**EXHIBIT NO. \_\_\_(AF-3)  
DOCKETS UE‑151871/UG-151872  
PSE EQUIPMENT LEASING SERVICE   
WITNESS:  DR. AHMAD FARUQUI**

**BEFORE THE**

**WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

|  |  |  |
| --- | --- | --- |
| **WASHINGTON UTILITIES AND**  **TRANSPORTATION COMMISSION,**  **Complainant,**  **v.**  **PUGET SOUND ENERGY,**  **Respondent.** |  | **Dockets UE-151871**  **UG-151872** |

**SECOND EXHIBIT TO THE PREFILED DIRECT TESTIMONY OF  
DR. AHMAD FARUQUI  
ON BEHALF OF PUGET SOUND ENERGY**

**February 25, 2016**

ATTACHMENT A

3 EQUIPMENT LEASING CROSSTAB BANNER

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

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Background/Demographics

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BASE = TOTAL RESPONDENTS

Table Q3 Page 3..........Q3. Do you help make or inform decisions in your household about the purchase of major household appliances such as home heating units, hot

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BASE = TOTAL RESPONDENTS

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BASE = TOTAL RESPONDENTS

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BASE = TOTAL RESPONDENTS

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BASE = TOTAL RESPONDENTS

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BASE = TOTAL RESPONDENTS

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BASE = LEASE FURNACE

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BASE = LEASE HEAT PUMP

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BASE = LEASE WATER HEATER

Table Q11 Page 12........Q11. Which of the following do you use to heat the majority of your home?

BASE = TOTAL RESPONDENTS

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BASE = TOTAL RESPONDENTS

Table Q13 Page 14........Q13. Which of the following best describes your heating equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q14 Page 16........Q14. How likely are you to buy new heating equipment for your home in the next 5 years?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q15 Page 17........Q15. Influence on decision to replace home heating equipment - Upfront cost

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q16 Page 18........Q16. Influence on decision to replace home heating equipment - Ongoing maintenance costs

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q17 Page 19........Q17. Influence on decision to replace home heating equipment - Condition of current equipment

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q18 Page 20........Q18. Influence on decision to replace home heating equipment - Availability of energy-efficient options

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

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BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

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BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

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BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q15MEAN Page 24....Q15 to Q21 Summary of Means: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q15TOP2 Page 25....Q15 to Q21 Summary of TOP2: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q15BTM2 Page 26....Q15 to Q21 Summary of BOTTOM 2: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q23 Page 27........Q23. Why did you purchase new heating equipment?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q24 Page 28........Q24. How difficult or easy was - Understanding your options

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q25 Page 29........Q25. How difficult or easy was - Finding the equipment you wanted

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q26 Page 30........Q26. How difficult or easy was - Making a decision about who to buy from

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q27 Page 31........Q27. How difficult or easy was - Paying for/affording the equipment

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q28 Page 32........Q28. How difficult or easy was - Arranging for delivery and installation

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q29 Page 33........Q29. How difficult or easy was - Understanding ongoing maintenance costs

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q30 Page 34........Q30. How difficult or easy was - Performing ongoing maintenance

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q24MEAN Page 35....Q24 to Q30 Summary of Means: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q24TOP2 Page 36....Q24 to Q30 Summary of TOP 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q24BTM2 Page 37....Q24 to Q30 Summary of BOTTOM 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q31 Page 38........Q31. Which of the following water heater types are installed in your home?

BASE = TOTAL RESPONDENTS

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

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Table Q32 Page 39........Q32. Approximately how old is your hot water heater?

BASE = TOTAL RESPONDENTS

Table Q33 Page 40........Q33. Which of the following best describes your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q34 Page 42........Q34. How likely are you to buy a new hot water heater for your home in the next 5 years?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q35 Page 44........Q35. Influence on decision to replace hot water heater - Upfront cost

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q36 Page 45........Q36. Influence on decision to replace hot water heater - Ongoing maintenance costs

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q37 Page 46........Q37. Influence on decision to replace hot water heater - Condition of current equipment

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q38 Page 47........Q38. Influence on decision to replace hot water heater - Availability of energy-efficient options

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q39 Page 48........Q39. Influence on decision to replace hot water heater - Recommendation of an expert (e.g., contractor, plumber, etc.)

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q40 Page 49........Q40. Influence on decision to replace hot water heater - Overall sales experience

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q41 Page 50........Q41. Influence on decision to replace hot water heater - Your budget

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q35MEAN Page 51....Q35 to Q41 Summary of Means: How much influence (would/does) each of the following have on your decision to replace your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q35TOP2 Page 52....Q35 to Q41 Summary of TOP 2: How much influence (would/does) each of the following have on your decision to replace your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q35BTM2 Page 53....Q35 to Q41 Summary of BOTTOM 2: How much influence (would/does) each of the following have on your decision to replace your hot water

heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q43 Page 54........Q43. Why did you purchase a new hot water heater?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q44 Page 55........Q44. How difficult or easy was - Understanding your options

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q45 Page 56........Q45. How difficult or easy was - Finding the equipment you wanted

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q46 Page 57........Q46. How difficult or easy was - Making a decision about who to buy from

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q47 Page 58........Q47. How difficult or easy was - Paying for/affording the equipment

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q48 Page 59........Q48. How difficult or easy was - Arranging for delivery and installation

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

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Table Q49 Page 60........Q49. How difficult or easy was - Understanding ongoing maintenance costs

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q50 Page 61........Q50. How difficult or easy was - Performing ongoing maintenance

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q44MEAN Page 62....Q44 to Q50 Summary of Means: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q44TOP2 Page 63....Q44 to Q50 Summary of TOP 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q44BTM2 Page 64....Q44 to Q50 Summary of BOTTOM 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q51 Page 65........Q51. Which of the following best describes your interest in the Natural Gas or Electric Tank-Style Water Heater leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q53 Page 67........Q53. What is most appealing about the proposed Natural Gas or Electric Tank-Style Water Heater program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q54 Page 68........Q54. What is least appealing about the proposed Natural Gas or Electric Tank-Style Water Heater program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q55 Page 69........Q55. Which of the following best describes your interest in the Natural Gas Furnace leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q57 Page 71........Q57. What is most appealing about the proposed Natural Gas Furnace program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q58 Page 72........Q58. What is least appealing about the proposed Natural Gas Furnace program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q59 Page 73........Q59. Which of the following best describes your interest in the Electric Air Source Heat Pump leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q61 Page 75........Q61. What is most appealing about the proposed Electric Air Source Heat Pump program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q62 Page 76........Q62. What is least appealing about the proposed Electric Air Source Heat Pump program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q63 Page 77........Q63. If a leasing program were available, would you replace your home heating or hot water equipment earlier than you would if you had to

purchase the equipment and maintain it yourself?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q64 Page 79........Q64. Smart water heaters can adjust ...without impacting your use of your hot water supply. If your leased water heater was equipped with

the appropriate technology, would you enroll in such a program in exchange for a monthly incentive or a reduced monthly lease price?

BASE = HAVE A WATER HEATER

Table Q65 Page 81........Q65. Web-enabled thermostats can adjust ... without impacting your use of your heat supply. If your leased equipment had the appropriate

technology, would you enroll in such a program in exchange for a monthly incentive or a reduced monthly lease price?

BASE = HAVE A FURNACE OR HEAT PUMP

Table Q66 Page 82........Q66. Level of agreement with proposed space and water heat equipment leasing program - Some households can’t afford to replace space and

water heat equipment on a regular and safe basis. A leasing program would help keep people warm and safe in their home

BASE = TOTAL RESPONDENTS

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

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Table Q67 Page 83........Q67. Level of agreement with proposed space and water heat equipment leasing program - Equipment leasing is unnecessary. Banks and stores

provide financing so people can purchase and maintain the equipment they need.

BASE = TOTAL RESPONDENTS

Table Q68 Page 84........Q68. Level of agreement with proposed space and water heat equipment leasing program - It’s important to help people make the switch to

technologically-advanced equipment because it allows consumers and utilities to remotely monitor and administer service

BASE = TOTAL RESPONDENTS

Table Q69 Page 85........Q69. Level of agreement with proposed space and water heat equipment leasing program - It’s important to help people make the switch to

technologically-advanced equipment to help them save money on their energy bills over the long term.

BASE = TOTAL RESPONDENTS

Table Q70 Page 86........Q70. Level of agreement with proposed space and water heat equipment leasing program - The maintenance and repair service offered through a

leasing program keeps equipment working and gives customers added peace-of-mind.

BASE = TOTAL RESPONDENTS

Table Q71 Page 87........Q71. Level of agreement with proposed space and water heat equipment leasing program - Puget Sound Energy is a trusted energy advisor and

will help customers get the equipment and services they need.

