TELL THEM WHAT IT STATES.

TELL HIM ABOUT IT.

SHE READS IT.

E5. Roughly how much time do you spend on average reviewing the report?

Participant Survey





E5. Roughly how much time do you spend on average reviewing the report?
"Other" Mentions

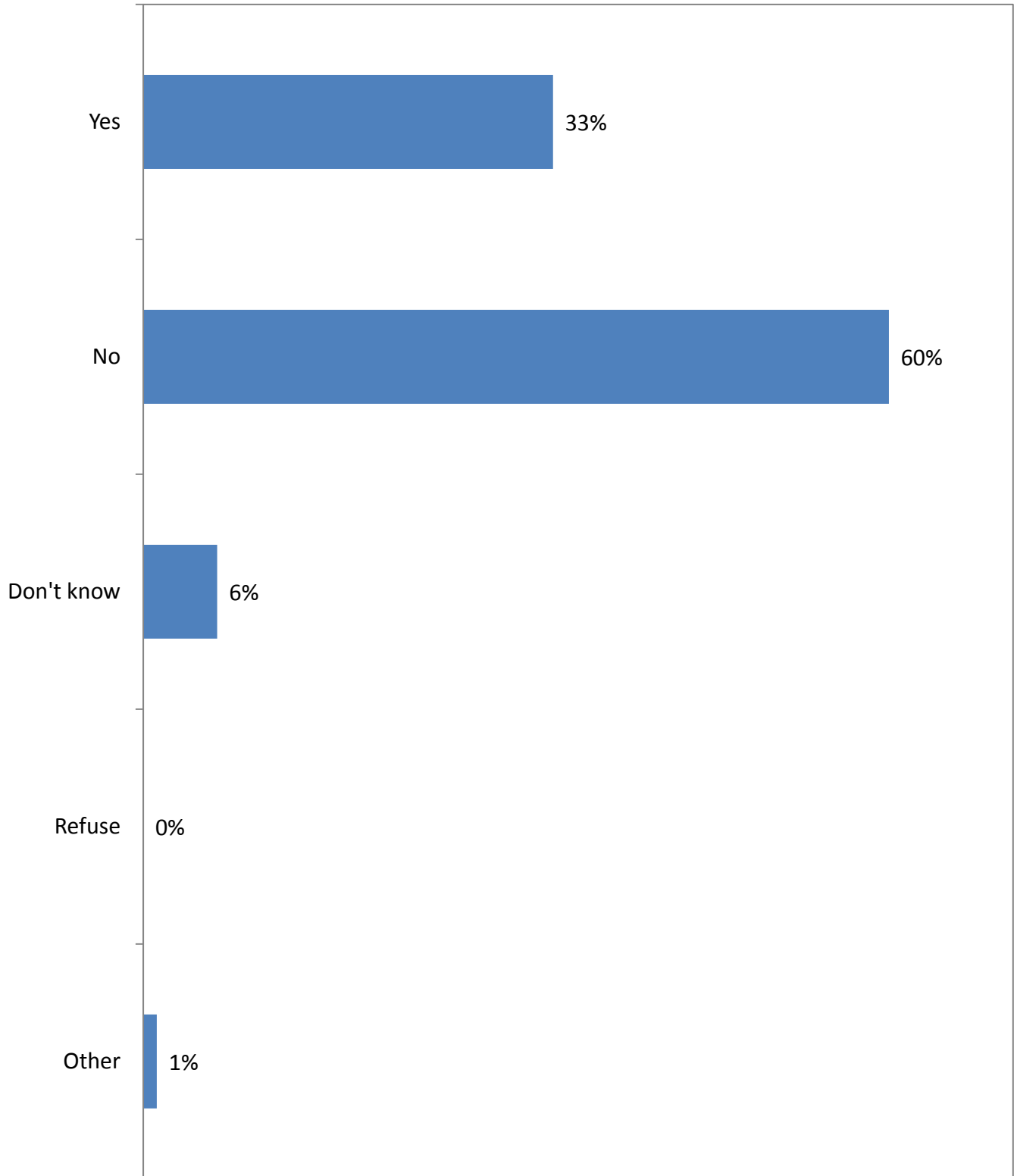
Loveland Water and Power

Opower Report - Participant

CONTACT HAS THEM READ TO HIM BECAUSE OF BEING BLIND.

E6. Do you recall any specific suggestions from your reports?

Participant Survey





**E6. - Do you recall any specific suggestions from your reports?
[IF YES] Specify Which:**

Loveland Water and Power

Opower Report - Participant

LIGHT BULBS, INSULATE ATTIC, AND PULL PLUGS.

LIGHT BULBS, CLOSE CURTAINS ON CERTAIN WALLS, INSULATE, ETC.

BUY ENERGY EFFICIENT APPLIANCES.

WINDOWS.

REPLACE LIGHT BULBS.

TURN DOWN HEAT.

ADJUST THERMOSTAT AND LOWER GAS TEMPERATURE ON WATER HEATER.

GET EFFICIENT WINDOWS WHICH THEY HAVE DONE, REPLACED FURNACE AND HOT WATER TANK, TURN COMPUTER OFF AT NIGHT.

UNPLUG THINGS NOT BEING USED.

SEAL WINDOW LEAKS, LOWER HEAT, AND TURN OFF LIGHTS.

ENERGY AUDIT.

ENERGY AUDIT.

TURN OFF EVERYTHING WHEN NOT HOME.

UNPLUG APPLIANCES NOT IN USE AND TURN OFF LIGHTS.

TURN OFF LIGHTS, INSULATION, AND SEAL CRACKS.

SOLAR.

CFL LIGHT BULBS.

WINDOWS AND FURNACE.

SOLAR.

SHORTER SHOWER AND TURNING OFF LIGHTS.

CLEANING FURNACE AND UPDATING APPLIANCES.

SEAL WINDOWS, DOORS, AND CHECK HOT WATER HEATER.

USE NEW LIGHT BULBS.

ENERGY SAVING LIGHT BULBS.

LOWER WATER USE IN SUMMER, NEW WINDOWS, AND AC THING PUT ON.



**E6. - Do you recall any specific suggestions from your reports?
[IF YES] Specify Which:**

Loveland Water and Power

Opower Report - Participant

EFFICIENT APPLIANCES AND UNPLUGGING WENT NOT USING THEM.

LIGHT BULBS.

UNPLUG APPLIANCES, TURN OFF LIGHTS. COMMON SENSE THINGS.

ADJUST OR PROGRAM THERMOSTAT AND AC USAGE THING.

TURNING THERMOSTAT DOWN AND COMBINING LOADS OF WASH.

ENERGY AUDIT.

WINDOWS AND DOORS SEALED.

NEW CFL LIGHT BULBS, THERMOSTAT ON TIMER, LOWER HEAT, AND SEAL THE WINDOWS.

CHECK WINDOWS, TURN OFF LIGHTS, AND UPDATE FRIDGE.

CFL BULBS AND TURN THERMOSTAT DOWN.

ENERGY AUDIT.

WEATHER PROOFING AND LOW ENERGY APPLIANCES.

TURNING LIGHTS OFF, USE TIMER FOR LAWN

DRYING CLOTHES OUTSIDE

WATER FLOW FOR TOILET.

BUY A NEW REFRIGERATOR, WASHER, AND DRYER.

CHANGE LIGHT BULBS AND TURN THINGS OFF THAT WOULD NORMALLY LEAVE ON.

TURNING OFF LIGHTS AND WATCH WATER USE.

HAVE ALWAYS BEEN VERY CONSERVATIVE AND HAVE DONE EVERYTHING THEY HAVE SUGGESTED EVEN BEFORE THEY SENT THE REPORT.

COVER WINDOWS WITH PLASTIC.

LIGHT BULBS AND TURN OFF LIGHTS.

TURN HEAT DOWN, TURN OFF LIGHTS, AND TURN HOT WATER HEATER DOWN.

JUST THE USUAL TURN OFF LIGHTS, TIMERS, LOWER TEMPERATURE, ETC.

JUST THE GENERAL THINGS THAT MOST PEOPLE ALREADY KNOW.

WEATHER STRIPING AND TURN OFF LIGHTS.



**E6. - Do you recall any specific suggestions from your reports?
[IF YES] Specify Which:**

Loveland Water and Power

Opower Report - Participant

INSULATION PUT IN, CUT BACK ON WATER USAGE, AND HAD AN ASSESSMENT DONE.

CHECKING DOORS FOR LEAKS, TURN OFF COMPUTERS, ETC.

USE NEW LIGHT BULBS AND HAVE ENERGY ASSESSMENT OF HOUSE.

CHANGE LIGHT BULBS TO ENERGY EFFICIENT ONES AND CHANGE SHOWER HEADS.

HOUSE INSPECTION, WINDOWS SEALED, AND ATTIC INSULATION.

TURN LIGHTS OFF.

WATER HEATER BLANKETS AND TURN DOWN FREEZER

LOWERING THE HEAT.

TURN DOWN HEAT AND TURN OFF LIGHTS.

TURNING DOWN THERMOSTAT.

COMPARES TO YOUR NEIGHBORHOOD.

TURN OFF LIGHTS.

WINDOWS.

BUYING ENERGY STAR APPLIANCES.

TURN DOWN WATER HEATER.

LIGHT BULB DISCOUNT.

MORE EFFICIENT APPLIANCES.

UNPLUGGING ELECTRONICS.

SWITCHING TO ENERGY EFFICIENT LIGHT BULBS.

KEEP LIGHTS TURNED OFF.

UNPLUGGING ELECTRONICS AND TURN OFF LIGHTS.

GET RID OF EXTRA FRIDGE.

MORE EFFICIENT WATER HEATER.

USING COLD WATER, TURNING OFF LIGHTS, AND CHANGING FURNACE FILTERS.

TURN OFF LIGHTS.

INSULATION ON WATER HEATER AND LIGHT BULBS.



**E6. - Do you recall any specific suggestions from your reports?
[IF YES] Specify Which:**

Loveland Water and Power

Opower Report - Participant

CUT BACK ON WATER USAGE.

LIGHT BULBS AND TURN LIGHT OFF WHEN NOT IN SAME ROOM.

DISCONNECT THINGS WHEN NOT USING.

WANT CONTACT TO UPDATE FURNACE AND SO FORTH.

ENERGY AUDIT - LIGHT BULBS

TO GET AN AUDIT AND TO GET BETTER LIGHT BULBS.

GET ENERGY EFFICIENT APPLIANCES, TURN HEAT DOWN

THE USUAL TURN DOWN HEAT, LIGHT BULBS, SHORTER SHOWERS ETC

TELLS WAYS ON HOW TO CUT DOWN ON HER ENERGY USAGE

PUTTING PLASTIC ON WINDOWS

ENERGY EFFICIENCY

LIGHT BULBS, TURN OFF LIGHTS

UPGRADING THE WATER HEATER, APPLIANCES, AND FURNACE

REDUCE COMPUTER USE, TURN DOWN HEAT, TURN OFF LIGHTS ETC

TURN OFF LIGHTS

INSULATION, TURN OFF APPLIANCES

LIGHT BULBS AND ALL THE OTHER USUAL THINGS

LIGHT BULBS-ENERGY EFFICIENT APPLIANCES

UNPLUG APPLIANCES

CAN HAVE AUDIT DONE TO SEE WHERE MOST ENERGY IS GOING

WINDOWS, HEATERS

LED LIGHTS, ENERGY EFFICIENT APPLIANCES

LIGHT BULBS

TURN OFF LIGHTS

ENERGY EFFICIENT APPLIANCES, LIGHT BULBS

COME OUT AND DO A SURVEY FOR HOME ENERGY USE.



**E6. - Do you recall any specific suggestions from your reports?
[IF YES] Specify Which:**

Loveland Water and Power

Opower Report - Participant

HOW TO LOWER ENERGY USE.

IF COMPARED TO COMPARABLE HOMES, THAT WOULD BE GOOD

TALK ABOUT ENERGY EFFICIENT APPLIANCES.

TALK ABOUT UPDATING APPLIANCES.

CHANGING LIGHT BULBS

MOST ARE COMMON THINGS LIKE PROGRAMMABLE THERMOSTAT

ONE SUGGESTION IS TO USE A CLOTHES LINE INSTEAD OF DRYER.

CAULKING AND ADDING INSULATION AROUND DOORS

YOUR USE AND YOUR NEIGHBORS USE.

INSULATING OUTLETS OUTSIDE THE HOME.

TURN LIGHTS OFF.

LOOK AT OLDER APPLIANCES AND WINDOWS .

REMINDERS OF THINGS TO DO

WINDOWS AND INSULATION.

ADJUSTING THE THERMOSTAT LOWER.

MORE EFFICIENT LIGHT BULBS, REPLACE FRIDGE

CHIP IN AIR CONDITIONER.

INSULATION.



E6. Do you recall any specific suggestions from your reports? "Other" Mentions

Loveland Water and Power

Opower Report - Participant

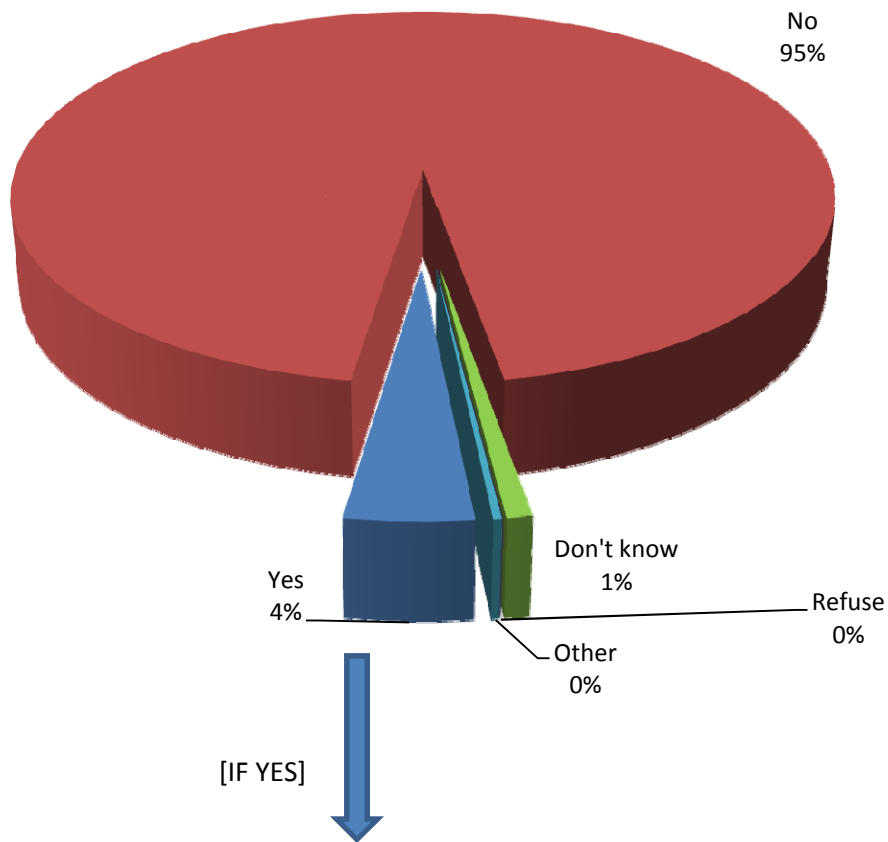
NOT SPECIFICALLY, BUT AS A RENTER UNABLE TO DO MANY OF THE THINGS.

E7. Have you ever visited the home energy report website?

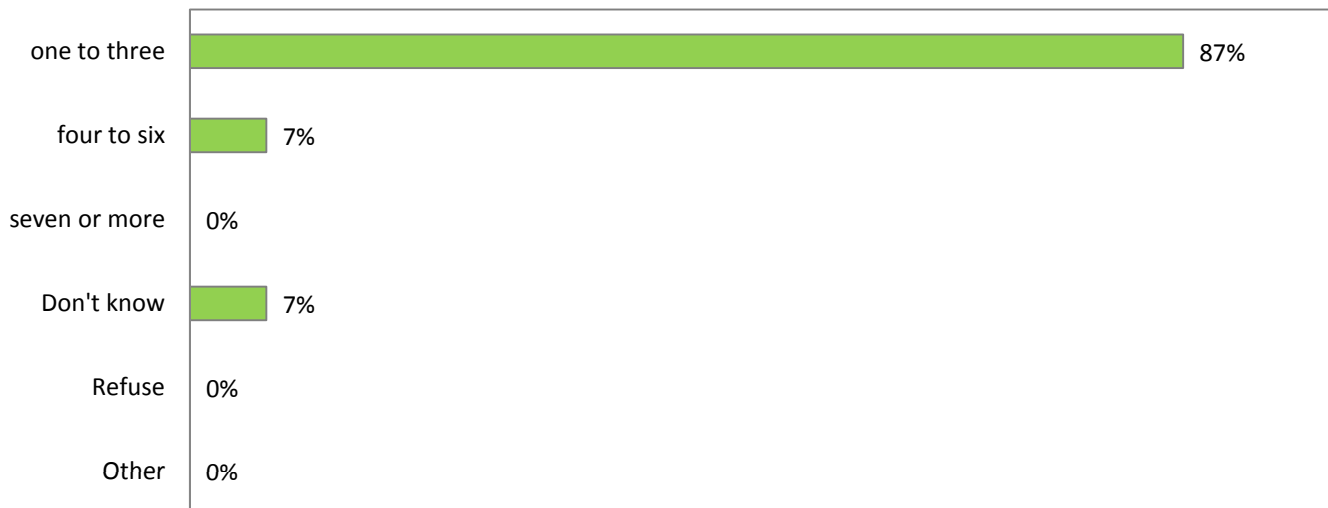
[IF YES] E8. How many times have you visited the home energy report website in the past 12 months?

Participant Survey

E7. Have you ever visited the home energy report website?



E8. How many times have you visited the Home Energy Report website in the past 12 months?





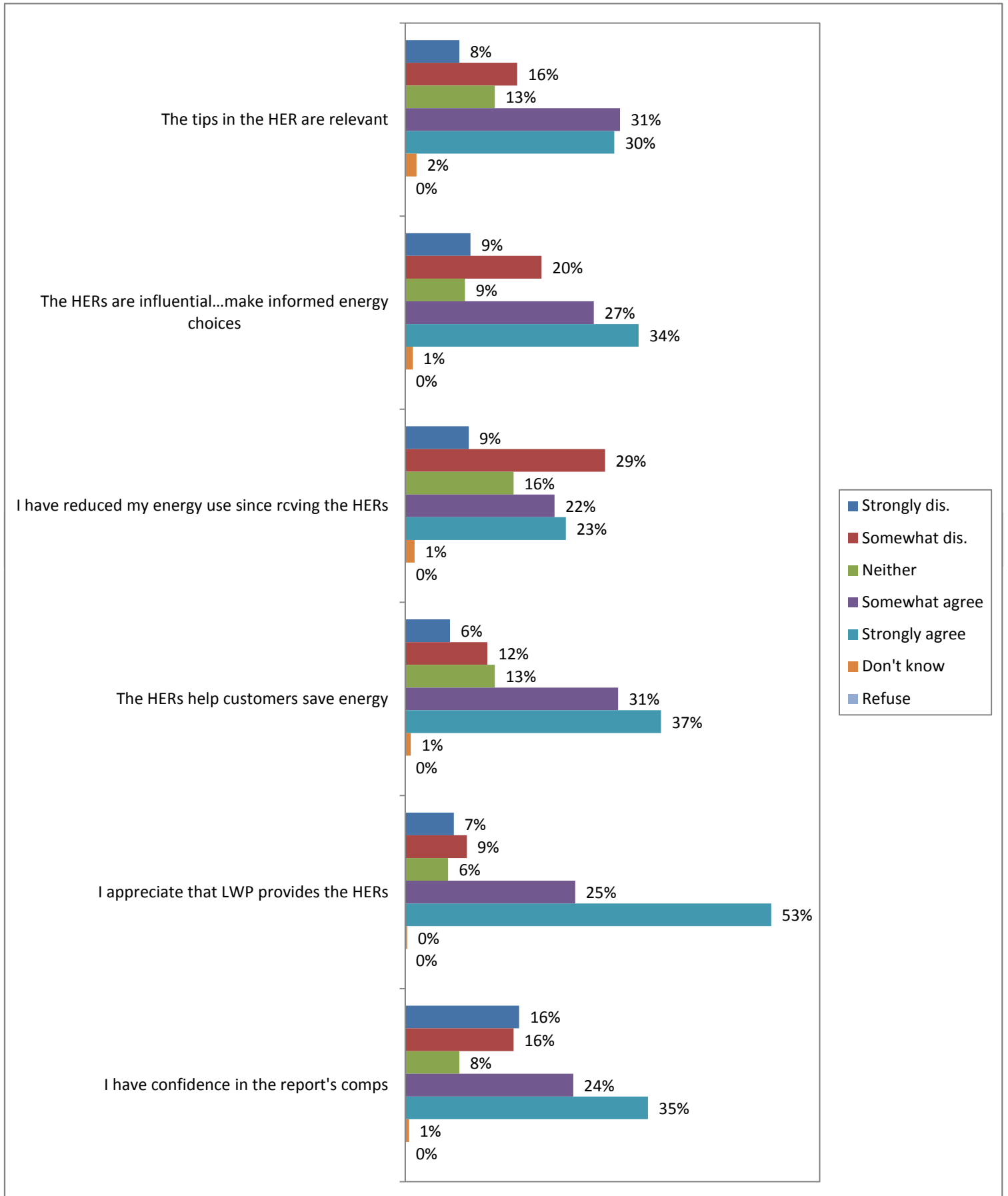
E7. Have you ever visited the home energy report website? "Other" Mentions

Loveland Water and Power

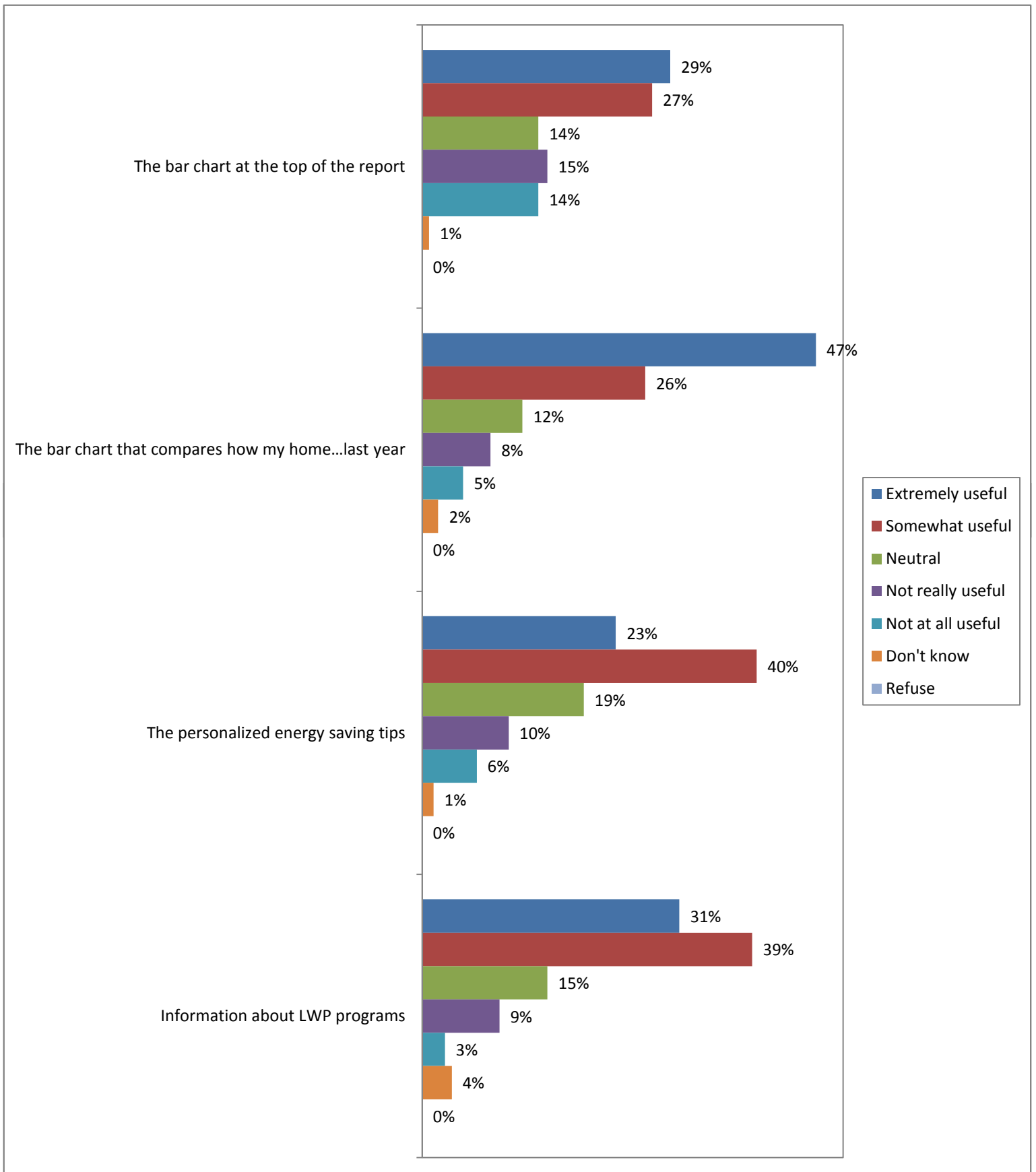
Opower Report - Participant

CONTACT GETS HER REPORT THROUGH EMAIL.

E9. Please tell me whether you ___ with each of the following statements
Participant Survey

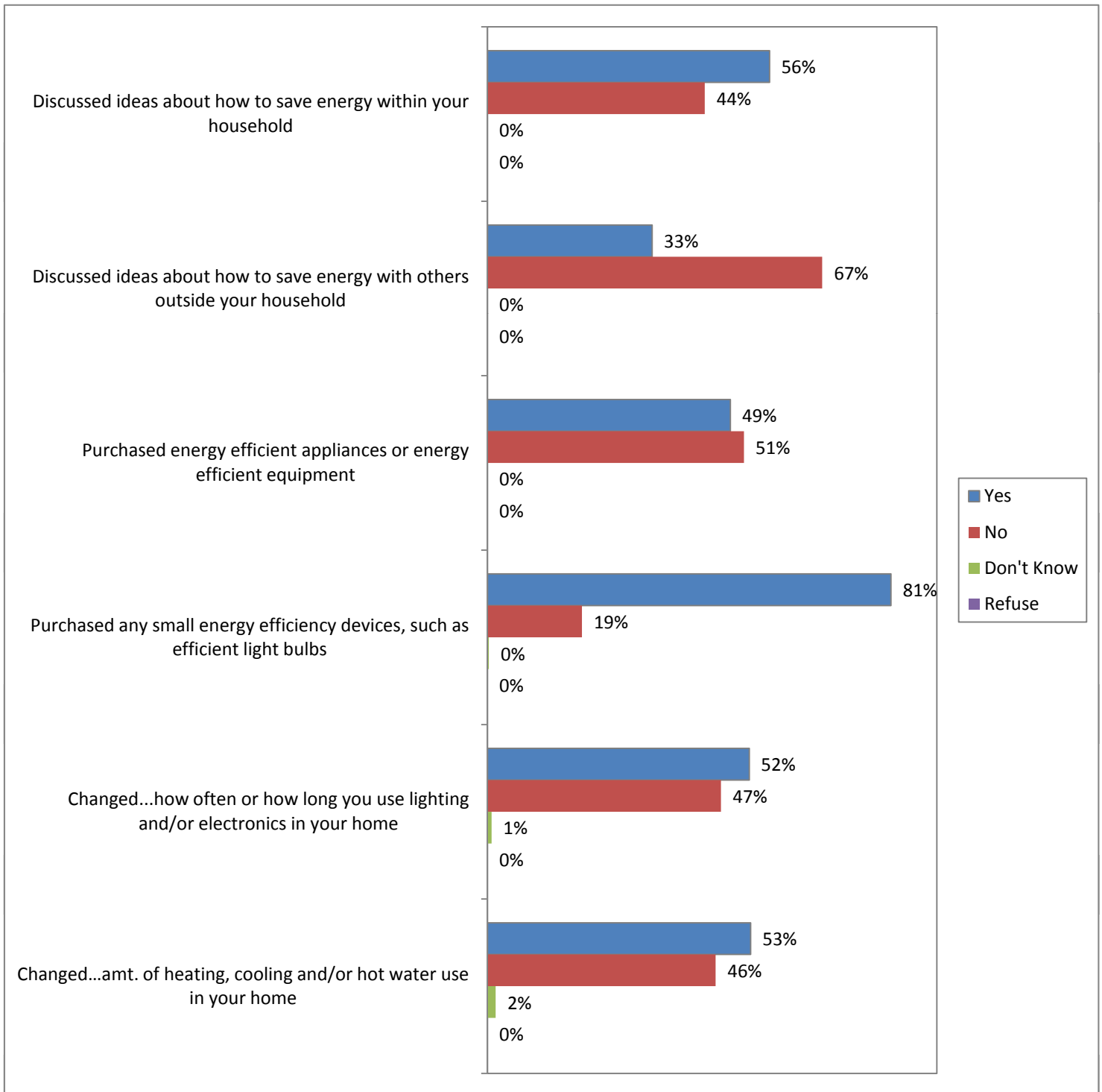


E10. Please tell me how useful you find each of the following components of the HER
Participant Survey



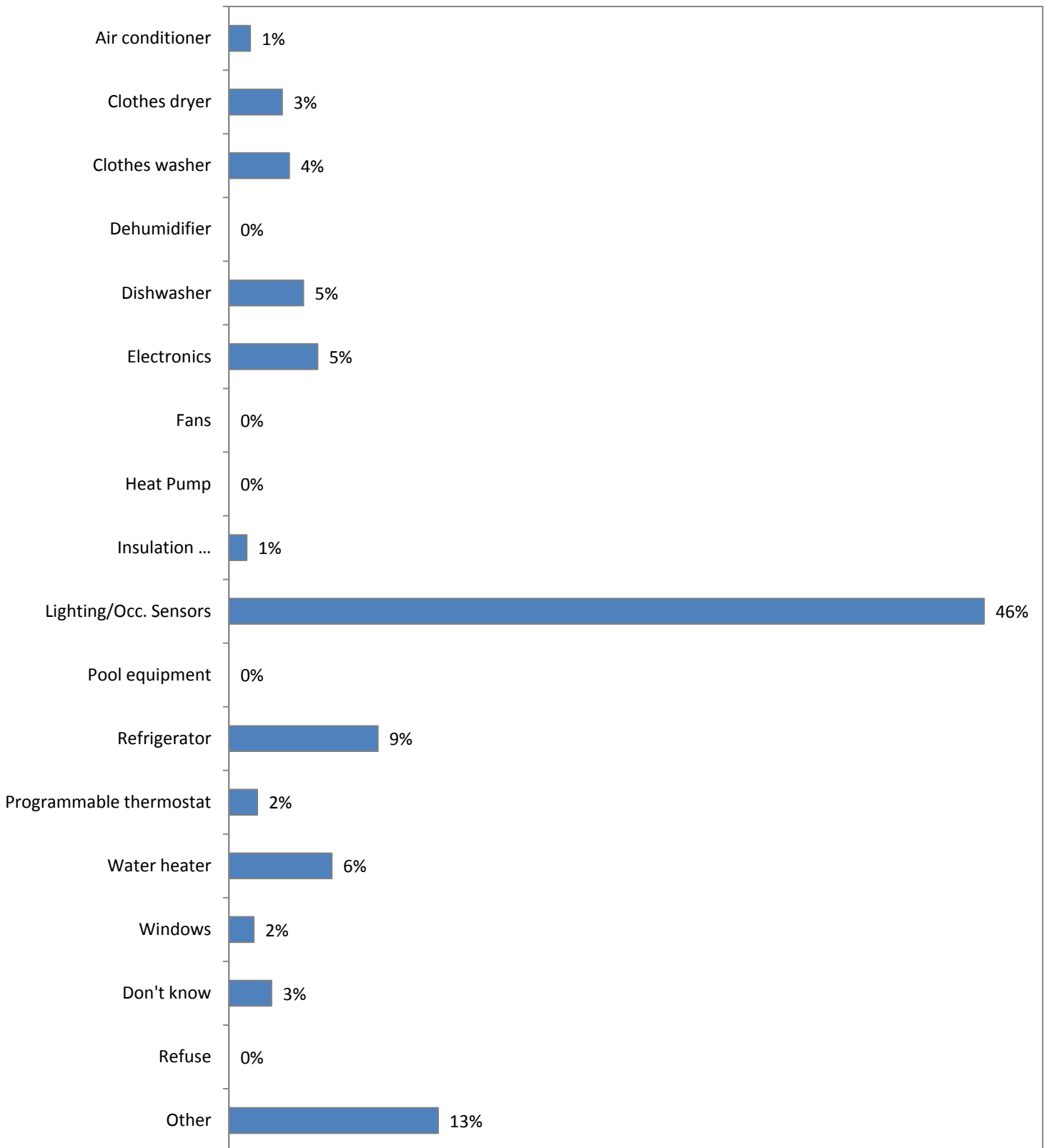
AT1. Please tell me if you, or anyone in your household have done any of these things within the last 12 months:

Participant Survey



AT2. What energy efficient purchases do you recall making within the past 12 months?

Participant Survey



*Percentages calculated as a percent of Total Mentions



AT2. What energy efficient purchases do you recall making within the past 12 months? "Other" Mentions

Loveland Water and Power

Opower Report - Participant

NEW WATER FAUCETS.

STOVE AND MICROWAVE.

BLOWER IN FIREPLACE IN BASEMENT

VENT IN TOP OF HOUSE TO SUCK OUT THE AIR AT NIGHT AND TURN OFF DURING DAY.

REDUCED FLOW WATER FAUCETS.

GARBAGE DISPOSAL.

BOILER.

NEW FURNACE 2 DAYS AGO.

NEW FURNACE.

FURNACE.

FURNACE.

POWER STRIPS, AND WEATHER STRIPPING.

FURNACE, SHOWER HEADS, AND TOILETS.

POWER STRIPS.

STOVE.

FURNACE.

SOLAR PANELS.

MICROWAVE.

WOOD BURNING STOVE.

POWER STRIPS.

FURNACE.

STOVE.

POWER STRIPS.

FURNACE.

STOVE.

FURNACE.



AT2. What energy efficient purchases do you recall making within the past 12 months? "Other" Mentions

Loveland Water and Power

Opower Report - Participant

NEW PLASTIC ON ALL WINDOWS.

SHOWER HEADS.

STOVE.

A LITTLE OVER 12 MONTHS AGO HAD CENTRAL AIR INSTALLED IN UPSTAIRS TO ELIMINATE ALL THE FANS GOING UP THERE ALL THE TIME.

BOUGHT ROOM HEATERS.

DRAPES IN THE BEDROOM.

TOILET.

STOVE.

FURNACE.

FURNACE.

STOVE.

FURNACE.

FOOD PROCESSOR AND HAIR DRYER.

DRYER VENT AND DOOR SEALS.

BOUGHT A NEW FURNACE.

A HEATER THAT HER SON BOUGHT HER FOR A THOUSAND SQUARE FEET.

MICROWAVE AND GAS RANGE INSTEAD OF ELECTRIC.

STOVE

HAS FURNACE AGREEMENT WHERE IT IS CHECKED 2 TIMES A YEAR. HAD DUCT WORK CLEANED.

NEW FURNACE

WEATHER STRIPPING

FURNACE FILTER.

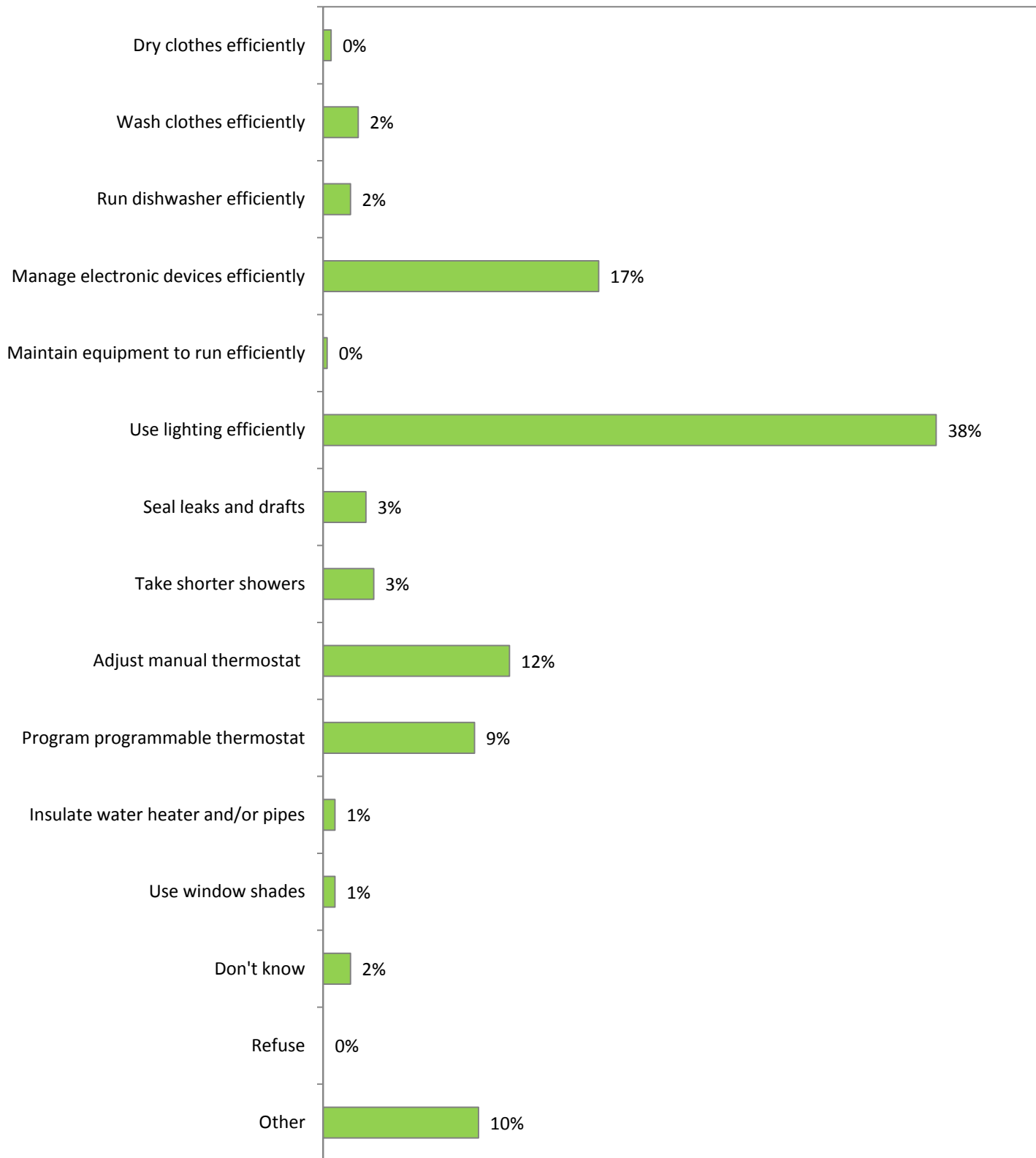
MICROWAVE AND FURNACE.

STOVE AND MICROWAVE.

FURNACE.

AT3. What did you do to change the way you use energy within the past year?

Participant Survey



*Percentages calculated as a percent of Total Mentions



AT3. What did you do to change the way you use energy within the past year? "Other" Mentions

Loveland Water and Power

Opower Report - Participant

TURND TEMPERATURE ON WATER HEATER DOWN AND TAKE COOL SHOWERS.

NEW ENERGY EFFICIENT ROOF.

PUT IN GAS STOVE.

TURN OFF WATER WHEN BRUSHING TEETH.

LOWER TEMPERATURE ON WATER HEATER.

DON'T USE AIR UNTIL REALLY NEED TO USE THE AIR.

HUSBAND HAD CANCER SO THINGS WERE DIFFERENT COMPARED TO NORMAL YEARS. HE WAS HOME THROUGH WHOLE DURATION.

LESS WATER USAGE.

DID NOT HAVE HOT TUB THIS YEAR.

DAUGHTER MOVED OUT. SHE WAS THE BIG USER.

TURNS DOWN WATER HEATER IN SUMMER.

QUIT USING ELECTRIC HEATERS IN ROOMS WITH NO HEAT.

CUT BACK ON AIR CONDITIONING IN SUMMER.

TURN DOWN THE AIR CONDITIONING.

DOWNSIZE.

SHUT OFF WATER WHEN BRUSHING TEETH.

WAS CHECKED FOR WATER LEAKS.

NEW HOT WATER HEATER.

USAGE IS DOWN AS RECENTLY WIDOWED.

SINCE HUSBAND PASSED AWAY USES LESS POWER AND WATER.

CLOSE DOORS TO ROOMS NOT BEING USED.

MORE CAREFUL ON HOW LONG HOT WATER RUNS.

INSTALLED FOIL IN THE ATTIC FOR COOLING AND HEATING.

WATER THE LAWN LESS AND TURN DOWN HEAT.

ELECTRIC HEATER.



AT3. What did you do to change the way you use energy within the past year? "Other" Mentions

Loveland Water and Power

Opower Report - Participant

USE GRAY WATER.

TURN DOWN WATER HEATER ON LOW.

TURN HOT WATER HEATER DOWN

JUST NEW APPLIANCES

HAD DUCT WORK CLEANED

NONE. ON OXYGEN AND TRY TO BE ECONOMICAL.

ADDED 3 PEOPLE TO HOUSEHOLD

USE CERAMIC HEATER MORE INSTEAD OF RELYING ON GAS SO MUCH.

WHOLE HOUSE FAN CONTACT USES A LOT

WOOD BURNING STOVE USE.

FATHER PASSED AWAY THIS YEAR. MOTHER NOW HAS CAREGIVER-ENERGY USE HAS GONE UP AS THEY NEVER USED CLOTHES DRYER, DISHWASHER ,HUNG CLOTHES ON LINE.

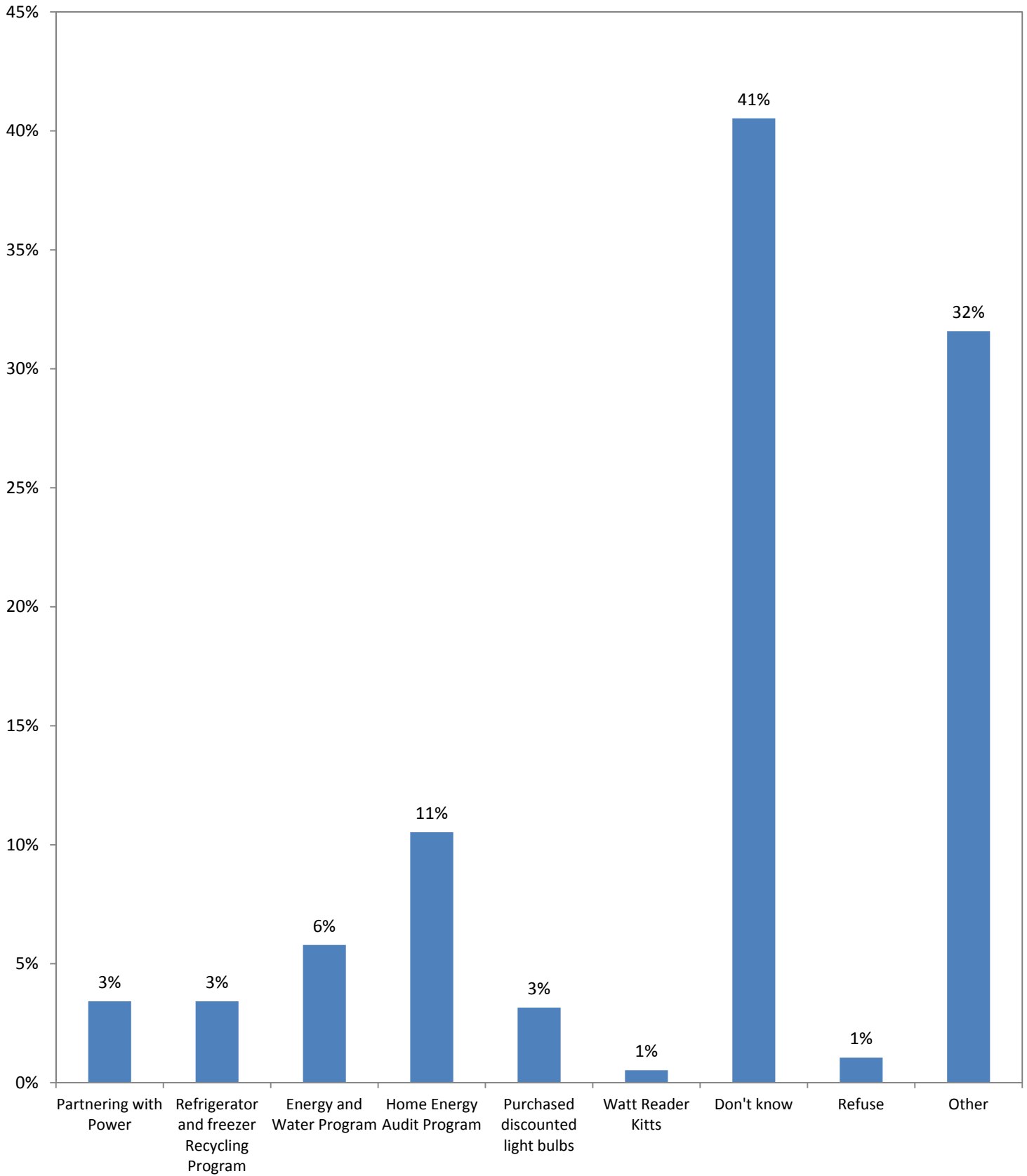
TURN HOT TUB OFF IN THE SUMMER

CONTACT HAS WATERED LAWN A LOT LESS.

CONTACT IS EFFICIENT ALREADY SO THEY HAVEN'T CHANGED ANYTHING.

AT4. Have you heard of any energy efficiency programs offered by LWP?

Participant Survey



**Percentages calculated as a percent of Total Mentions*



AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power? "Other" Mentions

Loveland Water and Power

Opower Report - Participant

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

FEDERAL ONE WHERE THEY DID ASSESSMENT 10 YEARS AGO AND WANTED THEM BACK IN AGAIN AND SAYS DON'T QUALIFY FOR IT NOW.

NO

NO

NO

LEAP.

NO

NO

NO

NO

NO



AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power? "Other" Mentions

Loveland Water and Power

Opower Report - Participant

SOLAR PANELS.

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

OUT AT THE SIGHT.

NO

NO

HEARD OF MANY BUT DO NOT QUALIFY.

HEARD AND READ OF THINGS BUT HAVE NOT LOOKED INTO.

NO

HEARD OF THINGS BUT OFF THE TOP OF HEAD DOESN'T KNOW WHAT THEY WERE.

YES, BUT DON'T RECALL RIGHT NOW WHAT THEY WERE.

NO

NO

NO

NO



AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power? "Other" Mentions

Loveland Water and Power

Opower Report - Participant

NO

NO

NO

THEY DO NOT QUALIFY.

SURVEY ON CONTACTS HOME.

LEAP.

TIPS FROM THE NEWSLETTER.

LEAP.

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

RECYCLE THINGS

NO

NO

NO

NO

NO



AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power? "Other" Mentions

Loveland Water and Power

Opower Report - Participant

NO

NO

NO

YES BUT NOT OFF TOP OF HEAD

REBATES OR SOMETHING.

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

NO

CONTACT WOULD ONLY BE INTERESTED IN WIND ENERGY.

