

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

Docket Nos. UE-151871 UG-151872
Puget Sound Energy's
Electric and Natural Gas Equipment Lease Service

SMACNA DATA REQUEST NO. 028**SMACNA DATA REQUEST NO. 028:****RE: Customer Surveys**

In response to Public Counsel DR 013, PSE provided materials presented to the CRAG on the proposed leasing program. In the materials submitted for the June 5, 2014, meeting of the CRAG, in the presentation by Liz Norton and Malcolm McCulloch entitled "Products & Services: Leasing Business Planning," on the slide entitled "Lease Likelihood" (as well as on other slides), PSE referenced a "PSE residential HVAC survey" and a PSE residential lease WH survey." Please provide a copies of the questions and data from each respective survey, information about the dates of the surveys, information about the means of the surveys (telephone, internet, mail, etc.), information about the respondents to the surveys, information about the number of persons contacted to get the respondents, and any final report relating to surveys.

Response:

Attached as Attachment A to Puget Sound Energy's ("PSE") Response to SMACNA Data Request No. 028, please find PDF and MS Excel files of the survey questions PSE issued with regard to the offering of the optional equipment lease service, data captured and a summary of the results. This survey was conducted between May 2, 2014, and May 9, 2014, via an online survey, with an established PSE residential customer panel. This panel was established in the first quarter 2013 and originally consisted of approximately 5,000 panelists who chose the option to participate after receiving an invitation from PSE sent via U.S. mail that was sent to 125,000 PSE residential customers.

Attachment A.01	May, 2014 HVAC Survey Questions
Attachment A.02	May, 2014 Water Heat Survey Questions
Attachment A.03	May, 2014 HVAC Survey Data
Attachment A.04	May, 2014 Water Heat Survey Data
Attachment A.05	May, 2014 Survey Results Summary

Due to the large volume, Attachment A to PSE's Response to SMACNA Data Request No. 028 is provided in electronic format only.

**ATTACHMENT A to PSE's Response to
SMACNA Data Request No. 028 is
provided in electronic format only**