BASE = TOTAL RESPONDENTS

Table Q72 Page 88........Q72. Level of agreement with proposed space and water heat equipment leasing program - It’s important to me that my furnace, heat pump or

water heater last. If a leasing program helps to extend the life of this equipment, it’s worth it.

BASE = TOTAL RESPONDENTS

Table Q73 Page 89........Q73. Level of agreement with proposed space and water heat equipment leasing program - If something breaks, I want 24-hour customer service

and same day repairs.

BASE = TOTAL RESPONDENTS

Table Q74 Page 90........Q74. Level of agreement with proposed space and water heat equipment leasing program - Replacing space and water heat equipment before the

end of their useful life helps prevent emergencies and is safer for homeowners.

BASE = TOTAL RESPONDENTS

Table Q66MEAN Page 91....Q66 to Q74 Summary of Means: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Table Q66TOP2 Page 93....Q66 to Q74 Summary of TOP 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Table Q66BTM2 Page 95....Q66 to Q74 Summary of BOTTOM 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate

your level of agreement with each.

BASE = TOTAL RESPONDENTS

Table Q76 Page 97........Q76. Gender

BASE = TOTAL RESPONDENTS

Table Q77 Page 98........Q77. What is your current age?

BASE = TOTAL RESPONDENTS

Table Q78 Page 99........Q78. Which of the following category best estimates your annual household income for the year before taxes? Please include all income for

everyone living in your household. Is it…?

BASE = TOTAL RESPONDENTS

Table Q79 Page 100.......Q79. How would you describe your race or ethnicity?

BASE = TOTAL RESPONDENTS

Table Q1 Page 1

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q1. Do you rent or own your home?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Own 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q2 Page 2

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q2. Are you a Puget Sound Energy customer?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Yes, electric 206 59 46 31 79 54 103 91 79 127 5 122 79 74 91 35 180 16

34% 15% 73% 65% 23% 34% 32% 40% 32% 36% 23% 36% 34% 50% 32% 23% 36% 24%

PEB AB AB E G AOP P R

Yes, gas 129 110 2 6 80 36 78 42 56 73 3 80 45 27 59 40 111 10

22% 28% 3% 13% 23% 23% 24% 18% 22% 21% 14% 23% 19% 18% 21% 26% 22% 15%

C ACD

Yes, gas and electric 265 227 15 11 185 67 144 95 114 151 14 141 110 48 135 77 212 41

44% 57% 24% 23% 54% 43% 44% 42% 46% 43% 64% 41% 47% 32% 47% 51% 42% 61%

NCD ACD AF L N N AQ

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q3 Page 3

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q3. Do you help make or inform decisions in your household about the purchase of major household appliances such as home heating units, hot

water tanks, etc.?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Yes 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q4 Page 4

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q4. In what county do you live?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

King 310 220 29 19 185 80 172 110 137 173 16 182 112 58 147 99 259 36

52% 56% 46% 40% 54% 51% 53% 48% 55% 49% 73% 53% 48% 39% 52% 65% 51% 54%

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12% 14% 8% 23% 14% 14% 11% 12% 12% 12% 14% 10% 14% 15% 11% 11% 12% 9%

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Thurston 54 28 12 7 35 12 29 22 20 34 1 26 27 20 23 11 42 10

9% 7% 19% 15% 10% 8% 9% 10% 8% 10% 5% 8% 12% 13% 8% 7% 8% 15%

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Snohomish 51 39 2 2 31 11 34 14 18 33 - 29 22 9 30 11 46 4

9% 10% 3% 4% 9% 7% 10% 6% 7% 9% 8% 9% 6% 11% 7% 9% 6%

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Kitsap 43 14 7 6 15 11 17 25 15 28 2 28 13 14 21 6 33 8

7% 4% 11% 13% 4% 7% 5% 11% 6% 8% 9% 8% 6% 9% 7% 4% 7% 12%

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Whatcom 39 24 3 - 15 12 18 17 15 24 - 25 14 16 16 5 34 3

7% 6% 5% 4% 8% 6% 7% 6% 7% 7% 6% 11% 6% 3% 7% 4%

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Skagit 14 10 1 2 9 4 10 4 5 9 - 9 5 4 8 1 14 -

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Island 12 3 4 1 4 4 7 5 7 5 - 3 9 3 7 2 10 -

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Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q4 Page 5

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q4. In what county do you live?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

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Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q5 Page 6

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q5. Furnace - Do you own or lease any of the following equipment in your home?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Own 527 391 63 34 335 152 286 199 219 308 19 304 203 123 249 142 439 62

88% 99% 100% 71% 97% 97% 88% 87% 88% 88% 86% 89% 87% 83% 87% 93% 87% 93%

D AD ABD A A ANO

Lease 3 3 - - - 3 2 1 1 2 - 1 2 1 2 - 3 -

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12% 1% 27% 2% 1% 11% 12% 12% 11% 9% 11% 12% 16% 12% 7% 12% 7%

PEFB AB P

Don’t know 1 - - 1 1 - - - - 1 1 - - 1 - - 1 -

\*% 2% \*% \*% 5% 1% \*%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q6 Page 7

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q6. Hot water heater - Do you own or lease any of the following equipment in your home?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Own 570 375 62 45 330 147 306 219 236 334 19 336 214 139 271 147 480 63

95% 95% 98% 94% 96% 94% 94% 96% 95% 95% 86% 98% 91% 93% 95% 97% 95% 94%

AM

Lease 22 18 1 3 12 9 14 7 10 12 1 6 15 8 9 4 17 3

4% 5% 2% 6% 3% 6% 4% 3% 4% 3% 5% 2% 6% 5% 3% 3% 3% 4%

L

Doesn’t apply 6 2 - - 1 1 5 - 2 4 1 - 5 2 4 - 5 -

1% 1% \*% 1% 2% 1% 1% 5% 2% 1% 1% 1%

Don’t know 2 1 - - 1 - - 2 1 1 1 1 - - 1 1 1 1

\*% \*% \*% 1% \*% \*% 5% \*% \*% 1% \*% 1%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q7 Page 8

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q7. Heat pump - Do you own or lease any of the following equipment in your home?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Own 116 50 14 45 77 26 66 39 41 75 7 72 36 26 55 32 96 17

19% 13% 22% 94% 22% 17% 20% 17% 16% 21% 32% 21% 15% 17% 19% 21% 19% 25%

B ABC

Lease 1 - - - - - - 1 - 1 - 1 - - 1 - 1 -

\*% \*% \*% \*% \*% \*%

Doesn’t apply 460 336 43 1 255 125 248 177 204 256 11 254 195 118 214 117 384 49

77% 85% 68% 2% 74% 80% 76% 78% 82% 73% 50% 74% 83% 79% 75% 77% 76% 73%

KD ACD D J K AKL

Don’t know 23 10 6 2 12 6 11 11 4 19 4 16 3 5 15 3 22 1

4% 3% 10% 4% 3% 4% 3% 5% 2% 5% 18% 5% 1% 3% 5% 2% 4% 1%

MI I M M

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q8 Page 9

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q8. Why did you decide to lease your furnace?

BASE = LEASE FURNACE

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 3 3 - - - 3 2 1 1 2 - 1 2 1 2 - 3 -

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Inclusive maintenance 2 2 - - - 2 2 - - 2 - 1 1 1 1 - 2 -

and repair service 67% 67% 67% 100% 100% 100% 50% 100% 50% 67%

Something else (specify) 1 1 - - - 1 - 1 1 - - - 1 - 1 - 1 -

33% 33% 33% 100% 100% 50% 50% 33%

A A

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q9 Page 10

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q9. Why did you decide to lease your heat pump?

BASE = LEASE HEAT PUMP

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 1 - - - - - - 1 - 1 - 1 - - 1 - 1 -

100% 100% 100% 100% 100% 100%

Something else (specify) 1 - - - - - - 1 - 1 - 1 - - 1 - 1 -

100% 100% 100% 100% 100% 100%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q10 Page 11

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q10. Why did you decide to lease your water heater?