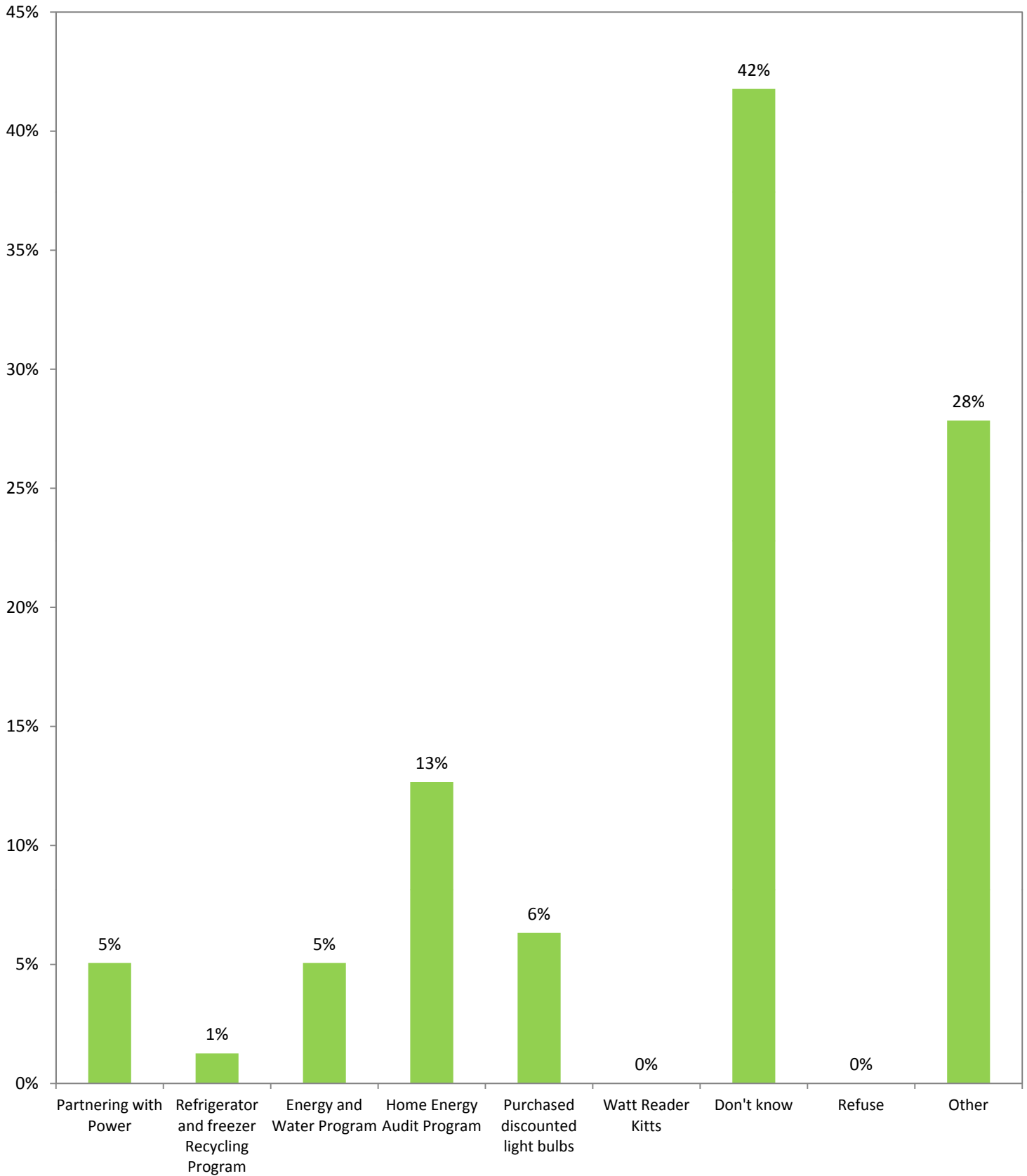
TOILET TANKS.

WENT TO A SEMINAR OFFERED BY CITY OF LOVELAND.

REBATE ON INSULATION.

CHIP ON AIR CONDITIONER. LINK ON WEBSITE DOES NOT WORK.

AT5. Which of these programs have you participated in within the past 12 months?
Participant Survey



*Percentages calculated as a percent of Total Mentions



AT5. Which of the programs you mentioned have you participated in within the past 12 months? "Other" Mentions

Loveland Water and Power

Opower Report - Participant

NOT HAD AN AUDIT YET, BUT WOULD LOVE TO.

NO AND DON'T INTEND TO.

HAVENT DONE THE AUDIT YET, BUT NEED TO SIGN UP FOR IT.

NONE

NONE

NONE

NONE

HAD A HOME ENERGY AUDIT DONE BY XCEL. THINK THEY DO A BETTER JOB.

NO, BUT WOULD LIKE TO HAVE ONE OF THE PEOPLE COME OUT TO CHECK INSULATION AND THAT TYPE OF STUFF.

NONE, BUT WOULD MAYBE LIKE TO HAVE AUDIT DONE.

NO, HAS A COUPON FOR AN AUDIT AND IT IS ON THE TO DO LIST.

NOT ANYTHING THE CITY DID BUT FOUND SOME ON THEIR OWN.

NO. HAS THOUGHT ABOUT IT, BUT HAVEN'T.

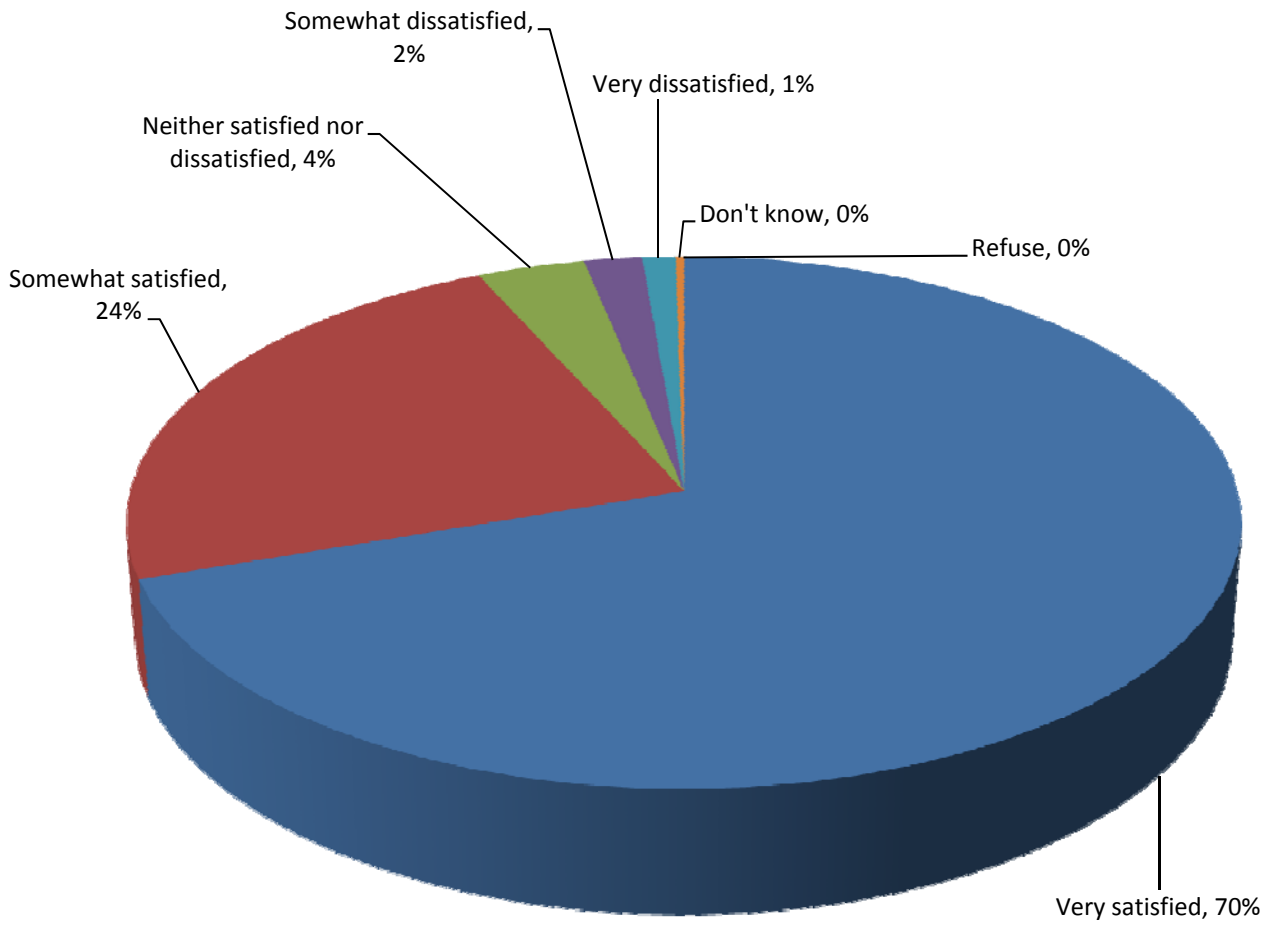
SHOWER HEAD

NONE

NONE. ALTHOUGH SHE THINKS IT WOULD BE NEAT TO HAVE AN AUDIT DONE BUT SAYS SHE IS AFRAID SHE WOULDN'T BE ABLE TO AFFORD ONE.

THINKING ABOUT THE ENERGY AND WATER PROGRAM.

SA1. How satisfied or dissatisfied are you with LWP overall?
Participant Survey





SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 1 THEY ALWAYS WORKED WITH CONTACT WHEN HUSBAND WAS LAID OFF.
- 1 DEPENDABLE WATER AND POWER AND SO FAR NO PROBLEMS.
- 1 NEVER HAVE PROBLEMS.
- 1 CONTACT GETS GOOD SERVICE BUT BILL IS GOING UP
- 1 PRICES ARE GOING UP BUT THE SERVICE IS VERY GOOD.
- 1 THEY PROVIDE GOOD SERVICE AND THE WATER TASTES GOOD EVEN WITH THE FLOODING.
- 1 THEY ARE VERY REASONABLE AND CONTACT IS VERY ENERGY EFFICIENT.
- 1 CONTACT HAS NO COMPLAINTS.
- 1 THEY DO A GOOD JOB.
- 1 CONTACT ONLY RECALLS LOSING POWER ONE TIME IN 18 YEARS AND IT IS VERY REASONABLE.
- 1 THEY DO A GOOD JOB.
- 1 EVERYTHING WORKS.
- 1 GET WATER AND POWER TO CONTACT AT REASONABLE PRICE.
- 1 KEEP CONTACT INFORMED. HAVE PROGRAMS AND LOCAL FAIRS TO KEEP PUBLIC INFORMED ON CUTTING DOWN POWER AND WATER USE.
- 1 THE REPORTS AND TIPS IN THE BILLING AND WE NEVER LOSE POWER.
- 1 COMMUNICATIONS AND RESPONSE DURING FLOOD AND SNOW.
- 1 NO PROBLEM IN 35 YEARS. CITY IS QUICK TO ANSWER QUESTIONS. DURING A PERIOD OF FINANCIAL PROBLEM, THEY WORKED WITH HER TO PAY THE BILL AND KEPT EVERYTHING TURNED ON.
- 1 PROBLEMS ARE RESOLVED QUICKLY.
- 1 VERY CONSCIENTIOUS ABOUT THE ENVIRONMENT AND ALSO DO THE RIGHT THING.
- 1 REPLACED WATER LINE IN FRONT OF CONTACTS HOUSE LAST YEAR.
- 1 HAVEN'T HAD ANY ISSUES. WHEN CONTACT HAS ASKED THEM TO COME OUT FOR LOCATES, THEY ARE ALWAYS VERY RESPONSIVE.
- 1 CONTACT IS SATISFIED.
- 1 HATE TO LIVE IN DENVER WITH EXCEL. EXCEL MAKES CONTACT MAD.
- 1 SERVICE HAS BEEN GOOD.
- 1 NEVER ANY PROBLEMS. CONTACT LIKES THAT IT'S LOCAL.
- 1 THEY DO A GOOD JOB AND THEY ALWAYS ANSWER CONTACT QUESTIONS.
- 1 CONTACT IS PROUD OF LOVELAND WATER AND POWER.
- 1 HAVE BEEN VERY HELPFUL AND CONSIDERATE WHEN QUESTIONS COME UP.
- 1 THEY DO A VERY GOOD JOB.
- 1 CONTACT HAS POWER AND NOT MANY OUTAGES.
- 1 SERVICE IS VERY RELIABLE.
- 1 THEY ARE CONSISTENT AND IF THERE IS A PROBLEM THEY TAKE CARE OF IT RIGHT AWAY.
- 1 LOVELAND PROVIDES GOOD SERVICE.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 1 THEY DO A GOOD JOB.
- 1 THEY ARE VERY RESPONSIVE AND CONTACT HAS CONFIDENCE IN THEM.
- 1 GOOD SERVICE AND NEVER A PROBLEM.
- 1 NOT UNHAPPY.
- 1 CONTACT IS UP-TO-DATE ON EVERYTHING.
- 1 THEY ARE QUICK TO GET POWER BACK ON WHEN IT GOES OUT AND THEY ALWAYS ANSWER THE PHONE.
- 1 THEY DO A VERY GOOD JOB.
- 1 THE QUALITY OF THE WATER AND NO DOWN TIME FOR ELECTRICITY.
- 1 LOVELAND TAKES PRIDE IN THEIR CITY BY SAVING ENERGY, ETC.
- 1 NEVER HAD A PROBLEM WITH OUTAGES AND THEY ARE REPAIRED QUICKLY.
- 1 CONSISTENT AND HAS HAD NO PROBLEMS.
- 1 NEVER HAD A PROBLEM.
- 1 POWER RARELY INTERRUPTED.
- 1 NOT SURE WHY.
- 1 NO PROBLEMS WITH ELECTRICITY GOING OFF OR WATER ISSUES. IT'S ALL GOOD.
- 1 GOOD QUALITY SERVICE, VERY EFFICIENT, AND VERY FEW POWER FAILURES.
- 1 NEVER WERE WITHOUT POWER.
- 1 MORE AFFORDABLE WATER THAN OTHER PLACES.
- 1 THEY DO A GREAT JOB.
- 1 VERY GOOD SERVICE AND CONVENIENT. ALL IS GOOD.
- 1 EVERYTHING IS ALWAYS WORKING AND NOT MANY OUTAGES.
- 1 HAVEN'T HAD A PROBLEM.
- 1 WATER TASTES REALLY GOOD AND HAVE HAD NO PROBLEMS.
- 1 CITY IS PROACTIVE. THEY SHOW INTEREST IN CONSUMERS AND EVEN HAVING THIS SURVEY IS GOOD.
- 1 NO LOSS OF POWER.
- 1 WORK FROM HOME AND ALWAYS HAVE POWER. IF LOSS OF POWER IT USUALLY IS NOT EVEN FOR AN HOUR.
- 1 KEEP THE POWER ON AND WATER RUNNING. VERY ECONOMIC RATES COMPARED TO OTHER PLACES HAVE LIVED.
- 1 GREAT WATER, GOOD POWER, AND VERY FEW OUTAGES. IF THE POWER DOES GO OUT IT IS NOT FOR LONG.
- 1 NO PROBLEMS. KEPT THE WATER RUNNING DURING THE FLOOD.
- 1 DON'T KNOW.
- 1 LET HER KNOW WHERE SHE STANDS IN COMPARISON TO NEIGHBORS EVEN THOUGH SHE LIVES ALONE.
- 1 CONTACT HAS NEVER BEEN WITHOUT WATER OR ENERGY.
- 1 HAVE ONLY LOST POWER 1-2 TIMES AND IT WAS BACK ON RIGHT AWAY.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 1 APPRECIATE WHAT THEY DO. NO PROBLEMS.
- 1 CITY IS DOING A GOOD JOB.
- 1 NO PROBLEMS SEEMS LIKE A FINE COMPANY.
- 1 POWER IS ALWAYS ON AND IF OUT IT IS FIXED RIGHT AWAY.
- 1 BASED ON WHAT CONTACT HAS READ.
- 1 NEVER BREAK IN SERVICE. THE BEST WATER AROUND.
- 1 WHEN AND IF ANYTHING GOES WRONG IT IS FIXED RIGHT AWAY.
- 1 NO COMPLAINTS WHATSOEVER. LOVED THE AUDIT ALSO. WITH THE FLOODING CITY GUYS WERE PHENOMENAL IN KEEPING EVERYONE WITH WATER.
- 1 SEEM TO BE ON TOP OF THINGS AND LOVE THE NEWSLETTER THAT YOU SEND OUT. IT BRINGS PEOPLE INTO THE COMMUNITY.
- 1 WATER QUALITY IS REALLY GOOD AND THE WAY THAT CITY HANDLES EVERYTHING IS DONE PROFESSIONALLY AND DONE GREAT. GREAT JOB DONE.
- 1 LOVELAND IS DOING THEIR BEST TO PROVIDE INFORMATION TO CONTACT. LIKES THE LITTLE FLYER THAT COMES OUT ALSO.
- 1 VERY FEW OUTAGES. THE PRICE IS VERY REASONABLE COMPARED TO FORT COLLINS.
- 1 CAN'T THINK OF ANYTHING SHE IS DISSATISFIED WITH.
- 1 NO PROBLEMS WITH POWER OR WATER.
- 1 CITY IS ALWAYS THERE. WHEN THERE ARE ANY OUTAGES THEY GET THEM TAKEN CARE OF QUICKLY.
- 1 HAVEN'T HAD ANY PROBLEMS.
- 1 RATES ARE GOOD AND THEY ARE RELIABLE.
- 1 NO COMPLAINTS.
- 1 NO ISSUES AND LIKES TO SEE STUFF.
- 1 EASE OF USING WEBSITE. USES TO PAY BILLS. IT IS VERY USER FRIENDLY. WHEN CONTACT HAS QUESTIONS CONTACT ALWAYS GETS A QUICK ANSWER.
- 1 FOR LOCAL COMPANY YOU DO PRETTY GOOD.
- 1 WHEN CONTACT CALLS THEY ALWAYS ANSWER PROMPTLY.
- 1 CONTACT WOULDN'T LIVE IN LOVELAND IF SHE WASN'T.
- 1 NEVER HAD ANY ISSUES.
- 1 GOOD SERVICE.
- 1 NO PROBLEMS. CONTACT APPRECIATES THE UNDERGROUND WIRING.
- 1 VERY FEW OUTAGES. HAPPY WITH THE SERVICE.
- 1 CITY STAYS ON TOP OF THINGS. NO PROBLEMS.
- 1 CITY IS GREAT. HAVE HAD NO OUTAGES. WHERE CONTACT CAME FROM THEY HAD THEM ALL THE TIME. IN 16 YEARS THEY ONLY HAD 2 OUTAGES THAT LASTED LESS THAN 20 MINUTES.
- 1 CITY PAYS ATTENTION. SHE DOESN'T FEEL LIKE JUST A NUMBER. SHE FEELS LIKE AN ACTUAL PERSON TO THEM.
- 1 CITY KEEPS EVERYTHING GOING AND ARE QUICK TO HELP WHEN NEEDED.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 1 CITY KEEPS HER INFORMED.
- 1 JUST SATISFIED NO REASON.
- 1 CONTACT HAS VERY FEW POWER OUTAGES.
- 1 NEVER HAD A PROBLEM.
- 1 IN GENERAL YOU ARE WILLING TO WORK WITH HER. FRIENDLY AND HELPFUL WHEN SHE CALLS.
- 1 THE POWER IS ALWAYS ON AND CONTACT HAS NO PROBLEMS.
- 1 USED TO LIVE IN FORT COLLINS AND IT IS A LOT EASIER TO DEAL WITH LOVELAND.
- 1 THEY TRY HARD.
- 1 THEY DO A GOOD JOB.
- 1 WHEN CONTACT CALLS CITY THEY ARE POLITE AND ANSWER QUESTIONS THAT SHE CAN UNDERSTAND. IF THEY DON'T KNOW, THEY GET BACK TO HER QUICKLY.
- 1 APPRECIATES CITY'S BEST TO PREPLAN TO KEEP COSTS DOWN AND KNOWS THEY DO AS SHE SERVES ON CITY COUNCIL.
- 1 CITY LOOKS OUT FOR CUSTOMERS. SAW CITY IN ACTION WHEN METER READER NOTICED THERE WAS NO USAGE, THEY CAME OUT AND CHECKED AND SHE HAD A LEAK IN THE BASEMENT. CONTACT WAS OUT OF TOWN.
- 1 NOTHING TO COMPLAIN ABOUT. THEY DO A GOOD JOB.
- 1 THEY ARE ON TOP OF THINGS AND DON'T CHARGE A LOT.
- 1 CONTACT DOES NOT HAVE ANY PROBLEMS.
- 1 GREAT SERVICE. IT IS JUST A WASTE OF MONEY TO SEND OUT THE REPORTS.
- 1 NO ISSUES WITH POWER.
- 1 NICE TO GET THE REPORTS AND SEE WHAT CONTACT CAN DO TO SAVE.
- 1 HAVEN'T HAD ANY PROBLEMS WITH THEM.
- 1 WHEN THERE IS A PROBLEM IT GETS FIXED QUICKLY.
- 1 GOOD SERVICE.
- 1 ONLY LOCAL COMPANY THAT REGULATES WATER.
- 1 GOOD AS ANY OTHER ONES.
- 1 NO COMPLAINTS.
- 1 GOOD SERVICE.
- 1 SERVICE IS GOOD. ONLY QUESTION CONTACT HAS IS, "DO YOU READ METERS EVERY MONTH OR IS IT AN ESTIMATE?" BILL IS LITTLE HIGHER THIS YEAR THAN NORMAL BUT ALSO HER DAUGHTER IS BACK LIVING THERE SO MAYBE THAT'S IT.
- 1 GOOD SERVICE. CONTACT IS IMPRESSED WITH LOVELAND PEOPLE WHO CAME OUT ONE TIME AND FIXED IT RIGHT AWAY.
- 1 THEY ARE DOING A GOOD JOB. WATER TASTED A LITTLE FUNNY SO CONTACT BOUGHT A FILTER AND PUT IT ON AND NOW SHE IS FINE WITH IT.
- 1 FEEL THAT SHE IS WELL INFORMED AND ENERGY IS AFFORDABLE BUT DO NEED TO VALUE IT. DOES NOT TAKE IT FOR GRANTED AND CITY IS MAKING A CONSCIOUS EFFORT OF IT.
- 1 GOOD SERVICE.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 1 REASONABLY PRICED RATES IN THE STATE AND VERY RELIABLE.
- 1 NEVER HAD A PROBLEM.
- 1 CONTACT IS IMPRESSED ON WHAT THEY DID TO MAINTAIN CONTACT'S WATER DURING THE FLOOD.
- 1 THEY ARE VERY PROACTIVE TO HELP THE TOWN.
- 1 CONTACT PAYS OVER THE PHONE AND THE CUSTOMER SERVICE IS VERY NICE AND HELPFUL.
- 1 PRICES ARE BETTER THAN FORT COLLINS. LIKES HOW EVERYTHING IS ALL ON ONE BILL.
- 1 THE POWER IS VERY DEPENDABLE AND A GOOD PRICE.
- 1 THEY DO A GREAT JOB AND CONTACT USED TO WORK FOR THEM.
- 1 THEY ALERTED EVERYONE THE WATER WAS SAFE OR NOT SAFE DURING THE FLOOD, DEPENDING ON YOUR AREA.
- 1 CONTACT HAS LIVED OTHER PLACES AND LOVELAND'S RATES ARE REASONABLE.
- 1 THEY HANDLED THE FLOOD VERY WELL. THEY WORKED LONG AND HARD TO GET THE WATER GOING. PEOPLE IN THE OFFICE ARE VERY NICE TO WORK WITH.
- 1 POWER IS ALWAYS THERE. THEY DID A GOOD JOB AFTER THE FLOOD AND DURING ICE STORMS.
- 1 NO PROBLEM.
- 1 CONTACT HAS NEVER HAD ANY PROBLEMS IN 15 YEARS.
- 1 THEY ARE VERY RELIABLE.
- 1 THEY DO THEIR BEST.
- 1 CONTACT LIKES THE MAILER AND HAS NOT HAD ANY PROBLEMS.
- 1 CONTACT LIKES THE TIPS THEY GIVE TO SAVE ENERGY AND WATER.
- 1 EVERYTHING WORKS WELL AND THEY ARE RESPONSIVE.
- 1 NEVER A PROBLEM-IN LAST FLOOD NEVER LOST POWER OR WATER
- 1 NEVER HAD ANY PROBLEMS WITH IT.
- 1 THEY DO A GOOD JOB.
- 1 CONTACT REALLY LIKES THE REPORTS TO COMPARE SIMILAR HOMES.
- 1 NO PROBLEMS
- 1 NO PROBLEMS, THE CITY DOES A GREAT JOB
- 1 CITY IS EFFICIENT AND CAN ALWAYS COUNT ON THEM.
- 1 NEVER HAVE A PROBLEM
- 1 NO PROBLEMS---SHE DOES NOT LIKE THE LETTER.
- 1 GOOD WATER AND DON'T LOSE POWER
- 1 EVERYTHING WORKS. WHEN A PROBLEM COMES UP, IT IS QUICKLY FIXED.
- 1 15 YEARS OF USE AND CAN'T RECALL A TIME OF LOSS OF POWER OR WATER
- 1 PROVIDE FAIR PRICE-NO INTERRUPTION IN SERVICE
- 1 LOWEST PRICES IN THE AREA
- 1 GOOD JOB YOU ARE DOING.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 1 THE SERVICE AND PRICE ARE GOOD.
- 1 WHENEVER CONTACT CALLS THEY ARE ALWAYS REALLY HELPFUL.
- 1 NO PROBLEMS AND CONTACT WATERS VERY EFFICIENTLY WITH THE BIG LAWN SHE HAS.
- 1 NO ISSUES
- 1 NO PROBLEMS THEY ARE FAIR.
- 1 NO PROBLEMS RATES ARE GOOD.
- 1 NO PROBLEMS WITH THEM.
- 1 WHENEVER POWER HAS BEEN OFF THEY GET IT BACK ON IN SHORT TIME, WHICH DOESN'T HAPPEN VERY OFTEN
- 1 GOOD SERVICE.
- 1 ENERGY COSTS ARE REASONABLE
- 1 NO PROBLEMS GOOD SERVICE.
- 1 PRETTY RELIABLE. NO OUTAGES LAST YEAR AND YEAR BEFORE MAYBE 2.
- 1 VERY VERY RARE TO HAVE A POWER OUTAGE, IF THERE IS ONE IT'S ALWAYS TAKEN CARE OF QUITE QUICKLY.
- 1 BEEN GOOD TO CONTACT
- 1 VERY RESPONSIVE WHEN THERE IS AN OUTAGE. LOVE THE CITY ELECTRICAL DEPARTMENT.
- 1 NEVER HAD ANY PROBLEM.
- 1 CONTACT IS HAPPY THAT CITY GIVES GOOD SERVICE AND NOT A HIGH PRICE.
- 1 RELIABLE SERVICE
- 1 CONTACT NEVER HAD ANY PROBLEMS AND BILLS ARE NOT THAT HIGH.
- 1 CONTACT NEVER HAD ANY PROBLEMS AND LIKES THE REPORTS.
- 1 CONTACT WORKS THERE.
- 1 CONTACT FEELS THAT LOVELAND POWER IS TRYING TO KEEP THE COST DOWN.
- 1 CONTACT TRIES TO MAKE IMPROVEMENTS WITH THE MONEY THEY HAVE.
- 1 CITY KEEPS CONTACT INFORMED AT WHAT IS GOING ON.
- 1 CONTACT HASN'T HAD ANY PROBLEMS.
- 1 SERVICE HAS HIGH RELIABILITY
- 1 CONTACT HAS NO PROBLEMS WITH THEM AND EVERYTHING SEEMS TO BE WORKING FINE.
- 1 CONTACT IS NOT ON THE WATER BECAUSE CONTACT HAS A WELL.
- 1 CITY IS GOOD AT KEEPING THE POWER ON AND THEY OFFER GOOD CHOICES. THEY ARE VERY EFFICIENT.
- 1 ADVANTAGEOUS WHEN THE CITY SUPPLIES THE POWER AND WATER BUT CONTACT WOULD LIKE BETTER RATES.
- 1 CONTACT SEES THE METER MAID AND BELIEVES SHE IS BEING CHARGED FAIRLY.
- 1 POWER DOES NOT GO OUT BECAUSE UTILITIES ARE UNDERGROUND. CONTACT CONSERVES ENERGY ON THEIR OWN.
- 1 WHEN CONTACT HAD TO CALL THE CUSTOMER SERVICE WAS GREAT.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 1 CITY HAS VERY GOOD AND RELIABLE SERVICE. WHAT THEY DID TO SAVE THE WATER SUPPLY DURING THE FLOOD SHOULD BE MADE INTO A MOVIE. IT IS ALL ABOUT THE HEROES WHO SAVED THE WATER SUPPLY AND PIPELINE.
- 1 CONTACT HAS NO ISSUES. THERE HAVE BEEN NO OUTAGES AND CONTACT REALLY LIKES THE TWO MONTH SUMMARY OF WHERE HE IS AND HOW HE DID LAST YEAR. CONTACT KEEPS THESE REPORTS FILED.
- 1 CONTACT HAS WATER AND POWER SO IS SATISFIED.
- 1 CONTACT CAN'T REMEMBER THE LAST TIME WHEN POWER WENT OUT. CITY IS ALWAYS THERE WHEN THEY NEED IT.
- 1 LOVELAND DID GREAT DURING THE FLOOD AND A HUGE THANK YOU GOES OUT TO ALL THE WORKERS.
- 1 CITY PROVIDED NECESSARY INFORMATION AND DID AN OUTSTANDING JOB DURING THE FLOOD. CONTACT NEVER LOST POWER WHICH WAS GREAT. CITY IS VERY RELIABLE AND CONTACT NEVER LOSES POWER HARDLY EVER.
- 1 ANYTIME CONTACT HAS TO TALK TO SOMEONE THEY ARE ALWAYS KIND AND HELPFUL. THEY GO ABOVE AND BEYOND IN HARD TIMES TO MAKE SURE UTILITIES STAY ON.
- 1 CITY IS CONSCIENTIOUS AND KEEP PEOPLE INFORMED.
- 1 CITY IS RESPONSIVE TO CONTACT'S NEEDS AND THE PEOPLE ARE WONDERFUL.
- 1 CITY IS GOOD AT KEEPING EVERYONE UPDATED WITH WHAT'S GOING ON AND WHAT THE CITY IS DOING TO IMPROVE THE SYSTEM. THEY HAD GOOD SERVICE DURING THE FLOOD.
- 1 CONTACT HASN'T HAD ANY PROBLEMS. WHENEVER CONTACT NEEDS ANYTHING THEY ARE ALWAYS THERE.
- 1 CONTACT NEVER HAS ANY ISSUES WITH THEM, THEY ARE ALWAYS SATISFIED.
- 1 VERY HAPPY WITH THEM.
- 1 VERY WELL HANDLED. CONTACT ALWAYS LOOKING FORWARD TO THE FUTURE. CONTACT APPRECIATES HOW WELL YOU STOOD UP OVER THE FLOOD.
- 1 EXTREMELY RELIABLE BECAUSE THERE HAVE BEEN NO POWER OUTAGES. FOR BEING A MONOPOLY, CITY DOES PRETTY WELL.
- 1 CONTACT'S HUSBAND WORKED FOR THE WATER COMPANY FOR A LOT OF YEARS AND KNOWS A LOT ABOUT IT. YOUR PEOPLE ARE VERY GOOD AND CONTACT REALLY LIKES ALL THAT THE CITY DOES.
- 1 NO PROBLEMS
- 1 CONTACT HASN'T HAD ANY PROBLEMS. THEY HAVE GOOD SERVICE. WHEN ELECTRICITY GOES OUT CITY GETS IT ON AS FAST AS IT CAN.
- 1 CONTACT HAS NOT HAD ANY PROBLEMS.
- 1 HAVE WATER AND POWER.
- 1 NEIGHBOR HAD A POWER PROBLEM AFTER HOURS AND THEY FIXED IT RIGHT AWAY.
- 1 THEY ARE PRETTY EFFICIENT.
- 1 MOSTLY BECAUSE THE BILL AND REPORT ARE EASY TO USE. THE CUSTOMER SERVICE PEOPLE ARE VERY FRIENDLY AND NICE.
- 1 NO INTERRUPTIONS IN SERVICE.
- 1 ALWAYS ARE DEPENDABLE.
- 1 THE PEOPLE CONTACT INTERACTS WITH ARE VERY NICE



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 1 CONTACT CAN DRINK WATER RIGHT OUT OF THE TAP AND THE RATES ARE GOOD.
- 1 CONTACT APPRECIATES HAVING POWER IN HIS HOUSE
- 1 THEY DO A GOOD JOB.
- 1 ENERGY COSTS ON AVERAGE LOWER THAN SURROUNDING AREAS.
- 1 CONTACT HAS BEEN OUT OF TOWN WHEN SPRINKLERS BROKE. LOVELAND WATER AND POWER SAW THAT USAGE WAS HIGH SO THEY CAME OUT TO LET CONTACT KNOW AND TURNED IT OFF.
- 1 CITY IS ON THE BALL AND GIVE GOOD SERVICE.
- 1 GOOD SERVICE.
- 1 CONTACTS SERVICE IS VERY CONSISTENT. SQUIRRELS EAT WIRES AND THE CITY COMES TO FIX IT WHEN THE ELECTRICITY GOES OUT.
- 1 THEY DO A GOOD JOB.
- 1 LOT OF GOOD INFORMATION AND EASY TO WORK WITH.
- 1 THEY DO A GOOD JOB.
- 1 BECAUSE OF THE ELECTRICITY.
- 1 CONTACT DOES NOT HAVE ANY PROBLEMS.
- 1 THERE IS NOTHING WRONG WITH IT.
- 1 THEY DO A GOOD JOB.
- 1 LOVELAND POWER IS NICE WHEN CONTACT CALLS AND NOT MANY OUTAGES.
- 1 CONTACT HAS NOT HAD ANY ISSUES.
- 1 THEY PROVIDE THE SERVICE I NEED AND I NEVER HAVE ANY PROBLEMS.
- 1 CONTACT NEVER HAS ANY PROBLEMS.
- 1 CONTACT NEVER HAS ANY POWER OUTAGES.
- 1 THEY ARE DOING THE BEST THEY CAN.
- 1 CONTACT HAS NEVER HAD ANY TROUBLE AND HAD A NEIGHBOR THAT WORKED FOR LOVELAND POWER.
- 1 CONTACT LOVES THAT THEY CAN PAY EVERYTHING IN ONE BILL. NEVER ANY ISSUES AND LOVE THE RECYCLING CENTER.
- 1 CONTACTS RATES ARE A LOT CHEAPER THAN OTHERS THAT DO NOT HAVE LOVELAND POWER.
- 1 THE CITY PROVIDES GOOD MAINTENANCE TO SYSTEM AND VERY FEW OUTAGES OR BROWN OUTS. BETTER THAN MOST MUNICIPALS.
- 1 DO A GOOD JOB.
- 1 GOOD SERVICE
- 1 GOOD SERVICE
- 1 IT'S GOOD SERVICE
- 1 INFORMATION THAT IS GIVEN OUT.
- 1 GOOD SERVICE.
- 1 THEY ALWAYS WORK TO MAINTAIN RATES AND GIVE CHOICE FOR WIND POWER OR WHAT THEY HAVE. VERY SATISFIED WITH OVERALL SERVICE.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 1 SATISFIED WITH SERVICE
- 1 HAPPY WITH SERVICE AND THE WAY HE FEELS.
- 2 CITY PROVIDES GOOD POWER AND THERE HAVE BEEN NO OUTAGES.
- 2 GUESS CITY IS OK.
- 2 CITY DOES A GREAT JOB.
- 2 RECOMMENDATIONS AND PROGRAMS ARE VERY SMALL MEASURES. THEY ARE ONE TIME THINGS AND NOT LONG TERM.
- 2 THE BILLS ARE GETTING HIGHER. CONTACT HAS ANIMALS AND THE METER READER IS AFRAID TO GO IN THE BACKYARD.
- 2 ANY DEALING SHE HAS HAD WITH THE CITY, THEY HAVE BEEN VERY NICE AND WORKED WELL WITH HER WHEN SHE NEEDED AN EXTENSION.
- 2 THEY GIVE GOOD SERVICE AND CONTACT HAS NO ISSUES.
- 2 LOVELAND COULD OFFER REBATES AND PUT CHRISTMAS TREES IN THE WATER SUPPLY TO HELP FISH TO HIDE.
- 2 THE TASTE OF THE WATER HAS CHANGED. CONTACT IS NOT SURE WHAT HE READ. WATER DOES NOT TASTE AS GOOD.
- 2 SEE THEY ARE DOING GREAT THINGS-DEPENDABLE
- 2 THEY DO A GOOD JOB.
- 2 THEY ARE NOT DOING ANYTHING WRONG.
- 2 EVERYTHING ALWAYS WORKS.
- 2 DOING A GOOD JOB.
- 2 SOMETIMES CONTACT'S WATER BILL IS HIGH SO MAYBE THEY DON'T READ IT EVERY MONTH.
- 2 JUST WHAT SHE IS SAYING, SATISFIED IN GENERAL BUT NOT AN OPTION.
- 2 THEY COULD BE A LITTLE MORE LENIENT WITH CONTACT THROUGH DIFFICULT TIMES.
- 2 GUESS THEY DO A GOOD JOB.
- 2 WHAT CONTACT DOESN'T LIKE ABOUT THE WATER IS IF YOU POUR A GLASS AND LET IT SIT THERE, YOU CAN TASTE THE CHLORINE A LOT.
- 2 CITY DOES A GOOD JOB OF ALWAYS HAVING WATER AND POWER EVEN AFTER THE FLOOD.
- 2 THERE ARE VERY FEW OUTAGES AND WHEN THERE ARE OUTAGES THEY ARE NOT FOR LONG.
- 2 CONTACT DID THE ENERGY AUDIT.
- 2 RATES ARE A LITTLE HIGH.
- 2 CONTACT DOESN'T HAVE ANY PROBLEMS.
- 2 WATER COULD BE LESS EXPENSIVE.
- 2 WATER QUALITY IS EXCELLENT.
- 2 CONSISTENT WITH THEIR SERVICE.
- 2 CONTACTS SEWER RATE AND WATER RATE ARE THE SAME. CONTACT DOESN'T UNDERSTAND THIS.
- 2 HAVE POWER AND WATER.
- 2 DON'T KNOW.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 2 NO PROBLEM. OTHER THAN THAT HAVE NO REASON.
- 2 THEY DO WHAT THE CAN TO HELP CONTACT CONVERSE.
- 2 CITY DOES A GOOD JOB.
- 2 DO A GOOD JOB BUT CAN NEVER GIVE TOP ANSWER AS DONT HAVE FULL KNOWLEDGE OF EVERYTHING COMPANY IS INVOLVED IN
- 2 SOME THINGS THEY COULD DO BETTER.
- 2 CONTACT HAS NOT HAD ANY PROBLEMS.
- 2 DONT KNOW.
- 2 DISAPPOINTED WHEN THE LEAK WENT INTO SYSTEM AND NEVER LET PEOPLE KNOW RIGHT AWAY. NEED TO LET PUBLIC KNOW ASAP WHEN SOMETHING GOES WRONG.
- 2 THEY DO A GREAT JOB.
- 2 THEY DO A GOOD JOB.
- 2 SUPPLYING POWER. HAPPY WITH SERVICE BUT NOTHING THAT IS EXTREMELY SATISFYING.
- 2 CONTACT HAS NOT HAD ANY PROBLEMS.
- 2 HAVEN'T HAD A PROBLEM.
- 2 ALWAYS HAVE WATER
- 2 WOULD LIKE ELECTRONIC BILLING TO BANK LIKE MANY OTHER OF HER ACCOUNTS-NOW RECEIVES PAPER BILLING AND MUST GO ON COMPUTER TO PAY BILL
- 2 NEVER HAD A PROBLEM.
- 2 THEY DO A GOOD JOB. THE ONLY REASON NOT RATED AT THE TOP IS BECAUSE THEY DONT CARE FOR THE COMPARISON.
- 2 JUST BECAUSE CONTACT HATES PAYING WATER BILL IN THE SUMMER BUT HAS TO WATER LAWN.
- 2 DONT KNOW.
- 2 CONTACT GETS HIS BILL IN THE MIDDLE OF THE MONTH. THE BILLING CYCLE SEEMS OFF.
- 2 WATER BILL ALWAYS STAYS THE SAME.
- 2 CONTACT FEELS PRICES HAVE GONE UP RECENTLY
- 2 WOULD BE NICE IF RATES WERE LOWER.
- 2 CONTACT IS NOT SURE HOW GOOD THE WATER IS TO DRINK SO CONTACT HAS A WATER FILTRATION SYSTEM.
- 2 NO PROBLEM
- 2 NO PROBLEMS
- 2 TRYING TO DO A GOOD JOB
- 2 LACK OF COMPARISON TO OTHER PLACES. CAME FROM CALIFORNIA AND SO NO COMPARISON.
- 2 GET WHAT I WANT AND NEED
- 2 CONTACT HAS BEEN ANNOYED BY THE ENERGY REPORT. WATER IS GOOD. CONTACT HAS HAD NO PROBLEMS WITH ELECTRIC SO THAT'S GOOD ALSO.
- 2 ALWAYS HAVE POWER AND WATER
- 2 GOOD JOB IN PROVIDING INFORMATION AND THINGS THEY HAVE DONE IN PAST



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 2 NO PROBLEMS SEEM TO BE DOING A GOOD JOB
- 2 CITY DOES NOT KNOW CONTACTS SITUATION. PARENT ON OXYGEN.
- 2 NO PROBLEMS AND ARE DOING A GOOD JOB.
- 2 SEEM TO HAVE ALWAYS DONE A GOOD JOB
- 2 SERVICE IS ALWAYS RELIABLE.
- 2 LOVELAND POWER TOLD CONTACT THEY WERE USING A LOT OF WATER AND TO FIND OUT WHY. CONTACT CALLED A PLUMBER AND FOUND A LEAK IN HER TOILET.
- 2 NO ONE IS PERFECT AND EVERYONE HAS ROOM FOR IMPROVEMENT.
- 2 GOOD RELIABLE SERVICE.
- 2 THEY DO A GOOD JOB.
- 2 COMPARATIVELY OUR CITY TRIES REALLY HARD. AWFULLY GOOD SERVICE. MUCH BETTER THAN XCEL.
- 2 CONTACT NEEDS LIGHT AND POWER SO CONTACT PAYS HER BILLS.
- 2 ALWAYS HAVE POWER AND WATER.
- 2 NO PROBLEMS
- 2 PROVIDE WHAT SHE NEEDS.
- 2 NOT MANY POWER OUTAGES. THEY NEED TO BE COMMENDED AT WHAT THEY DID AFTER THE FLOOD TO SAVE EVERYONE'S POWER.
- 2 SOMETIMES THEY DO THINGS SHE DOESN'T FEEL ARE NECESSARY.
- 2 ALWAYS ROOM FOR IMPROVEMENT.
- 2 NO COMPLAINTS
- 2 THEY DO A GOOD JOB.
- 2 IF THE ELECTRICITY GOES OUT THE CITY ALWAYS GETS IT BACK ON.
- 2 NO COMPLAINTS
- 2 NO PROBLEMS. NO OUTAGES LIKE HAD WHERE LIVED BEFORE IN CALIFORNIA.
- 2 NO PROBLEMS. CONTACT HAS A SMALL GATE LEADING TO BACK YARD WHERE METER IS. WHENEVER NEW METER READER COMES THEY WON'T GO IN BACKYARD SO CONTACT GETS ESTIMATED BILL. CONTACT CALLS AND THEY COME RIGHT OUT AND READ METER.
- 4 AS A RENTER, THE INFORMATION RECEIVED CAN'T BE RIGHT AS THEY ARE NOT HOME OVER 12 HOURS A DAY.
- 4 WASTE MONEY WITH REPORTS AND ARE NOT ACCURATE OF ACTUAL USAGE
- 4 POWER GOES OFF QUITE OFTEN. THE AMOUNT OF POWER OUTAGES IS RIDICULOUS. YOU DO A TERRIFIC JOB IN GENERAL BUT THE OUTAGES ARE ABOUT 2 TO 3 TIMES A WEEK ON AVERAGE.
- 4 NEVER HAD A PROBLEM ALWAYS HAVE LIGHTS AND WATER
- 4 WATER USAGE IS ALWAYS HIGHER THAN WHAT CONTACT USES. CONTACT UNDERSTANDS IN THE SUMMER BECAUSE THEY DO USE WATER, BUT OTHER SEASONS CONTACT IS GONE 5 DAYS A WEEK AND HARDLY EVER HOME SO USAGE IS AWFULLY HIGH.
- 4 CONTACT ISN'T HAPPY ABOUT THE HIGH USAGE AND WHEN SOMEONE HAS COME OUT TO HELP BEFORE AND CHECK IT, THEY HAVE TOLD HIM HE HAS USED IT AND IT'S NOT TRUE. HE IS NOT HAPPY ABOUT THE FEDERAL THING AND NOT QUALIFYING.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

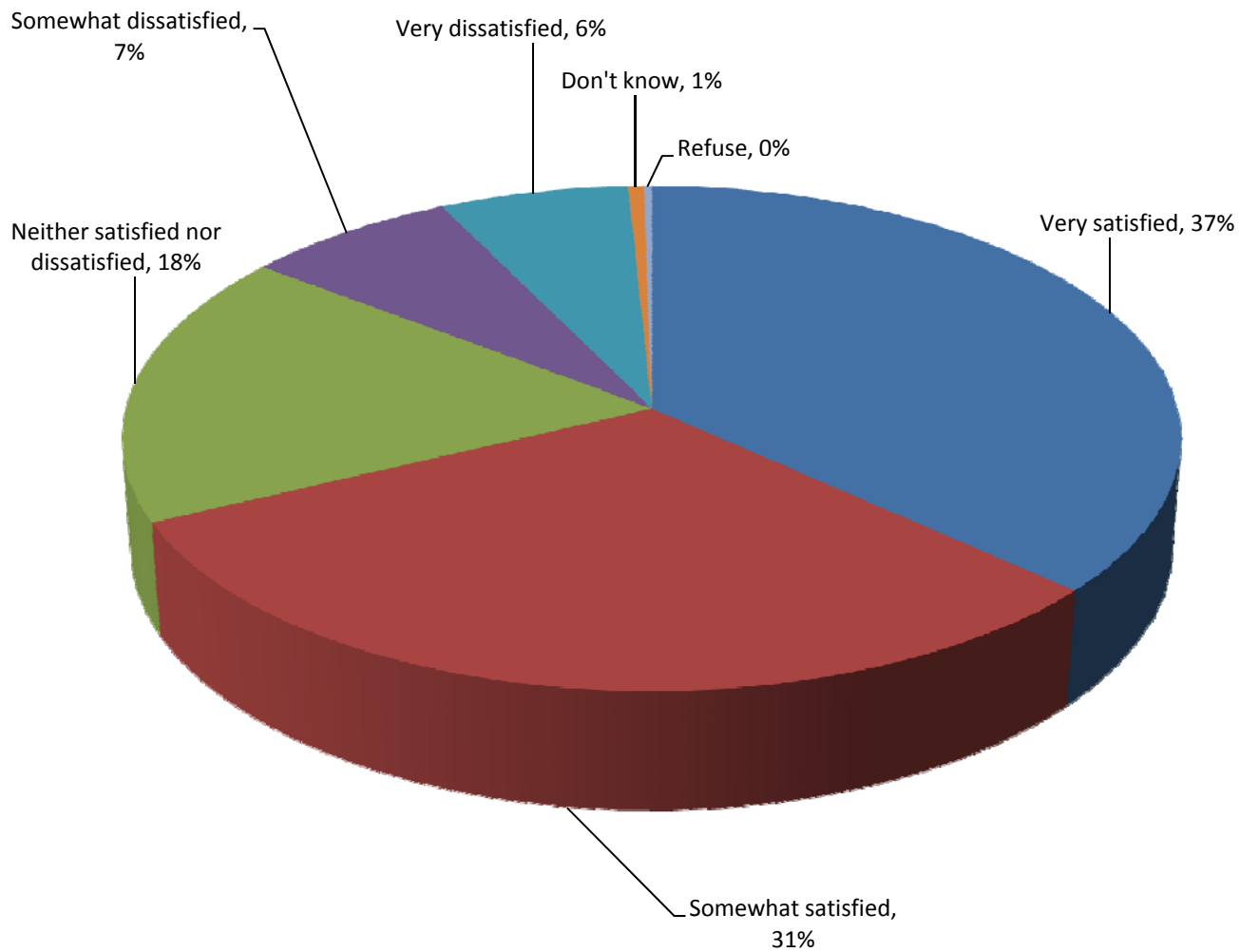
Loveland Water and Power

Opower Report - Participant

SA1. SA2.

