

**BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**PACIFIC POWER & LIGHT  
COMPANY,**

**Respondent.**

**DOCKETS UE-140762 and UE-140617  
(consolidated)**

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**In the Matter of the Petition of**

**PACIFIC POWER & LIGHT  
COMPANY,**

**For an Order Approving Deferral of  
Costs Related to Colstrip Outage.**

**DOCKET UE-131384 (consolidated)**

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**In the Matter of the Petition of**

**PACIFIC POWER & LIGHT  
COMPANY,**

**For an Order Approving Deferral of  
Costs Related to Declining Hydro  
Generation.**

**DOCKET UE-140094 (consolidated)**

**PACIFIC POWER & LIGHT COMPANY  
REDACTED EXHIBIT OF JOELLE R. STEWARD**

**Energy Consumption Survey Response Comparison**

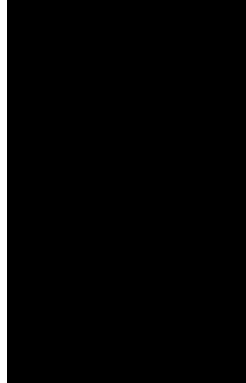
**November 2014**

**Washington survey response comparison between the average residential customer and the average residential customer with usage over 1,700 kWh in any given month**

**Notable Appliances**

**Avg WA 1700+**

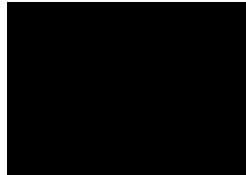
- Electric furnace
- Gas furnace
- Heat pump heating
- Portable electric heat
- Baseboard heat
- Central AC
- Heat pump cooling
- Room AC
- Swamp coolers
- Electric water heater
- CFL/LED saturation



**Housing Type**

**Avg WA 1700+**

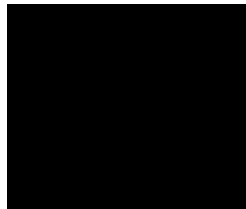
- Single family home
- Duplex/triplex
- Apartment building
- Townhouse/condo
- Manufactured home



**Age of Respondent**

**Avg WA 1700+**

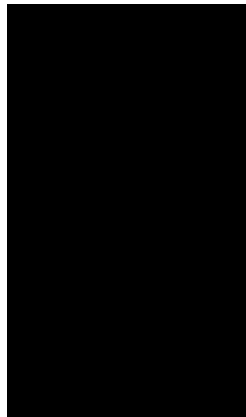
- 18 to 25
- 26 to 35
- 36 to 45
- 46 to 55
- 56 to 65
- Over 65



**Income of Respondent**

**Avg WA 1700+**

- Under \$10,000
- \$10,000 to \$19,999
- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 to \$49,999
- \$50,000 to \$59,999
- \$60,000 to \$69,999
- \$70,000 to \$79,999
- \$80,000 to \$89,999
- \$90,000 to \$100,000
- \$100,001 or more
- Prefer not to answer



**Average Square Footage**

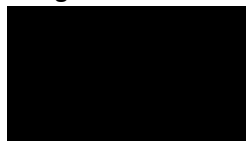
**Avg WA 1700+**



**32) How do you review your bill?**

**Avg WA 1700+**

- 1) You review the detailed items...
- 2) You just look for the amount due...
- 3) Your bill is paid automatically...
- 4) You only look at the graph...



**33) How much is your average bill?** Avg WA 1700+  
[Redacted]

**34) Are you aware of charging by kWh?** Avg WA 1700+  
Yes  
No  
[Redacted]

**35) Do you keep track of your kWh?** Avg WA 1700+  
Yes  
No  
[Redacted]

**36) How do you keep track of your kWh?** Avg WA 1700+  
1) I review the bill  
2) I read the meter  
3) I review the bill and read the meter  
4) Neither  
[Redacted]

**37) How often do you read your meter?** Avg WA 1700+  
Once a month  
Twice a month  
Three times a month  
Four times a month or more  
I don't read my electric meter  
[Redacted]