BASE = LEASE WATER HEATER

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 22 18 1 3 12 9 14 7 10 12 1 6 15 8 9 4 17 3

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Inclusive maintenance 18 16 - 2 9 8 12 6 8 10 - 4 14 7 6 4 13 3

and repair service 82% 89% 67% 75% 89% 86% 86% 80% 83% 67% 93% 88% 67% 100% 76% 100%

AO AQ

No upfront costs 12 11 - 1 6 5 8 4 7 5 - 2 10 4 4 4 8 2

55% 61% 33% 50% 56% 57% 57% 70% 42% 33% 67% 50% 44% 100% 47% 67%

ANO

Warranty 10 9 - 1 5 4 8 2 5 5 - 1 9 4 4 2 8 1

45% 50% 33% 42% 44% 57% 29% 50% 42% 17% 60% 50% 44% 50% 47% 33%

L

Fixed monthly fee on 9 8 - 1 5 3 7 2 5 4 - 2 7 2 4 3 7 -

energy bill 41% 44% 33% 42% 33% 50% 29% 50% 33% 33% 47% 25% 44% 75% 41%

Energy-efficient 7 6 - 1 3 3 4 3 3 4 - 1 6 2 4 1 6 1

equipment 32% 33% 33% 25% 33% 29% 43% 30% 33% 17% 40% 25% 44% 25% 35% 33%

Something else (specify) 6 4 1 1 3 3 4 1 3 3 1 4 1 2 4 - 6 -

27% 22% 100% 33% 25% 33% 29% 14% 30% 25% 100% 67% 7% 25% 44% 35%

ABD AM M

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q11 Page 12

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q11. Which of the following do you use to heat the majority of your home?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Natural gas furnace 396 396 - - 283 113 219 142 176 220 11 231 153 85 193 111 329 47

66% 100% 82% 72% 67% 62% 71% 63% 50% 67% 65% 57% 68% 73% 65% 70%

N A AF J N N

Electric furnace 63 - 63 - 25 38 30 30 17 46 4 34 25 22 28 12 51 9

11% 100% 7% 24% 9% 13% 7% 13% 18% 10% 11% 15% 10% 8% 10% 13%

A AE I

Zone or room heating 48 - - - - - 24 22 26 22 1 32 15 17 22 7 38 7

(baseboard, wall heater, 8% 7% 10% 10% 6% 5% 9% 6% 11% 8% 5% 8% 10%

floor heat or ceiling P

heat)

Air source heat pump 42 - - 42 36 6 23 13 14 28 2 22 18 11 19 11 39 2

7% 88% 10% 4% 7% 6% 6% 8% 9% 6% 8% 7% 7% 7% 8% 3%

A F R

Fireplace (gas or wood) 24 - - - - - 16 8 11 13 3 13 8 4 13 6 21 1

4% 5% 4% 4% 4% 14% 4% 3% 3% 5% 4% 4% 1%

Other (specify) 21 - - - - - 9 11 4 17 1 9 11 9 6 4 19 1

4% 3% 5% 2% 5% 5% 3% 5% 6% 2% 3% 4% 1%

I

Ductless heat pump 6 - - 6 - - 4 2 1 5 - 2 4 1 4 1 6 -

(“mini split”) 1% 13% 1% 1% \*% 1% 1% 2% 1% 1% 1% 1%

A

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q12 Page 13

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q12. Approximately how old is this heating equipment?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 501 396 63 42 344 157 272 185 207 294 17 287 196 118 240 134 419 58

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Less than 5 years old 105 83 5 17 105 - 68 22 39 66 3 57 45 28 46 29 91 7

21% 21% 8% 40% 31% 25% 12% 19% 22% 18% 20% 23% 24% 19% 22% 22% 12%

HC C ABC A H R

6-10 years old 140 114 13 13 140 - 106 24 58 82 5 88 46 21 64 52 112 23

28% 29% 21% 31% 41% 39% 13% 28% 28% 29% 31% 23% 18% 27% 39% 27% 40%

NH A AH ANO

11-15 years old 99 86 7 6 99 - 31 60 47 52 4 50 45 21 52 24 79 13

20% 22% 11% 14% 29% 11% 32% 23% 18% 24% 17% 23% 18% 22% 18% 19% 22%

GC C A AG

16-20 years old 87 69 15 3 - 87 32 47 39 48 3 57 27 23 47 17 76 8

17% 17% 24% 7% 55% 12% 25% 19% 16% 18% 20% 14% 19% 20% 13% 18% 14%

GD D D A AG

20+ years old 70 44 23 3 - 70 35 32 24 46 2 35 33 25 31 12 61 7

14% 11% 37% 7% 45% 13% 17% 12% 16% 12% 12% 17% 21% 13% 9% 15% 12%

ABD A P

Mean 11.53 11.23 15.61 8.20 7.76 19.78 10.17 13.93 11.61 11.47 11.62 11.47 11.62 12.50 11.80 10.23 11.60 11.53

PGED D ABD AE AG P P

Standard Deviation 6.61 6.37 6.58 6.15 4.05 1.99 6.54 6.00 6.33 6.80 6.42 6.50 6.83 7.27 6.47 6.05 6.72 5.91

Standard Error 0.30 0.32 0.83 0.95 0.22 0.16 0.40 0.44 0.44 0.40 1.56 0.38 0.49 0.67 0.42 0.52 0.33 0.78

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q13 Page 14

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q13. Which of the following best describes your heating equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 396 313 58 25 239 157 204 163 168 228 14 230 151 90 194 105 328 51

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Reliable 210 168 24 18 137 73 109 86 88 122 5 113 92 46 107 54 180 23

53% 54% 41% 72% 57% 46% 53% 53% 52% 54% 36% 49% 61% 51% 55% 51% 55% 45%

AC F L

Functional 208 168 29 11 123 85 105 89 98 110 8 116 84 45 104 57 176 24

53% 54% 50% 44% 51% 54% 51% 55% 58% 48% 57% 50% 56% 50% 54% 54% 54% 47%

J

Dependable 204 168 22 14 133 71 104 85 86 118 3 109 92 42 101 58 172 23

52% 54% 38% 56% 56% 45% 51% 52% 51% 52% 21% 47% 61% 47% 52% 55% 52% 45%

KC C F K AKL

Important 132 111 11 10 84 48 62 61 56 76 4 71 57 26 67 36 113 16

33% 35% 19% 40% 35% 31% 30% 37% 33% 33% 29% 31% 38% 29% 35% 34% 34% 31%

C C

Energy-efficient 116 96 7 13 93 23 62 42 46 70 4 70 41 23 54 36 91 20

29% 31% 12% 52% 39% 15% 30% 26% 27% 31% 29% 30% 27% 26% 28% 34% 28% 39%

FC C ABC AF

Old 91 69 16 6 28 63 33 53 44 47 6 53 32 23 45 21 77 13

23% 22% 28% 24% 12% 40% 16% 33% 26% 21% 43% 23% 21% 26% 23% 20% 23% 25%

GE AE AG

Never think about it 63 49 10 4 38 25 31 25 24 39 5 33 25 15 25 22 50 10

16% 16% 17% 16% 16% 16% 15% 15% 14% 17% 36% 14% 17% 17% 13% 21% 15% 20%

Living on borrowed time 37 27 6 4 14 23 15 19 16 21 2 25 10 10 21 5 28 7

9% 9% 10% 16% 6% 15% 7% 12% 10% 9% 14% 11% 7% 11% 11% 5% 9% 14%

E P

New 10 8 - 2 9 1 7 1 4 6 - 6 4 - 4 6 6 4

3% 3% 8% 4% 1% 3% 1% 2% 3% 3% 3% 2% 6% 2% 8%

F H

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q13 Page 15

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q13. Which of the following best describes your heating equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Fragile 7 6 1 - 4 3 2 4 3 4 1 5 1 2 4 1 5 2

2% 2% 2% 2% 2% 1% 2% 2% 2% 7% 2% 1% 2% 2% 1% 2% 4%

Innovative 3 2 - 1 2 1 1 2 3 - - - 3 - - 3 3 -

1% 1% 4% 1% 1% \*% 1% 2% 2% 3% 1%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q14 Page 16

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q14. How likely are you to buy new heating equipment for your home in the next 5 years?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 396 313 58 25 239 157 204 163 168 228 14 230 151 90 194 105 328 51

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 157 129 22 6 80 77 81 65 69 88 7 92 58 30 82 43 126 24

===== 40% 41% 38% 24% 33% 49% 40% 40% 41% 39% 50% 40% 38% 33% 42% 41% 38% 47%

AE

Very likely 71 58 10 3 30 41 34 31 26 45 2 49 20 15 36 18 58 11

18% 19% 17% 12% 13% 26% 17% 19% 15% 20% 14% 21% 13% 17% 19% 17% 18% 22%

AE M

Likely 86 71 12 3 50 36 47 34 43 43 5 43 38 15 46 25 68 13

22% 23% 21% 12% 21% 23% 23% 21% 26% 19% 36% 19% 25% 17% 24% 24% 21% 25%

Neither likely nor 143 115 19 9 92 51 70 61 62 81 4 86 52 36 67 39 126 13

unlikely 36% 37% 33% 36% 38% 32% 34% 37% 37% 36% 29% 37% 34% 40% 35% 37% 38% 25%

BOTTOM 2 96 69 17 10 67 29 53 37 37 59 3 52 41 24 45 23 76 14

======== 24% 22% 29% 40% 28% 18% 26% 23% 22% 26% 21% 23% 27% 27% 23% 22% 23% 27%

F

Unlikely 63 45 13 5 41 22 33 28 24 39 2 33 28 14 30 16 49 10

16% 14% 22% 20% 17% 14% 16% 17% 14% 17% 14% 14% 19% 16% 15% 15% 15% 20%

Very unlikely 33 24 4 5 26 7 20 9 13 20 1 19 13 10 15 7 27 4

8% 8% 7% 20% 11% 4% 10% 6% 8% 9% 7% 8% 9% 11% 8% 7% 8% 8%

F

Mean 3.25 3.30 3.19 2.76 3.07 3.52 3.21 3.31 3.27 3.24 3.36 3.30 3.16 3.12 3.30 3.30 3.25 3.33