- 4 SOME REBATES ARE NOT ACCESSIBLE TO HIM BECAUSE LOVELAND PROVIDES CONTACT POWER EVEN THOUGH IT REALLY COMES FROM PLATTE RIVER. SOME THINGS SHOULD BE ACCESSIBLE TO HIM ON BILL THAT IS NOT.
- 5 THERE ARE BETTER PROGRAMS OFFERED OUT THERE.
- 5 THE ENERGY REPORTS ARE HARASSMENT. CONTACT HAS CALLED TO HAVE THEM QUIT SENDING. CONTACT LIVES IN A RENTAL WITH EVERYTHING OLD, LANDLORD IS NOT GOING TO UPGRADE.
- 5 THE PEOPLE ON PHONE ARE NOT FRIENDLY. BILL WAS \$300.00 AND CALLED IN ABOUT THE FLOOD IN BASEMENT AND BASICALLY THE LADY SAID SUCK IT UP.
- 5 HAVE OUTAGES ALL THE TIME.

SA3. How satisfied or dissatisfied are you with the Home Energy Reports? Participant Survey





SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 1 VERY INTERESTING.
- 1 VERY USEFUL AND CONTACT ALWAYS READS THEM.
- 1 CONTACT LIKES THE NEIGHBOR COMPARISON AND CAN MINIMIZE FROM THERE WITH LIGHTS AND COMPUTER.
- 1 A REALLY NICE SERVICE.
- 1 IT IS VERY NICE TO COMPARE WITH NEIGHBORS.
- 1 CONTACT IS RIGHT AT THE TOP OF THE REPORT.
- 1 CONTACT LIKES TO SEE THE COMPARISONS.
- 1 CONTACT LIKES TO SEE HOW HER ENERGY COMPARES TO HER NEIGHBORS.
- 1 THEY GIVE GOOD HINTS AND CONTACT LIKES THE BAR GRAPHS.
- 1 IT IS A UNIQUE IDEA AND HELPFUL TO COMPARE TO THE NEIGHBORS.
- 1 CONTACT LIKES TO SEE THE NEIGHBORHOOD COMPARISONS.
- 1 IT IS NICE TO KNOW HOW CONTACT IS DOING IN RELATION TO HER NEIGHBORS.
- 1 IMPORTANT TO UNDERSTAND WHAT TO DO BUT CAN'T AFFORD NEW WINDOWS RIGHT NOW.
- 1 CONTACT LIKES TO COMPARE THE GRAPHS.
- 1 FAVORABLY SATISFIED. LIKE THE COMPARISON TO NEIGHBORHOOD AND MOST EFFICIENT NEIGHBORS.
- 1 LIKES TO SEE HOW SHE IS DOING. SHE LOVES THAT.
- 1 ENJOYS READING THEM.
- 1 GOOD INFORMATION TO COMPARE AND USE ENERGY IN THE FUTURE.
- 1 GOOD INFORMATION AND LIKES TO KNOW WHERE THEY STAND ON ENERGY CONSUMPTION.
- 1 LIKE THE REPORT
- 1 IT IS VERY INFORMATIVE.
- 1 LIKES COMPARISON AND GETTING THEM.
- 1 LIKE GETTING IT AND LIKE READING IT.
- 1 CONTACT DOESN'T LIKE THE COMPARISON.
- 1 NICE TO BE ABLE TO SEE WHAT HE'S DOING.



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 1 THINKS THEY ARE WORTH WHILE AND REMIND PEOPLE. IT'S A NICE REMINDER.
- 1 CONTACT LIKES THE REPORT. IT HELPS KEEP IT IN MIND.
- 1 VERY GOOD INFORMATION TO HELP CONTACT SAVE ON ENERGY.
- 1 CONTACT LIKES TO SEE THE COMPARISON TO THE NEIGHBORS.
- 1 CONTACT LIKES TO SEE THE COMPARISON AND SEE HOW SHE IS DOING.
- 1 CONTACT LIKES THE INFORMATION.
- 1 GOOD INFORMATION.
- 1 GOOD INFORMATION AT WHERE CONTACT IS AT.
- 1 CONTACT LIKES TO SEE THE COMPARISON AND HOW TO SAVE MONEY ON ENERGY.
- 1 IT KEEPS CONTACT INFORMED OF HIS ENERGY USE.
- 1 CONTACT ENJOYS READING THE COMPARISONS.
- 1 NEVER RECORDED ANYTHING LIKE THAT BEFORE AND ENJOYS KNOWING WHAT HER CONSUMPTION IS.
- 1 GOOD INFORMATION AND CONTACT CAN MAKE ADJUSTMENTS.
- 1 GOOD INFORMATION.
- 1 INTERESTING.
- 1 CONTACT ENJOYS SEEING WHAT HE USES IN COMPARISON TO LAST MONTH AND LAST YEAR BUT NOT NEIGHBOR'S USAGE.
- 1 HELPS KEEP ONE ABREAST OF WHAT THEY ARE DOING.
- 1 PROVIDES GOOD EASY READING INFORMATION AND NOT TOO MUCH.
- 1 NOT SURE HOW VALUABLE THEY ARE BUT TO SOME PEOPLE IT MAY REALLY BE. APPRECIATE HAVING THE PAPER COPY AND NOT HAVING TO GO ONLINE TO SEE.
- 1 SOLUTIONS TO WHAT MIGHT OCCUR IN HOUSEHOLD. THINGS TO WATCH FOR TO PREVENT FUTURE PROBLEM.
- 1 THE REPORTS ARE NICE BUT REALLY COULD BE ONLY SENT QUARTERLY VS EVERY MONTH. SHOULD BE ENCLOSED WITH THE BILL INSTEAD OF A SEPARATE MAILING.
- 1 EASY TO READ. CONTACT LIKES THE GRAPH AND LIKES COMPARING TO NEIGHBORS AND EFFICIENT NEIGHBORS.
- 1 CONTACT LIKE'S GETTING THEM. THIS IS ONE REASON CONTACT DOESN'T DISCUSS SAVING ENERGY BECAUSE OF REPORTS AND RATES REALLY HIGH.



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 1 HELPS CONTACT FIGURE OUT IF SHE CAN DO BETTER.
- 1 CONTACT LIKES TO KNOW WHAT IS GOING ON.
- 1 CONTACT FINDS IT VERY USEFUL.
- 1 A MONTHLY REMINDER OF HIS ENERGY USE.
- 1 CONTACT LIKES THE COMPARISON TO HER NEIGHBORS.
- 1 CONTACT LIKES TO SEE HOW RESPONSIBLE HE IS BEING.
- 1 LIKES THE COMPARISON.
- 1 A LOT OF PLACES DON'T EVEN GIVE A REPORT.
- 1 GOOD THEY SEND THEM OUT. WOULD LIKE MORE DETAILED INFORMATION INCLUDED.
- 1 ENJOY GETTING THE REPORTS.
- 1 ENJOY GETTING THEM.
- 1 CONTACT LIKES THEM.
- 1 ENJOY READING THEM JUST DON'T ALWAYS FOLLOW IT.
- 1 CONTACT LIKES THE COMPARISONS.
- 1 HELPS TO KNOW HOW SHE IS DOING COMPARED NEIGHBORS.
- 1 LIKE TO LOOK THEM OVER.
- 1 ENJOY COMPARING.
- 1 LIKE THE COMPARISON WITH NEIGHBORS.
- 1 IT GIVES CONTACT LOTS OF GOOD INFORMATION.
- 1 CONTACT LIKES LOOKING THEM OVER.
- 1 VERY INTERESTING. OCCUPATION IS CRUNCH NUMBERS SO ENJOYS COMPARING HER REPORTS AND GOING BACK OVER THEM.
- 1 VERY INTERESTING. SHOWS THE USAGE AND COMPARISON TO NEIGHBORS AND MAKES ONE THINK ABOUT THE POWER AND WATER THEY USE.
- 1 ENJOY READING OVER THEM.
- 1 ENJOY READING THE REPORTS.



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 1 CURIOUS AND WANTS TO BE AWARE WHETHER CONTACT IS DOING A DESCENT JOB AT CONSERVING ENERGY.
- 1 EASY TO READ AND GOOD INFORMATION ON SAVING ENERGY.
- 1 COULD DO A REPORT CARD AND SEE HOW CONTACT CAN CHANGE THINGS.
- 1 THINK IT IS A GOOD IDEA
- 1 UNDERSTANDS HER USAGE BUT AT THIS TIME NOTHING REALLY CAN BE DONE ABOUT IT WITH TEENAGERS.
- 1 REALLY LIKE IT, LIKE TO SEE HOW GOOD SHE'S DOING.
- 1 INTERESTING
- 1 CITY KEEPS CONTACT INFORMED AND SHE LEARNS THINGS.
- 1 IT IS A GOOD IDEA AND CONTACT TAKES SAVING ENERGY SERIOUSLY.
- 1 EXCELLENT AND GOOD THING THAT SHOULD BE SENT OUT. FLAGS CONTACT EVERY TIME IT COMES IN, ALWAYS LOOKS AT IT.
- 1 IT SHOWS A GOOD COMPARISON THAT CONTACT LIKES TO SEE.
- 1 THE REPORT IS EASY TO READ QUICKLY AND UNDERSTAND.
- 1 FIND THEM VERY INFORMATIONAL
- 1 LIKE THE REPORTS. THEY HELP YOU IF YOU ARE IMPROVING
- 1 LIKE THEM VERY MUCH.
- 1 ENJOY READING IT; LIKES THE COLOR AND KNOWING YOU ARE DOING BETTER.
- 1 REPORT HAS GOOD IDEAS. IT HELPS KEEP ONE'S ATTENTION ON WHAT THEY ARE USING IN THEIR HOME.
- 1 REPORT IS USEFUL AND SOMETIMES PEOPLE DON'T THINK OF THINGS UNTIL THEY SEE IT IN BLACK AND WHITE.
- 1 CONTACT LIKES GETTING THE REPORTS.
- 1 GIVES CONTACT INFORMATION ON HOW HE IS DOING COMPARED TO THE SAME HOMES IN THE NEIGHBORHOOD.
- 1 LOVE THE REPORTS.
- 1 DEFINITELY LIKES GETTING THEM AND SEEING HOW THEY ARE DOING.
- 1 EVERYONE NEEDS TO KNOW HOW THEY CAN SAVE IF THEY ARE NOT ALREADY AND IT GIVES THEM THINGS THEY CAN DO AND SO FORTH.



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 1 INTERESTING TO SEE WHAT SHE IS DOING COMPARED TO HER NEIGHBORS. WAS NICE TO SEE THE CHANGE WHEN SHE GOT RID OF OLD REFRIGERATOR.
- 1 IT HELPS.
- 1 COMPARE WELL. ONLY NEGATIVE IS HE HAS A ELECTRIC CAR SO THAT'S WHY HIS SCORES HIGH BUT SAVES IN OTHER WAYS LIKE LESS GAS.
- 1 CONTACT ENJOYS LOOKING AT THE REPORTS OF THE COMPARISON OF HER NEIGHBORS.
- 1 CONTACT REALLY LIKES THAT.
- 1 CONTACT LIKES THE COMPARISON TO NEIGHBORS.
- 1 IT IS EXTENSIVE ENOUGH SO CONTACT KNOWS WHERE SHE IS AT.
- 1 CONTACT BELIEVES IN IT.
- 1 CONTACT LIKES TO KNOW HOW SHE IS DOING ON HER ENERGY USEAGE.
- 1 THEY ARE COMPLETE AND IT IS USEFUL INFORMATION.
- 1 CONTACT LIKES THEM AND LIKES TO SIT DOWN AND READ THEM TO SEE HOW SHE'S DOING. CONTACT NOTICED SHE WENT UP A BIT ON THE CHART THIS TIME BUT FEELS IT'S BECAUSE OF THE CHRISTMAS LIGHTS SHE HAD.
- 1 CONTACT LIKES TO SEE THE COMPARISONS IN HER AREA.
- 1 THE REPORT GIVES INFORMATION SO PEOPLE ARE AWARE OF COSTS RELATED TO USEAGE.
- 1 CONTACT IS STILL HIGH ON IT SO FEELS IT'S BEEN SUCCESSFUL.
- 1 THE REPORT IS A REMINDER SO WHEN IT GOES UP THE CUSTOMER CAN PAY ATTENTION TO WHAT THEY DO DIFFERENT TO MAKE IT GO HIGHER.
- 1 LIKE TO LOOK AND SEE WHERE HE IS AT IN NEIGHBORHOOD, SURPRISED HOW MUCH WENT UP WHEN HOOKED UP HOT TUB
- 1 INTERESTING WHEN YOU LOOK AT IT. LIKE THE COMPARISON TO NEIGHBORS AND SEE IF THE LINE GOES DOWN.
- 1 THE REPORT IS GREAT. IT GIVES GOOD IDEAS ON HOW TO CUT BACK ON POWER AND WATER. CONTACT HAS REMOVED GRASS FROM BACKYARD AND PUT IN MORE OF A DESERT SCAPE. THE REPORT MAKES ONE ALWAYS THINK ABOUT SAVING.
- 1 ENJOY READING THEM AND SEE ARE IN THE TOP 10
- 1 THE REPORT IS VERY INFORMATIVE AND IF THERE IS A BIG CHANGE IT ALERTS ONE THAT THERE MAY BE A PROBLEM.
- 1 MAKES CONTACT MORE CONSCIOUS ON HOW HE USES POWER.



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 1 LIKE TO SEE HOW HE IS DOING. IT'S INTERESTING.
- 1 ENJOY READING REPORTS
- 1 THEY ARE KIND OF COOL TO GET.
- 1 KEEPS CONTACT ON TRACK.
- 1 THE REPORT KEEPS PEOPLE UP TO DATE AND WHERE THEY STAND ON USEAGE.
- 1 THEY ARE VERY FAIR, NO PROBLEMS
- 1 CONTACT LIKES THE COMPARISONS.
- 1 ITS NEAT WITH THE COMPARISON, LIKE TO SEE THAT, THE LETTER IS ALSO NICE
- 1 INFORMATION THEY PROVIDE IS VERY INTERESTING IN MAKING DECISIONS
- 1 THE REPORT HELPS SEE HOW MUCH ENERGY CONTACT IS ACTUALLY USING AND GIVES WAYS TO CUT BACK.
- 1 NO CERTAIN REASON.
- 1 HAVEN'T SEEN THAT PREVIOUSLY AND STARTED DOING YEAR AGO OR SO
- 1 LIKE'S BEING ABLE TO SEE STUFF.
- 1 THE REPORT IS VERY USEFUL AND GIVES GOOD IDEAS.
- 1 ONLY COMPLAINT IS CONTACT'S BASEMENT IS REMODELED FROM BACK IN 70'S AND THE PEOPLE DIDN'T PULL PERMITS SO CONTACT'S HOUSE IS ABOUT DOUBLE WHAT YOU THINK IT IS.
- 1 CONTACT THINKS THEY ARE VERY HELPFUL AND LIKES TO SEE HOW THE NEIGHBORHOOD IS DOING.
- 1 LIKE GETTING REPORTS.
- 1 THE REPORT GIVES GOOD INFORMATION.
- 2 HELPS CONTACT SEE HOW MUCH ENERGY SHE IS USING.
- 2 CONTACT LIKES THE COMPARISON.
- 2 CONTACT LIVES IN A CONDO AND SOME OF THE UNITS ARE EMPTY RIGHT NOW SO IT IS NOT ALWAYS ACCURATE.
- 2 IT IS NICE TO SEE HOW MUCH ENERGY A PERSON USES, BUT THE COMPARISON IS NOT RIGHT AS IS A RETIREE AND IS HOME ALL DAY. CONTACT'S USEAGE IS MUCH HIGHER THAN THE PEOPLE WHO ARE AT WORK ALL DAY.
- 2 CONTACT LOOKS AT IT BUT DOES NOT KNOW HOW ACCURATE IT IS. IN CONTACT'S NEIGHBORHOOD THERE ARE DIFFERENT KINDS OF HOUSES.



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 2 NOT SURE THAT IT'S REALLY GOING TO CHANGE ANYTHING BUT IS NICE TO SEE THE COMPARISON.
- 2 CONTACT CANNOT AFFORD TO DO ALL THE STUFF THEY SUGGEST BECAUSE OF THE ECONOMY.
- 2 DIFFICULT TO COMPARE HOMES BECAUSE OF LIFE STYLES.
- 2 CONTACT LIKES THE COMPARISONS TO NEIGHBORS.
- 2 THE REPORT GIVES GOOD INFORMATION EVEN THOUGH CONTACT DOESN'T FOLLOW A LOT OF THE THINGS.
- 2 IT PROVIDES BASIC INFORMATION.
- 2 CONTACT DOES NOT LIKE THE BAR GRAPHS. HE WOULD PREFER TO HAVE THE NUMBERS.
- 2 THEY KNOW WHAT LEVEL OF ENERGY THEY ARE AT COMPARED TO NEIGHBORS. CONTACT WOULD LIKE MORE SMALL TIPS ON SAVING ENERGY.
- 2 CONTACT LIKES THE COMPARISONS.
- 2 DON'T KNOW.
- 2 LIKE TO KNOW HE IS DOING BETTER THAN HIS NEIGHBORS.
- 2 THEY ARE VERY INFORMATIVE AND GIVES PEOPLE AN IDEA ON HOW THEY COMPARE TO THEIR NEIGHBORS. CONTACT ALWAYS COMES OUT VERY EFFICIENT.
- 2 LIKE READING SOMETIMES.
- 2 CONTACT NOT SURE ABOUT THE COMPARISON BECAUSE OF THE NUMBER OF PEOPLE IN HOME AND IF THEY ARE HOME ALL DAY.
- 2 VERY SATISFIED WITH THE REPORT.
- 2 THEY DON'T ALWAYS APPLY TO CONTACT.
- 2 NICE TO SEE WHEN CHANGES ARE MADE HOW IT AFFECTS MY BILL.
- 2 NOT DISSATISFIED. FINE WITHOUT.
- 2 CONTACT'S HOUSE IS LARGER THAN THE OTHERS SO HE USES MORE ENERGY.
- 2 KEEPS CONTACT CONSCIOUS OF HOW MUCH ENERGY THEY ARE USING.
- 2 NOT VERY USEFUL TO CONTACT.
- 2 THE REPORT HAS CONTACT'S HEATING SYSTEM WRONG. CONTACT DOES NOT HAVE ELECTRIC HEAT.
- 2 DOESN'T FEEL THEY ARE REAL COMPARABLE. SHE AND HER HUSBAND ARE THE ONLY ONES IN THE HOUSE AND NEIGHBORS WITH MORE PEOPLE IN THE HOUSE USED LESS AND DON'T SEE HOW THAT COULD BE.



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 2 CONTACT JUST LIKES THE NEIGHBOR COMPARISON CHART.
- 2 SOME ROOM FOR IMPROVEMENT. CONTACT'S BIGGEST ISSUE IS SOME OF THE COMPARISONS BECAUSE CONTACT HAS CENTRAL AIR AND DOESN'T KNOW IF IT'S COMPARED TO OTHER HOUSES WITH IT RATHER THAN NOT.
- 2 A LOT OF IT DOES NOT APPLY TO HIM AS HE HAS VERY LOW USEAGE AND HAS HAD BEFORE RECEIVING THE REPORTS.
- 2 CONTACT IS HAPPY AS HE HAS LOW USAGE.
- 2 LIKE TO SEE HOW USAGE IS COMPARED TO OTHERS.
- 2 GOOD IDEA BUT SHOULD NOT BE DONE AS FREQUENTLY AS IT IS DONE. ABOUT HALF AS MUCH WOULD BE SUFFICIENT.
- 2 KIND OF INTERESTING TO SEE.
- 2 CONTACT USES THE MOST ENERGY SO NOT SURE THE COMPARISON IS GOOD.
- 2 SATISFIED OTHER THAN COMPARISON BECAUSE NEIGHBORS ARE GONE THROUGH THE WINTER. CONTACT PUTS UP CHRISTMAS LIGHTS AND OTHERS DON'T BECAUSE OF THEIR RELIGIOUS BELIEFS ALSO.
- 2 CONTACT ALWAYS SHOWS SHE IS USING MORE THAN HER NEIGHBORS BUT CONTACT HAS HOT TUB SO IT'S NOT REALLY COMPARABLE ON THE FAIR SCALE. CONTACT HAS A 25 YEAR OLD THAT LEAVES LIGHT ON ALL THE TIME.
- 2 CONTACT IS SATISFIED.
- 2 DON'T KNOW WHAT CONTACT IS BEING COMPARED TO SO THAT WOULD BE HELPFUL. WOULD BE NICE TO PUT THIS IN THE REPORT. CONTACT'S HOUSE IS 460 SQ FT AND THEN A 12X16 ADDITION SO DOESN'T SEE A COMPARISON THERE.
- 2 NOT TOO MUCH CONTACT CAN DO RIGHT NOW.
- 2 CONTACT DOESN'T CARE FOR BAR GRAPHS. CONTACT THINKS THEY ARE WORTHLESS AT THIS POINT. CONTACT WANTS TO READ NUMBERS NOT A GRAPH.
- 2 CONTACT DOESNT HAVE ADDITIONAL INFORMATION WHICH WOULD MAKE IT MORE VALID. CONTACT IS BELOW HIS NEIGHBORS BUT WOULD LIKE TO KNOW HOW CITY CAN COMPARE PEOPLE WHO HAVE AIR AND PEOPLE WHO DON'T. NEIGHBORS HAVE AIR.
- 2 THEY COULD USE MORE DETAIL.
- 2 NOT SURE THE COMPARISON IS ACCURATE.
- 2 INFORMATIVE
- 2 NO COMPLAINTS
- 2 CONTACT DOES WHAT SHE CAN TO SAVE ENERGY.



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 2 THEY GIVE A GOOD COMPARISON.
- 2 IT COMPARES SIMILAR NEIGHBORS BUT CONTACT HAS A LOT OF MEDICAL EQUIPMENT LIKE AN OXYGEN TANK THAT USES LOTS OF ENERGY.
- 2 CONTACT DOES NOT FIND THE REPORTS VERY USEFUL.
- 2 GOOD INFORMATION.
- 2 THEY DON'T COMPARE HOW MANY OCCUPANTS ARE IN THE HOUSE.
- 2 CONTACT BELIEVES SOME OF IT BUT NOT THE WHOLE THING CITY DOES ON IT.
- 2 LIKES TO LOOK AT THE COMPARISONS.
- 2 REPORT BAR CHART HELP COMPARE THE NEIGHBORS.
- 2 NOT THAT INTERESTED IN THEM.
- 2 CONTACT LIKES TO SEE THE COMPARISON.
- 2 SHE DID ENJOY READING THESE REPORTS.
- 2 NOT COMPLETELY ACCURATE COMPARED TO NEIGHBOR WHO HAS TWO KIDS. CONTACT LIVES ALONE.
- 2 USEFUL-A LOT ALREADY DOING A LOT CAN'T REDUCE ANYMORE
- 2 LIKES THE REPORTS BUT THINKS IT WOULD BE HELPFUL TO FIND OUT HOW MANY PEOPLE ARE IN THE HOME AND BREAK IT DOWN FROM THERE BECAUSE THERE ARE 10 PEOPLE IN HER FAMILY
- 2 THEY ARE GOOD.
- 2 BENEFICIAL TO KNOW WHERE ONE STANDS AND WHERE ONE MIGHT CUT BACK UNDER NORMAL CIRCUMSTANCES
- 2 CONTACT TRIES REALLY HARD AND SOMETIMES SHOWS ON HIGH END AND DON'T KNOW WHY SO HIGH STILL .
- 2 LIKE THE INFORMATION
- 2 DON'T KNOW
- 2 THEY COULD SAVE MONEY ON THE PAPER THEY USE TO SEND THESE REPORTS OUT, THERE IS A LOT OF PAPER, ENVELOPES.
- 2 GIVES IDEA WHERE THEY ARE IN RELATION TO NEIGHBOR
- 2 THEY ARE OK
- 2 IT'S INTERESTING TO FIND OUT WHAT NEIGHBORS ARE DOING FOR SAVINGS.



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 2 THEY ARE HELPFUL. THEY KEEP A PERSON ALERT TO AMOUNT OF ENERGY THEY ARE USING-GOOD REMINDER
- 2 GOOD TO HAVE REPORTS. IT IS BETTER THAN NO REPORTS AND FIND IT CAN BE USEFUL. GOOD PROGRAM TO HAVE AND WORTHWHILE.
- 2 HELPS ONE SEE WHERE THEY ARE AT
- 2 THEY HAVE GOOD IDEAS IN THE REPORTS.
- 2 CONTACT IS IN THE TOP 7%.
- 2 NICE TO LOOK AT
- 2 THEY ARE INTERESTING
- 2 GAVE ME IDEA TO HAVE FURNACE CHECKED
- 2 CONTACT FINDS IT INTERESTING.
- 2 MAKE CONTACT AWARE OF HOW TO SAVE ENERGY.
- 2 LIKE GETTING IT BUT DON'T REALLY NEED IT.
- 2 HAVE ELECTRIC HOT WATER HEATER AND NEIGHBORS HAVE GAS HOT WATER HEATERS.
- 2 KNOW WHERE WE ARE USING THE ENERGY.
- 2 CONTACT LIKES THE DETAILS BUT CONTACT IS A RENTER AND CAN'T DO MUCH WITH IT.
- 2 DON'T KNOW
- 2 CONTACT KNOWS HER OWN HOME. CONTACT IS IN HER 80'S AND HER HUSBAND USES OXYGEN WHICH USES ENERGY.
- 2 CITY NEEDS TO TAKE INTO ACCOUNT SQUARE FOOTAGE OF THE HOME.
- 2 ALREADY PRETTY FRUGAL IN USAGE.
- 2 CONTACT DOESN'T HAVE MONEY TO BUY NEW APPLICANCES.
- 2 IT IS NICE TO SEE THE COMPARISONS WITH THE NEIGHBORS.
- 2 THAT IS JUST WHAT CONTACT THINKS.
- 2 KEEPS CONTACT UP TO DATE ON HIS ENERGY USEAGE.
- 2 GIVE CONTACT SOMETHING TO COMPARE HER ENERGY USE AND TRY TO CHANGE IT.
- 2 CONTACT FINDS IT USEFUL.



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 2 PROBABLY A GOOD THING.
- 2 CONTACT'S ATTITUDE IS THAT THE REPORT IS NICE BUT CONTACT PAYS FOR IT AND WILL USE THE ENERGY ANYWAY.
- 2 CONTACT KIND OF TAKES CARE OF THEMSELVES BUT INTERESTED IN THE COMPARISON.
- 2 CONTACT FINDS IT INTERESTING.
- 2 CONTACT LIKES THE COMPARISONS.
- 2 CONTACT DOESN'T KNOW WHAT THEY ARE COMPARING.
- 2 CONTACT DOES NOT ALWAYS UNDERSTAND EVERYTHING IN THE REPORT.
- 2 IT DOESN'T ALWAYS APPLY TO CONTACT.
- 2 IT HELPS CONTACT KEEP AN EYE ON THINGS.
- 2 THEY ARE TRYING TO DO THEIR BEST.
- 2 IT GIVES CONTACT INFORMATION ON WHAT CONTACT IS DOING WRONG AND HOW TO LOWER UTILITY BILLS.
- 2 GET'S PEOPLES ATTENTION ON THE ENERGY THEY ARE USING. CONTACT DOESN'T BELIEVE COMPARISONS ARE CORRECT. CONTACT LIVES IN DUPLEX WITH 2 PEOPLE. THE OTHER SIDE OF DUPLEX HAS 5 PEOPLE WITH LOWER USAGE. THIS CAN'T BE RIGHT.
- 2 CAN COMPARE THEM MONTH TO MONTH. BILL HAS GONE DOWN BUT THE REPORTS DON'T SEEM TO CHANGE MUCH. THEY ALWAYS SHOW HIGH USE.
- 2 CONTACT FINDS GOOD INFORMATION IN THEM.
- 2 GOOD INFORMATION.
- 2 THE REPORTS ARE STUPID.
- 2 LIKE TO COMPARE YEAR TO YEAR TO SEE HOW THE WEATHER DICTATES THE USAGE.
- 2 SAME REASONS BEFORE.
- 4 CONTACT THINKS IT IS A WASTE OF RESOURCES AND WOULD LIKE THE INFORMATION ON A LESS FREQUENT BASIS.
- 4 HAVE ALREADY DONE ALL THING SUGGESTED
- 4 CONTACT DOESN'T BELIEVE IN THE COMPARISON. THEY ARE RETIRED AND ARE HOME ALL DAY. HE AND HIS WIFE WATCH 2 DIFFERENT TV'S SO IT'S NOT COMPARABLE. NEIGHBORS ARE NOT HOME DURING DAY BECAUSE OF WORK.
- 4 CONTACT DOES NOT BELIEVE HE CAN TRUST THE DATA ON THE REPORT.



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 4 SOMETIMES CONTACT IS EFFICIENT AND SOMETIMES THEY ARE NOT. CONTACT DOESN'T UNDERSTAND WHY THEY GO UP AND DOWN SO MUCH WHEN THEY REALLY DON'T CHANGE THEIR ENERGY USEAGE.
- 4 WASTE OF MONEY AND PAPER. CONTACT COULD DO WITHOUT THEM.
- 4 DOESN'T FIND THEM REALLY USEFUL. CONTACT'S OWN USAGE IS USEFUL BUT NOT THE COMPARISON TO NEIGHBORS. CONTACT FEELS THAT'S PROPAGANDA.
- 4 CONTACT DOESN'T BELIEVE ALL THE BAR CHARTS AND IF THEY ARE ACCURATE.
- 4 ON THE COMPARISON. CONTACT IS HOME ALL DAY COMPARED TO PEOPLE WHO ARE NOT HOME ALL DAY. CONTACT LIKES THE INTERNET AND WOULD LIKE TO RECEIVE THE REPORTS AND BILLS ONLINE TO NOT WASTE ENERGY.
- 4 SQUARE FOOTAGE IN REPORT IS NOT CORRECT. WASTE OF MONEY.
- 4 WASTE OF MONEY AND ENERGY.
- 4 SHE COULD CARE LESS IF SHE GETS ONE.
- 4 TOLD THEM TO QUIT SENDING. DON'T NEED TO BE TOLD EVERY MONTH. WASTE OF TIME AND ENERGY PLUS MONEY.
- 4 WASTE OF MONEY. MONEY COULD BE BETTER USED EVEN REDUCING THE RATES.
- 4 DON'T REALLY SEE THE NEED TO WASTE MONEY ON THE REPORTS. PUTTING THEM ON THE WEBSITE WOULD BE GOOD.
- 4 CONTACT NEEDS MORE DATA. THEY'RE COMPARING APPLES TO ORANGES.
- 4 NOT USEFUL. NOT SURE WHERE THEY GET THEIR DATA.
- 4 WHEN CONTACT HAD A HOT TUB SHE GOT A VERY LOW SCORE.
- 4 CONTACT HAS A LARGE HOUSE COMPARED TO HER NEIGHBORS. THEY ARE A WASTE. CONTACT HAS TWO FURNACES AND WATER HEATERS SO IT IS LIKE HAVING TWO HOUSES.
- 4 CONTACT THINKS IT IS IRRELEVANT BETWEEN HOUSES ON HOW THEY COMPARE, FOR INSTANCE CONTACT HAS HOT TUB AND OTHERS DON'T AND SOME ARE AT WORK AND OTHERS HOME ALL DAY.
- 4 THERE ARE ONLY 2 PEOPLE IN THE FAMILY AND IT STATES THEY ARE USING MORE THAN THE NEIGHBORS. CONTACT DOES NOT AGREE WITH THE REPORT.
- 4 DOING BEST CAN UNDER THE CIRCUMSTANCES-FEEL IT IS A WASTE OF PAPER-THE COMPARISON OF HER HOME TO NEIGHBORS IS OFF AS SHE IS ON OXYGEN ALL THE TIME
- 4 GLAD YOUR DOING IT BUT NOT SURE IF IT'S A SCARE TACTIC.
- 4 NOT BENEFICIAL TO CONTACT BECAUSE SHE HAS A LARGE FAMILY AND THE NEIGHBORS ARE JUST COUPLES OR SINGLES.



SA4. Why did you give that rating?

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Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 4 HER BILL IS SO HIGH, AND STILL TRYs TO CONSERVE. SHE WONDERS IF THEY ARE BALL PARK FIGURES.
- 4 THE COMPARISONS ARE NOT RIGHT.
- 4 CONTACT THINKS IT IS A WASTE OF MONEY TO PRINT AND SEND OUT THE REPORTS.
- 5 THE COMPARISON TO NEIGHBORS MAKES IT LOOK LIKE SHE IS WASTING ENERGY. SHE HAS FAMILY OF 6 AND MOST NEIGHBORS ARE 3 OR LESS IN THE HOME.
- 5 WASTE OF PAPER.
- 5 CONTACT THINKS THEY ARE USELESS AND THE DATA IS NOT VALID. IT IS NOT RELIABLE INFORMATION.
- 5 COMPARISON TO OTHER HOMES. CONTACT RETIRED WITH HOBBIES, IS HOME DURING THE DAY WHERE NEIGHBORS WORK ANAD ARE GONE ALL DAY. SOME NEIGHBORS HAVE CHILDREN. CONTACT HAS SWAMP COOLER AND NEIGHBORS USE AIR CONDITIONING.
- 5 DON'T KNOW WHAT THEY DO TO HELP.
- 5 CONTACT HATES THE REPORTS. DOESN'T BELIEVE ANY OF THE INFORMATION IS CORRECT.
- 5 CONTACT THINKS THEY ARE COMPARING APPLES TO ORANGES.
- 5 CONTACT DOES NOT THINK THE CITY SHOULD SPEND MONEY ON THIS.
- 5 CONTACT THINKS IT IS A WASTE OF TIME AND ENERGY.
- 5 HARASSMENT, STOP SENDING.
- 5 CONTACT READS IT BUT SPENDS 10 MINUTES DISCUSSING IT WITH HUSBAND AND THEY THINK IT IS A WASTE. THEIR FAMILY SIZE IS DIFFERENT THAN THE NEIGHBORS. UNFAIR COMPARISON.
- 5 NOT USEFUL TO CONTACT. HE IS CONCERNED ABOUT WHAT IT COSTS HIM FOR YOU TO DO REPORT AND SEND OUT. SOME PEOPLE COULD USE THEM BUT NOT HIM. HE IS ENERGY EFFICIENT ALREADY.
- 5 WASTE OF MONEY AND WASTE OF PAPER. THEY ARE USELESS.
- 5 WASTE OF PAPER.
- 5 DOES NOT LIKE THE LETTER. DO NOT SEND IT ANY MORE.
- 5 CONTACT HAS DONE EVERYTHING SHE CAN. SHE LIVES ALONE AND STILL SHOWS SHE HAS VERY HIGH USEAGE COMPARED TO NEIGHBORS.
- 5 NOT A TRUE ASSESSMENT BECAUSE OF THE VARIALBES. SOMEONE IS ALWAYS HOME WHERE THE NEIGHBORS WORK ALL DAY.
- 5 THE COMPARISONS ARE NOT TRUE-NEIGHBOR MAY HAVE 5 PEOPLE LIVING THERE AND SHE HAS 2 IN HER HOME



SA4. Why did you give that rating?

SA3. How satisfied or dissatisfied are you with the HERs?

[1=Very satisfied...5=Very dissatisfied]

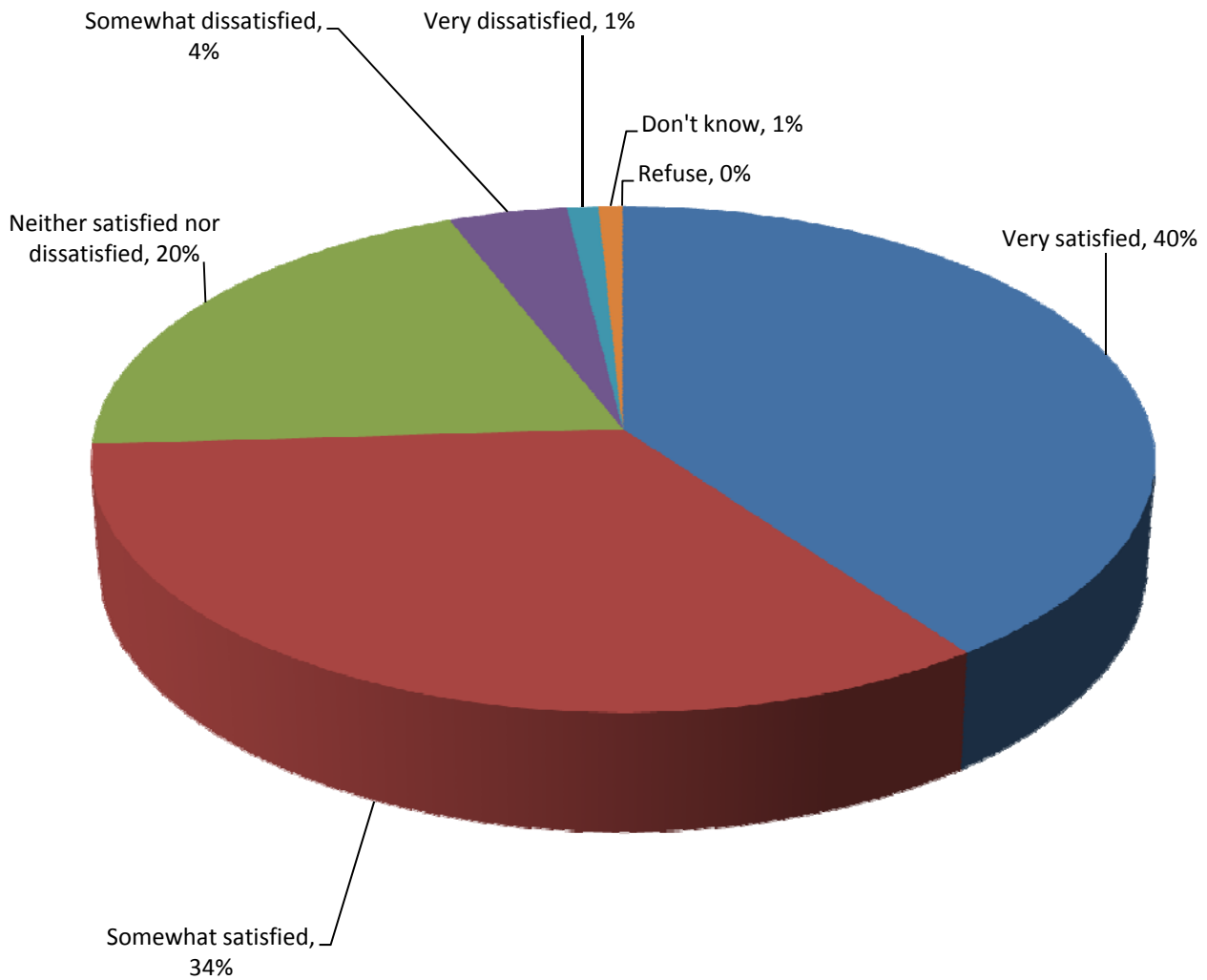
Loveland Water and Power

Opower Report - Participant

SA3. SA4.

- 5 NOT ACCURATE-WASTE OF MONEY - HAVE BEEN CONSERVING LONG BEFORE RECEIVING REPORTS-HAVE ALL ENERGY EFFICIENT APPLIANCES-LIFESTYLES DIFFER IN HOMES COMPARISON
- 5 HATE THEM - DOING ALL SHE CAN, NOT WASTEFUL AND HAS BEEN DOING IT WAY BEFORE RECEIVING THE REPORTS
- 5 DUE TO COMPARISON TO NEIGHBORS SHE IS NOT HAPPY WITH REPORT AT ALL. IT'S NOT ACCURATE. CONTACT IS ON MACHINE 24 HOURS A DAY FOR LUNG DISEASE AND NEIGHBORS ARE NOT HOME DURING THE DAY.
- 5 DOESN'T TAKE INTO ACCOUNT OF CHANGE OF PEOPLE IN HOME, LIFESTYLE CHANGES
- 5 JUST NOT RELEVANT TO CONTACTS HOUSEHOLD
- 5 CONTACT FEELS THIS IS AN INVASION OF PRIVACY. CONTACT DOESN'T NEED TO BE COMPARED TO NEIGHBORS. DO AWAY WITH IT AND SAVE TAX PAYER MONEY.

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?
Participant Survey





SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA5

SA6

- 1 THEY OFFER ENERGY SAVING TIPS. CONTACT CLOSES THEIR BLINDS.
- 1 THEY GIVE RELEVANT TIPS.
- 1 DON'T KNOW.
- 1 THEY PUT IN A GOOD EFFORT.
- 1 THEY GIVE A GOOD EFFORT.
- 1 CONTACT LIKES ALL THE TIPS.
- 1 IT IS NICE TO HAVE THE INFORMATION.
- 1 CONTACT READS THE NEWSLETTER AND IT IS VERY INFORMATIVE.
- 1 IT IS VERY INFORMATIVE.
- 1 THE PROGRAMS THAT THEY OFFER.
- 1 A LOT OF INFORMATION IS PROVIDED TO CONTACT.
- 1 THEY KEEP CONTACT INFORMED OF THE PROGRAMS LIKE THE EXCHANGE PROGRAM FOR REFRIGERATOR.
- 1 CONTACT LIKED THE ENERGY AUDIT BECAUSE IT SAVED HER MONEY.
- 1 THEY DO EVERYTHING THEY CAN. CONTACT IS GOING TO DO THE ENERGY AUDIT.
- 1 IT'S OK AS LONG AS YOU DON'T SEND SOMEONE OVER DIRECTLY TO THE HOUSE TO SEE HOW SHE IS USING ENERGY.
- 1 LOTS OF INFORMATION.
- 1 NOT ALWAYS COST EFFICIENT TO HIRE SOMEONE.
- 1 THEY ARE ALWAYS GIVING HELPFUL HINTS.
- 1 GIVE GOOD TIPS.
- 1 JUST GOOD INFORMATION.
- 1 CONTACT APPRECIATES IDEAS ON SAVING ENERGY.
- 1 LIKE THE PROGRAMS THAT COME AROUND FOR THE OLD REFRIGERATOR AND SO FORTH. DOES HAVE ONE TO GET RID OF NOW. CONTACT USED THIS ONCE BEFORE AND REALLY LIKED IT.
- 1 THE REPORTS SHOW CONTACT IS HELPING.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Lowland Water and Power

Opower Report - Participant

SA5

SA6

- 1 DEFINITELY TRYING TO HELP.
- 1 TIPS THEY GIVE.
- 1 TIPS ARE GREAT.
- 1 SAME REASON AS BEFORE THAT THEY CAME OUT WHEN CONTACTS WATER USAGE WAS HIGH.
- 1 CONTACT APPRECIATES GETTING THE REPORT AND DOESN'T GET IT WITH THE OTHER PROPERTIES HE OWNS OUTSIDE OF LOVELAND.
- 1 CONTACT HAD A LEAK IN THE WATERFALL FEATURE AND LOVELAND WATER FOUND THE LEAK.
- 1 NO ONE ELSE SEEMS TO DO ANYTHING TO HELP.
- 1 DON'T KNOW.
- 1 THEY TAKE THE TIME TO COMPARE THE DIFFERENT HOUSES IN THE NEIGHBORHOOD.
- 1 THEY ALWAYS COME UP WITH GOOD IDEAS ON HOW TO SAVE ENERGY.
- 1 EVERYONE NEEDS TO BE CONSCIOUS OF SAVING ENERGY AND THIS IS A TOOL THAT HELPS.
- 1 TIPS ARE GOOD.
- 1 BECAUSE OF ALL THE TIPS THEY GIVE YOU. CONTACT CAN BUY LIGHT BULBS AT THE CITY BUILDING AND TIPS TO SAVE WATER.
- 1 CITY GOES THROUGH THE TIME AND TROUBLE TO ACTUALLY SEND THEM OUT.
- 1 YOU SEND THE REPORTS.
- 1 APPRECIATES GIVING FEEDBACK EVEN THOUGH SOMETIMES AGREE IT'S NICE.
- 1 DO GOOD JOB, JUST DON'T DO WHAT FORT COLLINS UTILITIES DOES.
- 1 VERY PLEASED ALL AROUND WITH THEM.
- 1 THEY GIVE GOOD TIPS TO HELP.
- 1 THEY TRY TO USE LESS ENERGY SO IT WILL MAKE A DIFFERENCE.
- 1 MAKE AN EFFORT.
- 1 DO WHAT YOU CAN.
- 1 DOING A LOT MORE THAN OTHER UTILITY COMPANIES.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA5

SA6

- 1 THE BILLS HAVE DECREASED.
- 1 TIPS ARE USEFUL.
- 1 TIPS ARE VERY USEFUL.
- 1 GOOD TIPS.
- 1 THEY DO GOOD.
- 1 FEEL LIKE CONTACT IS DOING IT ALREADY BUT DOESN'T HURT TO BE REMINDED.
- 1 GETTING WORD OUT WITH THE TIPS.
- 1 A LOT OF THE THINGS ARE COMMON SENSE THINGS BUT ARE LOOKING FOR THINGS NOT AWARE OF. CONTACT IS STILL A LITTLE HIGHER THAN NEIGHBORS AND STILL WONDERS WHY.
- 1 IF CONTACT WAS RATED LOWER THEY WOULD WONDER WHY AND WOULD SEEK OUT SOME OF THE RESOURCES YOU HAVE.
- 1 HELPFUL FOR OTHER PEOPLE BUT FEELS IT IS A WASTE OF MONEY TO MAKE A SEPARATE MAILING.
- 1 THEY TRY TO HELP AND ARE MAKING AN EFFORT WITH IDEAS.
- 1 THEY HAVE A LOT OF SAVING TIPS IN THEIR NEWSLETTER.
- 1 YOU ARE DOING EVERYTHING POSSIBLE.
- 1 VERY GOOD AT GIVING IDEAS.
- 1 GOOD IDEAS.
- 1 CONTACT LIKES THE TIPS.
- 1 THEY GIVE THE ONLY SUGGESTIONS CONTACT RECEIVES.
- 1 THEY DO A GOOD JOB.
- 1 THEY ARE TRYING TO MAKE PEOPLE MORE ENERGY EFFICIENT AND BRING ATTENTION TO WHAT THEY ARE DOING.
- 1 GOOD TIPS.
- 1 THEY REACH OUT AND GIVE GOOD TIPS.
- 1 THEY GIVE OUT GOOD INFORMATION AND TIPS.
- 1 GIVE GOOD TIPS TO CUT DOWN.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA5

SA6

- 1 CONTACT LIKES THE NEWSLETTERS.
- 1 NEWSLETTER IS VERY HELPFUL. IT KEEPS CONTACT ON TRACK.
- 1 THERE ARE ALWAYS TIPS IN THE NEWSLETTER.
- 1 AGAIN BECAUSE OF INFORMATION WE GET.
- 1 EVERYTHING YOU SEND OUT IS HELPFUL.
- 1 THE TIPS ARE GREAT.
- 1 THEY GET GOOD ENERGY INFORMATION TO CONTACT.
- 1 THEY ARE VERY HELPFUL ON GIVING ENERGY TIPS.
- 1 IT HELPS CONTACT SAVE ENERGY.
- 1 TIPS ARE GOOD.
- 1 THE TIPS WE GET ALL THE TIME.
- 1 THEY MAKE A GOOD EFFORT.
- 1 CONTACT IS ALREADY ENERGY EFFICIENT BUT APPRECIATES THE TIPS.
- 1 THE INFORMATION IS GREAT. CONTACT IS GLAD TO GET A GOOD GRID. CONTACT IS ALWAYS ON TOP OF THE CHART.
- 1 GIVE TIPS ON HOW TO SAVE.
- 1 THE LITTLE FLYER AND SUGGESTIONS.
- 1 KEEPING CONTACT INFORMED.
- 1 CONTACT LIKES THE TIPS AND SENDING OUT THE REPORTS.
- 1 DO EVERYTHING IN THEIR POWER TO KEEP COSTS DOWN.
- 1 THEY ARE ALWAYS GIVING CONTACT TIPS.
- 1 LIKE IT AND JUST NEED TO IMPLEMENT SOME MORE OF THEM LIKE THE NEW WINDOWS. JUST CAN'T AFFORD TO DO THEM NOW.
- 1 CONTACT BELIEVES CITY IS TRYING TO HELP.
- 1 TIPS ARE GREAT.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA5

SA6

- 1 CONTACT CAN TAKE ACTION TO SAVE MONEY.
- 1 BY SENDING OUT THE ENERGY REPORTS
- 1 NO REASON
- 1 GOOD IDEA - MAKES ONE OPEN THEIR EYES WHEN THEY SEE THINGS IN BLACK & WHITE
- 1 NICE TO HAVE THEM DO THAT
- 1 CONTACT LIKES THE TIPS THAT CITY GIVES.
- 1 CONTACT FEELS THEY ARE DOING THE BEST TO KEEP BILLS LOW.
- 1 THE CITY HELPS TO IMPROVE ENERGY THE REPORT IS COMMON SENSE.
- 1 CONTACT LIKES TIPS AND INFORMATION THEY PROVIDE.
- 1 BY SENDING ENERGY REPORTS AND TIPS THEY GIVE.
- 1 BY SENDING ENERGY REPORTS AND TIPS IN BILLING SHOWS THEY ARE MAKING AN EFFORT.
- 1 IT IS GREAT. KEEPS ONE THINKING ABOUT SAVING.
- 1 PUTS INFORMATION OUT THERE THAT A PERSON MAY NOT THINK ABOUT WITHOUT SEEING IT IN BLACK AND WHITE.
- 1 GOOD TIPS.
- 1 KEEP SENDING THE REPORTS, THEY ARE VERY USEFUL.
- 1 MAKES A PERSON CHECK TO SEE JUST WHAT THEY ARE DOING. IT MAKES THEM THINK.
- 1 IT SHOWS THEY CARE AND WANT TO HELP.
- 1 CONTACT IS A CONSERVATION PERSON AND LIKES SOLAR ENERGY.
- 1 CONTACT CAN MAKE ADJUSTMENTS IF NEED BE.
- 1 THEY GIVE GOOD TIPS THAT CONTACT CAN UTILIZE.
- 1 CONTACT LIKES THE TIPS.
- 1 CONTACT APPRECIATES WHAT THE CITY IS TRYING TO DO. THE DAY WITH KIDS AT THE PARK IS GREAT. CONTACT GOES WITH GRANDKIDS AND WITH THE SCHOOL. THIS IS MORE POSITIVE TO THE KIDS THEN ALL THE TEACHING AND LECTURES FROM PARENTS AND GRANDPARENTS.
- 1 THE BLURBS HE READS MAKE HIM SATISFIED.