**38) How many kWh/month do you use?** Avg WA 1700+  
1) Less than 600  
2) 601 to 1000  
3) More than 1000  
7) Don't know  
[Redacted]

**39) Are you aware of the tiered rate?** Avg WA 1700+  
Yes  
No  
[Redacted]

**40) How aware are you of the levels/tiers?** Avg WA 1700+  
4) Very aware  
3) Somewhat aware  
2) Not very aware  
1) Not at all aware  
[Redacted]

**41) Where do the pricing tiers kick in?** Avg WA 1700+  
250 kWh  
600 kWh  
1000 kWh  
2000 kWh  
Don't know  
[Redacted]

**42) Were you aware of the tiers?** Avg WA 1700+  
Yes  
No  
[Redacted]

**43) How easy are tiers to understand?** Avg WA 1700+  
4) Very easy  
3) Somewhat easy  
2) Somewhat difficult  
1) Very difficult  
[Redacted]

**44) Have the tiers influenced your usage?** Avg WA 1700+  
Yes  
Somewhat  
No

**45) Rather pay same rate for each kWh.** Avg WA 1700+  
4) Strongly agree  
3) Somewhat agree  
2) Somewhat disagree  
1) Strongly disagree

**46) Rather increase basic charge, lower tier** Avg WA 1700+  
4) Strongly agree  
3) Somewhat agree  
2) Somewhat disagree  
1) Strongly disagree

**47) How many residents in your home?** Avg WA 1700+

**48) Home type?** Avg WA 1700+  
Single family home  
Duplex, triplex, fourplex  
Apartment building  
Townhouse, row house, condo  
Manufactured home  
Other

**49) Has your home been remodeled?** Avg WA 1700+  
Yes  
No  
Don't know

**50) Did you receive an incentive?** Avg WA 1700+  
Yes  
No  
Don't know

**51) What year was your residence built?** Avg WA 1700+

**51a) Do you generate solar/wind power?** Avg WA 1700+  
Yes  
No

**52) Do you own or rent your home?** Avg WA 1700+  
Own  
Rent

**53) Aware of our efficiency programs?** Avg WA 1700+  
Yes  
No

**54) Ages of residents in your home**

**Avg WA 1700+**

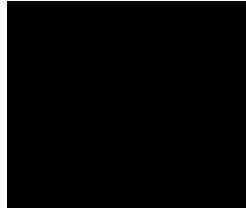
- < 4 years old
- 5 to 12 years old
- 13 to 18 years old
- 19 to 24 years old
- 25 to 34 years old
- 35 to 44 years old
- 45 to 54 years old
- 55 to 64 years old
- 65+ years old



**55) How old are you?**

**Avg WA 1700+**

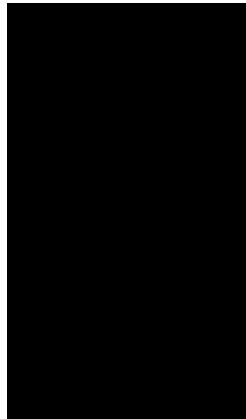
- 18 to 25
- 26 to 35
- 36 to 45
- 46 to 55
- 56 to 65
- Over 65



**56) What is your income?**

**Avg WA 1700+**

- Under \$10,000
- \$10,000 to \$19,999
- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 to \$49,999
- \$50,000 to \$59,999
- \$60,000 to \$69,999
- \$70,000 to \$79,999
- \$80,000 to \$89,999
- \$90,000 to \$100,000
- \$100,001 or more
- Prefer not to answer



**57) Have you received financial assistance:** **Avg WA 1700+**

- Yes
- No



Income Range of Survey Respondent	Count	Hit 1700	% of income group crosses 1700 kWh
Under \$10,000			
\$10,000 to \$19,999			
\$20,000 to \$29,999			
\$30,000 to \$39,999			
\$40,000 to \$49,999			
\$50,000 to \$59,999			
\$60,000 to \$69,999			
\$70,000 to \$79,999			
\$80,000 to \$89,999			
\$90,000 to \$100,000			
\$100,001 or more			
Prefer not to answer			
No answer			
All respondents			