D D AE

Standard Deviation 1.17 1.15 1.18 1.27 1.15 1.15 1.19 1.13 1.12 1.20 1.15 1.19 1.14 1.20 1.17 1.13 1.16 1.24

Standard Error 0.06 0.07 0.15 0.25 0.07 0.09 0.08 0.09 0.09 0.08 0.31 0.08 0.09 0.13 0.08 0.11 0.06 0.17

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY LIKELY=5, LIKELY=4, NEITHER=3, UNLIKELY=2, VERY UNLIKELY=1

Pacific Market Research - February 2016

Table Q15 Page 17

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q15. Influence on decision to replace home heating equipment - Upfront cost

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 396 313 58 25 239 157 204 163 168 228 14 230 151 90 194 105 328 51

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 299 237 45 17 181 118 155 121 120 179 13 190 95 80 139 76 244 40

===== 76% 76% 78% 68% 76% 75% 76% 74% 71% 79% 93% 83% 63% 89% 72% 72% 74% 78%

M AM AM AOP

5 - A great deal of 168 127 30 11 95 73 84 70 59 109 9 109 50 57 70 39 138 20

influence 42% 41% 52% 44% 40% 46% 41% 43% 35% 48% 64% 47% 33% 63% 36% 37% 42% 39%

M I M M AOP

4 131 110 15 6 86 45 71 51 61 70 4 81 45 23 69 37 106 20

33% 35% 26% 24% 36% 29% 35% 31% 36% 31% 29% 35% 30% 26% 36% 35% 32% 39%

3 77 59 10 8 47 30 37 34 34 43 1 35 41 9 42 23 65 11

19% 19% 17% 32% 20% 19% 18% 21% 20% 19% 7% 15% 27% 10% 22% 22% 20% 22%

N KL N N

BOTTOM 2 20 17 3 - 11 9 12 8 14 6 - 5 15 1 13 6 19 -

======== 5% 5% 5% 5% 6% 6% 5% 8% 3% 2% 10% 1% 7% 6% 6%

NL J L N

2 13 11 2 - 8 5 8 5 10 3 - 3 10 1 8 4 13 -

3% 4% 3% 3% 3% 4% 3% 6% 1% 1% 7% 1% 4% 4% 4%

J L

1 - No influence 7 6 1 - 3 4 4 3 4 3 - 2 5 - 5 2 6 -

2% 2% 2% 1% 3% 2% 2% 2% 1% 1% 3% 3% 2% 2%

Mean 4.11 4.09 4.22 4.12 4.10 4.13 4.09 4.10 3.96 4.22 4.57 4.27 3.83 4.51 3.98 4.02 4.09 4.18

M I M AM AOP

Standard Deviation 0.95 0.95 0.97 0.88 0.91 1.00 0.96 0.96 1.01 0.89 0.65 0.83 1.07 0.72 0.99 0.96 0.97 0.77

Standard Error 0.05 0.05 0.13 0.18 0.06 0.08 0.07 0.08 0.08 0.06 0.17 0.05 0.09 0.08 0.07 0.09 0.05 0.11

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q16 Page 18

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q16. Influence on decision to replace home heating equipment - Ongoing maintenance costs

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 396 313 58 25 239 157 204 163 168 228 14 230 151 90 194 105 328 51

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 296 237 41 18 182 114 152 117 122 174 11 182 102 69 140 83 238 45

===== 75% 76% 71% 72% 76% 73% 75% 72% 73% 76% 79% 79% 68% 77% 72% 79% 73% 88%

M AQ

5 - A great deal of 159 126 22 11 96 63 81 62 62 97 4 96 58 41 80 35 125 28

influence 40% 40% 38% 44% 40% 40% 40% 38% 37% 43% 29% 42% 38% 46% 41% 33% 38% 55%

AQ

4 137 111 19 7 86 51 71 55 60 77 7 86 44 28 60 48 113 17

35% 35% 33% 28% 36% 32% 35% 34% 36% 34% 50% 37% 29% 31% 31% 46% 34% 33%

ANO

3 69 51 11 7 39 30 36 31 31 38 2 35 32 16 37 14 60 6

17% 16% 19% 28% 16% 19% 18% 19% 18% 17% 14% 15% 21% 18% 19% 13% 18% 12%

BOTTOM 2 31 25 6 - 18 13 16 15 15 16 1 13 17 5 17 8 30 -

======== 8% 8% 10% 8% 8% 8% 9% 9% 7% 7% 6% 11% 6% 9% 8% 9%

2 22 18 4 - 14 8 13 9 13 9 1 9 12 3 10 8 22 -

6% 6% 7% 6% 5% 6% 6% 8% 4% 7% 4% 8% 3% 5% 8% 7%

1 - No influence 9 7 2 - 4 5 3 6 2 7 - 4 5 2 7 - 8 -

2% 2% 3% 2% 3% 1% 4% 1% 3% 2% 3% 2% 4% 2%

Mean 4.05 4.06 3.95 4.16 4.07 4.01 4.05 3.97 3.99 4.09 4.00 4.13 3.91 4.14 4.01 4.05 3.99 4.43

M AQ

Standard Deviation 1.00 1.00 1.08 0.85 0.97 1.04 0.98 1.06 0.99 1.01 0.88 0.93 1.10 0.98 1.07 0.88 1.03 0.70

Standard Error 0.05 0.06 0.14 0.17 0.06 0.08 0.07 0.08 0.08 0.07 0.23 0.06 0.09 0.10 0.08 0.09 0.06 0.10

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q17 Page 19

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q17. Influence on decision to replace home heating equipment - Condition of current equipment

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 396 313 58 25 239 157 204 163 168 228 14 230 151 90 194 105 328 51

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 336 266 48 22 204 132 176 135 140 196 10 202 123 81 160 89 281 41

===== 85% 85% 83% 88% 85% 84% 86% 83% 83% 86% 71% 88% 81% 90% 82% 85% 86% 80%

5 - A great deal of 201 159 28 14 123 78 103 82 75 126 6 124 70 51 97 49 165 28

influence 51% 51% 48% 56% 51% 50% 50% 50% 45% 55% 43% 54% 46% 57% 50% 47% 50% 55%

I

4 135 107 20 8 81 54 73 53 65 70 4 78 53 30 63 40 116 13

34% 34% 34% 32% 34% 34% 36% 33% 39% 31% 29% 34% 35% 33% 32% 38% 35% 25%

3 46 37 8 1 27 19 19 23 23 23 4 23 19 8 25 13 35 9

12% 12% 14% 4% 11% 12% 9% 14% 14% 10% 29% 10% 13% 9% 13% 12% 11% 18%

BOTTOM 2 14 10 2 2 8 6 9 5 5 9 - 5 9 1 9 3 12 1

======== 4% 3% 3% 8% 3% 4% 4% 3% 3% 4% 2% 6% 1% 5% 3% 4% 2%

2 8 6 2 - 5 3 7 1 4 4 - 3 5 - 5 3 6 1

2% 2% 3% 2% 2% 3% 1% 2% 2% 1% 3% 3% 3% 2% 2%

H

1 - No influence 6 4 - 2 3 3 2 4 1 5 - 2 4 1 4 - 6 -

2% 1% 8% 1% 2% 1% 2% 1% 2% 1% 3% 1% 2% 2%

Mean 4.31 4.31 4.28 4.28 4.32 4.28 4.31 4.28 4.24 4.35 4.14 4.39 4.19 4.44 4.26 4.29 4.30 4.33

M

Standard Deviation 0.87 0.85 0.83 1.14 0.85 0.89 0.85 0.90 0.82 0.90 0.86 0.79 0.96 0.75 0.92 0.79 0.87 0.84

Standard Error 0.04 0.05 0.11 0.23 0.06 0.07 0.06 0.07 0.06 0.06 0.23 0.05 0.08 0.08 0.07 0.08 0.05 0.12