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Lowland Water and Power

Opower Report - Participant

SA5

SA6

- 1 READING EVERYTHING IN THE REPORT.
- 1 CONTACT THINKS CITY IS VERY HELPFUL.
- 1 THE SERVICE IS GREAT.
- 1 RECOMMENDATIONS AND PROGRAMS ARE VERY SMALL MEASURES. THEY ARE ONE TIME THINGS AND NOT LONG TERM.
- 1 THEY ARE VERY PRO ACTIVE
- 1 SHOWS THEY CARE
- 1 VERY GOOD
- 1 DO READ THE HELPFUL HINTS AND THEY ARE HELPFUL
- 1 CITY IS DOING A GREAT JOB. EVEN WITH POWER OUTAGES THEY ARE BACK ON REALLY QUICK. GREAT JOB.
- 1 IDEAS ARE GOOD IF PEOPLE CAN JUST IMPLEMENT THEM.
- 1 CITY IS DEFINITELY MAKING AN EFFORT. IT WOULD BE NICE TO RECEIVE MORE INFORMATION, LIKE WHERE SHE COULD SAVE, WOULD BE NICE ALSO.
- 1 DUE TO TIPS THAT THEY SEND OUT.
- 1 THERE TRYING TO SEND STUFF OUT ON HOW TO RANK AND GIVE IDEAS ON HOW TO IMPROVE
- 1 CONTACT LOVES THAT THEY HELP WITH TIPS TO SAVE MONEY.
- 1 DO GOOD
- 1 THEY ARE TRYING TO. THERE IS JUST NOT MUCH MORE HE CAN PERSONALLY DO, HAVE DONE THEM ALL.
- 1 NO REASON.
- 1 DIDN'T GIVE COMMENT TO THIS
- 1 GIVE TIPS TO HELP SAVE
- 1 THEY SEND TIPS OUT TO TRY AND HELP
- 1 WITHOUT THE HELP CONTACT WOULDN'T HAVE MOTIVATION TO DO THAT MUCH. HELPS TO MOTIVATE WHEN TOLD TO DO THINGS.
- 1 BECAUSE OF THE ENERGY REPORTS THEY PROVIDE



SA6. Why did you give that rating

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Loveland Water and Power

Opower Report - Participant

SA5

SA6

- 1 BY SENDING THESE REPORTS
- 1 THE CITY SENDS OUT INFORMATION WITH OPTIONS.
- 1 AGAIN, NO OTHER BASIS OF COMPARISON
- 1 CITY IS TRYING TO HELP AND APPRECIATES IT.
- 1 CITY HELPED HIM FIND A LEAK HE HAD SO EVEN THOUGH IT COST HIM \$600.00 TO FIX IT AT LEAST THE LEAK WAS FOUND.
- 1 BY RECEIVING THE ENERGY REPORTS.
- 1 NO PROBLEMS, THEY ARE INFORMED.
- 2 THEY GIVE TIPS, BUT HOME IS FAIRLY NEW AND NOT GOING TO DO ANYTHING MORE TO IT. IT IS WHAT IT IS.
- 2 GOOD IDEAS.
- 2 CONTACT IS SATISFIED.
- 2 THERE ARE SPECIFIC TIPS THEY GIVE TO BECOME MORE ENERGY EFFICIENT.
- 2 THEY GIVE GREAT IDEAS.
- 2 GOOD IDEAS AND USUALLY ALWAYS HAVE SOME NEW IDEA.
- 2 GIVE ONE THE INFORMATION TO DO THINGS IF THEY CAN.
- 2 THEY OFFER TIPS ON HOW TO CONSERVE ENERGY.
- 2 SEND OUT IDEAS BUT AS A RENTER, CAN ONLY DO SO MUCH. IT IS UP TO THE LANDLORD.
- 2 GOOD IDEA.
- 2 NOT SURE.
- 2 EVEN HAD PEOPLE GOING FROM HOUSE TO HOUSE ON THE A/C PROGRAM TO ENROLL THEM.
- 2 THEY TRY.
- 2 CONTACT LIKES THE HELPFUL TIPS.
- 2 BY SENDING THE ENERGY REPORTS WITH IDEAS TO REDUCE ENERGY AND WATER USE.
- 2 CONTACT LIKES THE HELPFUL TIPS.



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Loveland Water and Power

Opower Report - Participant

SA5

SA6

- 2 BY GIVING SO MUCH INFORMATION THAT A PERSON CAN USE.
- 2 CONTACT HASN'T PAID TOO MUCH ATTENTION TO THIS.
- 2 THEY MAKE AN EFFORT.
- 2 BY ALL THE TIPS THEY GIVE.
- 2 GIVE TIPS SO CONTACT GUESSES CITY IS TRYING.
- 2 TIPS THEY GIVE. THEY ARE TRYING.
- 2 IT WOULD BE NICE TO HAVE MORE PERIODIC CHECKUPS.
- 2 NO COMPLAINTS ABOUT IT. HAS NOT LOST POWER VERY OFTEN AND THEY RESPOND QUICKLY.
- 2 CONTACT LIKES THE ENERGY HINTS.
- 2 THEY TRY WITH HELPFUL HINTS.
- 2 CAN'T GET ANYWHERE ELSE WITH THEM CONTACT SAID EVEN THOUGH HE DOESN'T USE THE AMOUNT YOU SAY.
- 2 NOT MUCH THEY CAN DO IN CONTACT'S SITUATION.
- 2 BECAUSE YOU SEND THE LETTER.
- 2 DOESN'T KNOW. HE PERSONALLY NEEDS TO LOOK AT IT MORE.
- 2 CONTACT DOESN'T HAVE MONEY FOR THE HOME ENERGY AUDIT. MAYBE THEY COULD OFFER IT FREE FOR LOW INCOME.
- 2 THEY MAKE A GOOD EFFORT.
- 2 THEY MAKE AN EFFORT.
- 2 GOOD JOB.
- 2 IF CONTACT DID WHAT THEY SAID IT WOULD BE HELPFUL.
- 2 CONTACT LIKES THE TIPS.
- 2 THE TIPS THEY GIVE CONTACT.
- 2 THEY ARE VERY HELPFUL.
- 2 A GOOD EFFORT IS BEING MADE.



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SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

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Loveland Water and Power

Opower Report - Participant

SA5

SA6

- 2 CONTACTS SITUATION IS DIFFERENT.
- 2 THERE ARE SOME GOOD IDEAS THERE BUT CONTACT IS ALREADY IN THE TOP SO IS DOING REALLY WELL.
- 2 CONTACT WISHES IT DIDN'T COST FOR THE CITY TO COME IN AND DO HOME ENERGY AUDIT BECAUSE WOULD LIKE ONE DONE IF THERE WAS NOT A CHARGE BECAUSE IT'S TOO PRICEY FOR THEM, WISH IT WAS FREE.
- 2 NO WHERE ELSE TO CUT BACK-HAVE ABOUT THE LOWEST RATING THERE IS-KEEP HOUSE AT 66 IN WINTER & PUT ON SWEATERS
- 2 THEY ARE VERY FAIR
- 2 GIVE GOOD TIPS
- 2 COMPARING TO NEIGHBOR IS SOMEWHAT WEIRD
- 2 CONTACT CANNOT AFFORD IT ALL.
- 2 DON'T KNOW.
- 2 NO PROBLEMS
- 2 OPTIONS TO LOOK INTO AND LOTS OF INFORMATION.
- 2 THEY DO WHAT THEY CAN
- 2 LOT OF GOOD INFORMATION FOR CONTACT.
- 2 THEY CAME OUT TO TELL CONTACT THERE WAS A LEAK.
- 2 MAKING EFFORT. MOST PEOPLE NOT SURE IF DATA IS CORRECT IN THE COMPARISON.
- 2 GOOD EFFORT.
- 2 GIVE A LOT OF INFORMATION.
- 2 CONTACT DOESN'T KNOW IF HE GETS THE WHOLE STORY BUT DOES WHAT HE CAN.
- 2 NOT SURE ABOUT THE COMPARISONS AND IF THEY HELPED CONTACT SAVE ENERGY.
- 2 CONTACT HASN'T HAD ANY ISSUES.
- 2 CONTACT APPRECIATES THE EFFORT.
- 2 THEY ARE TRYING BUT THERE NEEDS TO BE MORE THESE FOR MEDIUM INCOME NOT JUST LOW INCOME.



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Loveland Water and Power

Opower Report - Participant

SA5

SA6

- 2 THEY GIVE THE REPORTS TO CONTACT.
- 2 THEY SEND OUT AS MUCH INFORMATION AS THEY CAN TO HELP CONTACT BE MORE ENERGY EFFICIENT.
- 2 THERE COULD BE OTHER AVENUES THAT THE CITY COULD HELP WITH.
- 2 THEY DO WHAT THEY CAN SO THEY DON'T OVERCHARGE CONTACT.
- 2 THEY SEND HINTS ON HOW TO SAVE AND THEY REALLY TRY.
- 2 BECAUSE OF THE WAY CONTACT FEELS ABOUT THE REPORTS. SOME PEOPLE WORK AT HOME AND HAVE MORE ADULTS IN THE FAMILY.
- 2 CONTACT MISSES NO INCENTIVE FOR TAX CREDITS OR REBATES FOR SOLAR, GEOTHERMAL, OR WIND.
- 2 THEY ARE SHOWING AN EFFORT.
- 2 CONTACT APPRECIATES THE HELP.
- 2 CONTACT IS LIVING THE WAY SHE SHOULD BE.
- 2 TIPS THEY GIVE CAN BE VERY HELPFUL
- 2 THEY ARE MAKING AN EFFORT.
- 2 THEY ARE THERE HARDEST.
- 2 IT DEPENDS ON HOW MANY PEOPLE LIVE IN THE HOUSE AND WHETHER SOMEONE IS SICK, ETC.
- 2 TIPS ARE GOOD.
- 2 THE FACT THAT YOU MAIL ENERGY REPORTS TO THE CONTACT IS A GREAT MOTIVATOR.
- 2 TRYING TO EDUCATE PEOPLE
- 2 NO COMPLAINTS
- 2 GIVE TIPS
- 2 ON THE BILLS GET GOOD TIPS ON SAVING
- 2 LET YOU SEE WHERE YOU MAY CUT BACK
- 2 THINK THEY ARE MAKING EFFORT TO HELP PEOPLE AS SOME PEOPLE MAY NOT HAVE HAD ANY IDEA HOW TO SAVE
- 2 THE REPORTS ARE A WASTE OF TIME.



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Loveland Water and Power

Opower Report - Participant

SA5

SA6

- 2 CONTACT DOESN'T LIKE THE METHODS THEY USE.
- 2 BILLS ARE GOING UP.
- 2 THREE FAMILIES LIVE ON PROPERTY ALL OFF ONE METER. HAD INSPECTION ON WHAT COULD BE DONE TO LOWER COST AND THEY ARE DOING ALL THEY CAN DO. COMPARISON TO OTHER HOMES ARE OF NO USE.
- 2 BILLS ARE REASONABLE AND THEY GIVE CONTACT GOOD IDEAS TO SAVE ENERGY.
- 2 HAVE GOOD PROGRAMS AND GIVE OUT GOOD TIPS.
- 2 CONTACT LIKES ALL THE INFORMATION PROVIDED.
- 2 DO MOST OF THE THINGS NOW.
- 2 GOOD IDEA TO GET SOME HINTS.
- 2 IT SERVES A GOOD PURPOSE.
- 2 CONTACT DOES READ SOME OF THE TIPS, TAKES THEM INTO CONSIDERATION, AND PUTS INTO PRACTICE.
- 2 CONTACT LIKES THE TIPS.
- 2 THEY ARE MAKING THE EFFORT EVEN IF IT IS NOT ACCURATE.
- 2 IT IS UP TO CONTACT TO SAVE ON BILLS.
- 2 DON'T KNOW.
- 2 CONTACT HAS ALL THE INFORMATION HE NEEDS.
- 2 CONTACT LIKES THE TIPS.
- 2 BILLS ARE GOING UP.
- 2 CONTACT HASN'T BEEN ABLE TO LOWER HER BILL.
- 2 GOOD IDEAS IN THE NEWSLETTER.
- 2 BY SENDING THE REPORTS AND TIPS THEY GIVE, BUT UP TO EACH CONSUMER TO DO WHAT THEY CAN. SOME CAN ONLY DO SO MUCH.
- 2 THEY GIVE GOOD EFFORT.
- 2 THEY ARE DOING A GOOD JOB.
- 2 THEY GIVE HINTS AND THEY TRY.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

SA5

SA6

- 2 CONTACT DOES ALL SHE CAN NOW AND IS VERY ENERGY EFFICIENT ALREADY.
- 2 LOVELAND POWER IS MAKING AN EFFORT.
- 2 DON'T KNOW.
- 2 CONTACT CAN SEE AREAS ON HOW HE CAN CHANGE THINGS.
- 2 CONTACT HAS NEVER BEEN WITHOUT WATER OR ENERGY.
- 2 CONTACT KNOWS THAT CONTACT IS WAY ABOVE AVERAGE IN ENERGY USE.
- 2 CONTACT NOT SURE ALL THAT CONTACT CAN DO.
- 2 IDEAS THEY GIVE.
- 2 GOOD TO EDUCATE PEOPLE.
- 2 BY SENDING REPORTS AND TIPS.
- 2 CONTACT DOES A LOT OF THE IDEAS GIVEN ON HOW TO SAVE ENERGY.
- 2 THEY DO THE BEST THEY CAN, BUT IT IS REALLY UP TO THE PERSON.
- 2 NOT A LOT OF ORIGINAL IDEAS.
- 2 THEY MAKE A GOOD EFFORT.
- 2 THEY GIVE INFORMATION ON WAYS TO CUT BACK.
- 2 CANNOT DO A LOT OF THE STUFF.
- 4 CONTACT IS DOING THE PRACTICAL THINGS ALREADY, INSULATION, TURN OFF LIGHTS, ETC.
- 4 DOES NOT HELP CONTACT AT ALL.
- 4 COMPARISON TO NEIGHBORS - DIFFERENT LIFESTYLES IN EACH HOME; SO DON'T COMPARE TO HIS.
- 4 REGARDLESS OF CHANGES THAT HAVE BEEN MADE BILL DOES NOT GO DOWN.
- 4 CONTACT IS NOT REAL SATISFIED. HE DOESN'T THINK THEY REALLY HELP HIM.
- 4 DON'T KNOW.
- 4 NO ONE TOLD CONTACT SHE MAY HAVE HAD A LEAK.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Participant

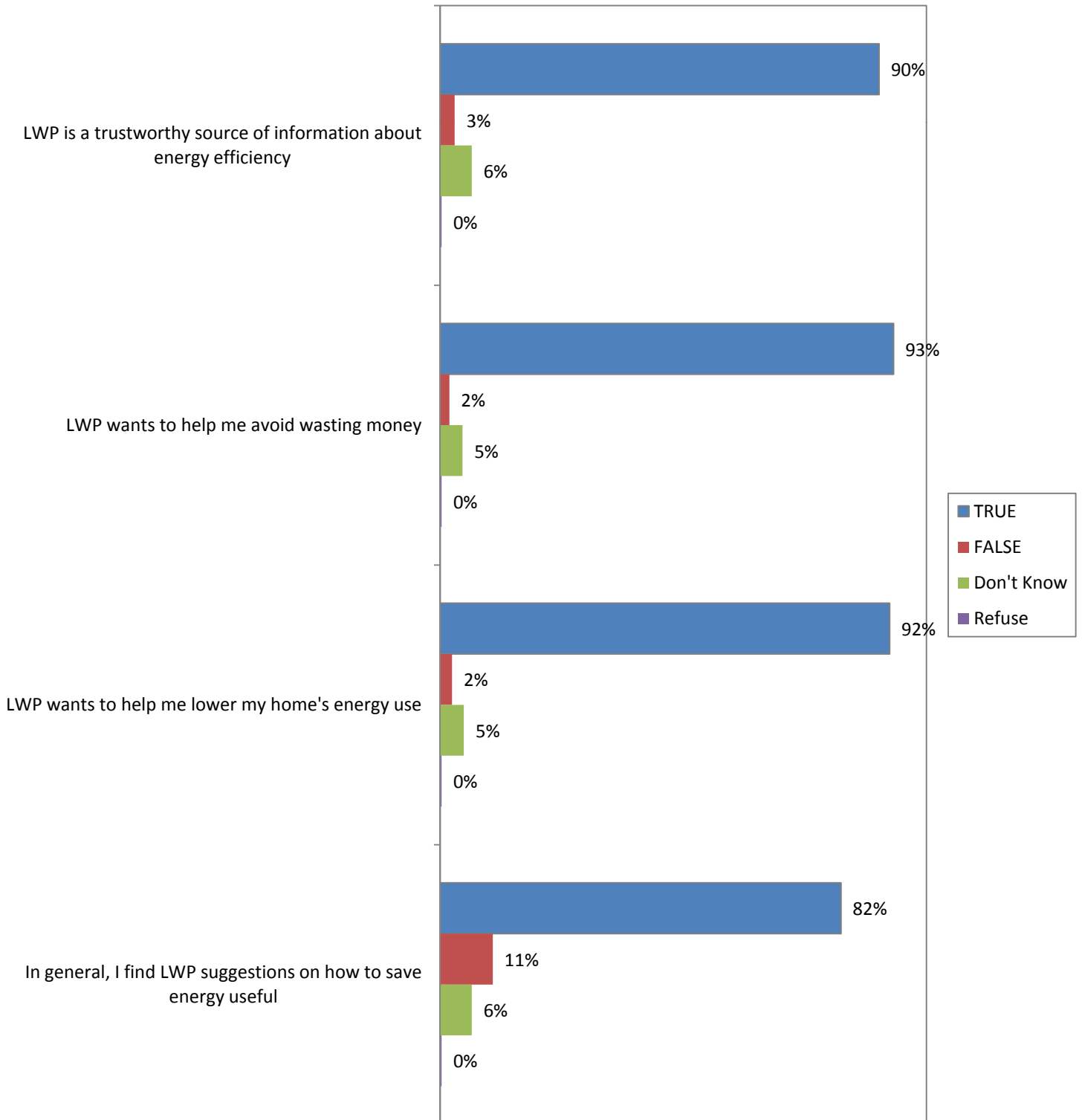
SA5

SA6

- 4 GOOD IDEAS. SHE GETS UPSET WHEN SHE GETS REPORTS AS SHE USES LESS THAN NEIGHBORS AND IT SHOWS SHE IS HIGHER. SHE HAS ONE LIGHT ON AT NIGHT AND NEIGHBORS HOUSES ARE ALL LIT UP.
- 4 HAVE DONE EVERYTHING-UNABLE TO DO MORE
- 4 NOT REALLY MUCH CAN BE DONE. IT'S UP TO THE INDIVIDUAL.
- 4 NO REASON JUST DO THE BEST WE CAN
- 4 SHE IS DOING ALL SHE CAN. SHE HAS WATER SAVERS ON ALL FAUCETS, SHOWER HEADS, ETC.
- 4 AGAIN USE THE MONEY SPENT ON THE REPORTS TO REDUCE THE RATES.
- 4 CONTACT TRIES TO BE AS EFFICIENT AS SHE CAN BUT IS HOME ALL DAY.
- 4 CAN ONLY DO WHAT ONE CAN AFFORD. DO NOT HAVE MONEY TO BUY ALL NEW APPLIANCES, ETC.
- 5 HAS DONE WHAT SHE CAN. SHE LIVES IN APARTMENT BUT ENERGY REPORT STILL SHOWS HIGH USAGE AND SHE IS NOT THERE MUCH OF THE TIME.
- 5 THEY'RE JUST GIVING OUT REPORTS BUT THAT DOESN'T REALLY HELP BECAUSE EVEN IF CONTACT CUTS BACK CONTACT WILL STILL BE HIGH.
- 5 CONTACT'S ENERGY BILLS KEEP GETTING HIGHER AND NOT LOWER. CONTACT PAYS IN HALVES BECAUSE CONTACT CAN'T AFFORD TO PAY ALL AT ONE TIME.
- 5 NOT ENOUGH CONSUMER PROGRAMS.

SA7. I am going to read a list of statements and I'd like you to tell me whether you feel they are true or false

Participant Survey





END. Do you have any additional comments or suggestions about the HERs?

Loveland Water and Power

Opower Report - Participant

CONTACT ENJOYS GETTING THE REPORTS AND SEEING THE COMPARISONS.

CONTACT HAS A HOME OFFICE IN HIS GARAGE THAT HE HEATS IN THE WINTER SO HE USES MORE ENERGY THAN HIS NEIGHBORS WHO ARE GONE ALL DAY.

THE LIGHT INCENTIVE HAS BEEN HELPFUL THAT YOU OFFER HOWEVER IT WOULD BE NICE IF YOU DID SOME OF THE APPLIANCE INCENTIVES LIKE FORT COLLINS UTILITIES DOES.

LIVE ALONE SO COMPARISONS ARE OF NO VALUE. HAVE ALWAYS BEEN EFFICIENT IN USE OF POWER AND WATER. SOMETIMES THE REPORTS ARE NAGGING IF THE USAGE IS HIGH.

SHE SAID THAT HER HUSBAND IS IN ELECTRIC WHEEL CHAIRS AND THEY THINK THAT THEY ARE CHARGING ALL THIS EQUIPMENT SO MUCH, AND THAT MAKES THE ENERGY BILLS HIGHER THAN THEIR NEIGHBORS USAGE.

KEEP UP THE GOOD WORK.

HE SAID THAT HE REALLY LIKES THESE ENERGY REPORTS AND THE NEIGHBORS ALL DISCUSS THEM .

CONTACT FEELS THE REPORTS ARE A WASTE. PEOPLE ARE GOING TO DO WHAT THEY WANT TO DO AND NOT CHANGE ANYTHING BECAUSE OF THE REPORTS. EITHER PEOPLE ARE GOING TO DO IT OR NOT, SIMPLE AS THAT.

THANK YOU LOVELAND WATER & POWER

CONTACT DOES NOT THINK THE REPORTS ARE AN ACCURATE COMPARISON TO OTHERS IN THE NEIGHBORHOOD. CONTACT WORKS FROM HOME AND THEY HAVE 4 ADULTS LIVING IN THE HOME WHEREAS SOME NEIGHBORS WORK OUTSIDE THE HOME ALL DAY.

HIGH USAGE DUE TO HAVING HOT TUB AND 3 PEOPLE IN HOME

THE REPORTS ARE FINE BUT CONTACT WORRIES ABOUT THE COST OF DOING THEM AND MAILING THEM OUT. IF THE CITY DIDN'T DO THIS WOULD IT LOWER HER BILL SOME? THAT IS HER ONLY DOWNFALL SHE SEE'S WITH THEM.

MAYBE IF LOVELAND WATER PUT A HIGHLIGHTED QUICK TIP IN A BOX NEAR THE BAR GRAPH IT MIGHT GET NOTICED MORE EASILY AND PEOPLE WOULD THEN INCORPORATE THAT TIP INTO THEIR ENERGY USE.

COMPARISON TO NEIGHBORS IS WAY OFF SINCE NEIGHBOR HAS SOLAR PANELS WHICH THEN SHOWS THAT HIS HOME IS VERY HIGH USAGE.

MORE DETAIL AND MORE USER FRIENDLY. SHOW COST TO RUN THE DIFFERENT APPLIANCES BY THE HOUR. COMPARISONS OF HANGING CLOTHES ON LINE VS DRYER. WHAT IS ACTUAL COST OF ENERGY MAYBE BY HOUR?

CONTACT FEELS THE REPORTS ARE IRRELEVANT TO HER.

CONTACT LIKES GETTING THE REPORTS AND SEEING WHERE HE IS AT ON THEM. HE IS ALWAYS RIGHT AT THE TOP. HE HAS BEEN CONSERVING ENERGY SINCE THE 70'S. HE HAS NO ROOM TO IMPROVE BECAUSE HE IS RIGHT UP THERE.

CONTACT ALSO SIGNED UP FOR THE DEVICE ON HIS AIR CONDITIONING.

DO NOT FIND THE REPORTS USEFUL. WASTE OF TIME AND MONEY.



END. Do you have any additional comments or suggestions about the HERs?

Loveland Water and Power

Opower Report - Participant

CONTACT IS VERY ENERGY EFFICIENT AND ALWAYS GETS THE SMILEY FACE ON THE REPORT.

CONTACT THINKS LOVELAND POWER AND WATER IS DOING A GREAT JOB.

THE FACT THERE ARE CERTAIN REBATES NOT AVAILABLE TO HIM BECAUSE OF THE ANARCHY OF THE DIFFERENT MUNICIPALITIES. THERE ARE ALSO A LOT OF LITTLE FEES THAT SOMETIMES COST MORE THAN HIS ELECTRIC BILL.

COULD YOU PUT THE REPORTS ON POST CARDS OR POSSIBLY A HALF PAGE TO HELP SAVE ON PAPER, TREES AND SAVE MONEY FOR THEMSELVES. SHE ALSO SUGGESTS THAT THEY SHOULD DO THESE REPORTS PER PERSON INSTEAD OF PER HOUSEHOLD. SHE ONLY HAS 1; OTHERS HAVE MORE.

CONTACT JUST DOES NOT LIKE THE REPORTS BECAUSE CONTACT THINKS THE COMPARISONS ARE NOT ACCURATE.

STOP THE REPORTS-WASTE OF MONEY

CONTACT DOES NOT KNOW HOW THE CITY GETS THEIR STATISTICS SO DON'T KNOW IF THE COMPARISON IS ACCURATE.

CONTACT WANTS TO KNOW HOW DO YOU COME ABOUT THIS ON THE REPORT? DO YOU READ THE WATER METER EVERY MONTH? PLEASE CALL HER BACK AND LET HER KNOW. SHE SAID USAGE IS WAY HIGHER THAN WHAT IT SHOULD BE SO THIS CONCERNS HER.

THE DATA SHOULD COMPARE HOW MANY PEOPLE LIVE IN THE HOUSE AND IF THEY HAVE A HOT TUB OR NOT.

NOT THE REPORTS BUT CONTACT SAID THAT THE LIGHT BULBS ARE FALSE ADVERTISING. CONTACT DID A LOT OF RESEARCH OF THESE BULBS AND THEY ARE NOT WHAT EVERYONE THINKS THEY ARE. CONTACT IS TAKING THE ONE OUT THAT SHE HAS. THEY ARE VERY DANGEROUS IF BROKEN.

NO MATTER WHAT THEY DO, IT SEEMS THAT THEY ARE THE HIGHEST IN THE NEIGHBORHOOD.

CONTACT THINKS CITY COULD DROP SOME OF THE REPORTS SENT OUT ALL THE TIME AND SAVE COSTS. CONTACTS WHO CARE ABOUT COST AND SAVING ENERGY READS THEM BUT OTHERS THAT DON'T CARE THROW THEM AWAY.

CONTACT IS A SNOWBIRD AND DOES NOT ALWAYS SPEND TIME IN HER HOUSE SO HER ENERGY USE IS REALLY LOW.

CONTACT ALWAYS TRIES TO CONSERVE ENERGY.

NO. ENJOYS READING THEM AND SEEING THE COMPARISON.

CONTACT'S ONLY SUGGESTION WOULD BE THAT YOU SEND OUT THE REPORTS SEASONALLY RATHER THAN HOW YOU ARE SENDING THEM OUT NOW, THINKS MAYBE THEY ARE SENT A LITTLE TOO OFTEN.

CONTACT APPRECIATES THE REPORTS AND THEY ARE A GOOD SOURCE OF INFORMATION.

LIKES THE BULLETIN THAT COMES IN THE BILL AND LIKES THOSE UPDATES THAT IT GIVES IN THEM. THAT IS REALLY USEFUL ALSO.

WOULD LIKE E-MAIL INSTEAD OF THE PAPER.

HAS ALWAYS BEEN AWARE OF USING POWER AND WATER AND HAS CUT BACK BEFORE RECEIVING REPORTS.



END. Do you have any additional comments or suggestions about the HERs?

Loveland Water and Power

Opower Report - Participant

NOTHING OTHER THAN WHAT CONTACT SAID ABOUT WANTING TO KNOW HOW YOU ARE COMPARING AND IS IT COMPATIBLE WITH WHAT HE HAS. WOULD BE NICE TO KNOW THIS END OF IT.

CONTACT DOES EVERYTHING SHE CAN, RECYCLES FOIL, WASHES PLASTIC BAGS AND STILL THE REPORT SAYS CONTACT USES MORE ENERGY THEN HER NEIGHBORS WHO KEEP THE HEAT ON FOR THE DOGS AND DO NOT RECYCLE AT ALL.

CONTACT IS NOT SURE HOW ACCURATE THE COMPARISONS ARE.

CONTACT TRIES TO SAVE ENERGY BUT NOT EVERYONE IN CONTACT'S HOUSEHOLD DOES.

DIFFERENT REPORTS SHOULD BE SENT TO RENTERS VS HOMEOWNERS-RENTERS CAN ONLY DO SO MUCH-MAYBE A SPECIAL REPORT TO LANDLORDS LETTING THEM KNOW WHAT THEY COULD DO TO LOWER COSTS FOR RENTERS

CONTACT WOULD LIKE TO KNOW WHO IT'S BASED ON BECAUSE IT DOESN'T SEEM RATIONAL COMPARED TO HER NEIGHBORS AS CITY SAYS IT IS. HER BILLS AND USAGE ARE AWFUL HIGH AND THERE ARE ONLY TWO OF THEM IN THE HOUSE. THE REPORTS ARE OUTRAGEOUS. THE CITY REPORTS SO MUCH USAGE ON THEM.

DO A FOLLOW UP ON THE REPORTS. IF CONTACT IS SHOWING SHE IS HIGHEST IN NEIGHBORHOOD, BE PROACTIVE AND CONTACT THEM. CONTACT WOULD LIKE YOU TO CONTACT HIM ON THIS ABOUT THE REPORTS. HE HAS SOME CONCERNS HE WOULD LIKE TO TALK ABOUT.

CONTACT JUST THINKS A LOT OF THE ENERGY TIPS ARE COMMON SENSE THINGS THAT MOST PEOPLE DO.

CONTACT VERY HAPPY WITH THE SERVICES BUT MAYBE THERE COULD BE EVEN MORE INFORMATION ON HOW TO SAVE ON ENERGY AND LOWER CONTACTS BILLS.

CONTACT IS VERY ENERGY EFFICIENT AND THEY DO EVERYTHING THEY CAN.

WORK FOR APPLIANCE COMPANY SO HAVE ALL ENERGY EFFICIENT APPLIANCES. INSTALLED ALL NEW WINDOWS, ETC. AND BILL NEVER WENT DOWN.

IT WOULD BE MUCH BETTER IF CITY WOULD SEND OUT EMAILS. CONTACT LIKES GETTING THE INFORMATION BUT FEELS IT'S WASTEFUL SENDING THROUGH THE MAIL.

IT'S ANNOYING. CONTACT'S BILL IS SO HIGH BUT NOT MUCH SHE CAN DO ABOUT IT. SAID SHE WILL NOW PAY MORE CLOSE ATTENTION TO HER REPORT NOW THAT I CALLED AND BROUGHT IT TO HER ATTENTION.

CONTACT HAS A LOT OF CHRISTMAS LIGHTS AND IS THINKING OF REPLACING THEM WITH THE LOWER ENERGY LIGHTS TO HELP LOWER THEIR ENERGY BILL AT THAT TIME OF YEAR.

CONTACT IS VERY ENERGY EFFICIENT ON A DAILY BASIS BUT APPRECIATES THE REPORTS.

CONTACT THINKS THE CITY SHOULD USE THE MONEY IN OTHER WAYS RATHER THAN SENDING OUT THE REPORTS.

NOT CONVINCED THAT CORRECT DATA IS BEING USED FOR COMPARISON.

THANK YOU FOR THIS FOLLOW UP CALL. IT WAS VERY NICE.

CONTACT LIKES TO LOOK AT THEM AND THINKS THEY ARE USEFUL TO SOME PEOPLE BUT MAYBE NOT SO MUCH TO CONTACT.



END. Do you have any additional comments or suggestions about the HERs?

Loveland Water and Power

Opower Report - Participant

CONTACT DOESN'T BELIEVE THE REPORT IS RIGHT. CONTACT LIVES IN MOBILE HOME OF 2000 SQUARE FEET AND SHE IS BEING COMPARED TO 700 SQUARE. FEET. THAT'S NOT COMPARABLE.

CONTACT REALLY LIKES GETTING THEM.

REALLY LIKE THE YEAR TO YEAR REPORT.

LOVELAND POWER AND WATER IS DOING A GREAT JOB AND CONTACT APPRECIATES IT.

RENTER CAN ONLY DO SO MUCH.

NO BUT IT WOULD BE NICE IF CITY WOULD PARTNER WITH SOMEONE THAT GIVES DISCOUNTS TO HOUSEHOLDS THAT DO UPGRADES. CONTACT HAS PRETTY MUCH UPGRADED EVERYTHING BUT THE WATER UNIT. CONTACT WANTS TO GO TANKLESS BUT IT IS EXPENSIVE.

AS A RENTER THERE IS ONLY SO MUCH ONE CAN DO-QUESTION COST OF MAILING THESE REPORTS OUT LET ALONE IN SEPARATE MAILING AND ESPECIALLY TO RENTERS

CONTACT IS ON OXYGEN SO PROBABLY USES MORE ENERGY THAN HER NEIGHBORS SO REPORTS ARE NOT ALWAYS ACCURATE.

CONTACT'S HUSBAND WORKS FOR A HEATING AND COOLING COMPANY SO HE KNOWS HOW TO SAVE THEIR HOUSEHOLD ENERGY IN THIS AREA.

APPRECIATE REPORT AND FORWARD THINKING TO ASSIST IN REDUCING ENERGY.

NO, JUST THE CENTRAL AIR COMPARED TO OTHER NEIGHBORS WITH CENTRAL AIR WOULD BE A NICE COMPARISON.

COMPARISON WOULD BE NICE IF IT INCLUDED THE NUMBER OF PEOPLE IN HOUSEHOLD. THOSE HOME ALL DAY VS THOSE AWAY ALL DAY.

CONTACT WOULD LIKE TO SEE LOVELAND WATER AND POWER REINSTATE THE CREDIT PROGRAM WHEN CONTACT HAS A LEAK.

THE ONLY THING CONTACT REALLY USES THEM FOR IS TO COMPARE TO NEIGHBOR AND CHECK THE COST OF HIS BILL. CONTACT LIVES ALONE BUT DOES HAVE THE REPORTS READ TO HIM BECAUSE HE IS BLIND.

THE REPORTS REALLY DON'T COVER DIFFERENT SITUATIONS IN THE HOME AND ARE NOT SCIENTIFIC.

COMPARISON CAN'T BE RIGHT. THERE ARE FIVE PEOPLE IN HIS HOME. MOST OF NEIGHBORS ARE RETIRED. CONTACT IS HOME ALL DAY.

NO, BUT CONTACT FEELS SHOULD BE NOT CHARGED FOR THE RECYCLING BIN FOR TRASH PICKUP. YOU COLLECT FROM WHAT'S IN IT SO SHOULDN'T BE A CHARGE.

CONTACT DOES AS MUCH AS THEY CAN TO SAVE ON THEIR ENERGY.

THE REPORT IS HUMILIATING TO HER. NOT REAL HAPPY WITH GETTING THEM. IT'S A WASTE OF PAPER. CONTACTS HUSBAND IS A HVAC GUY AND DOES ALL THE MAINTENANCE ON THEIR FURNACE AND SO FORTH. HE DOES EVERYTHING POSSIBLE ALREADY.

CONTACT WOULD LIKE TO SEE SOME FREE SELF HELP OFFERED TO HELP CONTACT SAVE ON ENERGY.



END. Do you have any additional comments or suggestions about the HERs?

Loveland Water and Power

Opower Report - Participant

CONTACT SAID HE CAN LIVE WITHOUT THEM. DOES NOT REALLY MATTER TO HIM EITHER WAY WHETHER HE GETS THEM OR NOT. HE RATES REAL WELL ON THE REPORTS SO DON'T HAVE A LOT TO CHANGE.

REDUCE NUMBER OF REPORTS SENT. COMPARISON FROM LAST YEAR TO PRESENT IS LIKE APPLES TO ORANGES, THIS ALL DEPENDS ON THE WEATHER

PUT THE ENERGY REPORT IN WITH THE BILL, NOT A SEPARATE MAILING WHICH COSTS MORE MONEY

APPRECIATE RECEIVING THEM

IT IS A WASTE OF MONEY. CONTACT DOESN'T LIKE COMPARISONS. IT IS NOT HIS NEIGHBORS BUSINESS ON HOW MUCH ENERGY HE USES. HE PAYS HIS BILLS.

JUST GIVE MORE DETAIL WHERE CONTACT COULD SAVE. CONTACT IS VERY CONSCIOUS AND DOES A LOT ALREADY BUT KNOWS THERE ARE A LOT OF PEOPLE OUT THERE THAT DON'T TURN THE LIGHTS OFF WHEN THEY'RE NOT USING THEM.

NO, CONTACT SAID THE INFORMATION THAT YOU SEND ON HOW TO SAVE ENERGY MOSTLY DON'T APPLY BECAUSE CONTACT IS ALREADY USING THE LEAST THAT HE CAN. THEY EVEN BOUGHT A TV THAT SHUTS OFF WHEN CONTACT LEAVES ROOM.

CONTACT IS VERY ANALYTICAL AND WOULD LIKE MORE DATA. NOT SURE WHAT THEY ARE COMPARING.

WISH THE CITY WOULD RECONSIDER THE INSULATION PROGRAM, CONTACT HAD A FRIEND THAT HAD THE INSULATION PUT IN THEIR HOUSE FOR FREE SO CONTACT CALLED YOU GUYS AND SOMEONE CAME OUT AND SAID CONTACT DIDN'T QUALIFY FOR IT. SHE WISHES YOU GUYS DID DO IT BECAUSE THEY CAN FEEL A DRAFT COMING THROUGH; SO KNOWS INSULATION WOULD MAKE A BIG DIFFERENCE BUT THEY CAN'T AFFORD TO DO IT. SAID IT WOULD BE NICE IF YOU EVEN OFFERED TO DO THE INSULATION AT REDUCED PRICE EVEN. IF THERE IS ANY HELP OUT THERE FOR IT PLEASE LET CONTACT KNOW.

NO JUST THAT HE REALLY LIKES IT.

THERE ARE DIFFERENT HOUSEHOLDS AND DIFFERENT TIMES PEOPLE WORK AND SOME PEOPLE ARE RETIRED SO DOESN'T THINK THEY ARE REALLY ACCURATE.

COULD REALLY CARE LESS ABOUT RECEIVING THEM - WASTE OF MONEY

SINCE CONTACT IS BLIND AND CANNOT READ THEM HERSELF HER FRIEND READS THEM FOR HER BUT CONTACT APPRECIATES THE COMPARISONS.

COMPARISONS SHOULD BE ON HOMES WITH APPROXIMATELY THE SAME NUMBER OF OCCUPANTS AND IF HOME ALL DAY OR WORKING. CONTACT HAS 7 PEOPLE IN HOME SO IT ALWAYS SHOWS HIGH. THEY ARE WORKING ON REDUCING BUT HAVE 5 TEENAGE GIRLS.

CONTACT HAS A LARGER HOME WITH A BASEMENT THAN THE NEIGHBORS SO THEY USE MORE ENERGY PLUS CONTACT HAS MS SO SHE NEEDS THE HOUSE COOL IN THE SUMMER.

NO CONTACT REALLY ENJOYS GETTING THEM.

JUST DO AWAY WITH THE COMPARISON THING AND CONTACT WOULD BE VERY HAPPY.

CONTACT REALLY LIKES THE REPORTS.



END. Do you have any additional comments or suggestions about the HERs?

Loveland Water and Power

Opower Report - Participant

CONTACT LIKES THE NEWSLETTER SHE GETS WITH THE CITY. LIKES TO READ THE REPORTS AND SEE HOW GOOD SHE IS DOING.

CONTACT THINKS THE REPORT IS VERY COMPLETE.

NOT THE REPORT BUT ON THE CITY BILL. CONTACT WANTS TO KNOW IF YOU COULD TAKE IT DIRECTLY OUT OF HIS BANK ACCOUNT? PLEASE CALL HIM BACK AND LET HIM KNOW.

CONTACT HAD A HOLE IN HER PIPE IN THE WELL SO CONTACTS PUMP WAS RUNNING 24/7 SO OF COURSE HER ENERGY WENT UP THAT MONTH. WHEN CONTACT GOT HER NEW REFRIGERATOR HER ENERGY WAS CUT IN HALF. CONTACT HAS STOCK TANKS FOR HER LIVESTOCK AND THAT INCREASES

HAVE FOUND OUT MORE INFORMATION ON OWN BY GOOGLING. XCEL HAS BETTER PRODUCTS.

SHE IS NOT HAPPY ABOUT THE REPORTS. SHE DOES EVERYTHING TO SAVE AND SHE STILL HAS HIGH BILLINGS.

CONTACT IS NOT SURE WHAT THEY ARE COMPARING. IT WOULD MAKE A DIFFERENCE HOW MANY PEOPLE LIVE IN THE HOME AND THE AIR CONDITIONING UNIT.

CONTACT IS USUALLY ON THE HIGH SIDE FOR ENERGY USE BECAUSE THEY HAVE PAWNS OF FISH THAT NEED TANKS AND WATER FILTERED INTO THEM ALL THE TIME.

CONTACT BELIEVES LOVELAND POWER AND WATER IS GOING A GREAT JOB AND THAT MOST PEOPLE PAY ATTENTION TO THE REPORTS.

STOP SENDING THE ENERGY REPORTS. THEY ARE A WASTE OF TIME.

CONTACT IS ON OXYGEN SO USES ENERGY THAT WAY BUT OTHERWISE CONTACT IS FAIRLY FRUGAL AND DOES WHAT SHE CAN. CONTACT HAS LIVED IN HER MOBILE HOME SINCE 1966. CONTACT LIKES THE REPORTS COMPARING ONE YEAR TO THE NEXT SO SHE KNOWS WHETHER SHE HAS A LEAK.

CONTACTS ENERGY IS HIGHER THAN THE NEIGHBORS BECAUSE THEY HAVE A PUMP IN THE YARD FOR THEIR FISH. THEY KNOW WHY IT IS HIGHER BUT CANNOT DO ANYTHING ABOUT THAT.

CONTACT APPRECIATES THE REPORTS. CONTACT KNOWS SHE DOESN'T READ THEM AS MUCH AS SHE SHOULD BUT DOES APPRECIATE THEM. CONTACT'S ONLY CONCERN ON THEM IS SHE HAS NEIGHBORS THAT ARE GONE FOR THE WINTER SO NOT SURE HOW ACCURATE THE REPORTS REALLY ARE.

SHE REALLY LIKES THE REPORTS.

CONTACT MENTIONED SHE READS THE REPORTS MORE THAN SHE READS THE FLYER YOU PUT IN WITH IT BECAUSE THE REPORTS ARE MUCH MORE USEFUL FOR HER.

CONTACT REALLY LIKES THE REPORTS. CONTACT LIKES TO SEE WHAT'S GOING ON AROUND TOWN.

MAYBE ADD MORE TECHNICAL CONTENT. DO SOME COMPARISONS TO NEIGHBORING CITIES.

THE REPORTS ARE USEFUL BECAUSE IF THERE WAS A LEAK AND THE WATER USAGE WENT UP CONTACT WOULD KNOW SOMETHING WAS WRONG.

CONTACTS ONLY COMMENT IS SHE DON'T CARE FOR THE NEW EFFICIENT LIGHT BULBS SAYS BRING BACK THE INCANDESCENT ONES.



END. Do you have any additional comments or suggestions about the HERs?

Loveland Water and Power

Opower Report - Participant

CONTACT USES A HEATER IN AN ADDITION IN THE WINTER AND THEN IN THE SUMMER THEY USE MORE WITH THE ANIMALS SO IT'S NOT REALLY ACCURATE. YOU WANT CONTACT TO SAVE ENERGY SO SHE WOULD LIKE LOVELAND POWER TO SAVE ENERGY ALSO.

CONTACT LIKES TO GLANCE AT THEM AND TRY TO USE A COUPLE TIPS THE CITY GIVES. CONTACT ALSO LIKES TO LOOK AT NEIGHBOR'S COMPARISONS AND WONDERS WHICH NEIGHBOR'S ARE DOING WHICH. HE IS ALONE SO HE HAS THE TIME TO LOOK THEM OVER.

COMPARISON TO NEIGHBORS NOT USEFUL AS DIFFERENT LIFESTYLES IN THE HOMES-HAVE NEIGHBORS THAT GO TO BED VERY EARLY, OTHERS WITH FAMILIES

CONTACT DOESN'T CARE FOR THE COMPARING TO NEIGHBORS IN THE ASPECT THAT A LOT OF HER NEIGHBORS ARE GONE FOR 5 TO 6 MONTHS. IT'S REALLY NOT A FAIR COMPARISON.

COMPARE TO PEOPLE WITH SIMILAR HOUSES TO CONTACTS. CONTACT DOESN'T FEEL REPORT TAKES INTO CONSIDERATION HOW MANY PEOPLE ARE IN HOUSE. CONTACT IS HIGHLY EFFICIENT BUT SUSPECTS THAT BECAUSE THERE ARE ONLY A COUPLE OF THEM IN THE HOUSE.

CONTACT RARELY USES HEAT IN WINTER SO JUST USES THE SUN AND PUTS ON WARMER CLOTHING, CONTACT WAS TAUGHT BY FATHER ALL OF THIS AS A CHILD, SHE SHUTS OFF LIGHTS WHEN LEAVING ROOM, IS VERY EFFICIENT ALREADY SO WONT CHANGE ANYTHING ELSE

REALLY THEY AND THIS PHONE CALL COULD BE ELIMINATED AND THE MONEY SPENT ELSEWHERE OR EVEN REDUCING COSTS

CONTACT DOES NOT THINK THE REPORTS ARE WORTH THE MONEY. SOMETIMES NEIGHBORS GO ON VACATION OR LEAVE THEIR LIGHTS ON AND THEY ARE MORE EFFICIENT THEN CONTACT. CONTACT IS ALSO CONCERNED ABOUT THE INCREASE IN THE WATER RATES.

CAN'T SEE THAT COMPARISON TO NEIGHBORS IS VERY ACCURATE.

CONTACT WORKS AT HOME SO HER ENERGY BILLS ARE HIGHER THEN THE NEIGHBORS WHO WORK OUT OF THE HOME.

CORRECT THEIR RECORDS ON HIS HEATING SYSTEM.

KEEP REPEATING SAME THINGS OVER AND CONTACT ALREADY DOES THOSE AND LOVELAND STILL SAYS HIS USAGE IS HIGH. HE KNOWS HE DOESN'T USE THAT MUCH. CONTACT DOESN'T LIKE HOW YOU READ THE METERS. THE USAGE IS WRONG AND CONTACT HAS HAD TO PAY FOR HIGH USAGE BEFORE.

IT'S A WASTE OF MONEY RIGHT NOW AS FAR AS CONTACT IS CONCERNED. CITY SHOULD HAVE BETTER CRITERIA NOT JUST SQUARE FOOTAGE. ONE HOUSEHOLD MAY USE COMPUTERS AND SUCH WHILE ANOTHER DOESN'T SO IT IS NOT VERY ACCURATE. CONTACT DOESN'T APPRECIATE THE LECTURE TONE HE GETS FROM THEM.

CONTACT IS NOW RETIRED SO THEY ARE HOME ALL DAY AND MAYBE USE MORE ENERGY THAN THE NEIGHBORS.

THE REPORTS COULD BE USEFUL EVERY OTHER MONTH BUT NOT EVERY MONTH.

DON'T SENT REPORTS-GET VERY IRRITATED EVERY TIME RECEIVE THEM-HAVE ALWAYS BEEN VERY FRUGAL

QUIT SENDING REPORTS TO HIM. CONTACT DOESN'T LIKE GETTING THEM AND WANTS THEM TO QUIT RIGHT AWAY. SOMETIMES HE EVEN THROWS THEM AWAY WITHOUT READING THEM HE SAID BECAUSE THEY MAKE HIM MAD.



END. Do you have any additional comments or suggestions about the HERs?

Loveland Water and Power

Opower Report - Participant

RENTERS CAN ONLY DO SO MUCH SO THESE REPORTS AREN'T THAT MUCH USE.

THE COMPARISON WOULD BE OF GREATER VALUE IF IT COULD BE WITH LIFE STYLE. AS SAID BEFORE, COMPARISON OF RETIRED, WORKING, AND FAMILIES WITH CHILDREN. DON'T KNOW HOW THIS COULD BE DONE AS SOME RETIRED PEOPLE ARE COUCH POTATOES AND HIMSELF AND SPOUSE HAVE HOBBIES.

CONTACT THINKS THE REPORTS ARE A WASTE OF TIME AND ENERGY FOR HIS USE AND ARE NOT REALLY NECESSARY.

CONTACT DID INSULATION AND WINDOWS AND IS STILL SHOWING HIGH ON THE REPORT. CONTACT WOULD LIKE TO SEE IF THERE IS A WAY TO TEST THE ENERGY USE OF THE APPLIANCES AND WHAT THEY USE. IF CITY HAS SOMETHING TO TEST THEM THAT IS FREE, HE WOULD BE INTERESTED.

CONTACT THINKS MOST PEOPLE WHO ARE COST CONSCIOUS WILL REDUCE USING THINGS ALONG THE WAY ON THEIR OWN. NO ONE HAS TO TELL THEM TO. CONTACT TURNS HER THERMOSTAT DOWN AND DOES THINGS LIKE THAT ALREADY.

NO. YOU GUYS ARE DOING A GREAT JOB.

CONTACT IS THE ONLY PERSON IN THE HOUSE AND HAS NO WASHER OR DRYER SO SHE FEELS THE REPORTS ARE NOT ACCURATE WHEN COMPARING HER.

THE CITY DOES NOT KNOW THAT THERE IS SOMEONE USING OXYGEN IN THE HOUSE WHICH USES A LOT OF EXTRA ENERGY.

CONTACT SAID THINGS ARE DIFFERENT NOW BECAUSE THERE WERE 7 LIVING IN HER HOUSEHOLD BUT NOW ONLY 3 IN HOUSEHOLD. THAT'S WHY SOME OF IT REALLY WASN'T USEFUL TO CONTACT.

IT WOULD BE A GOOD PLAN FOR SOMEONE TO PROVIDE A BETTER WAY TO USE GRAY WATER. WHETHER GARDENING OR ON YARD. SHOULD BE SOME WAY TO RECYCLE LAUNDRY, DISHWASHER, SHOWER OR SO FORTH. MOST PEOPLE WON'T DO THE BUCKET BECAUSE OF TIME OR ENERGY.

CONTACT DOESN'T REALLY KNOW IF THE COMPARISONS ARE ACCURATE.

CONTACTS SQUARE FOOTAGE IS WRONG SO THAT THROWS OFF HIS ENERGY USAGE, IF THERE IS A COLD SNAP OR IF CONTACT HAS COMPANY IT WILL CHANGE HIS ENERGY REPORT. SOMETIMES CONTACT IS VERY EFFICIENT AND SOMETIMES NOT DEPENDING ON THE VARIABLES ABOVE.

CONTACT DOESN'T THINK SHE SHOULD PUT A FRIDGE IN THE LANDFILL THAT IS STILL WORKING JUST TO BUY A MORE ENERGY EFFICIENT ONE.

WASTE OF MONEY-WOULD RATHER SEE THE EMPLOYEES GET A PAY RAISE-THE COMPARISONS CAN'T BE CORRECT, DIFFERENT LIFESTYLES AND NUMBER OF PEOPLE IN THE HOMES

CONSIDER AN INVERTED RATE SCALE FOR THOSE WITH SMALL USAGE AND REWARD FOR THOSE THAT GO FROM HIGH USAGE TO LOW OR REDUCED.

CONTACT SAYS COMPARED TO EVERY OTHER PLACE YOU GUYS ARE DOING A VERY GOOD JOB WITH THE PRICE.

UNTIL LOVELAND POWER AND WATER CAN FIND A WAY TO COMPARE ALL THE VARIABLES CONTACT THINKS THE REPORT IS A WASTE OF TIME AND MONEY.

CONTACT'S HOUSE IS PARTLY SOLAR SO THEY DON'T HAVE TO TURN ON THEIR FURNACE AND THEY JUST HAVE A GAS STOVE.



END. Do you have any additional comments or suggestions about the HERs?

Loveland Water and Power

Opower Report - Participant

COMPARISONS OF NEIGHBORS NEEDS TO BE IMPROVED MORE ON OCCUPANTS OF HOME AND IF THEY ARE ALSO HOME ALL DAY.

THEY SHOULD DISCONTINUE THEM AND DO INFOMERCIALS OR SOMETHING ELSE INSTEAD.

THE ENERGY REPORT SHOWS CONTACT USES MORE ENERGY THAN HIS NEIGHBORS AND CONTACT DOES NOT THINK IT IS VERY ACCURATE.

NOTHING ELSE ABOUT REPORT BUT CONTACT DID SAY THEY HAD SWITCHED TO THE ENERGY EFFICIENT LIGHT BULBS AND THERE BILL WENT UP WHEN USING THEM SO THEY WENT BACK TO USING THE OLD STYLE ONES.

HAD A HOME AUDIT DONE ABOUT TWO YEARS AGO AND DID IMPROVEMENTS AND REALLY LIKED THEM.

NO, JUST THANK YOU. YOU ARE DOING A GREAT JOB.

SHE SAID THAT THEY CHANGED THE WHOLE HOUSE FILTER LAST NIGHT, AND IT WAS REALLY BROWN, THAT TELLS HER THAT THE WATER IS NOT VERY CLEAR COMING INTO HER HOUSE.

APPRECIATE GETTING THEM AND LIKES TO MAKE SURE HE IS IN THE AVERAGE OF THE NEIGHBORS. THAT IS HIS FAVORITE PART.

CONTACT LIVES ALONE AND SHE DOESN'T REALLY USE THE REPORTS THAT MUCH, SHE DOES LOOK AT THEM BUT SHE LOOKS GOOD ON THE CHART SO IT REALLY MAKES NO DIFFERENCE TO HER, SHE SAID SHE REALLY HASN'T MADE ANY CHANGES ALONG THE WAY.

WOULD LIKE TO SEE A FAIR COMPARISON LIKE TAKING HOT TUB HOMES MORE INTO CONSIDERATION.

NO, CONTACT EXPRESSED HER WORD EARLIER ON THE COMPARISON END OF IT.

LIKE THE REPORTS A LOT.

WHEN SOMEONE REQUESTS TO QUIT MAILING THEM STOP SENDING. IF OWNED OWN HOME WOULD DO EVERYTHING THEY COULD TO REDUCE ENERGY AND WATER BUT HAVE DONE ALL THEY CAN DO AT THIS POINT.

BECAUSE CONTACT RENTS SHE CANNOT DO AS MUCH AS SHE WOULD LIKE.

THE REPORTS ARE NOT VERY USEFUL TO CONTACT BECAUSE SHE DOES AS MUCH AS SHE CAN BEING HOME ALL DAY BUT THEY MIGHT BE HELPFUL TO OTHER PEOPLE.

CONTACT WOULD LIKE TO SEE THE REPORT LESS OFTEN. CONTACT HAS IMPLEMENTED MOST OF THE INFORMATION ON THE REPORTS ALREADY.

CONTACT HAS PURCHASED ENERGY EFFICIENT APPLIANCES AND SAVED ENERGY IN OTHER WAYS BUT IT WAS OVER A YEAR AGO THAT CONTACT PURCHASED THESE.



Reports of Excellence

Loveland Water and Power

Opower Report - Participant

CONTACT APPRECIATES LOVELAND WATER AND POWER'S RELIABILITY.

LOVELAND WATER AND POWER DOES A GREAT JOB.

THEY DO A GOOD JOB.

SHE LOVES THIS COMPANY. THE RATES ARE GREAT.

CONTACT IS VERY HAPPY WITH THE SERVICE FROM LOVELAND WATER AND POWER AS LONG AS THEY KEEP THE RATES LOW.

CONTACT REALLY APPRECIATED LOVELAND WATER AND POWER LETTING HER KNOW SHE HAD A LEAK SO CONTACT COULD FIND OUT WHERE IT WAS AND GET IT FIXED.

HE IS AT THE TOP SO VERY HAPPY TO SAY THAT.

YOU GUYS ARE DOING A GREAT JOB.

LOVELAND WATER AND POWER DO A GREAT JOB AND REALLY TRY.

CONTACT APPRECIATES THAT LOVELAND WATER AND POWER IS A LOCAL ENERGY COMPANY.

CONTACT IS REALLY HAPPY WITH THE REPORTS AND ENJOYS READING THEM.

CONTACT REALLY APPRECIATES THE RECYCLING PROGRAM AND THE TRASH ASSISTANCE. EVERY TIME CONTACT CALLS LOVELAND POWER ABOUT WHAT TO RECYCLE, THEY ARE ALWAYS VERY HELPFUL. CONTACT USUALLY SPEAKS WITH ROBIN.

LOVELAND WATER AND POWER DO A GREAT JOB AND CONTACT IS HAPPY WITH THE SERVICE.

LOVELAND WATER AND POWER PROVIDES GREAT SERVICE.

CONTACT REALLY APPRECIATES BEING ABLE TO CALL LOVELAND POWER IF HER POWER GOES OFF. THEY HAVE A PHONE NUMBER TO REACH A LIVE PERSON SO CONTACT CAN FIND OUT HOW LONG HER POWER WILL BE OFF.

THEY ARE DOING A GOOD JOB.

THEY DO A GREAT JOB AND CONTACT IS HAPPY WITH THE SERVICE.

THE CITY GUYS THAT CAME OUT, WHEN SHE HAD THE LEAK PROBLEM, WERE VERY VERY NICE. SO GLAD THEY WERE HELPFUL.



Reports of Excellence

Loveland Water and Power

Opower Report - Participant

CONTACT SAYS LOVELAND IS DOING A GOOD JOB AND HE WAS GLAD TO COOPERATE AND DO A SURVEY.

CONTACT IS REALLY HAPPY THAT THEY FOUND THE LEAK IN THEIR WATERFALL AND ALERTED CONTACT TO THIS AND SAVED CONTACT WATER.

THEY DO A GOOD JOB.

CONTACT WROTE AN EDITORIAL TO THE NEWSPAPER AFTER THE FLOOD ABOUT HOW HAPPY SHE WAS WITH LOVELAND WATER AND POWER AND ALL THEY DID TO HELP EVERYONE DURING THE FLOOD.

THEY DO A GOOD JOB.

CONTACT THINKS LOVELAND POWER HAS LOW RATES COMPARED TO THE RATES IN FORT COLLINS WHEN SHE LIVED THERE.



Raw Data

Loveland Water and Power Opower Report - Participant Survey

E1. Do you recall whether your household receives a report in the mail that describes your home's energy use?

Yes 376
 No 14
 Don't know 10
 Refuse 0

E2. Can you tell me if anyone in your household reads the reports?

	Total Mentions	First Mention	Second Mention
I personally read them	<u>304</u>	<u>304</u>	<u>0</u>
I personally read them and others in my household look at them	<u>71</u>	<u>59</u>	<u>12</u>
I do not read them, only others in my household look at them	<u>2</u>	<u>2</u>	<u>0</u>
No one reads them. We toss them out.	<u>4</u>	<u>4</u>	<u>0</u>
I personally read them and share them with others in my household	<u>8</u>	<u>3</u>	<u>5</u>
I personally read them and share them with others outside my household	<u>1</u>	<u>1</u>	<u>0</u>
Don't know	<u>1</u>	<u>1</u>	<u>0</u>
Refuse	<u>0</u>	<u>0</u>	<u>0</u>
Other	<u>2</u>	<u>2</u>	<u>0</u>

E5. Roughly how much time do you spend on average reviewing the report?

More than 20 minutes 10
 More than 10 minutes 45
 More than 5 minutes 68
 More than 2 minutes 122
 Two minutes or less 120
 Don't know 4
 Refuse 0
 Other 1

E6. The HERs suggest actions you can take to save energy. Do you recall any specific suggestions from your reports?

Yes 122
 No 222
 Don't know 22
 Refuse 0
 Other 4

E7. Have you ever visited the home energy report website?

Yes 15
 No 351
 Don't know 3
 Refuse 0
 Other 1

E8. How many times have you visited the home energy report website in the past 12 months?

1-3 13
 4-6 1
 7 or more 0
 Don't know 1
 Refuse 0
 Other 0

E9. Please tell me whether you ___ with each of the following statements.

a. The tips in the HER are relevant to my household		b. The HERs are influential in helping..make informed energy choices	
Strongly disagree	29	Strongly disagree	35
Somewhat disagree	60	Somewhat disagree	73
Neither	48	Neither	32
Somewhat agree	115	Somewhat agree	101
Strongly agree	112	Strongly agree	125
Don't know	6	Don't know	4
Refuse	0	Refuse	0



Raw Data

Loveland Water and Power Opower Report - Participant Survey

c. I have reduced my energy use since rcving the HERs

Strongly disagree	34
Somewhat disagree	107
Neither	58
Somewhat agree	80
Strongly agree	86
Don't know	5
Refuse	0

d. The HERs help customers save energy

Strongly disagree	24
Somewhat disagree	44
Neither	48
Somewhat agree	114
Strongly agree	137
Don't know	3
Refuse	0

e. I appreciate that LWP provides the HERs

Strongly disagree	26
Somewhat disagree	33
Neither	23
Somewhat agree	91
Strongly agree	196
Don't know	1
Refuse	0

f. I have confidence in the report's comp. of my home to similar...

Strongly disagree	61
Somewhat disagree	58
Neither	29
Somewhat agree	90
Strongly agree	130
Don't know	2
Refuse	0

E10. Please tell me how useful you find each of the following components of the HER.

a. The bar chart at the top of the report...

Extremely useful	109
Somewhat useful	101
Neutral	51
Not really useful	55
Not at all useful	51
Don't know	3
Refuse	0

b. The bar chart that compares how my home's...use at the same time last year

Extremely useful	173
Somewhat useful	98
Neutral	44
Not really useful	30
Not at all useful	18
Don't know	7
Refuse	0

c. The personalized energy saving tips

Extremely useful	85
Somewhat useful	147
Neutral	71
Not really useful	38
Not at all useful	24
Don't know	5
Refuse	0

d. Information about LWP programs

Extremely useful	113
Somewhat useful	145
Neutral	55
Not really useful	34
Not at all useful	10
Don't know	13
Refuse	0

AT1. Please tell me if you, or anyone in your household, have done any of these things within the last 12 months:

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>	<u>Refuse</u>
a. Discussed ideas about how to save energy within your household	<u>209</u>	<u>161</u>	<u>0</u>	<u>0</u>
b. Discussed ideas about how to save energy with others outside your household	<u>122</u>	<u>248</u>	<u>0</u>	<u>0</u>
c. Purchased energy efficient appliances or energy efficient equipment...	<u>180</u>	<u>190</u>	<u>0</u>	<u>0</u>
d. Purchased any small energy efficiency devices, such as efficient light bulbs...	<u>299</u>	<u>70</u>	<u>1</u>	<u>0</u>
e. Changed any of your habits related to how often/long you use lighting a/o elec.	<u>194</u>	<u>173</u>	<u>3</u>	<u>0</u>
f. Changed...amt. of heating, cooling, and/or hot water...use in your home	<u>195</u>	<u>169</u>	<u>6</u>	<u>0</u>

AT2. What energy efficient purchases do you recall making within the past 12 months?

	Total Mentions	First Mention	Second Mention	Third	Fourth	Fifth	Sixth
Air conditioner	<u>6</u>	<u>4</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>
Clothes dryer	<u>15</u>	<u>7</u>	<u>6</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>
Clothes washer	<u>17</u>	<u>6</u>	<u>9</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>
Dehumidifier	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Dishwasher	<u>21</u>	<u>9</u>	<u>10</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>
Electronics	<u>25</u>	<u>18</u>	<u>5</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>
Fans	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Heat Pump	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Insulation in attic and/or walls of home	<u>5</u>	<u>2</u>	<u>1</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>
Lighting and/or occupancy sensors	<u>213</u>	<u>181</u>	<u>28</u>	<u>4</u>	<u>0</u>	<u>0</u>	<u>0</u>
Pool equipment	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>



Raw Data

Loveland Water and Power Opower Report - Participant Survey

Refrigerator and/or freezer	<u>42</u>	<u>29</u>	<u>11</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>
Programmable thermostat	<u>8</u>	<u>4</u>	<u>4</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Water heater	<u>29</u>	<u>17</u>	<u>9</u>	<u>3</u>	<u>0</u>	<u>0</u>	<u>0</u>
Windows	<u>7</u>	<u>3</u>	<u>4</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Don't Know	<u>12</u>	<u>12</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Refuse	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Other	<u>59</u>	<u>31</u>	<u>17</u>	<u>9</u>	<u>1</u>	<u>1</u>	<u>0</u>

AT3. What did you do to change the way you use energy within the past year?

	Total Mentions	First Mention	Second Mention	Third	Fourth	Fifth
Dry clothes efficiently	<u>2</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>
Wash clothes efficiently	<u>9</u>	<u>5</u>	<u>1</u>	<u>3</u>	<u>0</u>	<u>0</u>
Run dishwasher efficiently	<u>7</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>0</u>	<u>1</u>
Manage electronic devices efficiently	<u>71</u>	<u>29</u>	<u>32</u>	<u>9</u>	<u>1</u>	<u>0</u>
Maintain equipment to run efficiently	<u>1</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>
Use lighting efficiently	<u>158</u>	<u>113</u>	<u>36</u>	<u>6</u>	<u>3</u>	<u>0</u>
Seal leaks and drafts	<u>11</u>	<u>5</u>	<u>6</u>	<u>0</u>	<u>0</u>	<u>0</u>
Take shorter showers	<u>13</u>	<u>6</u>	<u>3</u>	<u>4</u>	<u>0</u>	<u>0</u>
Adjust manual thermo. to heat & cool efficiently	<u>48</u>	<u>20</u>	<u>23</u>	<u>3</u>	<u>1</u>	<u>1</u>
...programmable thermo. to heat & cool efficiently	<u>39</u>	<u>23</u>	<u>11</u>	<u>4</u>	<u>1</u>	<u>0</u>
Insulate water heater and/or pipes	<u>3</u>	<u>3</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Use window shades	<u>3</u>	<u>0</u>	<u>2</u>	<u>1</u>	<u>0</u>	<u>0</u>
Don't know	<u>7</u>	<u>7</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Refuse	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Other	<u>40</u>	<u>22</u>	<u>8</u>	<u>7</u>	<u>2</u>	<u>1</u>

AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power?

	Total Mentions	First Mention	Second Mention	Third
Partnering with Power	<u>13</u>	<u>12</u>	<u>1</u>	<u>0</u>
Refrigerator and Freezer Recycling Program	<u>13</u>	<u>12</u>	<u>1</u>	<u>0</u>
Energy and Water Program	<u>22</u>	<u>20</u>	<u>2</u>	<u>0</u>
Home Energy Audit Program	<u>40</u>	<u>39</u>	<u>1</u>	<u>0</u>
Purchased Discounted Light Bulbs	<u>12</u>	<u>9</u>	<u>3</u>	<u>0</u>
Watt Reader Kits	<u>2</u>	<u>1</u>	<u>1</u>	<u>0</u>
Don't know	<u>154</u>	<u>154</u>	<u>0</u>	<u>0</u>
Refuse	<u>4</u>	<u>4</u>	<u>0</u>	<u>0</u>
Other	<u>120</u>	<u>118</u>	<u>1</u>	<u>1</u>

AT5. Which of these programs have you participated in within the past 12 months??

	Total Mentions	First Mention	Second Mention
Partnering with Power	<u>4</u>	<u>4</u>	<u>0</u>
Refrigerator and Freezer Recycling Program	<u>1</u>	<u>1</u>	<u>0</u>
Energy and Water Program	<u>4</u>	<u>4</u>	<u>0</u>
Home Energy Audit Program	<u>10</u>	<u>10</u>	<u>0</u>
Purchased Discounted Light Bulbs	<u>5</u>	<u>5</u>	<u>0</u>
Watt Reader Kits	<u>0</u>	<u>0</u>	<u>0</u>
Don't know	<u>33</u>	<u>33</u>	<u>0</u>
Refuse	<u>0</u>	<u>0</u>	<u>0</u>
Other	<u>22</u>	<u>22</u>	<u>0</u>

SA1. Thinking broadly, how satisfied or dissatisfied are you with LWP overall?

Very satisfied	<u>258</u>
Somewhat satisfied	<u>87</u>
Neither sat. nor dissat.	<u>13</u>
Somewhat dissatisfied	<u>7</u>
Very dissatisfied	<u>4</u>
Don't know	<u>1</u>
Refused	<u>0</u>



Raw Data

Loveland Water and Power Opower Report - Participant Survey

SA3. How satisfied or dissatisfied are you with the HERs?

Very satisfied	<u>136</u>
Somewhat satisfied	<u>115</u>
Neither sat. nor dissat.	<u>65</u>
Somewhat dissatisfied	<u>27</u>
Very dissatisfied	<u>24</u>
Don't know	<u>2</u>
Refused	<u>1</u>

SA5. Thinking broadly, how satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

Very satisfied	<u>148</u>
Somewhat satisfied	<u>126</u>
Neither sat. nor dissat.	<u>74</u>
Somewhat dissatisfied	<u>15</u>
Very dissatisfied	<u>4</u>
Don't know	<u>3</u>
Refused	<u>0</u>

SA7. I'm going to read a list of statements and I'd like you to tell me whether you feel they are true or false.

	True	False	Don't Know	Refuse
a. LWP is a trustworthy source of information about energy efficiency.	<u>334</u>	<u>11</u>	<u>24</u>	<u>1</u>
b. LWP wants to help me avoid wasting money.	<u>345</u>	<u>7</u>	<u>17</u>	<u>1</u>
c. LWP wants to help me lower my home's energy use.	<u>342</u>	<u>9</u>	<u>18</u>	<u>1</u>
d. In general I find LWP's suggestions on how to save energy useful.	<u>305</u>	<u>40</u>	<u>24</u>	<u>1</u>

City of Loveland Home Energy Report Program

Participant Survey

Interviewer Instructions and Notes

1. The purpose of the introductory script and associated questions is to identify the person within the contact household that is responsible for opening and handling the mail the household receives from the City of Loveland.
2. We also want to ensure that we are talking to the appropriate household to maintain confidence in our sample. If the household is no longer affiliated with the contact in the contact list, please terminate the call and note the reason for the termination.

<u>Title</u>	<u>Code</u>	<u>Page Number</u>
Introduction & Screener	S	2
Home Energy Report Engagement	E	3
Actions Taken	AT	7
Satisfaction	SA	10

Introduction & Screener

Hello, may I speak with [CONTACT NAME]? [IF NOT AVAILABLE, ASK TO SPEAK WITH ADULT THAT OPENS THE MAIL]

INTRO. Hello, I'm ____ of SURVEY HOUSE, calling on behalf of the City of Loveland Water and Power. I have a few questions about mailings you may have received from Loveland Water and Power. Your feedback is important and will help Loveland Water and Power fine tune the information it sends you. We are only gathering information and I will not attempt to sell you anything. We will keep your name and opinions confidential and the survey will only take a few minutes.

S1. Are you the person in the household who handles the mail regarding your electric service from Loveland Water and Power? This might include the electric bill, letters about your account, and information about energy efficiency. [DO NOT READ LIST]

1. YES [CONTINUE]
2. NO [ASK FOR PERSON WHO READS MAIL]: "Is the person who does read this sort of mail available?" [IF NOT AVAILABLE, SCHEDULE CALLBACK]
98. DON'T KNOW [THANK AND TERMINATE]
99. REFUSED [THANK AND TERMINATE]

[SCHEDULE A CALLBACK IF PERSON IS NOT AVAILABLE]: "Okay, I can call back. Is there a good time to reach that person?"

_____break_____

S2. Great, thank you. Just one more question before we get started with the survey. Are you talking to me on a mobile phone or a landline?

1. LANDLINE
2. MOBILE PHONE
99. REFUSED

_____break_____

[IF S2 = 2 or 99 ASK]

S3. Are you driving a vehicle or using any equipment that requires your attention?

1. NO
2. YES [SCHEDULE CALLBACK]: "When is a good time for me to call you back?"
98. DON'T KNOW [SCHEDULE CALLBACK]: "When is a good time for me to call you back?"
99. REFUSED [SCHEDULE CALLBACK]: "When is a good time for me to call you back?"

_____break_____

Home Energy Report Engagement

We are helping Loveland Water and Power determine the value of the mail it sends to you -- in addition to your monthly bill. Your input will be extremely helpful.

E1. Do you recall whether your household receives a report in the mail that describes your home's energy use? The reports are different from your utility bill. They come in a different envelope, are printed on one piece of paper, and include charts and graphs about your energy use. **[DO NOT READ LIST]**

1. YES
2. NO, WE DO NOT RECEIVE THE REPORTS **[THANK AND TERMINATE]**
98. DON'T KNOW **[THANK AND TERMINATE]**
99. REFUSED **[THANK AND TERMINATE]**

_____break_____

E2. Thanks for confirming that you have been receiving the home energy reports. Can you tell me if anyone in your household reads the reports? **[DO NOT READ LIST, CHECK ALL THAT APPLY]**

1. I PERSONALLY READ THEM
2. I PERSONALLY READ THEM AND OTHERS IN MY HOUSEHOLD LOOK AT THEM
3. I DO NOT READ THEM, ONLY OTHERS IN MY HOUSEHOLD LOOK AT THEM **[ASK FOR PERSON WHO LOOKS AT THEM: "Is the person who does read the report available?" [IF NOT AVAILABLE, RECORD NAME AND SCHEDULE CALLBACK]**
4. NO ONE READS THEM. WE TOSS THEM OUT.
5. I PERSONALLY READ THEM AND SHARE THEM WITH OTHERS IN MY HOUSEHOLD
6. I PERSONALLY READ THEM AND SHARE THEM WITH OTHERS OUTSIDE OF MY HOUSEHOLD
97. OTHER (SPECIFY)
98. DON'T KNOW **[THANK AND TERMINATE]**
99. REFUSED **[THANK AND TERMINATE]**

_____break_____

[IF E2 = 4 ASK]

E3. Please tell me why no one in your household reads the reports. **[RECORD VERBATIM] [THANK AND TERMINATE]**

_____break_____

[IF E2 = 5 ASK]

[IF E2 = 6 ASK]

E4. How do you share the home energy report with others? **[RECORD VERBATIM]**

_____break_____

E5. Roughly how much time do you spend on average reviewing the report? [IF NECESSARY, PROMPT: “Do you spend more than 20 minutes reviewing it? More than 10 minutes? More than five ? More than two minutes or two minutes or less?”] **[DO NOT READ LIST]**

- 1. MORE THAN 20 MINUTES
- 2. MORE THAN 10 MINUTES
- 3. MORE THAN 5 MINUTES
- 4. MORE THAN 2 MINUTES
- 5. TWO MINUTES OR LESS
- 97. OTHER (SPECIFY)
- 98. DON'T KNOW
- 99. REFUSED

_____break_____

E6. The Home Energy Reports suggest actions you can take to save energy. Do you recall any specific suggestions from your reports? **[DO NOT READ LIST]**

- 1. YES, [SPECIFY WHICH, OPEN END]: “Which specific suggestions do you recall?”
- 2. NO
- 97. OTHER (SPECIFY)
- 98. DON'T KNOW
- 99. REFUSED

_____break_____

E7. In addition to mailing the home energy reports, Loveland Water and Power offers the information found in in the home energy reports through a website. The home energy report website is different from the Loveland Water and Power website. The home energy report website includes sections for reviewing your energy use, making a plan to save, and learning about how to save energy. Have you ever visited the home energy report website?

- 1. YES
- 2. NO
- 97. OTHER (SPECIFY)
- 98. DON'T KNOW
- 99. REFUSED

_____break_____

[IF E7 = 1 ASK]

E8. How many times have you visited the home energy report website in the past 12 months? **[DO NOT READ LIST]**

- 1. 1-3
- 2. 4-6
- 3. 7 OR MORE
- 97. OTHER (SPECIFY)
- 98. DON'T KNOW
- 99. REFUSED

break

E9. I am going to read a list of statements. Please tell me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree or strongly disagree with each of the following statements. **[RANDOMIZE STATEMENTS] [5-POINT SCALE, RECORD NUMBER]**

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't Know	Refused
a. The tips in the home energy report are relevant to my household.	1	2	3	4	5	98	99
b. The home energy reports are influential in helping me make informed energy choices.	1	2	3	4	5	98	99
c. I have reduced my energy use since receiving the home energy reports.	1	2	3	4	5	98	99
d. The home energy reports help customers save energy.	1	2	3	4	5	98	99
e. I appreciate that Loveland Power and Water provides the home energy reports.	1	2	3	4	5	98	99
f. I have confidence in the report's comparison of my home to similar homes in my area.	1	2	3	4	5	98	99

break

E10. Please tell me how useful you find each of the following components of the home energy report.
[RANDOMIZE STATEMENTS] [5-POINT SCALE, RECORD NUMBER]

	Extremely useful	Somewhat useful	Neutral	Not really useful	Not at all useful	Don't Know	Refused
a. The bar chart at the top of the report that compares my home's energy use over the past two months to an efficient neighbor's and all neighbors' home energy use	1	2	3	4	5	98	99
b. The bar chart that compares how my home's energy use over the past two months compares to my home's energy use at the same time last year	1	2	3	4	5	98	99
c. The personalized energy saving tips	1	2	3	4	5	98	99
d. Information about Loveland Water and Power programs	1	2	3	4	5	98	99

_____break_____

Actions Taken

AT1. I'm going to read a list of things that you may have done in the past 12 months. Please tell me if you, or anyone in your household, have done any of these things within the last 12 months. **[CHECK BOXES] Have you... [RANDOMIZE STATEMENTS] [INTERVIEWER NOTE: EVERY THIRD ATTRIBUTE REITERATE THAT IT IS WITHIN THE LAST 12 MONTHS]**

	Yes (1)	No (2)	Don't Know (98)	Refused (99)
a. Discussed ideas about how to save energy within your household?				
b. Discussed ideas about how to save energy with others outside of your household (i.e., co-workers, neighbors, and friends)?				
c. Purchased energy efficient appliances or energy efficient equipment, such as computers or an efficient furnace, or made major upgrades to your home's efficiency such as installing insulation?				
d. Purchased any small energy efficiency devices, such as efficient light bulbs or power strips?				
e. Changed any of your habits related to how often or how long you use lighting and/or electronics in your home?				
f. Changed any of your habits related to the amount of heating, cooling, and/or hot water you use in your home?				

_____ break _____

[IF AT1c. = 1 ASK]

[IF AT1d. = 1 ASK]

AT2. What energy efficient purchases do you recall making within the past 12 months? **[DO NOT READ LIST, CHECK ALL THAT APPLY]**

1. AIR CONDITIONER (I.E., WINDOW UNIT, CENTRAL AIR, ROOM AIR CONDITIONER, DUCTLESS AIR CONDITIONER)
2. CLOTHES DRYER
3. CLOTHES WASHER
4. DEHUMIDIFIER
5. DISHWASHER
6. ELECTRONICS (I.E., TELEVISION, LAPTOP, DESKTOP COMPUTER, HOME OFFICE EQUIPMENT)
7. FANS (I.E., WHOLE-HOUSE FAN, ATTIC FAN, SOLAR ATTIC FAN, BOX FANS, CEILING FANS)

8. HEAT PUMP (FOR HEATING OR COOLING HOME; I.E., A “REGULAR” HEAT PUMP, GEOTHERMAL HEAT PUMP, OR DUCTLESS HEAT PUMP)
9. INSULATION IN ATTIC AND/OR WALLS OF HOME
10. LIGHTING AND/OR OCCUPANCY SENSORS (I.E., CFLS, A.K.A. THE “SPIRAL LIGHT BULBS”, LED LIGHTS, OUTDOOR SOLAR LIGHTS, DIMMING LIGHTS, MOTION SENSORS, OCCUPANCY SENSORS)
11. POOL EQUIPMENT (I.E., HEATER, POOL PUMP, VARIABLE SPEED POOL PUMP)
12. REFRIGERATOR AND/OR FREEZER
13. PROGRAMMABLE THERMOSTAT
14. WATER HEATER (I.E., “REGULAR” WATER HEATER, SOLAR WATER HEATER, GEOTHERMAL WATER HEATER, DRAIN WATER HEAT RECOVERY SYSTEM, HEAT PUMP WATER HEATER, TANKLESS WATER HEATER)
15. WINDOWS (I.E., DOUBLE PANE, STORM WINDOWS, STRATEGICALLY PLACED NEW WINDOWS)
97. OTHER [SPECIFY]
98. DON'T KNOW
99. REFUSED

_____break_____

[IF AT1e = 1 ASK]

[IF AT1f = 1 ASK]

AT3. What did you do to change the way you use energy within the past year? [DO NOT READ LIST, CHECK ALL THAT APPLY]

1. **DRY CLOTHES** EFFICIENTLY (I.E., HANG CLOTHES TO AIR DRY, RUN THE CLOTHES DRYER WITH A FULL LOAD)
2. **WASH CLOTHES** EFFICIENTLY (I.E., USE COLD WATER, RUN THE WASHER WITH A FULL LOAD)
3. **RUN DISHWASHER** EFFICIENTLY (I.E., RUN ON FULL LOADS, AIR DRY, AVOID USING SPECIAL SETTINGS)
4. **MANAGE ELECTRONIC DEVICES** EFFICIENTLY (I.E., UNPLUG ELECTRONICS WHEN NOT IN USE, USE POWER STRIPS AND TURN THEM OFF WHEN NOT IN USE, USE POWER SAVE MODES ON COMPUTERS, ADJUST SETTINGS TO ENERGY EFFICIENT SETTINGS, SHUT DOWN COMPUTER AT NIGHT, UNPLUG CHARGERS WHEN NOT IN USE)
5. **MAINTAIN EQUIPMENT** TO RUN EFFICIENTLY (I.E., REPLACE FURNACE/HEATER AND AC FILTERS, CLEAN REFRIGERATOR COILS, CLEAR AREAS AROUND HEATING AND COOLING VENTS, KEEP AC UNIT CLEAR OF DEBRIS)
6. **USE LIGHTING** EFFICIENTLY (I.E., TURN OFF LIGHTS WHEN NOT IN USE, USE TASK LIGHTING RATHER THAN OVERHEAD LIGHTS FOR THINGS LIKE READING AND COOKING)
7. **SEAL LEAKS AND DRAFTS** (I.E., LEAKY DOORS, WINDOWS, REFRIGERATOR SEALS, FIREPLACES, AIR DUCTS, AIR CONDITIONER UNITS, OUTLETS AND LIGHT SWITCHES)
8. **TAKE SHORTER SHOWERS**

9. ADJUST **MANUAL THERMOSTAT** TO HEAT AND COOL EFFICIENTLY (I.E., RAISE THERMOSTAT SETTING DURING WARM WEATHER TO REDUCE COOLING, LOWER THERMOSTAT SETTING DURING COOL WEATHER TO REDUCE HEATING)
10. PROGRAM **PROGRAMMABLE THERMOSTAT** TO HEAT AND COOL EFFICIENTLY (I.E., PROGRAM TO REDUCE HEATING AND/OR COOLING WHEN AWAY FROM HOME OR ASLEEP)
11. INSULATE **WATER HEATER** AND/OR PIPES (I.E., INSTALL A WATER HEATER BLANKET, INSULATE WATER PIPES)
12. USE **WINDOW SHADES** (I.E., TO LET HEAT FROM SUN IN ON COLD DAYS, AND/OR KEEP HEAT FROM SUN OUT ON WARM DAYS)
97. OTHER (SPECIFY)
98. **DON'T KNOW**
99. REFUSED

_____break_____

AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power? [ASK AS OPEN END; DO NOT PROBE FOR ADDITIONAL MENTIONS; CHECK ALL THAT APPLY; MATCH RESPONSES TO PROGRAM AS BEST POSSIBLE IF RESPONDENT DOESN'T KNOW THE EXACT PROGRAM NAME]

1. PARTNERING WITH POWER (I.E., AIR CONDITIONING/AC LOAD CONTROL, METER OR CONTROL "BOX "ON THE AC, ENERGY SAVING DEVICE ON THE AC, BOX ON THE AC THAT HELPS WITH PEAK POWER)
2. REFRIGERATOR AND FREEZER RECYCLING PROGRAM (I.E., REFRIGERATOR HAUL-AWAY OR TAKEAWAY PROGRAM, \$35 OR \$70 REFRIGERATOR CREDIT)
3. ENERGY AND WATER PROGRAM (I.E., **FREE** AUDIT PROGRAM, QUICK ENERGY ASSESSMENTS, LARIMER COUNTY CONSERVATION CORPS PROGRAM, YOUTH CORPS OR REFERENCE TO "KIDS" GROUP THAT COMES TO HOME TO INSTALL CFLS, SHOWERHEADS AND CLOTHESLINES)
4. HOME ENERGY AUDIT PROGRAM (I.E., AUDIT THAT YOU PAY \$70 FOR, AUDIT COMPANYOR "ENERGY INSPECTOR" COMES AND DOES BLOWER DOOR TEST, INFRARED CAMERA, FURNACE SAFETY TEST, AUDIT COMPANY INSTALLS CFLS/LEDS AND SHOWERHEADS)
5. PURCHASED DISCOUNTED LIGHT BULBS (I.E, GOT A DISCOUNT ON CFLS/LEDS, DIMMER SWITCH OR MOTION SENSORS AT LOCAL RETAILER, IN STORE OR INSTANT REBATE ON LIGHT BULBS PURCHASED AT HOME DEPOT, LOWE'S, ETC.)
6. WATT READER KITS (I.E., CHECKED OUT A KILL-A-WATT READER FROM THE LOCAL LIBRARY, BORROWED PLUG IN ENERGY MONITOR FROM LIBRARY)
97. OTHER (SPECIFY)
98. **DON'T KNOW**
99. REFUSED

_____break_____

[IF AT4. = 1-6 ASK AT5; IF = 97, 98, 99 SKIP TO SA1]

AT5. Which of the programs you mentioned have you participated in within the past 12 months?

1. PARTNERING WITH POWER (I.E., AIR CONDITIONING/AC LOAD CONTROL, METER OR CONTROL "BOX "ON THE AC, ENERGY SAVING DEVICE ON THE AC, BOX ON THE AC THAT HELPS WITH PEAK POWER)
2. REFRIGERATOR AND FREEZER RECYCLING PROGRAM (I.E., REFRIGERATOR HAUL-AWAY OR TAKEAWAY PROGRAM, \$35 OR \$70 REFRIGERATOR CREDIT)
3. ENERGY AND WATER PROGRAM (I.E., **FREE** AUDIT PROGRAM, QUICK ENERGY ASSESSMENTS, LARIMER COUNTY CONSERVATION CORPS PROGRAM, YOUTH CORPS OR REFERENCE TO "KIDS" GROUP THAT COMES TO HOME TO INSTALL CFLS, SHOWERHEADS AND CLOTHESLINES)
4. HOME ENERGY AUDIT PROGRAM (I.E., AUDIT THAT YOU PAY \$70 FOR, AUDIT COMPANYOR "ENERGY INSPECTOR" COMES AND DOES BLOWER DOOR TEST, INFRARED CAMERA, FURNACE SAFETY TEST, AUDIT COMPANY INSTALLS CFLS/LEDS AND SHOWERHEADS)
5. PURCHASED DISCOUNTED LIGHT BULBS (I.E, GOT A DISCOUNT ON CFLS/LEDS, DIMMER SWITCH OR MOTION SENSORS AT LOCAL RETAILER, IN STORE OR INSTANT REBATE ON LIGHT BULBS PURCHASED AT HOME DEPOT, LOWE'S, ETC.)
6. WATT READER KITS (I.E., CHECKED OUT A KILL-A-WATT READER FROM THE LOCAL LIBRARY, BORROWED PLUG IN ENERGY MONITOR FROM LIBRARY)
97. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

_____ break _____

Satisfaction

SA1. Thinking broadly, how satisfied or dissatisfied are you with Loveland Water and Power overall? Would you say you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied?

1	Very satisfied
2	Somewhat satisfied
3	Neither satisfied nor dissatisfied
4	Somewhat dissatisfied
5	Very dissatisfied
98	DON'T KNOW
99	REFUSED

_____break_____

[IF SA1 > 3 OR < 3]

SA2. Why did you give that rating? **[OPEN END, 98 DON'T KNOW, 99 REFUSED]**

_____break_____

SA3. How satisfied or dissatisfied are you with the home energy reports? Would you say you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied?

1	VERY SATISFIED
2	SOMEWHAT SATISFIED
3	NEITHER SATISFIED NOR DISSATISFIED
4	SOMEWHAT DISSATISFIED
5	VERY DISSATISFIED
98	DON'T KNOW [SKIP TO END]
99	REFUSED [SKIP TO END]

_____break_____

[IF SA3 > 3 OR < 3]

SA4. Why did you give that rating? **[OPEN END, 98 DON'T KNOW, 99 REFUSED]**

_____break_____

SA5. Thinking broadly, how satisfied or dissatisfied are you with Loveland Water and Power’s efforts to help you save on your energy bills? Would you say you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied?

1	Very satisfied
2	Somewhat satisfied
3	Neither satisfied nor dissatisfied
4	Somewhat dissatisfied
5	Very dissatisfied
98	DON'T KNOW
99	REFUSED

_____ break _____

[IF SA5 > 3 OR < 3]

SA6. Why did you give that rating? **[OPEN END, 98 DON'T KNOW, 99 REFUSED]**

_____ break _____

SA7. I’m going to read a list of statements and I’d like you to tell me whether you feel they are true or false. **[CHECK BOXES]**

	True (1)	False (2)	Don't Know (98)	Refused (99)
a. Loveland Power and Water is a trustworthy source of information about energy efficiency.				
b. Loveland Power and Water wants to help me avoid wasting money.				
c. Loveland Power and Water wants to help me lower my home’s energy use.				
d. In general I find Loveland Power and Water’s suggestions on how to save energy useful.				

_____ break _____

END1. Do you have any additional comments or suggestions about the home energy reports? **[RECORD VERBATIM]**

Those are all of the questions I have for you today. Thank you for your time. Loveland Water and Power appreciates your participation!



The survey instrument was provided to CCI by Loveland Water and Power. Navigant assisted Loveland Water and Power in the survey instrument development.