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q18 Page 20

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q18. Influence on decision to replace home heating equipment - Availability of energy-efficient options

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 396 313 58 25 239 157 204 163 168 228 14 230 151 90 194 105 328 51

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 309 245 44 20 191 118 159 125 130 179 10 181 117 70 152 82 253 43

===== 78% 78% 76% 80% 80% 75% 78% 77% 77% 79% 71% 79% 77% 78% 78% 78% 77% 84%

5 - A great deal of 159 123 26 10 99 60 77 64 63 96 5 97 56 41 78 37 124 28

influence 40% 39% 45% 40% 41% 38% 38% 39% 38% 42% 36% 42% 37% 46% 40% 35% 38% 55%

AQ

4 150 122 18 10 92 58 82 61 67 83 5 84 61 29 74 45 129 15

38% 39% 31% 40% 38% 37% 40% 37% 40% 36% 36% 37% 40% 32% 38% 43% 39% 29%

3 65 52 9 4 38 27 37 25 26 39 3 38 24 17 28 18 55 7

16% 17% 16% 16% 16% 17% 18% 15% 15% 17% 21% 17% 16% 19% 14% 17% 17% 14%

BOTTOM 2 22 16 5 1 10 12 8 13 12 10 1 11 10 3 14 5 20 1

======== 6% 5% 9% 4% 4% 8% 4% 8% 7% 4% 7% 5% 7% 3% 7% 5% 6% 2%

2 15 9 5 1 8 7 5 9 9 6 1 9 5 1 9 5 14 -

4% 3% 9% 4% 3% 4% 2% 6% 5% 3% 7% 4% 3% 1% 5% 5% 4%

1 - No influence 7 7 - - 2 5 3 4 3 4 - 2 5 2 5 - 6 1

2% 2% 1% 3% 1% 2% 2% 2% 1% 3% 2% 3% 2% 2%

Mean 4.11 4.10 4.12 4.16 4.16 4.03 4.10 4.06 4.06 4.14 4.00 4.15 4.05 4.18 4.09 4.09 4.07 4.35

Q

Standard Deviation 0.93 0.93 0.97 0.85 0.87 1.01 0.88 1.00 0.95 0.92 0.96 0.90 0.98 0.93 0.98 0.84 0.94 0.87

Standard Error 0.05 0.05 0.13 0.17 0.06 0.08 0.06 0.08 0.07 0.06 0.26 0.06 0.08 0.10 0.07 0.08 0.05 0.12

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q19 Page 21

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q19. Influence on decision to replace home heating equipment - Recommendation of an expert (e.g., contractor, HVAC technician)

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 396 313 58 25 239 157 204 163 168 228 14 230 151 90 194 105 328 51

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 241 194 33 14 146 95 136 86 106 135 8 145 87 51 117 67 196 37

===== 61% 62% 57% 56% 61% 61% 67% 53% 63% 59% 57% 63% 58% 57% 60% 64% 60% 73%

H

5 - A great deal of 75 63 8 4 48 27 43 27 29 46 2 52 20 20 34 20 58 16

influence 19% 20% 14% 16% 20% 17% 21% 17% 17% 20% 14% 23% 13% 22% 18% 19% 18% 31%

M Q

4 166 131 25 10 98 68 93 59 77 89 6 93 67 31 83 47 138 21

42% 42% 43% 40% 41% 43% 46% 36% 46% 39% 43% 40% 44% 34% 43% 45% 42% 41%

3 117 93 15 9 74 43 53 56 45 72 4 70 43 29 57 31 100 11

30% 30% 26% 36% 31% 27% 26% 34% 27% 32% 29% 30% 28% 32% 29% 30% 30% 22%

BOTTOM 2 38 26 10 2 19 19 15 21 17 21 2 15 21 10 20 7 32 3

======== 10% 8% 17% 8% 8% 12% 7% 13% 10% 9% 14% 7% 14% 11% 10% 7% 10% 6%

L

2 26 16 9 1 14 12 11 14 10 16 2 13 11 6 13 6 22 2

7% 5% 16% 4% 6% 8% 5% 9% 6% 7% 14% 6% 7% 7% 7% 6% 7% 4%

B

1 - No influence 12 10 1 1 5 7 4 7 7 5 - 2 10 4 7 1 10 1

3% 3% 2% 4% 2% 4% 2% 4% 4% 2% 1% 7% 4% 4% 1% 3% 2%

L L

Mean 3.67 3.71 3.52 3.60 3.71 3.61 3.78 3.52 3.66 3.68 3.57 3.78 3.50 3.63 3.64 3.75 3.65 3.96

H M AQ

Standard Deviation 0.96 0.95 0.98 0.96 0.92 1.00 0.91 1.01 0.97 0.95 0.94 0.89 1.03 1.04 0.97 0.86 0.95 0.94

Standard Error 0.05 0.05 0.13 0.19 0.06 0.08 0.06 0.08 0.07 0.06 0.25 0.06 0.08 0.11 0.07 0.08 0.05 0.13

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q20 Page 22

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q20. Influence on decision to replace home heating equipment - Overall sales experience

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 396 313 58 25 239 157 204 163 168 228 14 230 151 90 194 105 328 51

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 152 122 20 10 94 58 78 60 57 95 4 100 47 33 80 36 116 31

===== 38% 39% 34% 40% 39% 37% 38% 37% 34% 42% 29% 43% 31% 37% 41% 34% 35% 61%

M AQ

5 - A great deal of 57 49 6 2 37 20 25 27 20 37 - 38 18 16 26 13 40 15

influence 14% 16% 10% 8% 15% 13% 12% 17% 12% 16% 17% 12% 18% 13% 12% 12% 29%

AQ

4 95 73 14 8 57 38 53 33 37 58 4 62 29 17 54 23 76 16

24% 23% 24% 32% 24% 24% 26% 20% 22% 25% 29% 27% 19% 19% 28% 22% 23% 31%

3 148 119 20 9 94 54 80 61 66 82 7 82 59 40 62 42 125 15

37% 38% 34% 36% 39% 34% 39% 37% 39% 36% 50% 36% 39% 44% 32% 40% 38% 29%

O

BOTTOM 2 96 72 18 6 51 45 46 42 45 51 3 48 45 17 52 27 87 5

======== 24% 23% 31% 24% 21% 29% 23% 26% 27% 22% 21% 21% 30% 19% 27% 26% 27% 10%

R R

2 61 47 11 3 34 27 33 23 28 33 2 38 21 10 30 21 57 3

15% 15% 19% 12% 14% 17% 16% 14% 17% 14% 14% 17% 14% 11% 15% 20% 17% 6%

R R

1 - No influence 35 25 7 3 17 18 13 19 17 18 1 10 24 7 22 6 30 2

9% 8% 12% 12% 7% 11% 6% 12% 10% 8% 7% 4% 16% 8% 11% 6% 9% 4%

L AL

Mean 3.20 3.24 3.02 3.12 3.26 3.10 3.22 3.16 3.09 3.28 3.00 3.35 2.97 3.28 3.16 3.15 3.12 3.76

M M AQ

Standard Deviation 1.13 1.13 1.16 1.13 1.10 1.18 1.06 1.21 1.13 1.14 0.88 1.07 1.21 1.12 1.18 1.06 1.12 1.07

Standard Error 0.06 0.06 0.15 0.23 0.07 0.09 0.07 0.09 0.09 0.08 0.23 0.07 0.10 0.12 0.09 0.10 0.06 0.15

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q21 Page 23

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q21. Influence on decision to replace home heating equipment - Your budget

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 396 313 58 25 239 157 204 163 168 228 14 230 151 90 194 105 328 51

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 306 245 43 18 189 117 156 125 125 181 12 202 91 80 152 69 250 40

===== 77% 78% 74% 72% 79% 75% 76% 77% 74% 79% 86% 88% 60% 89% 78% 66% 76% 78%

PM M AM AOP P

5 - A great deal of 203 157 33 13 119 84 100 86 71 132 8 135 59 66 98 36 165 27

influence 51% 50% 57% 52% 50% 54% 49% 53% 42% 58% 57% 59% 39% 73% 51% 34% 50% 53%