There are two minor adjustments:

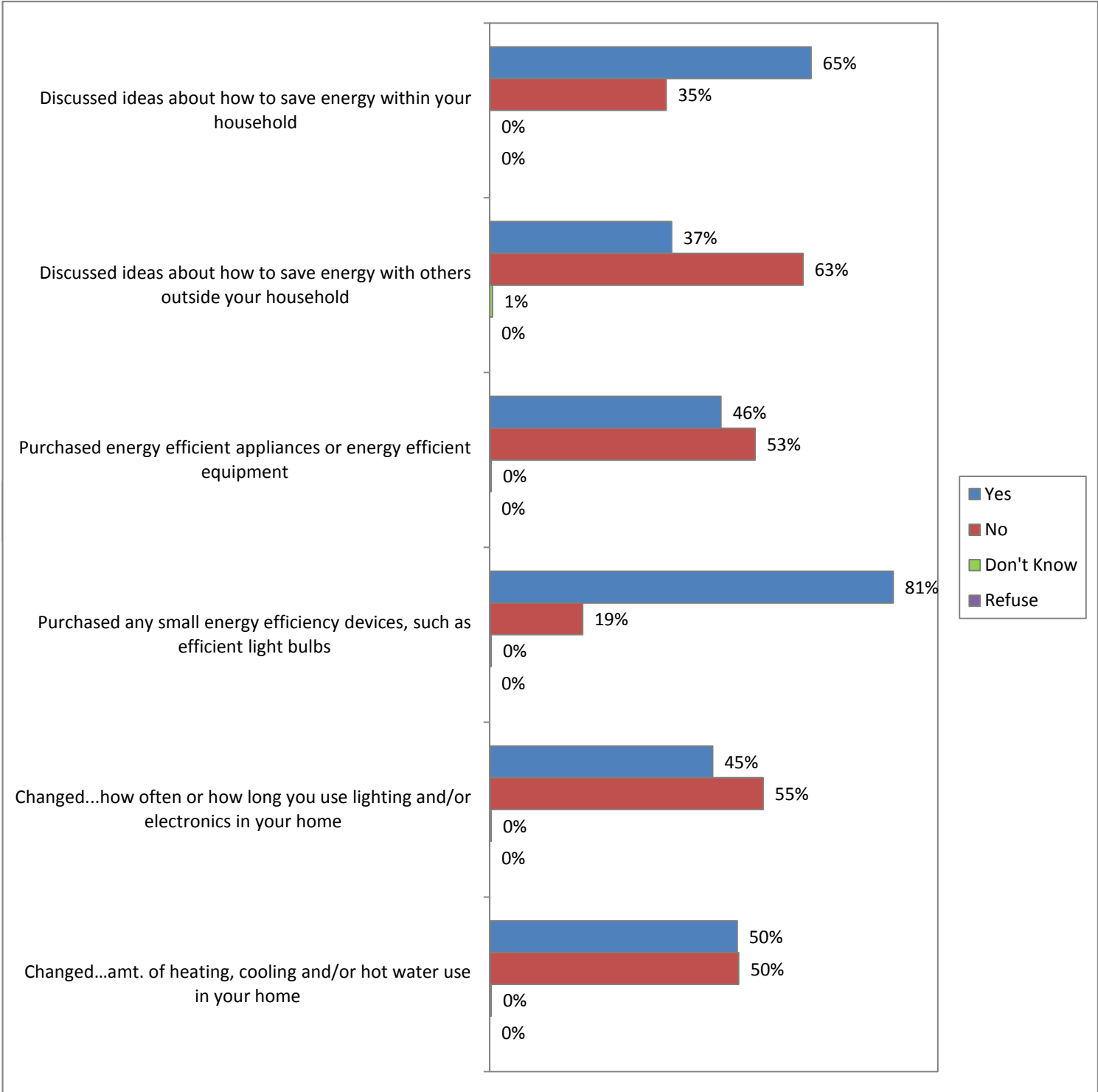
- When the survey instrument lists the last three options as “Other, Don’t know and Refused”, the category order in the CCI survey are “Don’t know, Refused, Other”.
- Loveland Water and Power and CCI adjusted the Introduction and Screener to be more succinct.



Non-Participant Survey Findings

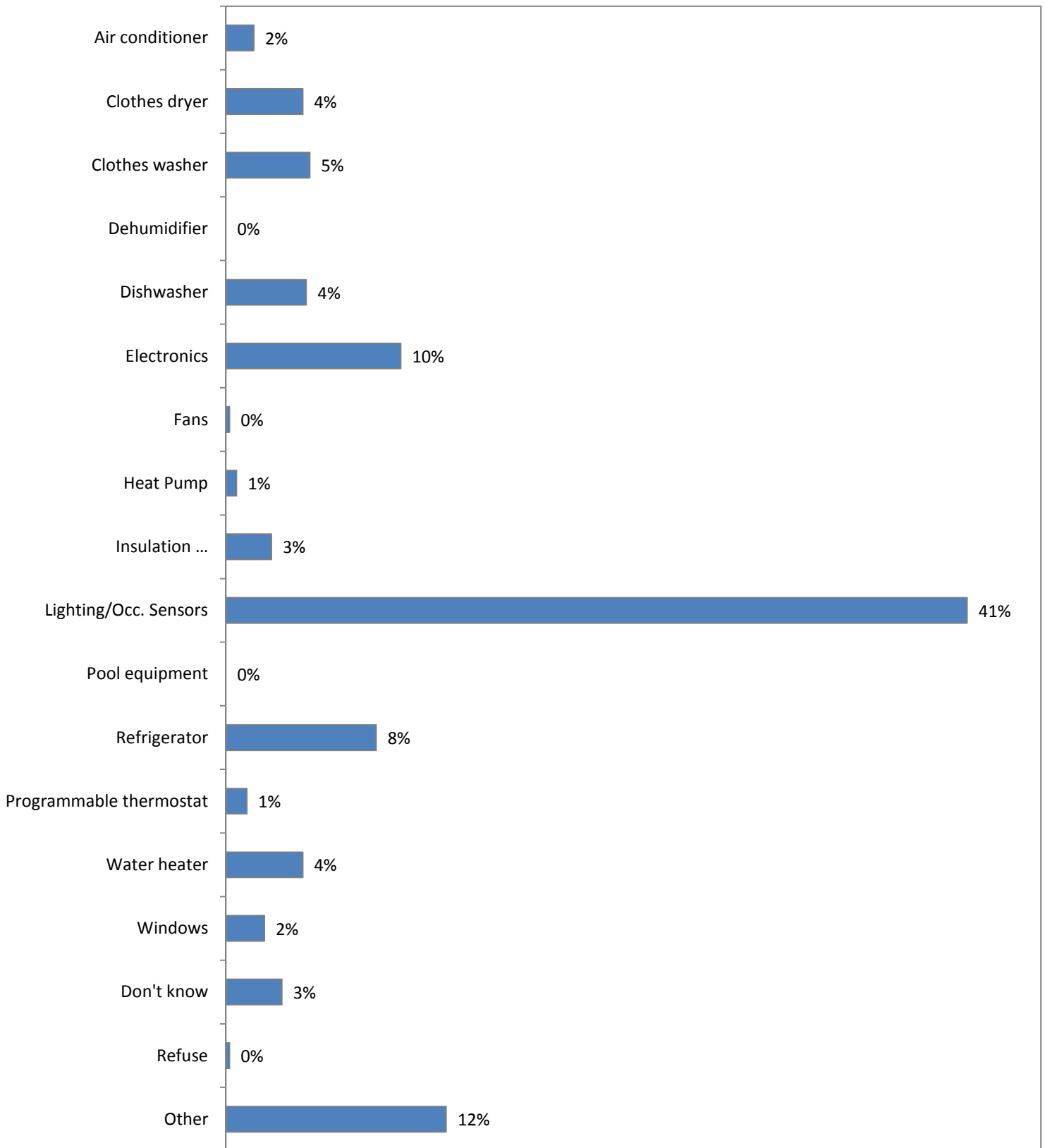
AT1. Please tell me if you, or anyone in your household have done any of these things within the last 12 months:

Non-Participant Survey



AT2. What energy efficient purchases do you recall making within the past 12 months?

Non-Participant Survey



*Percentages calculated as a percent of Total Mentions



AT2. What energy efficient purchases do you recall making within the past 12 months? "Other" Mentions

Loveland Water and Power

Opower Report - Non-Participant

HOT WATER HEATER HAS TEMPERATURE TURNED DOWN AND ALSO POWER STRIPS.

HOT TUB UPGRADED.

LOW FLOW TOILET VALVE.

FURNACE.

STOVE.

FURNACE.

NEW FURNACE.

STOVE AND TWO SPACE HEATERS.

ROOF.

SOLAR PANELS AND FURNACE.

FURNACE.

FURNACE AT PREVIOUS HOME.

ELECTRIC RANGE.

FURNACE.

HEATER AND AIR FURNACE.

NEW FURNACE AND ENERGY AUDIT.

NEW FURNACE.

RANGE AND MICROWAVE.

FURNACE AND AIR CONDITIONING UNIT.

NEW ENERGY EFFICIENT BOILER.

FURNACE.

WAVE VENTILATION SYSTEM.

STOVE.

GAS RANGE.

NEW STOVE AND EXTRA INSULATION.

FURNACE.



AT2. What energy efficient purchases do you recall making within the past 12 months? "Other" Mentions

Loveland Water and Power

Opower Report - Non-Participant

FURNACE.

MICROWAVE.

STOVE.

NEW HEATER.

FURNACE

CAULKING AROUND FOUNDATION AND WINDOWS.

STOVE.

STOVE AND MICROWAVE.

NEW FURNACE.

FURNACE

STOVE

SHOWER HEADS, CARBON MONOXIDE ALARM, NEW THINGS PUT ON ALL TAPS TO REDUCE WATER

STOVE

SPACE HEATER SO AS NOT TO HEAT WHOLE HOUSE.

SWAMP COOLER.

NEW ROOF.

LESS WATER FOR SHOWERING AND LAUNDRY.

FURNACE.

OVEN.

REPLACED SMALL ROOM HEATER.

INSULATION AROUND DOORS AND WINDOWS.

MICROWAVE.

FURNACE.

INSULATED FRONT DOOR.

VACUUM CLEANER .

SHOWER HEAD.



AT2. What energy efficient purchases do you recall making within the past 12 months?
"Other" Mentions

Loveland Water and Power

Opower Report - Non-Participant

POWER STRIPS.

FURNACE.

WATER ADAPTER TO SAVE ON AMOUNT OF WATER USED. WATER SAVING TOILET.

FIREPLACE HEATER. THIS IS EFFICIENT AND ONLY COST \$2.00 A DAY.

CHANGED SINK WATER HEAD TO BE MORE EFFICIENT.

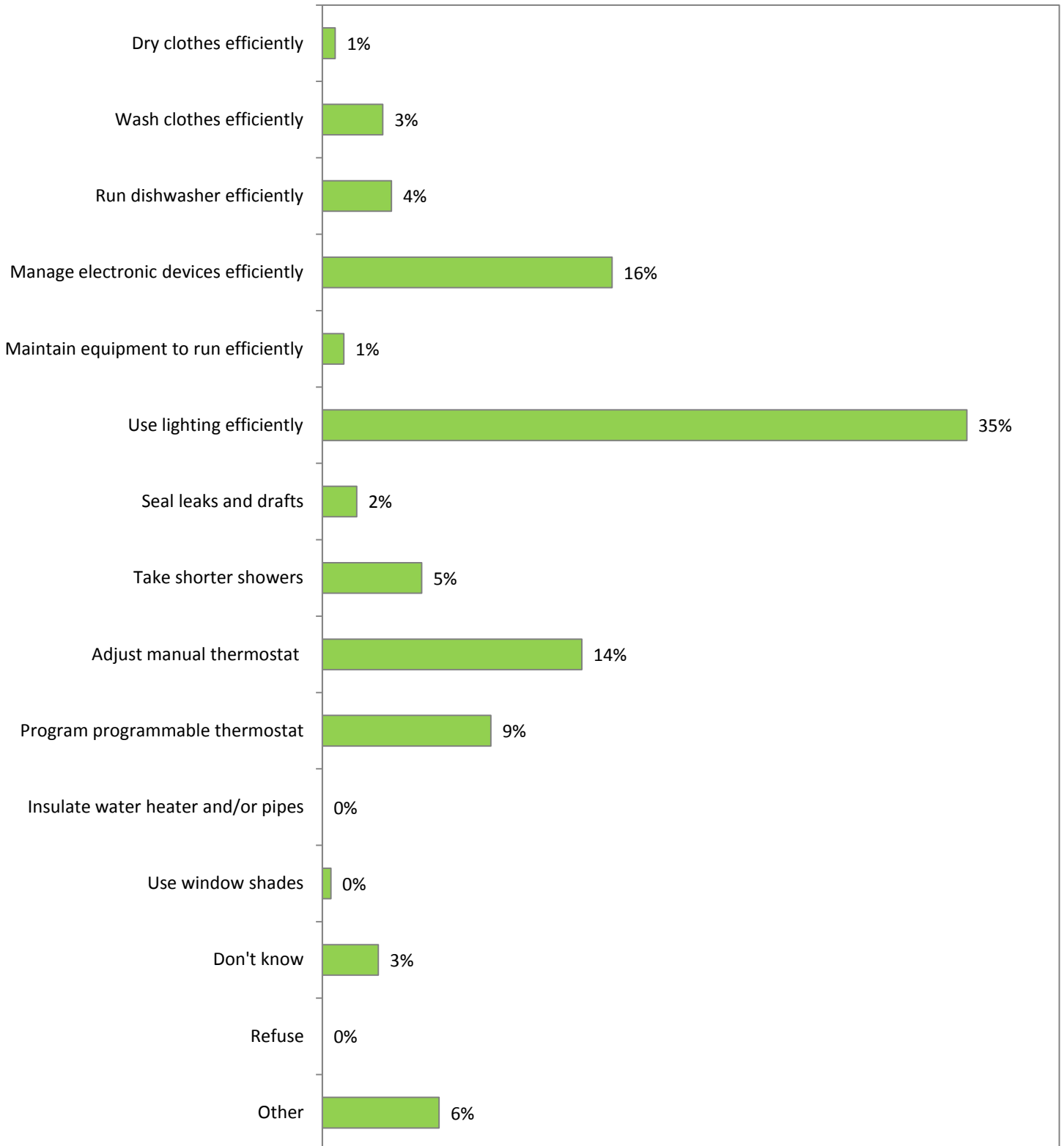
TWO YEARS AGO, ALL THE KITCHEN APPLIANCES WERE ENERGY EFFICIENT.

NEW BLINDS THAT ARE SUPPOSED TO HELP.

OVEN.

AT3. What did you do to change the way you use energy within the past year?

Non-Participant Survey



*Percentages calculated as a percent of Total Mentions



AT3. What did you do to change the way you use energy within the past year? "Other" Mentions

Loveland Water and Power

Opower Report - Non-Participant

TEACHING CHILDREN TO TURN LIGHTS ON AND OFF AND TO LESSEN THE USAGE OF WATER.

USING STOVE LESS.

USE RAIN AND SNOW WATER BY PUTTING BUCKETS OUTSIDE.

WATER LAWN LESS.

USES FIREPLACE MORE.

CONTACT ALWAYS IS EFFICIENT SO REALLY NO MAJOR CHANGES. HAS NO TV, COMPUTERS, OR INTERNET.

SHUT THE DOORS THAT ARE NOT BEING USED AND CLOSE THE VENTS.

COOLER SHOWERS.

BOUGHT SOLAR LIGHTS AND SOLAR FOUNTAIN.

DON'T FLUSH THE TOILET UNTIL THE WATER IS YELLOW.

RUNNING WATER DIFFERENTLY AND WHEN THEY USE THEIR APPLIANCES.

HAD A BABY

USE SPACE HEATER INSTEAD OF FURNACE.

USE FIREPLACE INSTEAD OF HEATER ON WEEKENDS AND SOME EVENINGS.

ONLY USE POWER WHEN HOME, NOT JUST FOR DOGS SAKE.

TOOK ON SECOND JOB AWAY FROM HOME FOR MORE HOURS.

HAVE ALWAYS TRIED TO CONSERVE ENERGY. THERE HAVE BEEN NO BIG CHANGES IN THE PAST YEAR.

DOES NOT WATER LAWN AS OFTEN IN SUMMER.

THE FIREPLACE.

TURNED HOT WATER HEATER DOWN A BIT.

DECREASED WATER USAGE FOR THE LAWN IN THE SUMMER.

JUST THE HOT WATER HEATER.

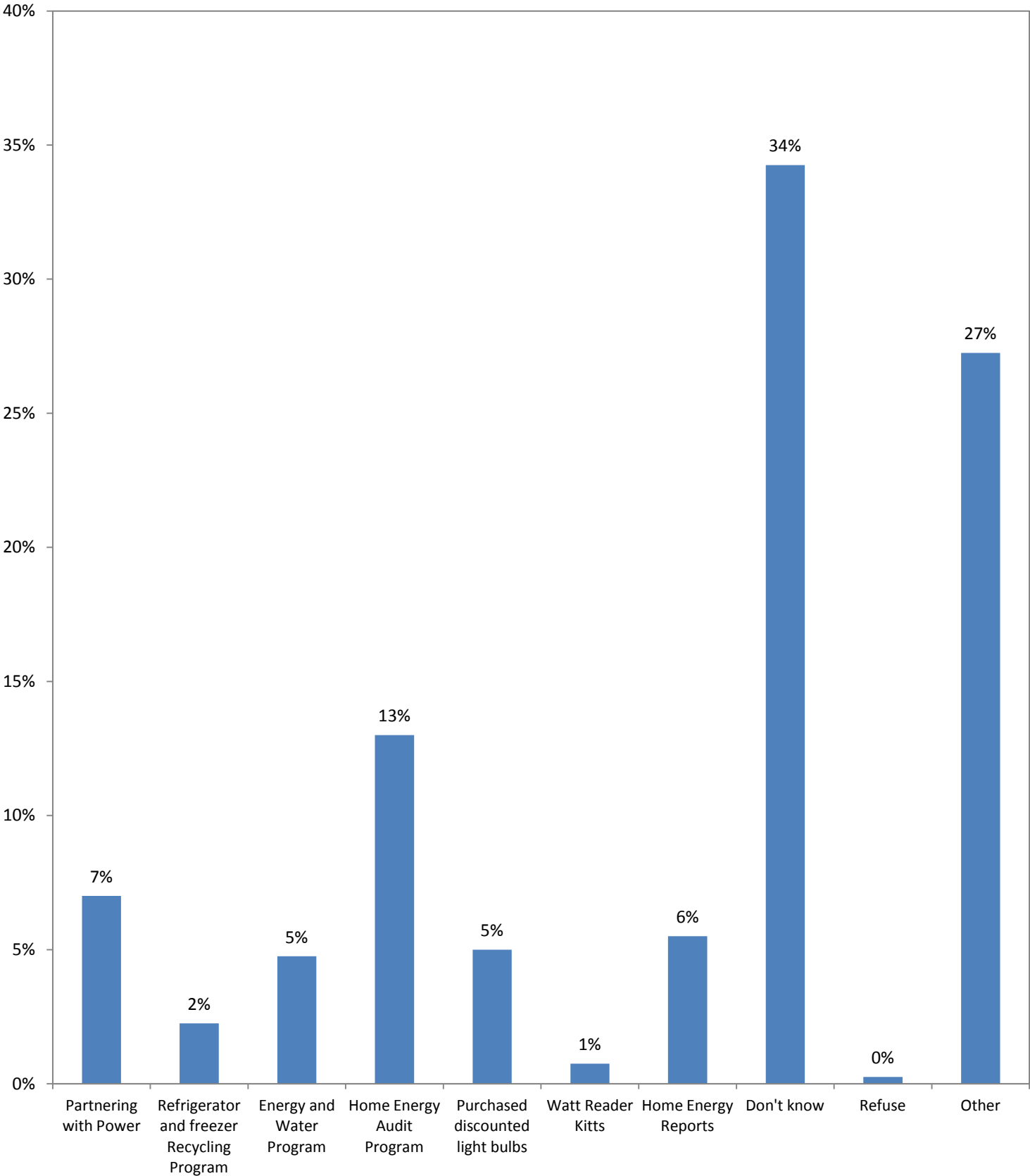
GOT RID OF NIGHT LIGHTS. ALSO MADE A PLAN FOR KIDS TO TURN OFF LIGHTS AFTER LEAVING ROOM IF THEY DON'T THEY PUT A QUARTER IN A JAR.

GOT RID OF COMPUTER WHEN HUSBAND DIED.

GETTING THE ELECTRIC CAR HAS LESSONED THEIR DEPENDENCE ON PETROLEUM.

AT4. Have you heard of any energy efficiency programs offered by LWP?

Non-Participant Survey



*Percentages calculated as a percent of Total Mentions



AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power? "Other" Mentions

Loveland Water and Power

Opower Report - Non-Participant

NO.

CONTACT IS A PARTICIPANT OF GREENSMITH WIND POWER.

NO.

NO.

NO.

NO.

WATERING ON ODD DAYS AND FLOW THINGS ON FAUCET.

NO.

NO.

NO.

NO.

NO.

NO.

NO.

WIND PROGRAM.

NO.

NO.

NO.

NO.

NO.

NO.

SHOWER HEAD.

NO.

CONTACT HAS JOINED THE RECYCLING THING, CAN'T REMEMBER THE NAME.

NO.

NO.



AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power? "Other" Mentions

Loveland Water and Power

Opower Report - Non-Participant

NO.

NO.

NO.

NO.

NO.

NO.

PARTICIPATES IN LEAP.

LEAP.

NOT SURE IF HAS HEARD ANYTHING.

NO.

NO.

NO.

NO.

FREE SHOWER HEAD.

NEWSLETTER.

NEWSLETTER TIPS.

FREE SHOWER HEAD.

RECYCLING ALL THINGS.

SOLAR.

LEAP PROGRAM.

NO

NO

NO

NO

NO

NO



AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power? "Other" Mentions

Loveland Water and Power

Opower Report - Non-Participant

NO

NO

INSERTS IN BILL AND SHE TRIES TO FOLLOW IT.

NO

NO

NO-RENTS

SOLAR.

NO

NO

NO

NO

NO

YES BUT CAN'T RECALL OFF TOP OF HEAD OF WHAT THEY ARE.

NO

YES BUT CAUGHT OFF GUARD AND CAN'T THINK OF ANY.

NO

NO.

NO.

LEAP PROGRAM.

YES.

YES, BUT DON'T RECALL AT THE MOMENT.

YES, BUT NOT SURE ABOUT.

NO

NEWSLETTER.

NEWSLETTER EVERY MONTH.

INSERTS.

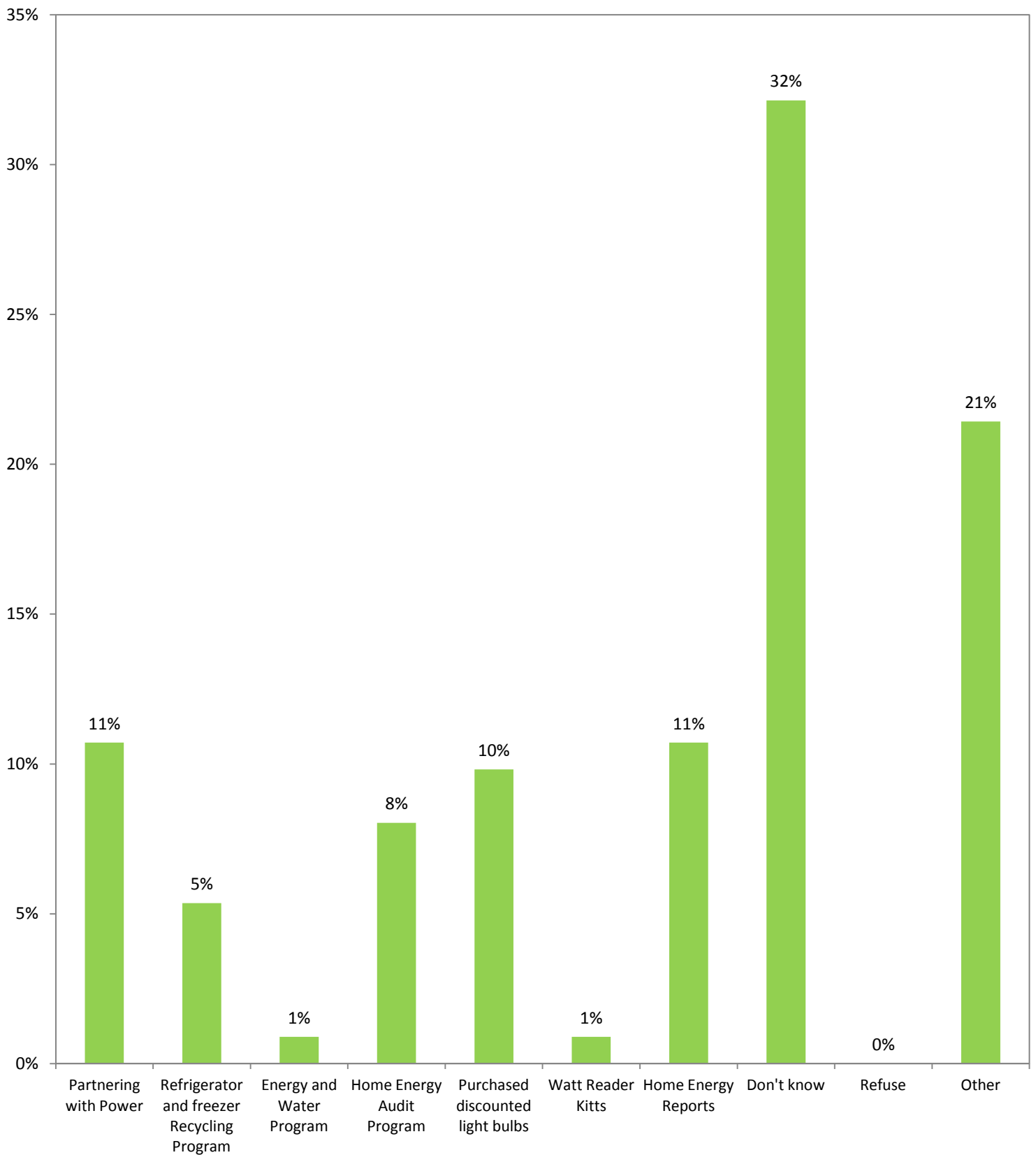


AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power? "Other" Mentions
Loveland Water and Power Opower Report - Non-Participant

REBATES FOR CERTAIN APPLIANCES OR LIKE WINDOWS.

THE ONE WITH THE ELECTRIC CARS. THAT'S WHEN CUSTOMER GOT HIS.

AT5. Which of these programs have you participated in within the past 12 months?
Non-Participant Survey



*Percentages calculated as a percent of Total Mentions



AT5. Which of the programs you mentioned have you participated in within the past 12 months? "Other" Mentions

Loveland Water and Power

Opower Report - Non-Participant

NONE.

NONE.

NONE.

NONE.

NONE BECAUSE HOUSE IS ALREADY EFFICIENT.

NO, AUDIT WAS DONE ABOUT 2 YEARS AGO.

NONE.

NONE.

NONE.

TAKEN CLASSES.

NONE.

NONE.

NONE.

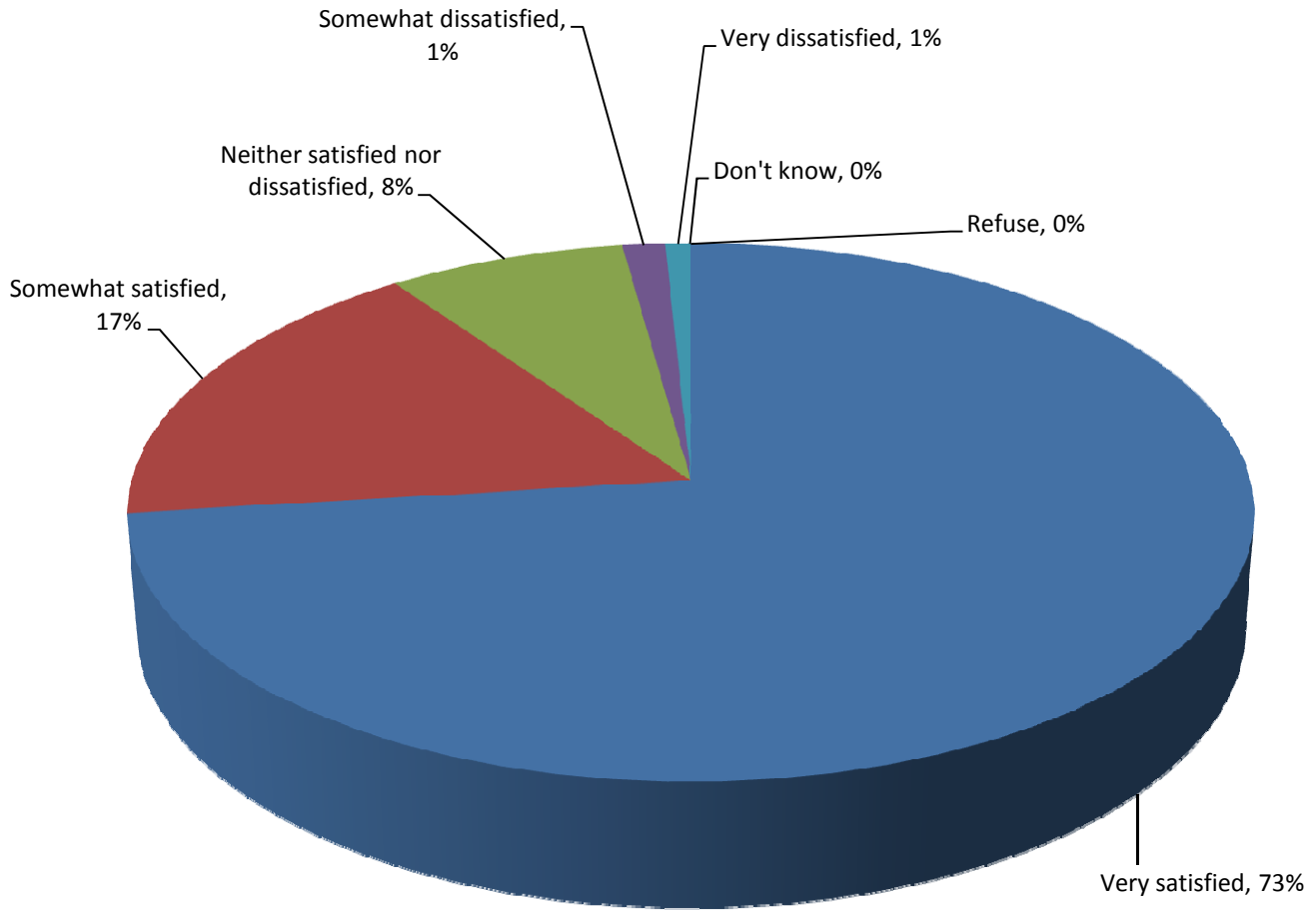
WILL PURCHASE AIR CONDITIONING NEXT SUMMER AND GET ON THE PROGRAM.

WOULD LIKE SOME INFORMATION ON BOTH THE FREE AND \$70.00 AUDIT.

ATTENDS FAIR IN THE PARK EVERY SUMMER.

SA1. How satisfied or dissatisfied are you with LWP overall?

Non-Participant Survey





SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power Opower Report - Non-Participant

SA1. SA2.

- 1 CONTACT HAS GREAT SERVICE AND THEY RESPOND VERY QUICKLY.
- 1 NO PROBLEMS.
- 1 NEVER HAD ANY PROBLEMS AND OUTAGES ARE TAKEN CARE OF QUICKLY.
- 1 CONTACT HAD NO PROBLEMS.
- 1 NO PROBLEMS.
- 1 GOOD DEPENDABILITY.
- 1 CONTACT HAS POWER AND LIGHTS.
- 1 NO POWER OUTAGES AND REASONABLE COST.
- 1 NEVER HAD A PROBLEM.
- 1 NO OUTAGES OR WATER SHORTAGES.
- 1 THEY PROVIDE A GOOD SERVICE AND PROBLEMS ARE FIXED IMMEDIATELY.
- 1 THEY ARE REALLY HARD TO KEEP A HANDLE ON THE COST AND THEY APPRECIATE THAT.
- 1 THEY DO A GOOD JOB.
- 1 WHEN CONTACT TALKS TO LOVELAND POWER ON THE PHONE THEY ARE VERY NICE.
- 1 POWER IS ALWAYS ON AND GOOD QUALITY WATER.
- 1 IN 17 YEARS AND CONTACT NEVER HAD AN OUTAGE.
- 1 CONTACT ALWAYS HAS LIGHTS AND WATER.
- 1 NO COMPLAINTS.
- 1 NO PROBLEM. WHENEVER HAVE HAD A LOSS OF POWER THERE IS SOMEONE OUT THERE RIGHT AWAY TO FIX PROBLEM.
- 1 SHE IS HAPPY WITH THE SERVICE.
- 1 CONTACT SAID SHE HAS HAD NO ISSUES WITH THEM. THEY ARE GOOD.
- 1 CONTACT SAID HE NEVER HAD ANY PROBLEMS WITH THEM.
- 1 CONTACT SAID THAT HE SELDOM EVER LOOSES POWER OR WATER.
- 1 HAVE ELECTRIC AND WATER. THEY DO A GOOD JOB.
- 1 IT IS VERY EFFICIENT AND LOW COST.
- 1 THEY RESPOND QUICKLY WHEN CONTACT CALLS IN.
- 1 CONTACT DOESN'T LIKE ALL THE CHLORINE IN THE WATER BECAUSE SHE IS SENSITIVE TO IT.
- 1 NO INTERRUPTIONS IN SERVICE, NO OUTAGES, AND THEY ARE VERY DEPENDABLE.
- 1 CONTACT HAS LIVED IN OTHER AREAS AND LOVELAND IS VERY ENERGY EFFICIENT.
- 1 NO ISSUES.
- 1 NO PROBLEMS.
- 1 NO COMPLAINTS.
- 1 NO COMPLAINTS. VERY REASONABLE COSTS COMPARED TO OTHER CITIES.
- 1 VERY HAPPY.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power Opower Report - Non-Participant

SA1. SA2.

- 1 CONSISTENCY AND REASONABLE PRICES.
- 1 THEY ALWAYS MAINTAINED THE POWER AND THE WATER TASTES GOOD. THEY DID A GOOD JOB WITH THE FLOODING.
- 1 NEVER HAD ANY ISSUES EVEN IN TIME OF CRISIS.
- 1 CONTACT HAS NO CHOICE BUT IS SATISFIED.
- 1 CONTACT ALWAYS HAS POWER AND WATER WHEN SHE NEEDS IT.
- 1 THE WATER HAS NOT BEEN SHUT OFF, NO PROBLEMS.
- 1 THEY ARE VERY REASONABLE COMPARED TO OTHER PLACES.
- 1 HASN'T HAD ANY TROUBLE.
- 1 NOTHING HAS GONE WRONG.
- 1 NO PROBLEMS WITH ANYTHING.
- 1 NEVER HAD ANY PROBLEMS.
- 1 EVEN DURING THE FLOOD THEY HELP SAVE THE WATER SUPPLY.
- 1 NO PROBLEMS.
- 1 NEVER HAD ANY PROBLEMS WITH WATER.
- 1 THEY KEEP THE COST DOWN AND SUPPORT THE COMMUNITY.
- 1 NO PROBLEMS.
- 1 HAS BEEN HAPPY AND ARE VERY SIMPLE TO WORK WITH.
- 1 CONTACT NEVER HAD A PROBLEM.
- 1 THEY DO A GOOD JOB.
- 1 COMPARED TO LAS VEGAS WHERE SHE LIVES PART OF THE YEAR, THE PRICES ARE VERY LOW.
- 1 THE PRICES ARE REASONABLE.
- 1 NEVER HAVE ANY PROBLEMS.
- 1 NO OUTAGES.
- 1 THE POWER NEVER GOES OUT.
- 1 NO PROBLEMS AND NO OUTAGES.
- 1 BECAUSE OF THE FLYERS THEY SEND OUT.
- 1 NO OUTAGES EVEN DURING FLOOD, NO REAL PROBLEMS.
- 1 HAD NO PROBLEMS.
- 1 NO POWER OUTAGES, BETTER WATER, AND REASONABLE PRICES.
- 1 NEVER HAD ANY PROBLEMS.
- 1 ALWAYS GETS HIS BILL ON TIME.
- 1 NEVER HAD ANY OUTAGES.
- 1 THEY ARE KEEPING UP WITH THE COMPETITION.
- 1 WATER COMES FROM THE MOUNTAINS.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power Opower Report - Non-Participant

SA1. SA2.

- 1 NEVER HAVE ANY PROBLEMS.
- 1 NO PROBLEM.
- 1 NO PROBLEMS WITH IT.
- 1 BECAUSE NOT DISSATISFIED, NOTHING ELSE TO BASE IT ON. KEEP UP THE GOOD WORK.
- 1 PRICE IS RIGHT AND NEVER HAD ANY PROBLEMS.
- 1 STEADY, RELIABLE, AND GREAT COST.
- 1 NO PROBLEMS WITH SERVICE.
- 1 BIGGEST REASON IS EVERY YEAR CITY SENDS OUT THE WATER QUALITY REPORT. TRANSPARENCY OF WATER AND ALSO RECYCLE PROGRAM IS FANTASTIC.
- 1 NEVER HAD ANY ISSUES.
- 1 VERY SATISFIED WITH THE WAY CITY HANDLED THE FLOOD. DID AN EXCELLENT JOB.
- 1 NEVER HAD ANY PROBLEMS. NEVER POWER OR WATER OFF SO RUNS SMOOTHLY.
- 1 EVERYTHING IS WORKING GREAT AND ANY CONTACT WITH DEPARTMENT HAS BEEN GOOD.
- 1 VERY GOOD SERVICE.
- 1 NO PROBLEMS. PRETTY EASY TO DEAL WITH. PRETTY CONTENT CONTACT.
- 1 HAVEN'T HAD ANY PROBLEMS AT ALL.
- 1 HAVEN'T HAD ANY PROBLEMS OR CONTACT WITH THEM SO ALL IS GOOD.
- 1 SAW WHAT HAPPENED AFTER THE FLOOD AND THEY DID A REALLY GOOD JOB.
- 1 VERY RELIABLE.
- 1 NEVER HAD A PROBLEM.
- 1 WITH FLOOD AND EVERYTHING HAD PRETTY GOOD WATER COMPARED TO FORT COLLINS UTILITIES OR BERTHOUD. BERTHOUD WATER REALLY BAD.
- 1 LOVELAND IS DOING EVERYTHING THEY CAN TO PROVIDE CUSTOMER WITH WHAT HE NEEDS. IT'S A HOMETOWN OPERATION.
- 1 THOUGHT ABOUT PUTTING SOLAR PANELS ON HOUSE BUT NO INCENTIVE FOR THAT SO WOULDN'T HELP HER OUT ANY.
- 1 DOESN'T PAY BILLS HUSBAND DOES AND DOESN'T HEAR HIM COMPLAINING.
- 1 NEVER HAD A PROBLEM.
- 1 HAPPY WITH SERVICE.
- 1 ALWAYS BEEN VERY GOOD WITH OUTPOURING OF INFORMATION AND GREAT HELP WITH CUSTOMER SERVICE WHEN HAVE QUESTIONS OR NEED HELP.
- 1 RELIABLE.
- 1 NO COMPLAINTS AT ALL.
- 1 REGULAR SERVICE, NO REAL PROBLEMS BUT COST HAS GONE UP A BIT.
- 1 LONG TIME SINCE HAD ANY OUTAGES. WATER DEPARTMENT DID GOOD JOB KEEPING UP DURING THE FLOOD.
- 1 NEVER HAD ANY PROBLEMS WITH ANY OF IT.
- 1 HAVEN'T HAD ANY TROUBLES OR DIFFICULTIES.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power Opower Report - Non-Participant

SA1. SA2.

- 1 HAVE ELECTRIC AND POWER HASN'T BEEN OUT.
- 1 NEVER A PROBLEM.
- 1 THEY ARE GREAT. HUNTERS RUN HAS INSTALLED WATER EFFICIENCY SPRINKLER SYSTEMS. THIS HELPS TO USE THE ENERGY AND WATER WISELY. HER HUSBAND AND HER ARE SO IMPRESSED WITH THIS.
- 1 DO FINE JOB. VERY WELL DONE.
- 1 IT'S A BLESSING TO LIVE IN LOVELAND, SO THANKFUL. CONTACT COMPARED ELECTRIC BILL TO SOMEONE IN FORT COLLINS AND THEIR BILL WAS SO MUCH MORE THAN CONTACTS WAS. KEEP UP THIS GOOD PRICING.
- 1 LOVELAND HAS WORKED THEIR TALES OFF. VERY PROUD OF THEM.
- 1 LIVED HERE OVER 30 YEARS AND KNOW RATES OVER ALL THE COUNTIES AND CITY IS DOING A GREAT JOB WITH THEM.
- 1 NO INTERRUPTIONS IN POWER.
- 1 NO COMPLAINTS. CONTACT HAS LESS POWER OUTAGES THAN WHERE SHE LIVED BEFORE.
- 1 THINK THEY HAVE KEPT RATES DOWN AND SUPER EFFICIENT WITH WHAT THEY DO AND HOW THEY DO IT.
- 1 CITY HAS THE BEST WATER IN THE AREA.
- 1 HAVEN'T EXPERIENCED ANY PROBLEMS WITH THEM.
- 1 THE BILLING IS SO MUCH BETTER WITH LOVELAND WATER AND POWER THAN OTHER PLACES.
- 1 SHE SAID THAT THEY ONLY LIVE THERE FOR PART OF THE YEAR AND THE BILLINGS ARE LESS EXPENSIVE HERE THAN AT THE OTHER HOME. THE NEWSLETTERS AND THE TIPS THAT ARE GIVEN TO SAVE ENERGY ARE SO HELPFUL. THEY LOVE THE NEWSLETTERS THAT COME EVERY MONTH.
- 1 HAPPY WITH SERVICE.
- 1 NO PROBLEMS.
- 1 SPOUSE WORKS FOR POWER COMPANY AND THEY ALWAYS GET GOOD SERVICE.
- 1 NEVER HAVE PROBLEMS.
- 1 NO PROBLEMS.
- 1 CONTACT HAS BEEN THERE FOR 14 YEARS AND NO COMPLAINTS ABOUT POWER AT ALL.
- 1 NEVER HAD ANY PROBLEMS.
- 1 HAVEN'T HAD ANY PROBLEMS.
- 1 ALWAYS BEEN THERE AND RESPONDED WHEN CONTACT HAS NEEDED HELP OR INFORMATION.
- 1 SERVICE IS VERY GOOD AND CONSISTENT.
- 1 HAVEN'T HAD ANY PROBLEMS.
- 1 ONLY LIVED IN LOVELAND 6 YEARS AND FROM WHERE THEY MOVED FROM YOU GUYS ARE SO MUCH BETTER AND ARE GREAT TO WORK WITH. SEE LOVELAND PEOPLE INTERACTING WITH HER CHILD AT OUTINGS.
- 1 NO PROBLEMS. DURING THE FLOOD, LOVELAND CITY WAS AMAZING. COULDN'T BELIEVE SHE HAD WATER AND EVERYTHING ELSE.
- 1 CONTACT LIVED IN SMALL COMMUNITY UP UNTIL 4 YEARS AGO SO KNOWS WHAT IT'S LIKE NOT TO HAVE THE SERVICES. LOVELAND IS SO DIFFERENT, IT'S GREAT.
- 1 NO PROBLEMS. ONLY 1 POWER FAILURE IN 4 YEARS AND WAS FIXED WITHIN COUPLE HOURS.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power Opower Report - Non-Participant

SA1. SA2.

- 1 HAVEN'T HAD ANY PROBLEMS.
- 1 FEEL PRETTY DECENTLY PRICED.
- 1 NEVER HAD ANY ISSUES.
- 1 GOOD SERVICE.
- 1 LOVELAND STRIVES TO BE VERY EFFICIENT AND ARE EFFECTIVE WITH IT.
- 1 GOOD SERVICE, VERY PLEASED. ONLY THING WATER PRESSURE DOES GO DOWN IN THE SUMMER.
- 1 GOT BILL AND ONLY WENT UP COUPLE DOLLARS SO THAT WAS NICE.
- 1 NEVER HAD ANY PROBLEMS WITH THEM. IF ELECTRIC GOES OFF YOU ALWAYS GET IT ON IN A TIMELY MANNER.
- 1 CONTACT HAS BEEN A RESIDENT FOR A LONG TIME AND HAS NO COMPLAINTS.
- 1 GET WHAT IS NEEDED
- 1 THEY HAVE THE BEST TASTING WATER.
- 1 SHE HAS NOT HAD ANY PROBLEMS WITH THEM.
- 1 THEY ARE MORE FRIENDLY THAN OTHER COMPANIES.
- 1 RELIABLE, NO OUTAGES, AND RATES ARE GOOD.
- 1 THE COMPANY IS GOOD, NO OUTAGES.
- 1 THEY HAVE ALWAYS HAD GOOD LUCK WITH THE POWER COMPANY.
- 1 COMPARED TO OTHER PLACES THEY DO WELL.
- 1 GOOD WATER.
- 1 CITY OF LOVELAND TOOK IMMEDIATE CARE OF TRANSFORMER THAT BLEW ON STREET.
- 1 THEY ARE ALWAYS KIND WHEN CONTACT GETS BEHIND IN PAYING BILL AND THEY GIVE HIM TIME.
- 1 THEY ARE PROBABLY DOING WHAT THEY CAN.
- 1 GIVE SATISFACTORY ANSWERS WHEN ONE CALLS THERE-LOOKED UP RATING AND IT IS VERY GOOD.
- 1 POWER WOULD RATE AS A 1. WATER WOULD RATE AS A 4. WATER REALLY SMELLS BAD SOMETIMES.
- 1 THEY DO THE BEST THEY CAN.
- 1 CONTACT HAD SEWER LINE REPLACED AND THEY HIT POWER LINE. THE CITY DUG THROUGH THE SNOW TO FIX THE POWER LINE.
- 1 NEVER HAD ANY ISSUES AND HEATING BILL IS WHERE IT SHOULD BE.
- 1 RELIABILITY.
- 1 HELPED WITH BILL WHEN RACCOON TURNED WATER ON OUTSIDE. SPOUSE DIED 5 YEARS AGO AND WATER USAGE SHOWS THE SAME ON BILL AND HE WAS THE ONE WHO USED SO MUCH WATER WITH LONG SHOWERS AND OUTSIDE WORK. SHE WOULD LIKE TO KNOW WHY THIS HAS NOT CHANGED.
- 1 THINKS LOVELAND WAS UPFRONT DURING FLOOD TIME. SAVED CONTACTS WATER SYSTEM AFTER THE FLOOD. CITY IS ALWAYS HELPING PEOPLE THAT DON'T HAVE THE ABILITY TO PAY BILLS. THEY HAVE A PROGRAM FOR THAT. ARE DEFINITELY A WORKING CORPORATION.
- 1 BILLS ARE GOOD, NEVER ANY PROBLEMS.
- 1 CAME FROM ANOTHER STATE AND FIND COST IS FAIR.
- 1 ALWAYS HAVE WATER AND IT IS GOOD WATER.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power Opower Report - Non-Participant

SA1. SA2.

- 1 THEY DO A VERY GOOD JOB.
- 1 NO INTERRUPTIONS IN SERVICE NOW
- 1 NO ISSUES
- 1 VERY HAPPY WITH THE POWER PORTION, BUT NOT SO HAPPY ABOUT THE WATER
- 1 HUSBAND IS A PAST LINEMAN AND ENJOYED CITY BENEFITS.
- 1 LOVELAND DOES A GOOD JOB AND THE WATER IS VERY DRINKABLE. THEY DON'T HAVE TO BUY BOTTLED WATER BECAUSE IT'S THAT GOOD.
- 1 LOVELAND DOES A GREAT JOB AND IS VERY INFORMATIVE WITH THE NEWSLETTER AND TIPS. CONTACT DOES REBATES WITH SOLAR PANELS AND THINKS THIS WOULD BE GREAT AND WOULD REDUCE A LOT OF PURCHASED ENERGY IF MORE PEOPLE HAD SOLAR PANELS.
- 1 KEEP PRICE DOWN BY MANAGING RESOURCES REALLY WELL. WATER PRICES HAVE BEEN PRETTY CONSISTENT COMPARED TO OTHER CITIES.
- 1 HAVEN'T HAD ANY PROBLEMS BUT ALWAYS WOULD LIKE IT TO BE CHEAPER.
- 1 IF CONTACT HAS ANY PROBLEMS, THEY ALWAYS RESPOND TO HER GRIPES AND THAT'S NOT VERY OFTEN BECAUSE CONTACT IS USUALLY ALWAYS HAPPY.
- 1 BEEN IN LOVELAND ALMOST 11 YEARS AND ONLY WENT A VERY SHORT TIME WITHOUT ELECTRICITY JUST ONCE. SATISFIED WITH THE TAP WATER ALSO.
- 1 EVERYTHING WORKS.
- 1 CONTACT HAS NEVER HAD ANY PROBLEMS, HAS NEVER HAD A RIDICULOUS BILL, AND HAS GREAT CUSTOMER SERVICE.
- 1 CONTACT IS HAPPY WITH THE RATES. THEY ARE A LOT BETTER THAN BOSTON'S RATES.
- 1 DON'T HAVE TO WORRY ABOUT IT FROM DAY TO DAY AND THE RECENT HANDLING OF THE FLOOD IN NORTHERN COLORADO.
- 1 NEVER HAD ANY PROBLEMS AND EVERYTHING SEEMS FINE.
- 1 EVERYTHING IS WELL AND THERE ARE NO PROBLEMS.
- 1 THE WHOLE CITY OF LOVELAND AND THE WAY IT IS RUN IS AMAZING. LOVELAND TAKES GOOD CARE OF CONTACT.
- 1 NO COMPLAINTS.
- 1 GOOD PEOPLE.
- 1 NO COMPLAINTS, NEVER HAD A PROBLEM
- 1 NEVER HAD ANY ISSUES AND ARE ALWAYS VERY FRIENDLY WHEN PAYING BILL. CONTACT SOMETIMES HAS HAD PROBLEMS PAYING BILL ON TIME AND ALWAYS GOOD AND UNDERSTANDING WITH THAT.
- 1 CONTACT HAS BEEN A CUSTOMER FOR 19 YEARS AND HAS NEVER HAD ANY ISSUES WITH ANY OF POWER OR WATER. NEVER A COMPLAINT AT ALL AND GREAT PRICING.
- 1 LOVELAND IS ESCAPING THE CONSERVATION SO BOUGHT GARDEN IN A BOX FROM THAT PROGRAM.
- 1 LOVELAND KEPT THE WATER RUNNING THROUGH THE FLOOD, THAT WAS MIRACULOUS. NO PROBLEMS WITH WATER OR POWER WHICH IS GREAT.
- 1 NO PROBLEMS WITH THE SERVICE LOVELAND PROVIDES. CONTACT WORKS IN YOUR FIELD AND KNOWS HOW HARD IT IS AND KNOWS FAIR PRICE SO NO PROBLEMS WITH IT.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power Opower Report - Non-Participant

SA1. SA2.

- 1 CONTACT IS HAPPY ABOUT ALMOST EVERYTHING. LAMP POST NEEDS FIXED AND HAVING A HARD TIME CONNECTING WITH THE GUY WHEN HE TESTS IT. IT WOULD BE NICE TO SCHEDULE A TIME TO MEET WITH THE GUY SO IT CAN BE TESTED TO SEE WHERE THE PROBLEM IS.
- 1 CONTACT HAS LIVED IN LOVELAND A LONG TIME AND CONTACT BELIEVES THIS TOWN IS THE BEST PLACE TO LIVE IN COLORADO. THE ONLY THING CONTACT WISHES LOVELAND WOULD DO IS FORBID PARENTS TO SMOKE IN VEHICLE WITH CHILDREN.
- 1 NEVER HAD PROBLEMS. GOOD CUSTOMER SERVICE.
- 1 THEY ARE GOOD.
- 1 THEY ARE VERY GOOD.
- 1 THEY ARE VERY AFFORDABLE AND EFFICIENT.
- 1 THEY ARE GREAT.
- 1 VERY POLITE, HAVE DOGS IN YARD SO LET HIM READ HIS OWN METER
- 1 CONTACT IS SATISFIED BUT IT DOES COST TOO MUCH.
- 1 DO A GOOD JOB AT WHAT YOU DO.
- 1 DO FINE JOB.
- 1 NEVER ANY ISSUES WITH ANY OF THEM.
- 1 CAN'T COMPLAIN AT ALL.
- 1 NO COMPLAINTS.
- 1 ALWAYS WORK WITH CONTACT IF SHE CAN'T PAY HER BILL. DISCUSSED WITH CONTACT WHAT SHE COULD OF DONE TO BE SAFER NEXT TIME WHEN HEARD THE POP. THEY CAME OUT RIGHT AWAY.
- 1 NEVER ANY INTERRUPTION IN CONTACTS SERVICE.
- 1 NEVER HAD A PROBLEM. WHEN OTHER AREAS HAVE A OUTAGE IT SEEMS LIKE SHE NEVER HAS ONE. QUESTIONS ALWAYS ANSWERED RIGHT AWAY.
- 1 HAVEN'T HAD ANY PROBLEMS. ALWAYS POLITE AND QUICK ANSWERS.
- 1 DON'T HAVE POWER OUTAGES SO THAT'S GOOD IN HIS BOOK.
- 1 BILLING IS FAIR FOR THE AMOUNT OF ENERGY & WATER USED-RUNS DAYCARE OUT OF HOME-DURING FLOOD THEY CONTINUED TO HAVE EVERYTHING-NO INTERRUPTIONS
- 1 IF CONTACT WAS IN OLD HOUSE SHE MIGHT HAVE DIFFERENT ANSWER BUT NOTHING HAS GONE WRONG SO HAS BEEN GOOD SO FAR.
- 1 GOOD PLACE TO BE.
- 1 ANYTIME CONTACT HAS HAD SOMETHING COME UP CITY TAKES CARE OF IT RIGHT AWAY AND THE NEWSLETTER IS VERY INFORMATIVE.
- 1 THEY WERE RIGHT ON TOP GETTING ELECTRICITY ON UP AT THE CANYON.
- 1 NO PROBLEMS.
- 1 THEY DO A VERY GOOD JOB AND OUTAGES ARE NOT OUT VERY LONG.
- 1 NEVER HAVE TROUBLE.
- 1 NO PROBLEMS WITH SERVICE.
- 1 PROBLEM WITH TRANSFORMER. THEY CAME OUT AND FIXED IT A FEW MONTHS AGO AND RESPONDED QUICKLY.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power Opower Report - Non-Participant

SA1. SA2.

- 1 NEVER HAD AN OUTAGE.
- 1 VERY GOOD SERVICE AND NO PROBLEMS.
- 1 NEVER ANY PROBLEMS.
- 1 CONTACT ONLY HAD ONE BRIEF POWER OUTAGE AND REASONABLE RATES.
- 1 EASY TO WORK WITH
- 1 GOOD WATER AND DEPENDABLE POWER. CREW IS WORKING HARD HELPING WITH THE FLOODS.
- 1 ANY TIME CONTACT CALLS THEY ARE VERY FRIENDLY AND HELPFUL.
- 1 BEEN THERE FOR ABOUT 6 YEARS AND LIKES IT HERE.
- 1 REALLY LIKE LOVELAND POWER. LAST YEAR CONTACT HAD A FLICKERING, JUST A MOMENTARY BREAK IN POWER BUT HASN'T NOTICED THIS YEAR.
- 1 DON'T KNOW WHAT OTHER RATING TO GIVE SO SAID THAT ONE.
- 1 CUSTOMER SERVICE IS VERY GOOD. WHEN SHE IS A LITTLE LATE ON PAYMENT THEY ARE ALWAYS NICE AND WORK WITH HER.
- 1 THEY DID A GOOD JOB KEEPING CONTACT WITH WATER DURING THE FLOOD.
- 1 HAPPY WITH IT.
- 2 CITY HAS BEEN CONSISTENT, POWER HASN'T BEEN OUT, AND WATER IS GOOD. EVEN WITH FLOOD ALL WENT WELL.
- 2 HAVEN'T HAD A PROBLEM
- 2 CONTACT IS USING A LOT LESS ENERGY THAN PREVIOUS YEARS AND BILL JUST DOESN'T GO DOWN. CONTACT DOESN'T DO A LOT OF WATERING ANYMORE AND STILL DOESN'T SHOW A CHANGE ON BILL.
- 2 CONTACT HAS TRIED TO DO EVERYTHING TO GET THE WATER AND ELECTRICITY DOWN AND STILL HAS PROBLEMS.
- 2 NO INTERRUPTIONS IN SERVICE
- 2 DID AN OUTSTANDING JOB DURING THE FLOOD
- 2 LAST YEAR HAD PROBLEMS WITH POWER.
- 2 CONTACT HAS NO ISSUES.
- 2 CONTACT WOULD LIKE A LITTLE MORE WATER PRESSURE OUTSIDE.
- 2 HAVE NO PROBLEM HAVE WHAT IS NEEDED
- 2 HE PAYS THE BILL AND THEY PROVIDE WHAT HE NEEDS
- 2 THE COST.
- 2 DIDN'T LIKE THAT HAD TO INSTALL SEPARATE METERS ON WATER VALVES
- 2 DUE TO FLUORIDE IN THE WATER, IT'S A TOXIN AND NOT GOOD FOR YOU. IF YOU TAKE THE FLUORIDE OUT CONTACT WOULD BE TOTALLY SATISFIED.
- 2 CONTACT HAS MOVED FROM HOME NOW AND HAS SOMEONE RENTING THERE.
- 2 NO OTHER OPTIONS AVAILABLE.
- 2 CONSISTENT SERVICE-BILL PAYING OPTIONS-ALWAYS POLITE.
- 2 CONTACT WAS OUT OF TOWN FOR A COUPLE OF WEEKS AND WHEN CONTACT GOT BACK, BILL WAS IN THE MAIL AND DUE THAT DAY. THEY ARE TOO STRICT AND DON'T MAKE EXCEPTIONS.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power Opower Report - Non-Participant

SA1. SA2.

- 2 IT IS EXPENSIVE.
- 2 NEVER HAD A PROBLEM AND HAVE GOOD WATER
- 2 APPRECIATES SERVICE LOVELAND PROVIDES AND APPRECIATES THE HELP OVER THE YEARS. ONLY REASON DIDN'T GIVE "VERY" IS BECAUSE OF THE INCREASE IN RATES. IT WOULD BE NICE TO GIVE A NOTICE OR EXPLANATION FOR INCREASED CHARGES.
- 2 I GUESS THEY ARE DOING WHAT THEY ARE SUPPOSED TO BE DOING I HAVE LIGHTS AND WATER
- 2 THERE WAS A WATER MAIN LEAK IN FRONT OF CONTACT'S HOUSE IN THE WINTER AND THERE WAS AN ICE RINK. THEY CAME TO CLEAN IT UP.
- 2 NO REASON NOT TO BE SATISFIED.
- 2 THEY DO A GOOD JOB.
- 2 ALWAYS HAVE POWER AND WATER AND NEVER HAD A PROBLEM
- 2 NOTICED THAT LOVELAND PUT EXTRA FEES ON THERE THIS YEAR. AS A CONSUMER, CONTACT CHANGES THE WAY SHE USES THINGS AND LESSENS THE USE OF POWER. THE BILL WAS STILL HIGHER BECAUSE THE RATE WAS INCREASED A LOT.
- 2 TOO MANY PRICE INCREASES
- 2 ALWAYS NICE WHEN CALL
- 2 DON'T KNOW.
- 2 NO PROBLEMS.
- 2 WATER HAS TOO MUCH OF A CHLORINE SMELL.
- 2 JUST SATISFIED.
- 2 VERY EFFICIENT. CONTACT LIVES IN NORTHWEST LOVELAND AND HAS SEVERAL OCCASIONS WHERE TRANSFORMER HAS BLOWN AND LOVELAND IS RIGHT ON IT AND FIXED WITHIN HOURS.
- 2 ONLINE BILL PAY IS NOT VERY GOOD.
- 2 THERE ARE OTHER THINGS THAT CAN BE DONE EVEN CHANGES ON CITY END THAT COULD HELP WITH CHANGES ON WHAT WAS ASKED.
- 2 POWER POLE IN THE BACKYARD WAS SUPPOSE TO BE REPLACED THREE YEARS AGO.
- 2 THE SNOW REMOVAL AND STREET SWEEPING IS NOT GOOD OVERALL. BAD ROAD CONDITIONS. THE WAY THEY PLOW IS HORRIBLE.
- 2 THEY ARE OK BUT VERY EXPENSIVE.
- 2 PRICE.
- 2 HE DOES NOT THINK THAT THEY REALLY HELP TO LOWER THE BILLS. THEY SEEM TO BE A LITTLE HIGH.
- 2 CONTACT USAGE IS ALWAYS 1,000 GALLONS AND SHE CALLED THEM AND THEY DIDN'T HAVE A GOOD ANSWER FOR HER.
- 2 WATER SOMETIMES IS GROSS AND HAS HAD FILM ON IT, MAYBE FROM THE FRACKING, BUT HAS DRANK THE WATER ALL OF HIS LIFE AND LIKES IT.
- 2 DON'T KNOW.
- 2 THE NEW PROJECTS TO SAVE WATER ARE NOT THE BEST IDEAS.
- 2 NEVER GIVE THE HIGHEST RATING. THEY DO OK.
- 2 NOBODY IS PERFECT.



SA2. Why did you give that rating?

SA1. How satisfied or dissatisfied are you with LWP overall?

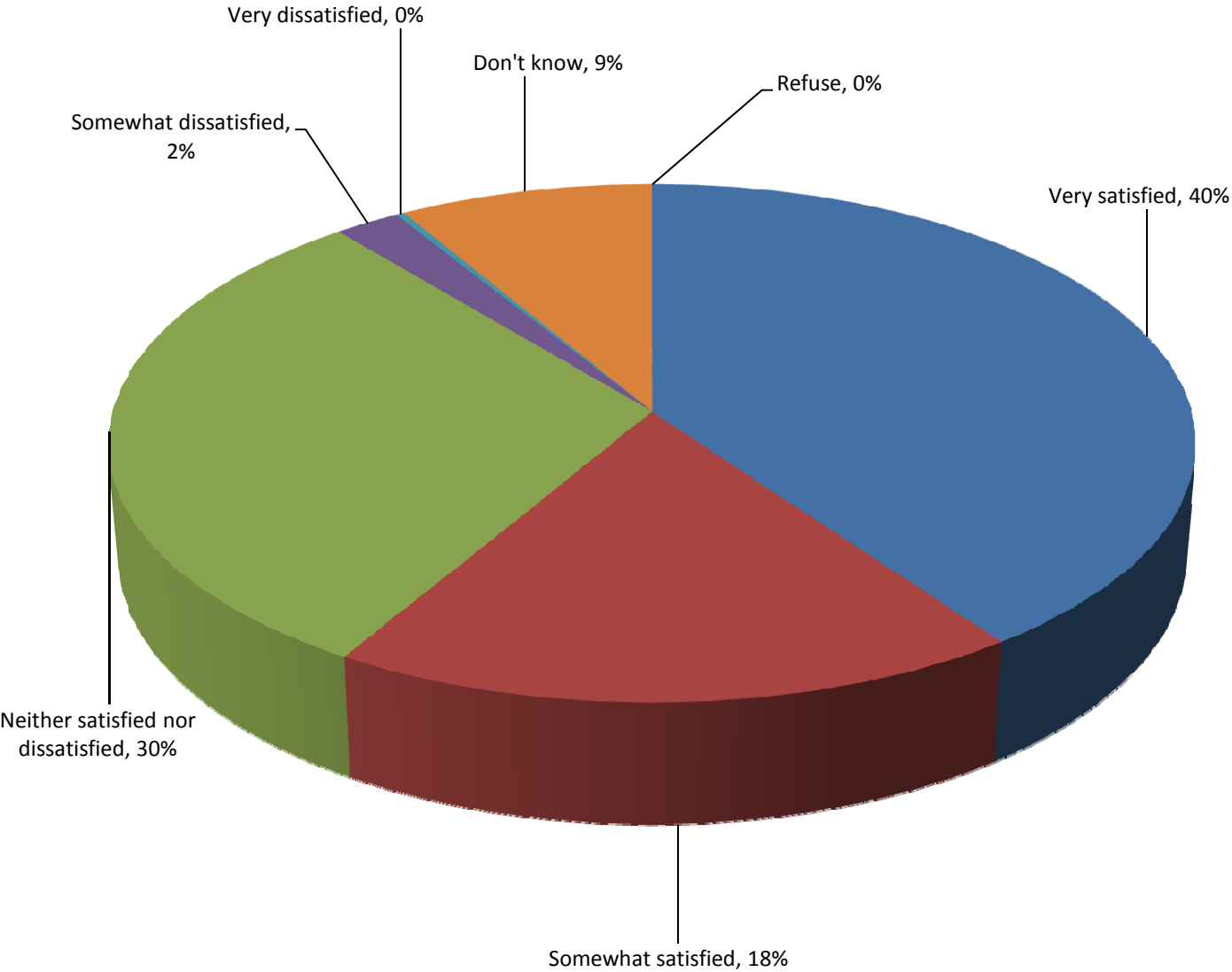
[1=Very Satisfied...5=Very dissatisfied]

Loveland Water and Power Opower Report - Non-Participant

SA1. SA2.

- 2 NOT TOTALLY HAPPY WITH THEM.
- 2 WISHES THAT HE HAD MORE WATER PRESSURE.
- 2 DO A PRETTY FAIR JOB, VERY SELDOM LOSES POWER. HEARING RUMORS ABOUT RAISING PRICES AND DON'T LIKE THAT OF COURSE.
- 2 EVERY THING SEEMS TO BE WORKING OK.
- 2 THEY DON'T BOTHER HIM.
- 2 THE PRICES HAVE GONE UP.
- 2 HAD THE WATER PROBLEM THIS FALL.
- 2 HE IS NEWLY MARRIED AND HIS WIFE TAKES CARE OF THE BILLS.
- 2 GUESS THEY DO A GOOD JOB
- 2 GET WHAT IS NEEDED
- 4 CONTACT HAS LOW WATER PRESSURE.
- 4 VERY EXPENSIVE FOR ONLY 2 PEOPLE IN HOME-ASK THEM TO SEE WHY THEIR BILL IS SO HIGH BUT GET NO HELP
- 4 HAVE HAD SOME ISSUES WITH POWER INTERRUPTIONS. SHE DOES LIVE OUTSIDE THE CITY LIMITS. NOT SURE IT IS CITY'S FAULT OR NOT.
- 4 THE RATES ARE TOO HIGH AND THE CALCULATION IS NOT RIGHT, THEY ROUND UP.
- 4 VERY SATISFIED WITH SERVICE BUT VERY DISSATISFIED WITH CUSTOMER SERVICE.
- 5 CONTACT IS A SINGLE PERSON AND TURNS HEAT WAY DOWN DURING THE DAY, OTHERWISE IT IS AT 67 DEGREES.
- 5 ALWAYS HAVE WHAT SHE NEEDS-LIGHTS AND WATER
- 5 CONTACT LOST POWER 5 OR 6 TIMES IN THE LAST YEAR.

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?
Non-Participant Survey





SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Non-Participant

SA5

SA6

- 1 THE BILLS ARE REASONABLE.
- 1 THEY HELPED CONTACT PUT UP A CLOTHESLINE.
- 1 A LOT OF INFORMATION IN THE NEWSLETTER TO SAVE ON ENERGY.
- 1 CONTACT LIKES THE RECYCLING PROGRAM AND IT IS FREE.
- 1 THE AUDIT PROGRAM WOULD BE GREAT BUT CONTACT HAS A BIG, OLD DRAFTY HOUSE.
- 1 NO REASON.
- 1 ENERGY AUDIT WAS WONDERFUL.
- 1 MAKE CONTACT AWARE OF ENERGY OPTIONS.
- 1 LOW RATES.
- 1 DON'T KNOW.
- 1 IN THE BILLS THEY HAVE TIPS TO SAVE ENERGY.
- 1 THEY PUT FORTH EFFORT IN THEIR NEWSLETTER.
- 1 BECAUSE OF THE NEWSLETTER AND PROGRAMS THAT LOVELAND OFFER.
- 1 THEY HAVE HELPED AS MUCH AS POSSIBLE AND ME CALLING TO DO THIS SURVEY SHOWS YOU CARE.
- 1 LOVELAND DOES A VERY GOOD JOB.
- 1 RATES ARE GOOD.
- 1 SHE HAS SEEN NOTICES OR READ THE NEWSLETTER.
- 1 VERY GOOD RATES.
- 1 FLYERS SHOULD BE ENCLOSED IN BILLS.
- 1 WHEN CONTACT CALLS LOVELAND THEY ASK CONTACT IF THEY WANT INFORMATION ON SAVING ENERGY.
- 1 NO PROBLEMS.
- 1 CONTACT IS PART OF LEAP PROGRAM.
- 1 THEY SEND STUFF ON THE ENERGY AUDIT.
- 1 IF CONTACT IS LATE ON PAYING BILL IT IS NO PROBLEM.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Non-Participant

SA5

SA6

- 1 THEY PUT TIPS IN THE BILLING.
- 1 THEY CAN ONLY EDUCATE. IT IS UP TO CONTACT TO DO SOMETHING.
- 1 THERE IS A LOT OF INFORMATION AND TIPS IN THE NEWSLETTER.
- 1 CONTACT CONSERVES WATER AND GETS TIPS FROM THE NEWSLETTER.
- 1 THE NEWSLETTER IS VERY HELPFUL.
- 1 CONTACT LIKES THE NEWSLETTER WITH INFORMATION ON HOW TO SAVE.
- 1 THEY ARE ALWAYS TRYING TO MAKE IMPROVEMENTS.
- 1 HE PAYS LESS THEN HIS RELATIVES ON THE EAST COAST.
- 1 THE NEWSLETTER HAS LOTS OF TIPS.
- 1 CONTACT IS VERY CONSERVATIVE WITH ENERGY ALREADY.
- 1 THEY OFFER A LOT OF TIPS BUT CONTACT DOES WHAT THEY CAN.
- 1 BROCHURES AND FLYER SHEETS ENCLOSED WITH MONTHLY BILLS.
- 1 CONTACT KNOWS THEY OFFER PROGRAMS EVEN THOUGH CONTACT HASN'T UTILIZED THEM.
- 1 HASN'T SEEN ANYTHING TO PROVE OTHERWISE.
- 1 READ THINGS ENCLOSED WITH BILL.
- 1 OFFERED A NUMBER OF PROGRAMS TO HELP HOMEOWNER SO IS VERY SATISFIED.
- 1 NO REASON TO THINK OTHERWISE. THINK YOU DO A GREAT JOB.
- 1 GET LITTLE THINGS IN BILL THAT GIVES IDEAS OF THINGS HE CAN DO.
- 1 DO GOOD JOB.
- 1 SATISFIED, NO REASON TO KNOW OTHERWISE.
- 1 UP TO DATE ON EVERYTHING ON HOW TO SAVE ENERGY AS WELL AS THEY CAN.
- 1 EVERY MONTH CONTACT GETS NEWSLETTER AND SHE READS THIS AND IS IMPRESSED WITH TIPS AND SUGGESTIONS.
- 1 GOOD SERVICE.
- 1 DO AUDITS AND THINGS TO TRY TO HELP.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Non-Participant

SA5

SA6

- 1 LOVE THE EFFORT THAT WATER DEPARTMENT PUTS OUT IN THE SUMMER TIME XERIOSCAPE PROGRAM. IT'S A HUGE SAVINGS ON WATER TO LANDSCAPE AND SAVE WATER.
- 1 BEST PRICING CONTACT HAS SEEN AND TRY TO GIVE TIPS AND OPTIONS TO SAVE MONEY.
- 1 EVERYTHING SEEMS TO WORK WELL.
- 1 LOVELAND SENDS THE LETTER WITH ELECTRIC BILL AND CONTACT TRIES TO READ IT SO THEY ARE DEFINITELY TRYING TO IMPROVE THINGS. LOVELAND IS A LOVELY CITY.
- 1 DESPITE CONTACT'S OR LOVELAND'S ATTEMPTS, CONTACTS NEW APPLIANCES HAVEN'T QUALIFIED FOR THE PROGRAMS.
- 1 PUT EVERYTHING IN NEWSLETTER FOR THE MOST PART.
- 1 THEY ARE TRYING THEIR BEST.
- 1 HAVEN'T HAD ANY PROBLEMS.
- 1 PRICING IS GREAT. NO MAJOR OUTAGES AND THEY DON'T GO OUT VERY OFTEN AT ALL.
- 1 THEY ARE MAKING THE EFFORT BUT THERE IS NOT A NEED FOR CONTACT. HIS HOUSE IS ONLY 13 YEARS OLD.
- 1 THEY HAVE GOOD IDEAS.
- 1 AGAIN NO PROBLEMS.
- 1 GIVE GOOD IDEAS.
- 1 DOESN'T KNOW, HE JUST LIKES THEM.
- 1 THEY ARE SO IMPRESSED WITH THE LETTER THAT COMES WITH THE BILLINGS. IT KEEPS THEM SO WELL INFORMED ABOUT WHAT IS HAPPENING IN THEIR COMMUNITY. SHE SAID TO KEEP THE NEWSLETTERS COMING.
- 1 GOOD IDEAS.
- 1 HAVEN'T HAD ANY DEALINGS WITH THEM.
- 1 LOVELAND TRIES SO HARD. CONTACT KNOWS ALL THE PROGRAMS THAT YOU HAVE AND DO. IT SHOWS THEY CARE AND MAKES CONTACT HAPPY.
- 1 INFORMATION THAT COMES WITH BILL.
- 1 HAVEN'T HAD ANY POWER OR WATER LOSS.
- 1 NO REASON.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Non-Participant

SA5

SA6

- 1 NO PROBLEMS WITH ANYTHING.
- 1 WHATEVER YOU PUT IN BILLS, IT'S GOOD INFORMATION
- 1 LOVELAND SENDS OUT HELPFUL HINTS WHICH ARE GREAT AND HELPFUL FOR PEOPLE BUT CONTACT IS AHEAD OF YOU GUYS WITH THE TIMES. HE KNOWS SO MUCH MORE THAN WHAT IS SENT OUT. PUT SOLAR ON EACH HOUSE, PUT 200 WATTS OF SOLAR ON ROOF, AND PUT 12 VOLT ON THERE. PUT LED ON A SECONDARY SYSTEM AND COULD REDUCE BY A THIRD.
- 1 CONTACT HAS THE LAWN SPRINKLER AND SETS THE WAY HE WANTS IT BECAUSE WAS IN LAWN SPRINKLER FIELD.
- 1 NO REASON REALLY.
- 1 LOVELAND SENDS OUT BROCHURES. THEY ARE VERY GOOD AND VERY HELPFUL.
- 1 CONTACT LIKES THAT THE CITY PURCHASED OWN ELECTRICITY.
- 1 ALWAYS HAVE TIPS IN THE BILLING
- 1 USE WHAT SHE CAN-RENTS SO UNABLE TO DO MANY OF THE ITEMS
- 1 GREAT TIPS ENCLOSED WITH THE BILLING
- 1 CONTACT FOUND OUT ABOUT AUDIT BY THE INFORMATION THAT CONTACT GETS WITH HIS BILLS.
- 1 DOING THE BEST CITY CAN.
- 1 MAKING PEOPLE AWARE OF EVERYTHING.
- 1 READ ALL NOTICES THAT ARE SENT OUT AND ENCLOSED WITH MONTHLY BILL .
- 1 DON'T KNOW THEY GIVE HINTS ON WHAT A PERSON CAN DO.
- 1 EMPHASIS IS ON CONSERVATION IN THE FLYERS.
- 1 CITY OF LOVELAND MAKES EFFORTS TO GET CONTACT TO SAVE BUT CONTACT DOESN'T WASTE, SO IS GOOD THERE.
- 1 NEWSLETTER GIVES A LOT OF INFORMATION.
- 1 CITY OF LOVELAND DOES THINGS LIKE THESE CALLS.
- 1 WONDERFUL, CITY OF LOVELAND PUTS AN EFFORT TO HELP CONTACT SAVE ON WATER AND ENERGY OVER THE YEARS.
- 1 THEY ARE VERY GOOD.
- 1 VERY HAPPY WITH THEM.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Non-Participant

SA5

SA6

- 1 THEY GIVE TIPS ON HOW TO SAVE ENERGY.
- 1 HE HAS NEVER HAD A REASON TO COMPLAIN.
- 1 GIVE TIPS-OUR HOUSEHOLD HAS ALWAYS BEEN VERY FRUGAL IN USAGE SO REALLY DON'T APPLY
- 1 SHE IS SO HAPPY WITH THE WAY THEY TOOK CARE OF THINGS WITH THE FLOOD, AND SHE ALSO PURCHASED SOME OF THE WIND ENERGY.
- 1 LOVELAND MAKES IT KNOWN TO EVERYONE SO THAT'S A GOOD THING.
- 1 ALWAYS GIVE TIPS IN NEWSLETTER ON WHAT TO DO.
- 1 SEEM TO BE LOOKING AT WAYS TO IMPROVE ENERGY.
- 1 FLYERS SHOULD BE ENCLOSED WITH BILLS.
- 1 CAME TO DOOR ABOUT AIR CONDITIONING THING, CALLED, AND PAMPHLET WITH BILL.
- 1 CONTACT SEES CITY OF LOVELAND IS MAKING A CONSCIOUS EFFORT.
- 1 NOTIFICATION LIKE AIR CONDITIONER, APPLIANCES, AND LIGHTING.
- 1 BY DOING THIS SURVEY.
- 1 YOU DO EVERYTHING YOU CAN TO GET THE BEST PRICES FOR CUSTOMERS.
- 1 CITY OF LOVELAND IS ALWAYS TRYING TO COME UP WITH METHODS TO IMPROVE EFFICIENCY AND CONTACT HAS BEEN WATCHING THIS TOO.
- 1 THEY'RE TRYING TO HELP BY LETTING CONTACT KNOW WHAT HE IS DOING.
- 1 ALWAYS GIVING SUGGESTIONS.
- 1 CITY OF LOVELAND IS PROACTIVE IN GETTING INFORMATION OUT TO THE PEOPLE IN THIS AREA.
- 1 ALWAYS HAS A LITTLE SOMETHING IN THE NEWS MAGAZINE ONCE A MONTH.
- 1 ALWAYS READS NEWSLETTER AND THERE ARE GOOD SUGGESTIONS. IT MAKES CONTACT AWARE OF WHAT THEY DIDN'T REALIZE.
- 1 CONTACT WAS HAVING ISSUES WITH THE WATER BILL AND LOVELAND CAME OUT, CHANGED METER, AND TRIED TO HELP FIGURE OUT WHAT WAS GOING ON.
- 1 THEY DO GOOD. CONTACT SAID HE HAS LIGHTS.
- 1 NOT A WHOLE LOT WE CAN DO ABOUT IT.
- 1 CITY OF LOVELAND IS TRYING TO HELP CUSTOMERS CONSERVE ENERGY.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Non-Participant

SA5

SA6

- 1 TIPS ARE GOOD.
- 1 GETS THE INSERTS THAT HAVE SUGGESTIONS.
- 1 CITY OF LOVELAND GIVES SUGGESTIONS AND CONTACT DOES THEM ALL.
- 1 TIPS ARE HELPFUL.
- 1 CITY OF LOVELAND CONTRIBUTES TO HELP SAVE ENERGY BUT UNFORTUNATELY NOW IT'S TOUGH FOR CONTACT BECAUSE HE HAS ANOTHER FAMILY LIVING WITH HIM UNTIL THEY GET THEIR HOUSE DONE.
- 1 THE INFORMATION CONTACT RECEIVES IN THE MAIL.
- 1 TIPS ARE THERE IF CONTACT WANTS TO TAKE ADVANTAGE OF THEM.
- 1 THE ENERGY AUDIT AND OUTDOOR LIGHT BULBS AND STUFF.
- 2 THE BILLS ARE A LITTLE COSTLY.
- 2 LITTLE SHORT BECAUSE MORE COULD BE DONE TO USE ENERGY AT OFF TIMES. SOME FOREIGN COUNTRIES GIVE REBATES TO PEOPLE WHO WASH AT OFF TIMES AND REALIZE THE IMPORTANCE OF IT.
- 2 DON'T KNOW.
- 2 SOME THINGS CITY CAN DO TO HELP ALSO.
- 2 THEY TRY.
- 2 IDEAS ON SAVING.
- 2 SHOULD LOOK INTO MORE WAYS TO GET ENERGY, WIND, ETC.
- 2 CONTACT HASN'T DONE MORE TO MAXIMIZE IT BUT CONTACT IS VERY HAPPY WITH RATES, PRODUCTS, AND HELP OVER THE YEARS.
- 2 RATES COULD BE LOWER.
- 2 THOUGHT IT WAS CONTACT'S RESPONSIBILITY TO DO THIS THEMSELVES.
- 2 GUESS THE TIPS THEY PUT IN BILLING
- 2 CONTACT HASN'T READ OR HEARD ANYTHING.
- 2 DON'T GIVE IT A LOT OF THOUGHT.
- 2 NO NEED TO CALL IN. NO OUTAGES.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Lowland Water and Power

Opower Report - Non-Participant

SA5

SA6

- 2 CONTACT READS THE NEWSLETTERS AND WHETHER CONTACT DOES THOSE OR NOT, CITY OF LOVELAND STILL GIVES THAT INFORMATION OUT.
- 2 REALLY HAVEN'T DONE ANYTHING
- 2 HAVEN'T STUDIED THE ISSUE.
- 2 PRICES HAVE GONE UP OVER THE LAST 13 YEARS CONSIDERABLY.
- 2 USES SHOWER HEADS.
- 2 SOME COMPANIES GIVE DISCOUNTS ON 5 STAR ENERGY APPLIANCES BUT LOVELAND DOES NOT GIVE A CREDIT FOR THIS.
- 2 NO REASON.
- 2 BECAUSE THEY GIVE TIPS ON HOW TO CUT BACK
- 2 NO REASON. CONTACT SAID HE DOES KNOW THAT LOVELAND WATER SENDS REPORTS AND TIPS ON HOW TO SAVE CONTACT. JUST DOESN'T TAKE THE TIME TO READ THEM SO THAT IS HIS OWN FAULT.
- 2 NO REASON.
- 2 THEY TRY BY GIVING GREAT TIPS
- 2 THEY GIVE TIPS ON HOW TO SAVE ENERGY.
- 2 CONTACT DOESN'T ALWAYS READ THE INSERTS IN THE BILLS.
- 2 IT'S A SUMMER HOME. NOT UP THERE ALL THE TIME SO HAVEN'T REALLY SEEN THAT.
- 2 IT IS UP TO CONTACT TO SAVE ON ENERGY.
- 2 GIVE TIPS-BUT ALWAYS CAN'T USE BECAUSE OF HEALTH PROBLEMS
- 2 THE NEWSLETTER HAS ENERGY SAVING TIPS.
- 2 THEY OFFER REBATE PROGRAMS.
- 2 THEY GIVE A GOOD EFFORT.
- 2 CONTACT USAGE IS ALWAYS 1,000 GALLONS AND SHE CALLED THEM AND THEY DIDN'T HAVE A GOOD ANSWER FOR HER.
- 2 THE INSERTS GIVE TIPS ON SAVING ENERGY.
- 2 DON'T KNOW.
- 2 DON'T KNOW.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

Opower Report - Non-Participant

SA5

SA6

- 2 DURING THE SUMMER THEY RECYCLE ENERGY WHICH CONTACT HAS BUT DOESN'T KNOW WHAT THE BENEFIT IS.
- 2 ENERGY RATES ARE APPROPRIATE.
- 2 DON'T KNOW.
- 2 CONTACT LIKES THE NEWSLETTER.
- 2 SHE SAID SHE LIVES IN AN APARTMENT AND IS NOT CONCERNED WITH ALL THIS.
- 2 GET IDEAS.
- 2 CONTACT SAID THAT THEY DON'T PARTICIPATE IN THE REBATES VERY OFTEN LIKE SOME COMPANIES DO.
- 2 TIPS SHOW UP WITH THE BILLS.
- 2 AM SURE THEY ARE TRYING
- 2 CONTACT WOULD LIKE TO HAVE MORE INFORMATION ON WAYS TO HEAT HER HOME FOR LESS.
- 2 GUESS THEY TRY
- 2 THEY PUT IT OUT THERE SO IT IS BEFORE ONES EYES IN EVERY BILL
- 2 WATERS HIS LAWN DIFFERENTLY NOW
- 2 BILLS HAVE GONE UP OVER THE LAST FEW YEARS.
- 2 ALWAYS HAVE TIPS ENCLOSED W/BILLS SO UP TO HOMEOWNER TO LOOK AT
- 2 CONTACT IS ALREADY DOING EVERYTHING SHE CAN TO SAVE ENERGY.
- 2 NO REAL CONTACT WITH THEM ABOUT SAVING ENERGY.
- 2 REALLY DON'T PAY ATTENTION, JUST PAY THE BILL
- 2 CONTACT HAS DONE WHAT SHE CAN ALREADY.
- 2 BY PUTTING THEM IN THE BILLS SHOW THEY ARE TRYING
- 3 WE SAVE ENERGY AND THEN OUR BILL STILL GOES UP.
- 4 PRICES HAVE GONE UP.
- 4 BECAUSE OF THE WATER INCREASE.



SA6. Why did you give that rating

SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

[1=Very satisfied...5=Very dissatisfied]

Loveland Water and Power

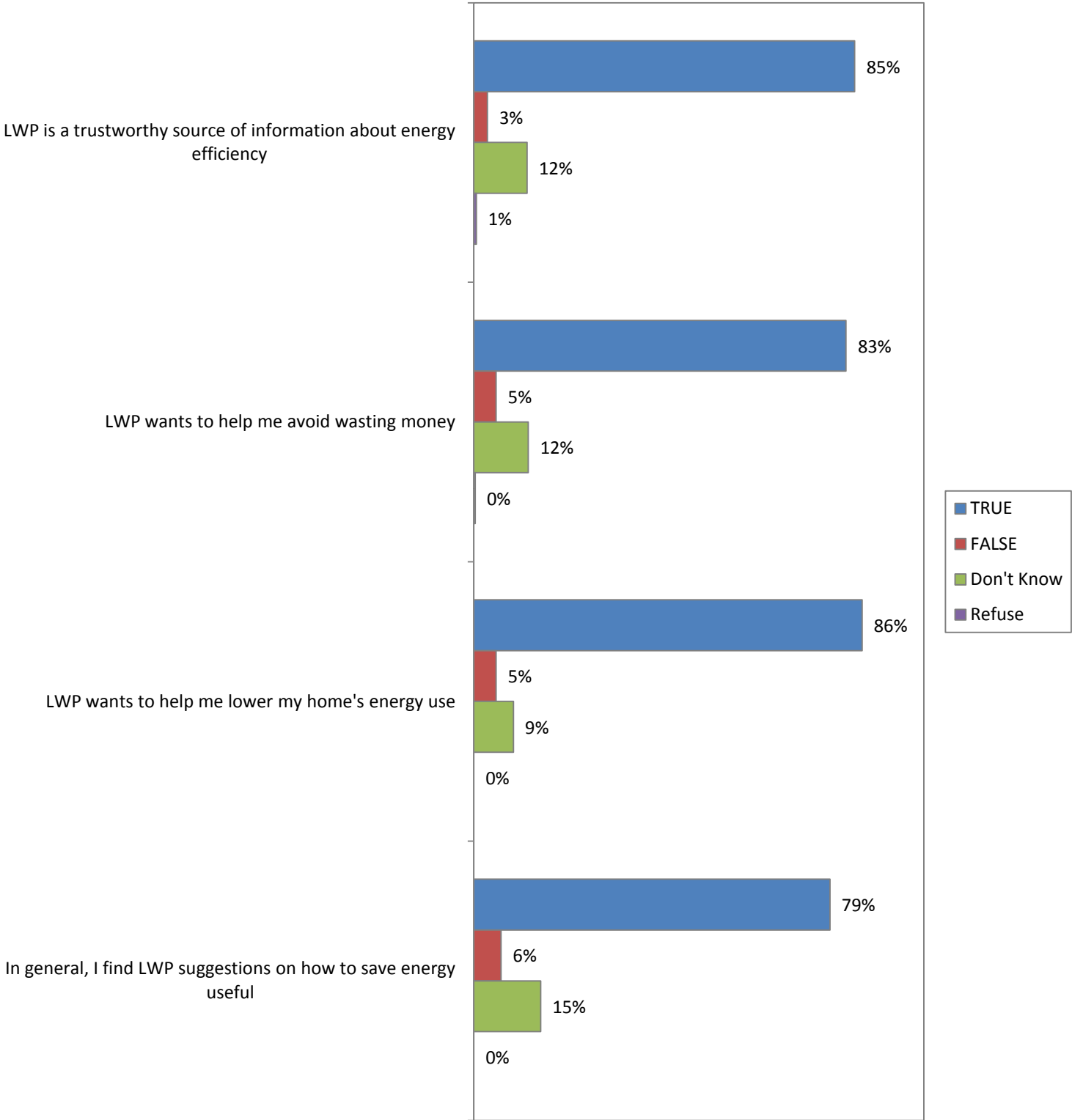
Opower Report - Non-Participant

SA5

SA6

- 4 RATES ARE WAY TOO HIGH.
- 4 CONTACT DOESN'T WANT THEM TO HAVE POWER OVER HIS THERMOSTAT.
- 4 HIGH RATES.
- 4 LIVES IN APARTMENT WHERE WATER IS COVERED IN RENT. NOT AWARE OF WAYS TO BE MORE ENERGY EFFICIENT OTHER THAN COMMON SENSE. IF FLYER COULD BE SENT OUT MAYBE QUARTERLY TO ALL HOMEOWNERS AND RENTERS, HE WOULD BE INTERESTED IN RECEIVING IT.
- 4 FRUSTRATED HE SAID AND I DIDN'T HELP MATTERS ANY BY CALLING. I ASKED HIM IF HE NEEDED A CALL BACK AND HE SAID NO.
- 4 THE PRICE HAS GONE UP AND CONTACTS BUDGET BILLING HAS GONE UP. THE KILOWATTS HAVE GONE UP.
- 5 CONTACT HAS DONE EVERYTHING THEY KNOW HOW TO DO AND THE BILL IS STILL WAY TOO HIGH.

SA7. I am going to read a list of statements and I'd like you to tell me whether you feel they are true or false
Non-Participant Survey





Reports of Excellence

Loveland Water and Power

Opower Report - Non-Participant

CONTACT READS THE REPORTS EVERY MONTH AND THINKS THEY ARE GREAT.

THEY SO LOVE THE WAY LOVELAND WATER AND POWER HELPS THE PEOPLE TO SAVE AND RECYCLE. KEEP THE NEWSLETTERS COMING.

HE IS VERY HAPPY WITH THE NEWSLETTERS THAT COME WITH THE BILLINGS EVERY MONTH. HE READS THESE FAITHFULLY AND THE INFORMATION IS VERY HELPFUL.

THE NEWSLETTERS ARE SO GREAT.

SHE IS HAPPY WITH EVERYTHING.

THE NEWSLETTERS GIVE LOTS OF TIPS ON HOW TO SAVE.

CONTACT READS EVERYTHING LOVELAND POWER SENDS THEM AND APPRECIATES ALL THE ENERGY SAVING TIPS.

CONTACT LIKES THE TIPS IN THE NEWSLETTER ON HOW TO SAVE ENERGY.

CONTACT HAS LIVED IN LOVELAND MOST OF HER LIFE AND BESIDES THE WATER MAIN BREAK CONTACT IS VERY HAPPY WITH THE SERVICE.

CONTACT SAID SHE APPRECIATES THE CITY OF LOVELAND. YOU GUYS DO A GREAT JOB.

APPRECIATED THE SURVEY CALL. HE WAS NOTIFIED THAT HIS WATER HEATER WAS DEFECTIVE WHEN HIS WATER USAGE WENT UP. HE REPLACED WATER HEATER AND EVERYTHING WENT BACK TO NORMAL.

CONTACT WANTS TO THANK ALL THE GUYS WHO SAVED THE WATER LINES DURING THE FLOOD.

HE SAID HE DID HAVE HIS SERVICE FIXED ON THE CITY SIDE A WHILE BACK AND WAS VERY HAPPY WITH THE SERVICE.

SHE SAID THAT SHE HAS NEVER BEEN OUT OF POWER, EXCEPT FOR THE FLOOD. SHE IS HAPPY WITH THE COMPANY.

HE DID ALL THE MAJOR PROGRAMS TO FIX THINGS UP BEFORE THIS PAST YEAR AND WAS VERY HAPPY WITH THE RESULTS.

VERY GOOD SERVICE.

THEY ARE GREAT. THE BILLINGS ARE ACCURATE AND TIMELY. HE NEVER HAS ANYTHING TO COMPLAIN ABOUT. THEY ARE VERY GOOD.



Reports of Excellence

Loveland Water and Power

Opower Report - Non-Participant

THEY ARE VERY GOOD AND IF SHE HAS ANY PROBLEMS THEY TAKE CARE OF THINGS IMMEDIATELY.

LOVELAND, YOU ARE DOING GREAT, KEEP SPREADING THE WORD.

OVERALL LOVELAND IS ONE OF THE BEST AROUND.

USING THESE BULBS IS AN AMAZING AND EASY WAY TO SAVE ENERGY. CONTACT USES THE DIMMER ON HIS CANNED LIGHTS. CONTACT MENTIONED ALSO THAT HE HAS STOCKED UP ON THE INCANDESCENT BULBS. HE SAID THANK YOU FOR YOUR INTEREST IN THIS.

CONTACT APPRECIATES THE GREAT SERVICE OF KEEPING THE WATER AND LIGHTS ON THAT LOVELAND PROVIDES .

CONTACT SAID CITY OF LOVELAND HAS GREAT SERVICE.

CONTACT WAS REALLY IMPRESSED WITH THE CAR PROGRAM THAT THE CITY OF LOVELAND OFFERED.



Raw Data

Loveland Water and Power Opower Report - Non-Participant

AT1. Please tell me if you, or anyone in your household, have done any of these things within the last 12 months:

	Yes	No	Don't Know	Refuse
a. Discussed ideas about how to save energy within your household	<u>235</u>	<u>129</u>	<u>0</u>	<u>0</u>
b. Discussed ideas about how to save energy with others outside your household	<u>133</u>	<u>229</u>	<u>2</u>	<u>0</u>
c. Purchased energy efficient appliances or energy efficient equipment...	<u>169</u>	<u>194</u>	<u>1</u>	<u>0</u>
d. Purchased any small energy efficiency devices, such as efficient light bulbs...	<u>295</u>	<u>68</u>	<u>1</u>	<u>0</u>
e. Changed any of your habits related to how often/long you use lighting a/o elec.	<u>163</u>	<u>200</u>	<u>1</u>	<u>0</u>
f. Changed...amt. of heating, cooling, and/or hot water...use in your home	<u>181</u>	<u>182</u>	<u>1</u>	<u>0</u>

AT2. What energy efficient purchases do you recall making within the past 12 months?