PMI I M AOP P

4 103 88 10 5 70 33 56 39 54 49 4 67 32 14 54 33 85 13

26% 28% 17% 20% 29% 21% 27% 24% 32% 21% 29% 29% 21% 16% 28% 31% 26% 25%

N J N N

3 55 44 7 4 33 22 25 26 22 33 2 19 34 7 26 21 46 9

14% 14% 12% 16% 14% 14% 12% 16% 13% 14% 14% 8% 23% 8% 13% 20% 14% 18%

L AL N

BOTTOM 2 35 24 8 3 17 18 23 12 21 14 - 9 26 3 16 15 32 2

======== 9% 8% 14% 12% 7% 11% 11% 7% 13% 6% 4% 17% 3% 8% 14% 10% 4%

NL J AL N

2 20 11 6 3 10 10 14 6 13 7 - 6 14 2 6 11 18 2

5% 4% 10% 12% 4% 6% 7% 4% 8% 3% 3% 9% 2% 3% 10% 5% 4%

J L NO

1 - No influence 15 13 2 - 7 8 9 6 8 7 - 3 12 1 10 4 14 -

4% 4% 3% 3% 5% 4% 4% 5% 3% 1% 8% 1% 5% 4% 4%

L L N

Mean 4.16 4.17 4.14 4.12 4.19 4.11 4.10 4.18 3.99 4.28 4.43 4.41 3.74 4.58 4.15 3.82 4.13 4.27

PM I M AM AOP P

Standard Deviation 1.08 1.06 1.19 1.09 1.02 1.18 1.13 1.07 1.14 1.02 0.76 0.85 1.28 0.82 1.10 1.13 1.11 0.90

Standard Error 0.05 0.06 0.16 0.22 0.07 0.09 0.08 0.08 0.09 0.07 0.20 0.06 0.10 0.09 0.08 0.11 0.06 0.13

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q15MEAN Page 24

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q15 to Q21 Summary of Means: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Condition of current 4.31 4.31 4.28 4.28 4.32 4.28 4.31 4.28 4.24 4.35 4.14 4.39 4.19 4.44 4.26 4.29 4.30 4.33

equipment M

Your budget 4.16 4.17 4.14 4.12 4.19 4.11 4.10 4.18 3.99 4.28 4.43 4.41 3.74 4.58 4.15 3.82 4.13 4.27

PM I M AM AOP P

Upfront cost 4.11 4.09 4.22 4.12 4.10 4.13 4.09 4.10 3.96 4.22 4.57 4.27 3.83 4.51 3.98 4.02 4.09 4.18

M I M AM AOP

Availability of energy- 4.11 4.10 4.12 4.16 4.16 4.03 4.10 4.06 4.06 4.14 4.00 4.15 4.05 4.18 4.09 4.09 4.07 4.35

efficient options Q

Ongoing maintenance 4.05 4.06 3.95 4.16 4.07 4.01 4.05 3.97 3.99 4.09 4.00 4.13 3.91 4.14 4.01 4.05 3.99 4.43

costs M AQ

Recommendation of an 3.67 3.71 3.52 3.60 3.71 3.61 3.78 3.52 3.66 3.68 3.57 3.78 3.50 3.63 3.64 3.75 3.65 3.96

expert (e.g., H M AQ

contractor, HVAC

technician)

Overall sales experience 3.20 3.24 3.02 3.12 3.26 3.10 3.22 3.16 3.09 3.28 3.00 3.35 2.97 3.28 3.16 3.15 3.12 3.76

M M AQ

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q15TOP2 Page 25

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q15 to Q21 Summary of TOP2: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Condition of current 336 266 48 22 204 132 176 135 140 196 10 202 123 81 160 89 281 41

equipment 85% 85% 83% 88% 85% 84% 86% 83% 83% 86% 71% 88% 81% 90% 82% 85% 86% 80%

Availability of energy- 309 245 44 20 191 118 159 125 130 179 10 181 117 70 152 82 253 43

efficient options 78% 78% 76% 80% 80% 75% 78% 77% 77% 79% 71% 79% 77% 78% 78% 78% 77% 84%

Your budget 306 245 43 18 189 117 156 125 125 181 12 202 91 80 152 69 250 40

77% 78% 74% 72% 79% 75% 76% 77% 74% 79% 86% 88% 60% 89% 78% 66% 76% 78%

PM M AM AOP P

Upfront cost 299 237 45 17 181 118 155 121 120 179 13 190 95 80 139 76 244 40

76% 76% 78% 68% 76% 75% 76% 74% 71% 79% 93% 83% 63% 89% 72% 72% 74% 78%

M AM AM AOP

Ongoing maintenance 296 237 41 18 182 114 152 117 122 174 11 182 102 69 140 83 238 45

costs 75% 76% 71% 72% 76% 73% 75% 72% 73% 76% 79% 79% 68% 77% 72% 79% 73% 88%

M AQ

Recommendation of an 241 194 33 14 146 95 136 86 106 135 8 145 87 51 117 67 196 37

expert (e.g., 61% 62% 57% 56% 61% 61% 67% 53% 63% 59% 57% 63% 58% 57% 60% 64% 60% 73%

contractor, HVAC H

technician)

Overall sales experience 152 122 20 10 94 58 78 60 57 95 4 100 47 33 80 36 116 31

38% 39% 34% 40% 39% 37% 38% 37% 34% 42% 29% 43% 31% 37% 41% 34% 35% 61%

M AQ

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q15BTM2 Page 26

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q15 to Q21 Summary of BOTTOM 2: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Overall sales experience 96 72 18 6 51 45 46 42 45 51 3 48 45 17 52 27 87 5

24% 23% 31% 24% 21% 29% 23% 26% 27% 22% 21% 21% 30% 19% 27% 26% 27% 10%

R R

Recommendation of an 38 26 10 2 19 19 15 21 17 21 2 15 21 10 20 7 32 3

expert (e.g., 10% 8% 17% 8% 8% 12% 7% 13% 10% 9% 14% 7% 14% 11% 10% 7% 10% 6%

contractor, HVAC L

technician)

Your budget 35 24 8 3 17 18 23 12 21 14 - 9 26 3 16 15 32 2

9% 8% 14% 12% 7% 11% 11% 7% 13% 6% 4% 17% 3% 8% 14% 10% 4%

NL J AL N

Ongoing maintenance 31 25 6 - 18 13 16 15 15 16 1 13 17 5 17 8 30 -

costs 8% 8% 10% 8% 8% 8% 9% 9% 7% 7% 6% 11% 6% 9% 8% 9%

Availability of energy- 22 16 5 1 10 12 8 13 12 10 1 11 10 3 14 5 20 1

efficient options 6% 5% 9% 4% 4% 8% 4% 8% 7% 4% 7% 5% 7% 3% 7% 5% 6% 2%

Upfront cost 20 17 3 - 11 9 12 8 14 6 - 5 15 1 13 6 19 -

5% 5% 5% 5% 6% 6% 5% 8% 3% 2% 10% 1% 7% 6% 6%

NL J L N

Condition of current 14 10 2 2 8 6 9 5 5 9 - 5 9 1 9 3 12 1

equipment 4% 3% 3% 8% 3% 4% 4% 3% 3% 4% 2% 6% 1% 5% 3% 4% 2%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q23 Page 27

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q23. Why did you purchase new heating equipment?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 105 83 5 17 105 - 68 22 39 66 3 57 45 28 46 29 91 7

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Equipment was old/time 47 37 2 8 47 - 28 14 17 30 1 24 22 16 18 12 41 2

to be replaced 45% 45% 40% 47% 45% 41% 64% 44% 45% 33% 42% 49% 57% 39% 41% 45% 29%

Equipment broke or 38 32 2 4 38 - 28 8 14 24 1 23 14 9 17 11 31 4

failed 36% 39% 40% 24% 36% 41% 36% 36% 36% 33% 40% 31% 32% 37% 38% 34% 57%

Wanted to improve energy- 29 22 1 6 29 - 15 8 16 13 - 18 11 10 8 11 24 1

efficiency 28% 27% 20% 35% 28% 22% 36% 41% 20% 32% 24% 36% 17% 38% 26% 14%

J

Energy-efficiency rebate 13 12 - 1 13 - 7 3 8 5 - 10 3 3 6 4 8 1

or program 12% 14% 6% 12% 10% 14% 21% 8% 18% 7% 11% 13% 14% 9% 14%

Was part of a home 7 5 1 1 7 - 4 - 4 3 1 3 3 1 3 3 7 -

remodeling project 7% 6% 20% 6% 7% 6% 10% 5% 33% 5% 7% 4% 7% 10% 8%

Wanted to upgrade 5 3 - 2 5 - 2 - 2 3 - 4 1 - 1 4 4 1

technology (e.g., remote 5% 4% 12% 5% 3% 5% 5% 7% 2% 2% 14% 4% 14%

control technology,

receive alerts, etc.)