	Total Mentions	First Mention	Second Mention	Third	Fourth	Fifth	Sixth
Air conditioner	<u>8</u>	<u>4</u>	<u>1</u>	<u>3</u>	<u>0</u>	<u>0</u>	<u>0</u>
Clothes dryer	<u>22</u>	<u>13</u>	<u>5</u>	<u>2</u>	<u>2</u>	<u>0</u>	<u>0</u>
Clothes washer	<u>24</u>	<u>5</u>	<u>12</u>	<u>3</u>	<u>2</u>	<u>2</u>	<u>0</u>
Dehumidifier	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Dishwasher	<u>23</u>	<u>15</u>	<u>5</u>	<u>1</u>	<u>2</u>	<u>0</u>	<u>0</u>
Electronics	<u>50</u>	<u>29</u>	<u>13</u>	<u>5</u>	<u>1</u>	<u>2</u>	<u>0</u>
Fans	<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Heat Pump	<u>3</u>	<u>1</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Insulation in attic and/or walls of home	<u>13</u>	<u>2</u>	<u>6</u>	<u>3</u>	<u>2</u>	<u>0</u>	<u>0</u>
Lighting and/or occupancy sensors	<u>212</u>	<u>164</u>	<u>37</u>	<u>8</u>	<u>3</u>	<u>0</u>	<u>0</u>
Pool equipment	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Refrigerator and/or freezer	<u>43</u>	<u>24</u>	<u>14</u>	<u>3</u>	<u>0</u>	<u>1</u>	<u>1</u>
Programmable thermostat	<u>6</u>	<u>4</u>	<u>0</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>
Water heater	<u>22</u>	<u>11</u>	<u>6</u>	<u>5</u>	<u>0</u>	<u>0</u>	<u>0</u>
Windows	<u>11</u>	<u>6</u>	<u>3</u>	<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>
Don't Know	<u>16</u>	<u>16</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Refuse	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Other	<u>63</u>	<u>20</u>	<u>19</u>	<u>15</u>	<u>5</u>	<u>3</u>	<u>1</u>

AT3. What did you do to change the way you use energy within the past year?

	Total Mentions	First Mention	Second Mention	Third	Fourth	Fifth
Dry clothes efficiently	<u>3</u>	<u>1</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>
Wash clothes efficiently	<u>14</u>	<u>9</u>	<u>4</u>	<u>0</u>	<u>1</u>	<u>0</u>
Run dishwasher efficiently	<u>16</u>	<u>7</u>	<u>5</u>	<u>4</u>	<u>0</u>	<u>0</u>
Manage electronic devices efficiently	<u>67</u>	<u>33</u>	<u>27</u>	<u>6</u>	<u>1</u>	<u>0</u>
Maintain equipment to run efficiently	<u>5</u>	<u>2</u>	<u>2</u>	<u>1</u>	<u>0</u>	<u>0</u>
Use lighting efficiently	<u>149</u>	<u>91</u>	<u>41</u>	<u>13</u>	<u>4</u>	<u>0</u>
Seal leaks and drafts	<u>8</u>	<u>2</u>	<u>4</u>	<u>2</u>	<u>0</u>	<u>0</u>
Take shorter showers	<u>23</u>	<u>8</u>	<u>10</u>	<u>4</u>	<u>1</u>	<u>0</u>
Adjust manual thermo. to heat & cool efficiently	<u>60</u>	<u>25</u>	<u>26</u>	<u>4</u>	<u>3</u>	<u>2</u>
...programmable thermo. to heat & cool efficiently	<u>39</u>	<u>13</u>	<u>13</u>	<u>8</u>	<u>4</u>	<u>1</u>
Insulate water heater and/or pipes	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Use window shades	<u>2</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>
Don't know	<u>13</u>	<u>13</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Refuse	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Other	<u>27</u>	<u>13</u>	<u>6</u>	<u>7</u>	<u>1</u>	<u>0</u>



Raw Data

Loveland Water and Power Opower Report - Non-Participant

AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power?

	Total Mentions	First Mention	Second Mention	Third
Partnering with Power	<u>28</u>	<u>24</u>	<u>3</u>	<u>1</u>
Refrigerator and Freezer Recycling Program	<u>9</u>	<u>7</u>	<u>2</u>	<u>0</u>
Energy and Water Program	<u>19</u>	<u>16</u>	<u>3</u>	<u>0</u>
Home Energy Audit Program	<u>52</u>	<u>38</u>	<u>12</u>	<u>2</u>
Purchased Discounted Light Bulbs	<u>20</u>	<u>14</u>	<u>6</u>	<u>0</u>
Watt Reader Kits	<u>3</u>	<u>2</u>	<u>1</u>	<u>0</u>
Home Energy Reports	<u>22</u>	<u>19</u>	<u>1</u>	<u>2</u>
Don't know	<u>137</u>	<u>137</u>	<u>0</u>	<u>0</u>
Refuse	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>
Other	<u>109</u>	<u>103</u>	<u>6</u>	<u>0</u>

AT5. Which of these programs have you participated in within the past 12 months?

	Total Mentions	First Mention	Second Mention
Partnering with Power	<u>12</u>	<u>9</u>	<u>3</u>
Refrigerator and Freezer Recycling Program	<u>6</u>	<u>6</u>	<u>0</u>
Energy and Water Program	<u>1</u>	<u>1</u>	<u>0</u>
Home Energy Audit Program	<u>9</u>	<u>9</u>	<u>0</u>
Purchased Discounted Light Bulbs	<u>11</u>	<u>10</u>	<u>1</u>
Watt Reader Kits	<u>1</u>	<u>1</u>	<u>0</u>
Home Energy Reports	<u>12</u>	<u>11</u>	<u>1</u>
Don't know	<u>36</u>	<u>35</u>	<u>1</u>
Refuse	<u>0</u>	<u>0</u>	<u>0</u>
Other	<u>24</u>	<u>24</u>	<u>0</u>

SA1. Thinking broadly, how satisfied or dissatisfied are you with LWP overall?

Very satisfied	<u>266</u>
Somewhat satisfied	<u>62</u>
Neither sat. nor dissat.	<u>28</u>
Somewhat dissatisfied	<u>5</u>
Very dissatisfied	<u>3</u>
Don't know	<u>0</u>
Refused	<u>0</u>

SA5. Thinking broadly, how satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?

Very satisfied	<u>146</u>
Somewhat satisfied	<u>67</u>
Neither sat. nor dissat.	<u>111</u>
Somewhat dissatisfied	<u>8</u>
Very dissatisfied	<u>1</u>
Don't know	<u>31</u>
Refused	<u>0</u>

SA7. I'm going to read a list of statements and I'd like you to tell me whether you feel they are true or false.

	True	False	Don't Know	Refuse
a. LWP is a trustworthy source of information about energy efficiency.	<u>308</u>	<u>11</u>	<u>43</u>	<u>2</u>
b. LWP wants to help me avoid wasting money.	<u>301</u>	<u>18</u>	<u>44</u>	<u>1</u>
c. LWP wants to help me lower my home's energy use.	<u>314</u>	<u>18</u>	<u>32</u>	<u>0</u>
d. In general I find LWP's suggestions on how to save energy useful.	<u>288</u>	<u>22</u>	<u>54</u>	<u>0</u>

City of Loveland Home Energy Report Program

Non-Participant Survey

Interviewer Instructions and Notes

1. The purpose of the introductory script and associated questions is to identify the person within the contact household that is responsible for opening and handling the mail the household receives from the City of Loveland.

<u>Title</u>	<u>Code</u>	<u>Page Number</u>
Introduction & Screener	S	2
Actions Taken	AT	4
Satisfaction	SA	7

Introduction & Screener

Hello, may I speak with [CONTACT NAME]? **[IF NOT AVAILABLE, ASK TO SPEAK WITH ADULT THAT OPENS THE MAIL]**

INTRO. Hello, I'm _____ of SURVEY HOUSE, calling on behalf of the City of Loveland Water and Power. I have a few questions about mailings you may have received from Loveland Water and Power. Your feedback is important and will help Loveland Water and Power fine tune the information it sends you. We are only gathering information and I will not attempt to sell you anything. We will keep your name and opinions confidential and the survey will only take a few minutes.

S1. Are you the person in the household who handles the mail regarding your electric service from Loveland Water and Power? This might include the electric bill, letters about your account, and information about energy efficiency. **[DO NOT READ LIST]**

1. YES **[CONTINUE]**
2. NO **[ASK FOR PERSON WHO READS MAIL]: "Is the person who does read this sort of mail available?" [IF NOT AVAILABLE, SCHEDULE CALLBACK]**
98. DON'T KNOW **[THANK AND TERMINATE]**
99. REFUSED **[THANK AND TERMINATE]**

[SCHEDULE A CALLBACK IF PERSON IS NOT AVAILABLE]: "Okay, I can call back. Is there a good time to reach that person?"

_____ break _____

S2. Great, thank you. Just one more question before we get started with the survey. Are you talking to me on a mobile phone or a landline?

1. LANDLINE
2. MOBILE PHONE
99. REFUSED

_____ break _____

[IF S2 = 2 or 99]

S3. Are you driving a vehicle or using any equipment that requires your attention?

1. NO
2. YES **[SCHEDULE CALLBACK]: "When is a good time for me to call you back?"**
98. DON'T KNOW **[SCHEDULE CALLBACK]: "When is a good time for me to call you back?"**
99. REFUSED **[SCHEDULE CALLBACK]: "When is a good time for me to call you back?"**

Actions Taken

Thank you for agreeing to speak with me. We are helping Loveland Water and Power determine the value of the mail it sends to you -- in addition to your monthly bill. Your input will be extremely helpful.

AT1. I'm going to read a list of things that you may have done in the past 12 months. Please tell me if you, or anyone in your household, have done any of these things within the last 12 months. **[CHECK BOXES] Have you... [RANDOMIZE STATEMENTS] [INTERVIEWER NOTE: EVERY THIRD ATTRIBUTE REITERATE THAT IT IS WITHIN THE LAST 12 MONTHS]**

	Yes (1)	No (2)	Don't Know (98)	Refused (99)
a. Discussed ideas about how to save energy within your household?				
b. Discussed ideas about how to save energy with others outside of your household (i.e., co-workers, neighbors, and friends)?				
c. Purchased energy efficient appliances or energy efficient equipment, such as computers or an efficient furnace, or made major upgrades to your home's efficiency such as installing insulation?				
d. Purchased any small energy efficiency devices, such as efficient light bulbs or power strips ?				
e. Changed any of your habits related to how often or how long you use lighting and/or electronics in your home?				
f. Changed any of your habits related to the amount of heating, cooling, and/or hot water you use in your home?				

_____ break _____

[IF AT1c. = 1 ASK]

[IF AT1d. = 1 ASK]

AT2. What energy efficient purchases do you recall making within the past 12 months? **[DO NOT READ LIST, CHECK ALL THAT APPLY]**

1. AIR CONDITIONER (I.E., WINDOW UNIT, CENTRAL AIR, ROOM AIR CONDITIONER, DUCTLESS AIR CONDITIONER)
2. CLOTHES DRYER
3. CLOTHES WASHER
4. DEHUMIDIFIER
5. DISHWASHER
6. ELECTRONICS (I.E., TELEVISION, LAPTOP, DESKTOP COMPUTER, HOME OFFICE EQUIPMENT)

7. FANS (I.E., WHOLE-HOUSE FAN, ATTIC FAN, SOLAR ATTIC FAN, BOX FANS, CEILING FANS)
8. HEAT PUMP (FOR HEATING OR COOLING HOME; I.E., A “REGULAR” HEAT PUMP, GEOTHERMAL HEAT PUMP, OR DUCTLESS HEAT PUMP)
9. INSULATION IN ATTIC AND/OR WALLS OF HOME
10. LIGHTING AND/OR OCCUPANCY SENSORS (I.E., CFLS, A.K.A. THE “SPIRAL LIGHT BULBS”, LED LIGHTS, OUTDOOR SOLAR LIGHTS, DIMMING LIGHTS, MOTION SENSORS, OCCUPANCY SENSORS)
11. POOL EQUIPMENT (I.E., HEATER, POOL PUMP, VARIABLE SPEED POOL PUMP)
12. REFRIGERATOR AND/OR FREEZER
13. PROGRAMMABLE THERMOSTAT
14. WATER HEATER (I.E., “REGULAR” WATER HEATER, SOLAR WATER HEATER, GEOTHERMAL WATER HEATER, DRAIN WATER HEAT RECOVERY SYSTEM, HEAT PUMP WATER HEATER, TANKLESS WATER HEATER)
15. WINDOWS (I.E., DOUBLE PANE, STORM WINDOWS, STRATEGICALLY PLACED NEW WINDOWS)
97. OTHER [SPECIFY]
98. DON'T KNOW
99. REFUSED

break

[IF AT1e = 1 ASK]

[IF AT1f = 1 ASK]

AT3. What did you do to change the way you use energy within the past year? [DO NOT READ LIST, CHECK ALL THAT APPLY]

1. DRY **CLOTHES** EFFICIENTLY (I.E., HANG CLOTHES TO AIR DRY, RUN THE CLOTHES DRYER WITH A FULL LOAD)
2. WASH **CLOTHES** EFFICIENTLY (I.E., USE COLD WATER, RUN THE WASHER WITH A FULL LOAD)
3. RUN **DISHWASHER** EFFICIENTLY (I.E., RUN ON FULL LOADS, AIR DRY, AVOID USING SPECIAL SETTINGS)
4. MANAGE **ELECTRONIC DEVICES** EFFICIENTLY (I.E., UNPLUG ELECTRONICS WHEN NOT IN USE, USE POWER STRIPS AND TURN THEM OFF WHEN NOT IN USE, USE POWER SAVE MODES ON COMPUTERS, ADJUST SETTINGS TO ENERGY EFFICIENT SETTINGS, SHUT DOWN COMPUTER AT NIGHT, UNPLUG CHARGERS WHEN NOT IN USE)
5. MAINTAIN **EQUIPMENT** TO RUN EFFICIENTLY (I.E., REPLACE FURNACE/HEATER AND AC FILTERS, CLEAN REFRIGERATOR COILS, CLEAR AREAS AROUND HEATING AND COOLING VENTS, KEEP AC UNIT CLEAR OF DEBRIS)
6. USE **LIGHTING** EFFICIENTLY (I.E., TURN OFF LIGHTS WHEN NOT IN USE, USE TASK LIGHTING RATHER THAN OVERHEAD LIGHTS FOR THINGS LIKE READING AND COOKING)
7. **SEAL** LEAKS AND DRAFTS (I.E., LEAKY DOORS, WINDOWS, REFRIGERATOR SEALS, FIREPLACES, AIR DUCTS, AIR CONDITIONER UNITS, OUTLETS AND LIGHT SWITCHES)
8. TAKE SHORTER **SHOWERS**

9. ADJUST **MANUAL THERMOSTAT** TO HEAT AND COOL EFFICIENTLY (I.E., RAISE THERMOSTAT SETTING DURING WARM WEATHER TO REDUCE COOLING, LOWER THERMOSTAT SETTING DURING COOL WEATHER TO REDUCE HEATING)
10. PROGRAM **PROGRAMMABLE THERMOSTAT** TO HEAT AND COOL EFFICIENTLY (I.E., PROGRAM TO REDUCE HEATING AND/OR COOLING WHEN AWAY FROM HOME OR ASLEEP)
11. INSULATE **WATER HEATER** AND/OR PIPES (I.E., INSTALL A WATER HEATER BLANKET, INSULATE WATER PIPES)
12. USE **WINDOW SHADES** (I.E., TO LET HEAT FROM SUN IN ON COLD DAYS, AND/OR KEEP HEAT FROM SUN OUT ON WARM DAYS)
97. OTHER (SPECIFY)
98. **DON'T KNOW**
99. REFUSED

_____break_____

AT4. Have you heard of any energy efficiency programs offered by Loveland Water and Power? [ASK AS OPEN END; DO NOT PROBE FOR ADDITIONAL MENTIONS; CHECK ALL THAT APPLY; MATCH RESPONSES TO PROGRAM AS BEST POSSIBLE IF RESPONDENT DOESN'T KNOW THE EXACT PROGRAM NAME]

1. PARTNERING WITH POWER (I.E., AIR CONDITIONING/AC LOAD CONTROL, METER OR CONTROL "BOX "ON THE AC, ENERGY SAVING DEVICE ON THE AC, BOX ON THE AC THAT HELPS WITH PEAK POWER)
2. REFRIGERATOR AND FREEZER RECYCLING PROGRAM (I.E., REFRIGERATOR HAUL-AWAY OR TAKEAWAY PROGRAM, \$35 OR \$70 REFRIGERATOR CREDIT)
3. ENERGY AND WATER PROGRAM (I.E., **FREE** AUDIT PROGRAM, QUICK ENERGY ASSESSMENTS, LARIMER COUNTY CONSERVATION CORPS PROGRAM, YOUTH CORPS OR REFERENCE TO "KIDS" GROUP THAT COMES TO HOME TO INSTALL CFLS, SHOWERHEADS AND CLOTHESLINES)
4. HOME ENERGY AUDIT PROGRAM (I.E., AUDIT THAT YOU PAY \$70 FOR, AUDIT COMPANYOR "ENERGY INSPECTOR" COMES AND DOES BLOWER DOOR TEST, INFRARED CAMERA, FURNACE SAFETY TEST, AUDIT COMPANY INSTALLS CFLS/LEDS AND SHOWERHEADS)
5. PURCHASED DISCOUNTED LIGHT BULBS (I.E, GOT A DISCOUNT ON CFLS/LEDS, DIMMER SWITCH OR MOTION SENSORS AT LOCAL RETAILER, IN STORE OR INSTANT REBATE ON LIGHT BULBS PURCHASED AT HOME DEPOT, LOWE'S, ETC.)
6. WATT READER KITS (I.E., CHECKED OUT A KILL-A-WATT READER FROM THE LOCAL LIBRARY, BORROWED PLUG IN ENERGY MONITOR FROM LIBRARY)
7. HOME ENERGY REPORTS (I.E., REPORT COMES IN THE MAIL AND TELLS YOU ABOUT YOUR ENERGY USE)
97. OTHER (SPECIFY)
98. **DON'T KNOW**
99. REFUSED

_____break_____

[IF AT4. = 1-7 ASK AT5; IF = 97,98,99 SKIP TO SA1]

AT5. Which of these programs have you participated in within the past 12 months?

1. PARTNERING WITH POWER (I.E., AIR CONDITIONING/AC LOAD CONTROL, METER OR CONTROL "BOX "ON THE AC, ENERGY SAVING DEVICE ON THE AC, BOX ON THE AC THAT HELPS WITH PEAK POWER)
2. REFRIGERATOR AND FREEZER RECYCLING PROGRAM (I.E., REFRIGERATOR HAUL-AWAY OR TAKEAWAY PROGRAM, \$35 OR \$70 REFRIGERATOR CREDIT)
3. ENERGY AND WATER PROGRAM (I.E., **FREE** AUDIT PROGRAM, QUICK ENERGY ASSESSMENTS, LARIMER COUNTY CONSERVATION CORPS PROGRAM, YOUTH CORPS OR REFERENCE TO "KIDS" GROUP THAT COMES TO HOME TO INSTALL CFLS, SHOWERHEADS AND CLOTHESLINES)
4. HOME ENERGY AUDIT PROGRAM (I.E., AUDIT THAT YOU PAY \$70 FOR, AUDIT COMPANYOR "ENERGY INSPECTOR" COMES AND DOES BLOWER DOOR TEST, INFRARED CAMERA, FURNACE SAFETY TEST, AUDIT COMPANY INSTALLS CFLS/LEDS AND SHOWERHEADS)
5. PURCHASED DISCOUNTED LIGHT BULBS (I.E, GOT A DISCOUNT ON CFLS/LEDS, DIMMER SWITCH OR MOTION SENSORS AT LOCAL RETAILER, IN STORE OR INSTANT REBATE ON LIGHT BULBS PURCHASED AT HOME DEPOT, LOWE'S, ETC.)
6. WATT READER KITS (I.E., CHECKED OUT A KILL-A-WATT READER FROM THE LOCAL LIBRARY, BORROWED PLUG IN ENERGY MONITOR FROM LIBRARY)
7. HOME ENERGY REPORTS (I.E., REPORT COMES IN THE MAIL AND TELLS YOU ABOUT YOUR ENERGY USE)
97. OTHER (SPECIFY)
98. DON'T KNOW
99. REFUSED

_____break_____

Satisfaction

SA1. Thinking broadly, how satisfied or dissatisfied are you with Loveland Water and Power overall? Would you say you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied?

1	Very satisfied
2	Somewhat satisfied
3	Neither satisfied nor dissatisfied
4	Somewhat dissatisfied
5	Very dissatisfied
98	DON'T KNOW
99	REFUSED

_____break_____

[IF SA1 > 3 OR < 3]

SA2. Why did you give that rating? **[OPEN END, 98 DON'T KNOW, 99 REFUSED]**

_____break_____

SA5. Thinking broadly, how satisfied or dissatisfied are you with Loveland Water and Power's efforts to help you save on your energy bills? Would you say you are Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied?

1	Very satisfied
2	Somewhat satisfied
3	Neither satisfied nor dissatisfied
4	Somewhat dissatisfied
5	Very dissatisfied
98	DON'T KNOW
99	REFUSED

_____break_____

[IF SA5 > 3 OR < 3]

SA6. Why did you give that rating? **[OPEN END, 98 DON'T KNOW, 99 REFUSED]**

_____break_____

SA7. I'm going to read a list of statements and I'd like you to tell me whether you feel they are true or false. [CHECK BOXES]

	True (1)	False (2)	Don't Know (98)	Refused (99)
a. Loveland Power and Water is a trustworthy source of information about energy efficiency.				
b. Loveland Power and Water wants to help me avoid wasting money.				
c. Loveland Power and Water wants to help me lower my home's energy use.				
d. In general I find Loveland Power and Water's suggestions on how to save energy useful.				

_____ break _____

END. Those are all of the questions I have for you today. Thank you for your time. Loveland Water and Power appreciates your participation!



The survey instrument was provided to CCI by Loveland Water and Power. Navigant assisted Loveland Water and Power in the survey instrument development.

There are two minor adjustments:

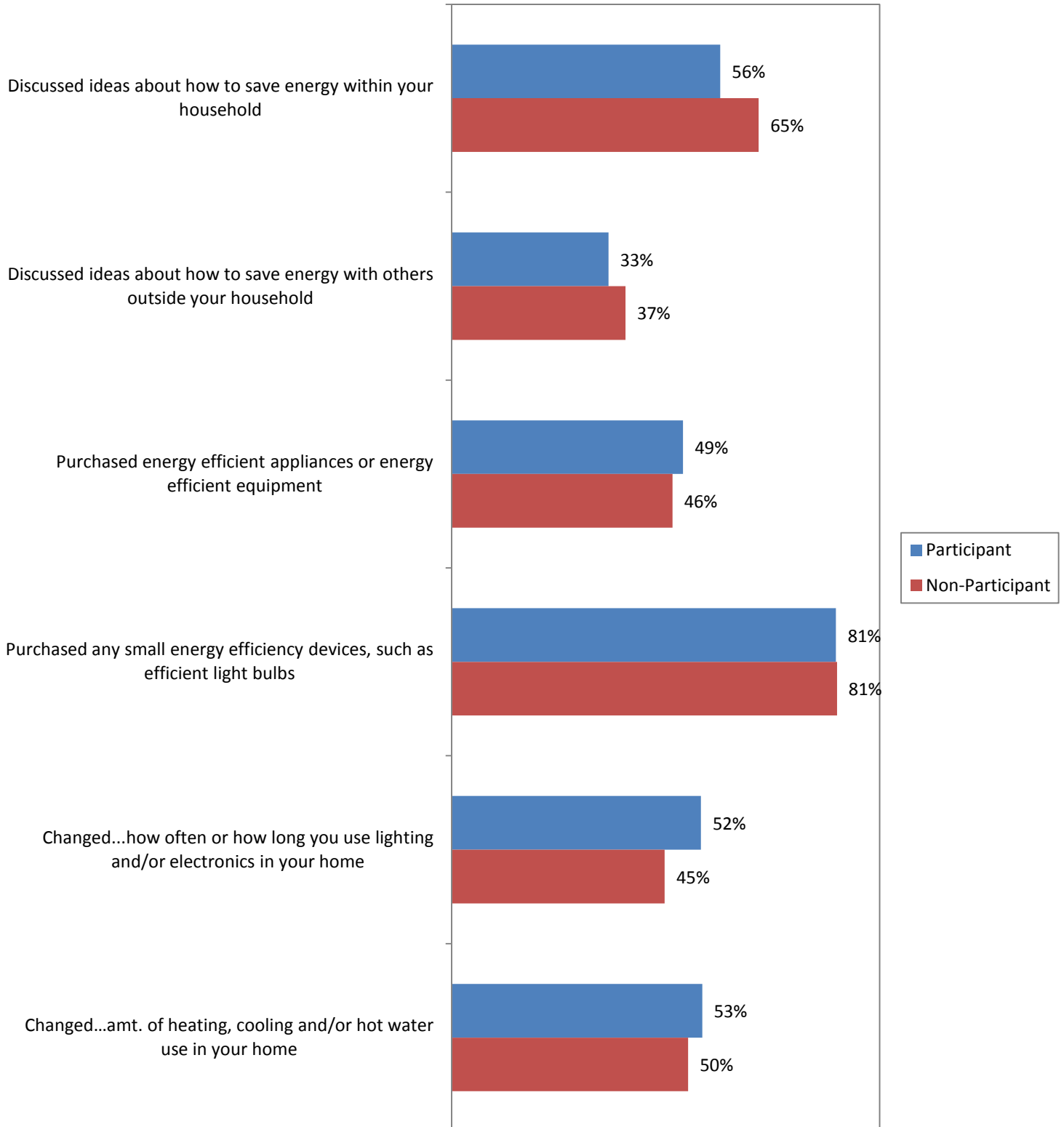
- When the survey instrument lists the last three options as “Other, Don’t know and Refused”, the category order in the CCI survey are “Don’t know, Refused, Other”.
- Loveland Water and Power and CCI adjusted the Introduction and Screener to be more succinct.



Comparison Findings

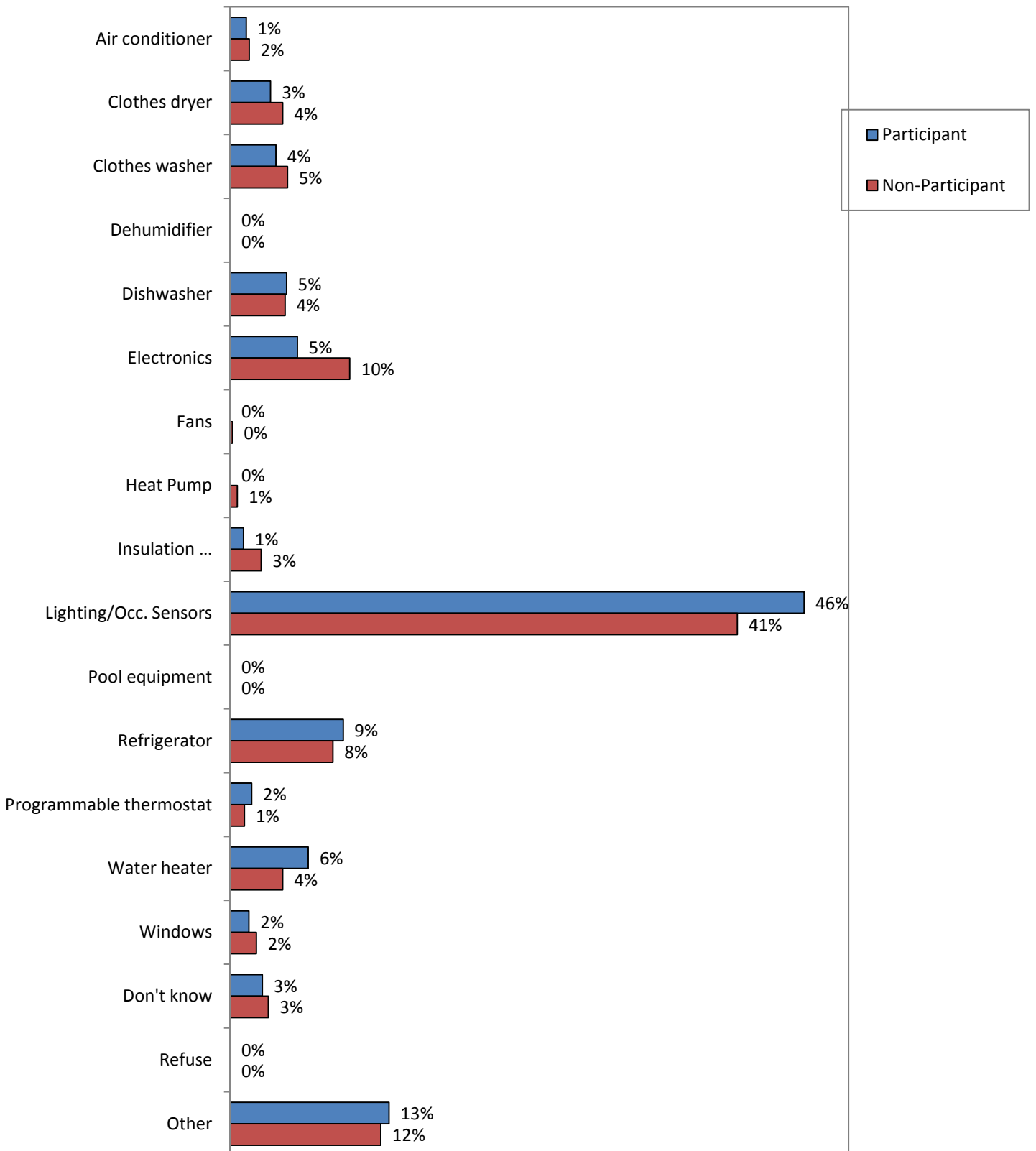
AT1. Please tell me if you, or anyone in your household have done any of these things within the last 12 months:

Participant vs. Non-Participant "Yes" Responses



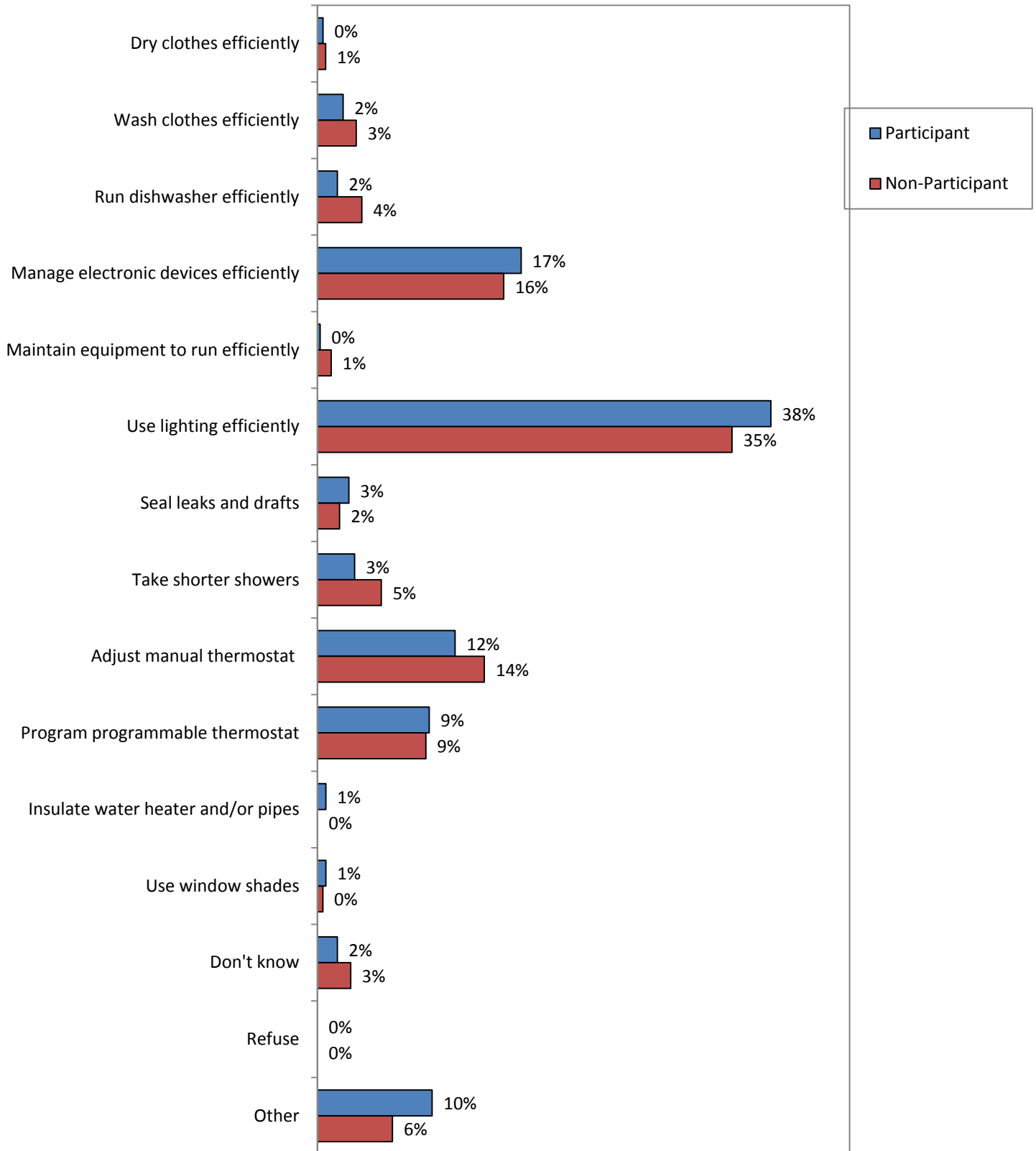
AT2. What energy efficient purchases do you recall making within the past 12 months?

Participant vs. Non-Participant



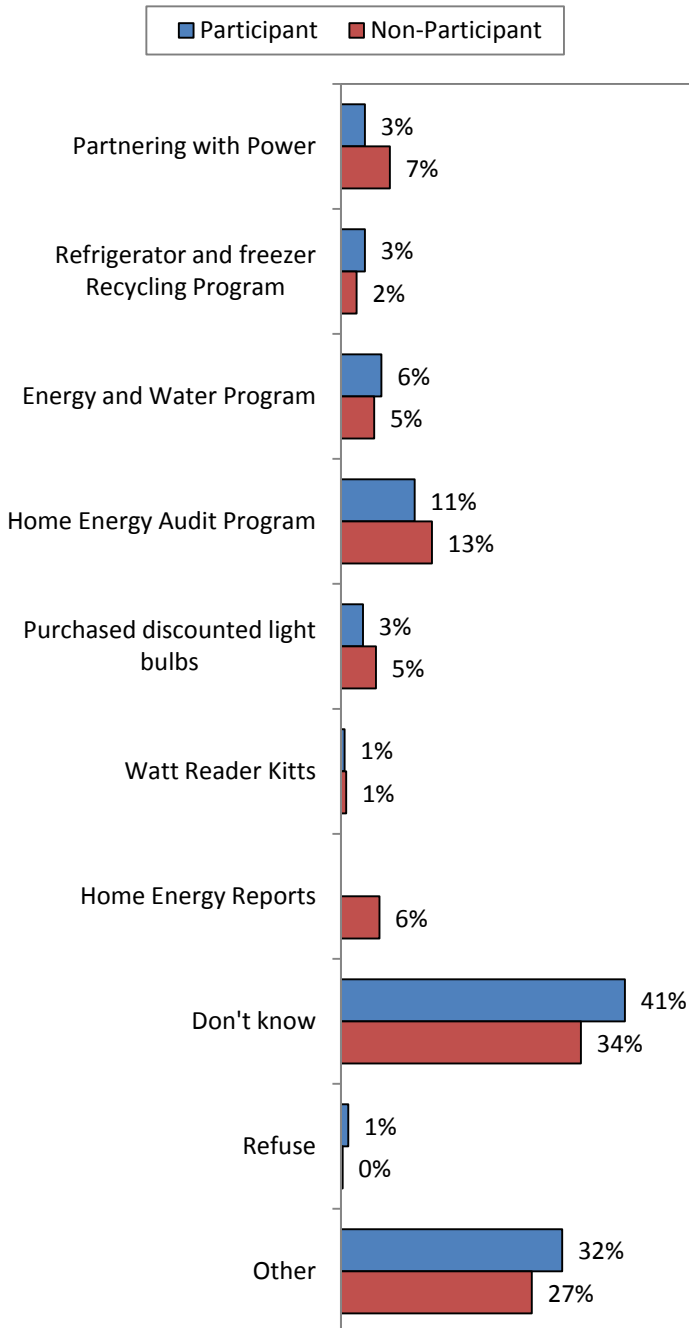
AT3. What did you do to change the way you use energy within the past year?

Participant vs. Non-Participant

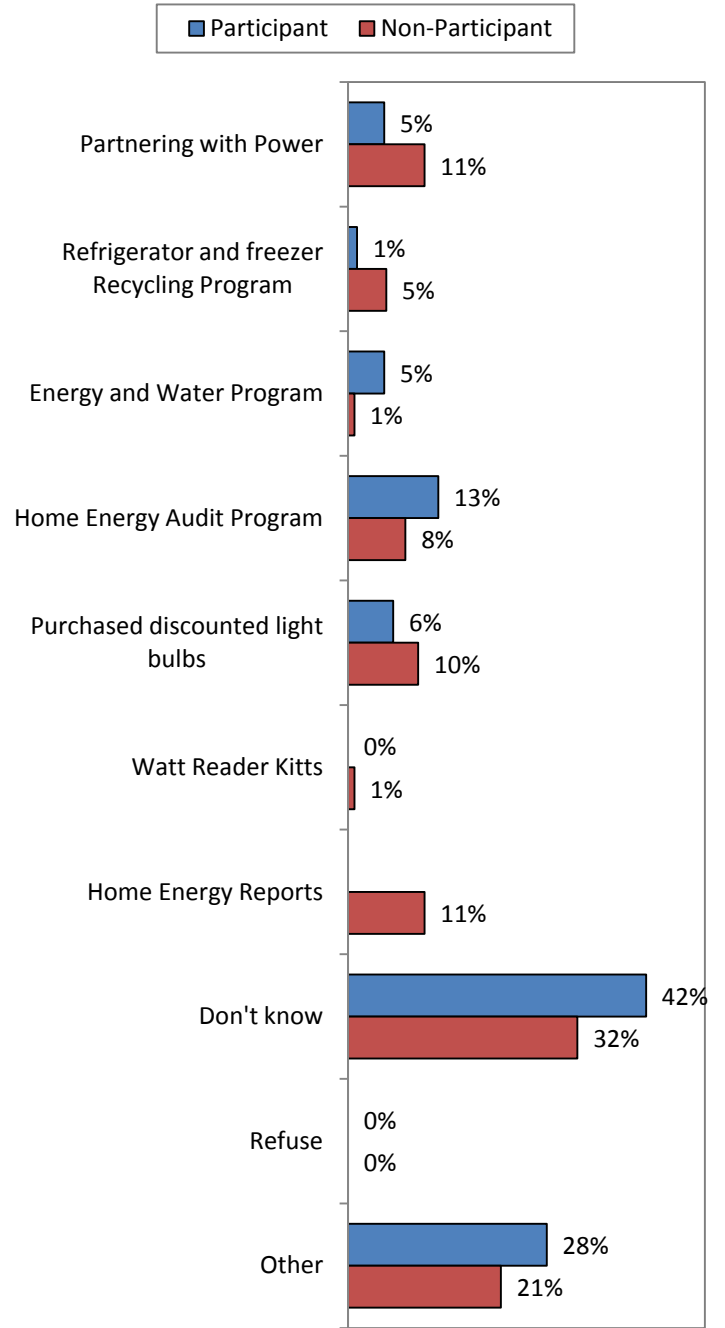


AT4. Have you heard of any energy efficiency programs offered by LWP?
 AT5. Which of these programs have you participated in within the past 12 months?
 Participant vs. Non-Participant

AT4. Have you heard of any energy efficiency programs offered by LWP?



AT5. Which of these programs have you participated in within the past 12 months?

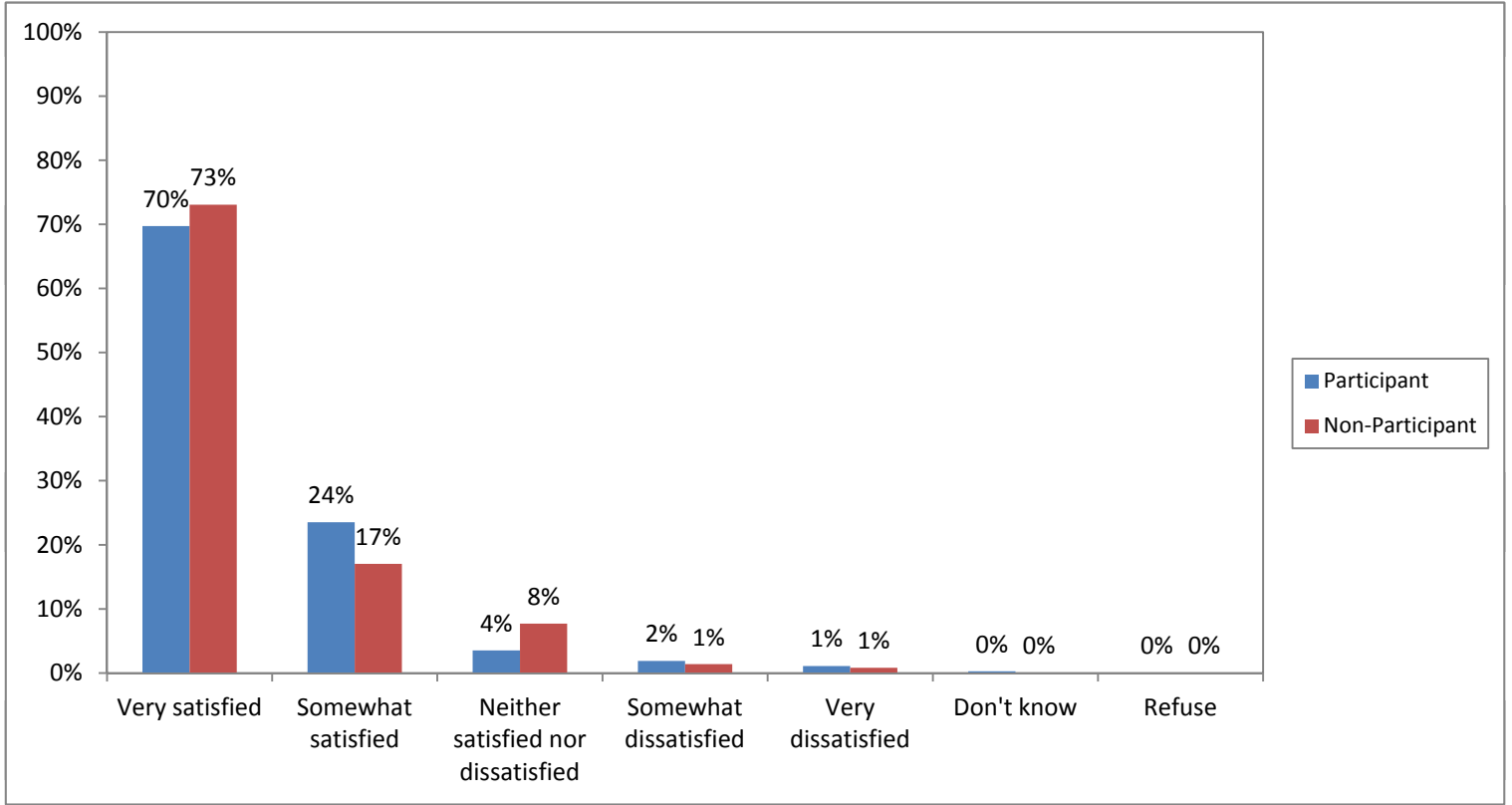


SA1. How satisfied or dissatisfied are you with LWP overall?

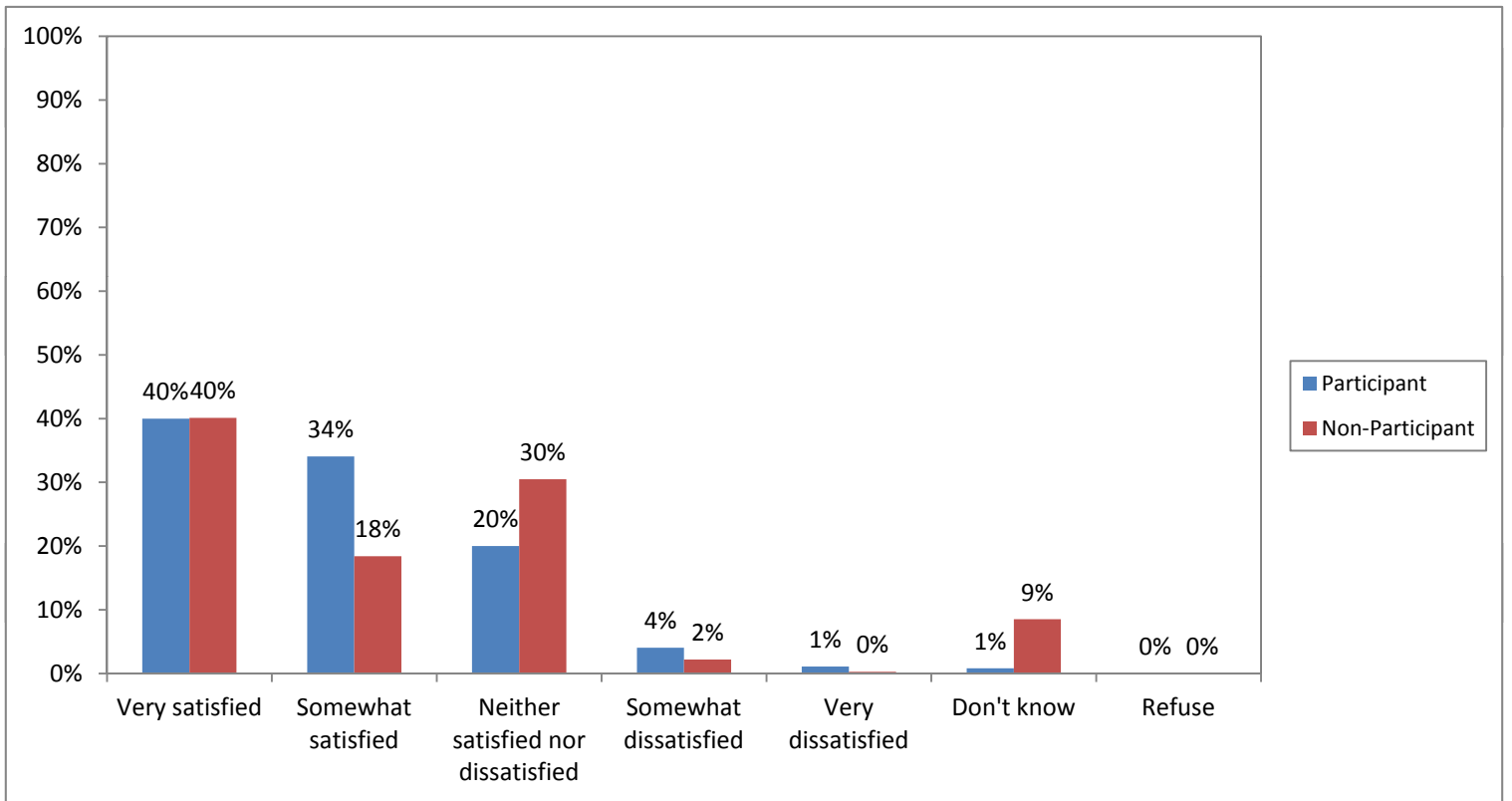
SA5. How satisfied/dissatisfied...with LWP's efforts to help you save on your energy bills?

Participant vs. Non-Participant

SA1. How satisfied or dissatisfied are you with LWP overall?



SA5. How satisfied or dissatisfied are you with LWP's efforts to help you save on your energy bills?



SA7. I am going to read a list of statements and I'd like you to tell me whether you feel they are true or false

Participant vs. Non-Participant "True" Responses