Equipment was on sale/ 4 4 - - 4 - 3 - 4 - - 1 3 2 1 1 2 -

promotion 4% 5% 4% 4% 10% 2% 7% 7% 2% 3% 2%

Dissatisfied with 2 2 - - 2 - 2 - 1 1 - 1 1 - 1 1 1 -

previous equipment 2% 2% 2% 3% 3% 2% 2% 2% 2% 3% 1%

Something else (specify) 14 10 1 3 14 - 11 1 6 8 1 8 5 1 10 3 13 1

13% 12% 20% 18% 13% 16% 5% 15% 12% 33% 14% 11% 4% 22% 10% 14% 14%

N N

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q24 Page 28

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q24. How difficult or easy was - Understanding your options

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 105 83 5 17 105 - 68 22 39 66 3 57 45 28 46 29 91 7

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 73 58 3 12 73 - 46 15 26 47 1 37 35 21 30 20 67 3

===== 70% 70% 60% 71% 70% 68% 68% 67% 71% 33% 65% 78% 75% 65% 69% 74% 43%

5 - Very easy 32 25 2 5 32 - 22 4 9 23 1 16 15 9 11 12 30 1

30% 30% 40% 29% 30% 32% 18% 23% 35% 33% 28% 33% 32% 24% 41% 33% 14%

4 41 33 1 7 41 - 24 11 17 24 - 21 20 12 19 8 37 2

39% 40% 20% 41% 39% 35% 50% 44% 36% 37% 44% 43% 41% 28% 41% 29%

3 26 21 - 5 26 - 18 5 10 16 1 17 8 6 13 7 18 4

25% 25% 29% 25% 26% 23% 26% 24% 33% 30% 18% 21% 28% 24% 20% 57%

BOTTOM 2 6 4 2 - 6 - 4 2 3 3 1 3 2 1 3 2 6 -

======== 6% 5% 40% 6% 6% 9% 8% 5% 33% 5% 4% 4% 7% 7% 7%

2 5 3 2 - 5 - 4 1 3 2 1 3 1 1 2 2 5 -

5% 4% 40% 5% 6% 5% 8% 3% 33% 5% 2% 4% 4% 7% 5%

1 - Very difficult 1 1 - - 1 - - 1 - 1 - - 1 - 1 - 1 -

1% 1% 1% 5% 2% 2% 2% 1%

Mean 3.93 3.94 3.60 4.00 3.93 - 3.94 3.73 3.82 4.00 3.33 3.88 4.04 4.04 3.80 4.03 3.99 3.57

Standard Deviation 0.91 0.90 1.52 0.79 0.91 0.91 0.98 0.88 0.93 1.53 0.89 0.90 0.84 0.93 0.98 0.92 0.79

Standard Error 0.09 0.10 0.68 0.19 0.09 0.11 0.21 0.14 0.11 0.88 0.12 0.13 0.16 0.14 0.18 0.10 0.30

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q25 Page 29

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q25. How difficult or easy was - Finding the equipment you wanted

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 105 83 5 17 105 - 68 22 39 66 3 57 45 28 46 29 91 7

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 70 57 3 10 70 - 46 12 25 45 1 32 37 21 28 19 64 2

===== 67% 69% 60% 59% 67% 68% 55% 64% 68% 33% 56% 82% 75% 61% 66% 70% 29%

R AL R

5 - Very easy 32 27 1 4 32 - 20 5 11 21 1 15 16 12 10 10 31 -

30% 33% 20% 24% 30% 29% 23% 28% 32% 33% 26% 36% 43% 22% 34% 34%

4 38 30 2 6 38 - 26 7 14 24 - 17 21 9 18 9 33 2

36% 36% 40% 35% 36% 38% 32% 36% 36% 30% 47% 32% 39% 31% 36% 29%

3 29 21 1 7 29 - 19 8 10 19 1 22 6 6 14 9 24 4

28% 25% 20% 41% 28% 28% 36% 26% 29% 33% 39% 13% 21% 30% 31% 26% 57%

M M

BOTTOM 2 6 5 1 - 6 - 3 2 4 2 1 3 2 1 4 1 3 1

======== 6% 6% 20% 6% 4% 9% 10% 3% 33% 5% 4% 4% 9% 3% 3% 14%

2 5 5 - - 5 - 2 2 3 2 - 3 2 1 3 1 2 1

5% 6% 5% 3% 9% 8% 3% 5% 4% 4% 7% 3% 2% 14%

1 - Very difficult 1 - 1 - 1 - 1 - 1 - 1 - - - 1 - 1 -

1% 20% 1% 1% 3% 33% 2% 1%

Mean 3.90 3.95 3.40 3.82 3.90 - 3.91 3.68 3.79 3.97 3.00 3.77 4.13 4.14 3.72 3.97 4.00 3.14

R KL R

Standard Deviation 0.93 0.91 1.52 0.81 0.93 0.91 0.95 1.03 0.86 2.00 0.91 0.81 0.89 0.96 0.91 0.89 0.69

Standard Error 0.09 0.10 0.68 0.20 0.09 0.11 0.20 0.17 0.11 1.15 0.12 0.12 0.17 0.14 0.17 0.09 0.26

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q26 Page 30

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q26. How difficult or easy was - Making a decision about who to buy from

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 105 83 5 17 105 - 68 22 39 66 3 57 45 28 46 29 91 7

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 70 57 2 11 70 - 49 13 29 41 1 39 30 21 28 20 63 4

===== 67% 69% 40% 65% 67% 72% 59% 74% 62% 33% 68% 67% 75% 61% 69% 69% 57%

5 - Very easy 33 28 1 4 33 - 22 5 11 22 - 18 15 14 9 10 32 -

31% 34% 20% 24% 31% 32% 23% 28% 33% 32% 33% 50% 20% 34% 35%

O

4 37 29 1 7 37 - 27 8 18 19 1 21 15 7 19 10 31 4

35% 35% 20% 41% 35% 40% 36% 46% 29% 33% 37% 33% 25% 41% 34% 34% 57%

3 26 20 1 5 26 - 14 6 7 19 1 13 12 6 13 6 21 2

25% 24% 20% 29% 25% 21% 27% 18% 29% 33% 23% 27% 21% 28% 21% 23% 29%

BOTTOM 2 9 6 2 1 9 - 5 3 3 6 1 5 3 1 5 3 7 1

======== 9% 7% 40% 6% 9% 7% 14% 8% 9% 33% 9% 7% 4% 11% 10% 8% 14%

2 6 4 1 1 6 - 3 2 2 4 - 4 2 1 3 2 5 1

6% 5% 20% 6% 6% 4% 9% 5% 6% 7% 4% 4% 7% 7% 5% 14%

1 - Very difficult 3 2 1 - 3 - 2 1 1 2 1 1 1 - 2 1 2 -

3% 2% 20% 3% 3% 5% 3% 3% 33% 2% 2% 4% 3% 2%

Mean 3.87 3.93 3.00 3.82 3.87 - 3.94 3.64 3.92 3.83 2.67 3.89 3.91 4.21 3.65 3.90 3.95 3.43

K K K O

Standard Deviation 1.02 1.00 1.58 0.88 1.02 0.99 1.09 0.96 1.06 1.53 0.99 1.00 0.92 1.02 1.08 1.00 0.79

Standard Error 0.10 0.11 0.71 0.21 0.10 0.12 0.23 0.15 0.13 0.88 0.13 0.15 0.17 0.15 0.20 0.11 0.30

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q27 Page 31

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q27. How difficult or easy was - Paying for/affording the equipment

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 105 83 5 17 105 - 68 22 39 66 3 57 45 28 46 29 91 7

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 63 52 2 9 63 - 45 11 25 38 - 36 27 15 26 20 57 2

===== 60% 63% 40% 53% 60% 66% 50% 64% 58% 63% 60% 54% 57% 69% 63% 29%

5 - Very easy 30 25 1 4 30 - 19 7 12 18 - 14 16 8 9 12 28 -

29% 30% 20% 24% 29% 28% 32% 31% 27% 25% 36% 29% 20% 41% 31%

O

4 33 27 1 5 33 - 26 4 13 20 - 22 11 7 17 8 29 2

31% 33% 20% 29% 31% 38% 18% 33% 30% 39% 24% 25% 37% 28% 32% 29%

H

3 32 25 2 5 32 - 17 9 10 22 2 16 14 10 14 8 25 5

30% 30% 40% 29% 30% 25% 41% 26% 33% 67% 28% 31% 36% 30% 28% 27% 71%

AQ

BOTTOM 2 10 6 1 3 10 - 6 2 4 6 1 5 4 3 6 1 9 -

======== 10% 7% 20% 18% 10% 9% 9% 10% 9% 33% 9% 9% 11% 13% 3% 10%

2 10 6 1 3 10 - 6 2 4 6 1 5 4 3 6 1 9 -

10% 7% 20% 18% 10% 9% 9% 10% 9% 33% 9% 9% 11% 13% 3% 10%

Mean 3.79 3.86 3.40 3.59 3.79 - 3.85 3.73 3.85 3.76 2.67 3.79 3.87 3.71 3.63 4.07 3.84 3.29

K K K

Standard Deviation 0.97 0.94 1.14 1.06 0.97 0.93 1.03 0.99 0.96 0.58 0.92 1.01 1.01 0.95 0.92 0.98 0.49

Standard Error 0.09 0.10 0.51 0.26 0.09 0.11 0.22 0.16 0.12 0.33 0.12 0.15 0.19 0.14 0.17 0.10 0.18

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q28 Page 32

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q28. How difficult or easy was - Arranging for delivery and installation

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 105 83 5 17 105 - 68 22 39 66 3 57 45 28 46 29 91 7

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 91 73 3 15 91 - 60 19 34 57 2 49 40 25 39 25 81 4

===== 87% 88% 60% 88% 87% 88% 86% 87% 86% 67% 86% 89% 89% 85% 86% 89% 57%

5 - Very easy 49 40 1 8 49 - 34 8 15 34 - 27 22 16 17 15 46 -

47% 48% 20% 47% 47% 50% 36% 38% 52% 47% 49% 57% 37% 52% 51%

4 42 33 2 7 42 - 26 11 19 23 2 22 18 9 22 10 35 4

40% 40% 40% 41% 40% 38% 50% 49% 35% 67% 39% 40% 32% 48% 34% 38% 57%

3 12 10 - 2 12 - 7 2 4 8 - 8 4 2 6 4 8 3

11% 12% 12% 11% 10% 9% 10% 12% 14% 9% 7% 13% 14% 9% 43%

BOTTOM 2 2 - 2 - 2 - 1 1 1 1 1 - 1 1 1 - 2 -

======== 2% 40% 2% 1% 5% 3% 2% 33% 2% 4% 2% 2%

2 1 - 1 - 1 - - 1 - 1 - - 1 1 - - 1 -

1% 20% 1% 5% 2% 2% 4% 1%

1 - Very difficult 1 - 1 - 1 - 1 - 1 - 1 - - - 1 - 1 -

1% 20% 1% 1% 3% 33% 2% 1%

Mean 4.30 4.36 3.20 4.35 4.30 - 4.35 4.18 4.21 4.36 3.00 4.33 4.36 4.43 4.17 4.38 4.36 3.57

RKC C C K K R

Standard Deviation 0.79 0.69 1.64 0.70 0.79 0.79 0.80 0.83 0.76 1.73 0.72 0.74 0.79 0.82 0.73 0.78 0.53

Standard Error 0.08 0.08 0.73 0.17 0.08 0.10 0.17 0.13 0.09 1.00 0.09 0.11 0.15 0.12 0.14 0.08 0.20

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q29 Page 33

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q29. How difficult or easy was - Understanding ongoing maintenance costs

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 105 83 5 17 105 - 68 22 39 66 3 57 45 28 46 29 91 7

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 71 59 2 10 71 - 49 13 27 44 2 37 32 16 32 21 65 2

===== 68% 71% 40% 59% 68% 72% 59% 69% 67% 67% 65% 71% 57% 70% 72% 71% 29%

R R

5 - Very easy 38 31 1 6 38 - 26 6 14 24 - 20 18 10 15 13 36 -

36% 37% 20% 35% 36% 38% 27% 36% 36% 35% 40% 36% 33% 45% 40%

4 33 28 1 4 33 - 23 7 13 20 2 17 14 6 17 8 29 2

31% 34% 20% 24% 31% 34% 32% 33% 30% 67% 30% 31% 21% 37% 28% 32% 29%

3 27 19 1 7 27 - 15 7 10 17 - 16 11 9 12 6 20 5

26% 23% 20% 41% 26% 22% 32% 26% 26% 28% 24% 32% 26% 21% 22% 71%

AQ

BOTTOM 2 7 5 2 - 7 - 4 2 2 5 1 4 2 3 2 2 6 -

======== 7% 6% 40% 7% 6% 9% 5% 8% 33% 7% 4% 11% 4% 7% 7%

2 4 3 1 - 4 - 1 2 1 3 - 2 2 3 1 - 4 -

4% 4% 20% 4% 1% 9% 3% 5% 4% 4% 11% 2% 4%

1 - Very difficult 3 2 1 - 3 - 3 - 1 2 1 2 - - 1 2 2 -

3% 2% 20% 3% 4% 3% 3% 33% 4% 2% 7% 2%

Mean 3.94 4.00 3.00 3.94 3.94 - 4.00 3.77 3.97 3.92 3.00 3.89 4.07 3.82 3.96 4.03 4.02 3.29

C

Standard Deviation 1.02 0.99 1.58 0.90 1.02 1.04 0.97 0.99 1.04 1.73 1.05 0.91 1.06 0.94 1.15 1.00 0.49

Standard Error 0.10 0.11 0.71 0.22 0.10 0.13 0.21 0.16 0.13 1.00 0.14 0.14 0.20 0.14 0.21 0.10 0.18

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q30 Page 34

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q30. How difficult or easy was - Performing ongoing maintenance

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 105 83 5 17 105 - 68 22 39 66 3 57 45 28 46 29 91 7

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 73 61 2 10 73 - 48 15 27 46 1 39 33 17 33 21 64 3

===== 70% 73% 40% 59% 70% 71% 68% 69% 70% 33% 68% 73% 61% 72% 72% 70% 43%

5 - Very easy 34 28 1 5 34 - 22 7 11 23 - 18 16 8 13 12 33 -

32% 34% 20% 29% 32% 32% 32% 28% 35% 32% 36% 29% 28% 41% 36%

4 39 33 1 5 39 - 26 8 16 23 1 21 17 9 20 9 31 3

37% 40% 20% 29% 37% 38% 36% 41% 35% 33% 37% 38% 32% 43% 31% 34% 43%

3 26 18 1 7 26 - 16 5 10 16 1 15 10 10 11 5 22 4

25% 22% 20% 41% 25% 24% 23% 26% 24% 33% 26% 22% 36% 24% 17% 24% 57%

BOTTOM 2 6 4 2 - 6 - 4 2 2 4 1 3 2 1 2 3 5 -

======== 6% 5% 40% 6% 6% 9% 5% 6% 33% 5% 4% 4% 4% 10% 5%

2 5 4 1 - 5 - 3 2 1 4 - 3 2 1 1 3 4 -

5% 5% 20% 5% 4% 9% 3% 6% 5% 4% 4% 2% 10% 4%

1 - Very difficult 1 - 1 - 1 - 1 - 1 - 1 - - - 1 - 1 -

1% 20% 1% 1% 3% 33% 2% 1%

Mean 3.95 4.02 3.00 3.88 3.95 - 3.96 3.91 3.90 3.98 2.67 3.95 4.04 3.86 3.93 4.03 4.00 3.43

KC C K K

Standard Deviation 0.92 0.87 1.58 0.86 0.92 0.94 0.97 0.94 0.92 1.53 0.89 0.88 0.89 0.90 1.02 0.94 0.53

Standard Error 0.09 0.10 0.71 0.21 0.09 0.11 0.21 0.15 0.11 0.88 0.12 0.13 0.17 0.13 0.19 0.10 0.20

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q24MEAN Page 35

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q24 to Q30 Summary of Means: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Arranging for delivery 4.30 4.36 3.20 4.35 4.30 - 4.35 4.18 4.21 4.36 3.00 4.33 4.36 4.43 4.17 4.38 4.36 3.57

and installation RKC C C K K R

Performing ongoing 3.95 4.02 3.00 3.88 3.95 - 3.96 3.91 3.90 3.98 2.67 3.95 4.04 3.86 3.93 4.03 4.00 3.43

maintenance KC C K K

Understanding ongoing 3.94 4.00 3.00 3.94 3.94 - 4.00 3.77 3.97 3.92 3.00 3.89 4.07 3.82 3.96 4.03 4.02 3.29

maintenance costs C

Understanding your 3.93 3.94 3.60 4.00 3.93 - 3.94 3.73 3.82 4.00 3.33 3.88 4.04 4.04 3.80 4.03 3.99 3.57

options

Finding the equipment 3.90 3.95 3.40 3.82 3.90 - 3.91 3.68 3.79 3.97 3.00 3.77 4.13 4.14 3.72 3.97 4.00 3.14

you wanted R KL R

Making a decision about 3.87 3.93 3.00 3.82 3.87 - 3.94 3.64 3.92 3.83 2.67 3.89 3.91 4.21 3.65 3.90 3.95 3.43

who to buy from K K K O

Paying for/affording the 3.79 3.86 3.40 3.59 3.79 - 3.85 3.73 3.85 3.76 2.67 3.79 3.87 3.71 3.63 4.07 3.84 3.29

equipment K K K

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q24TOP2 Page 36

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q24 to Q30 Summary of TOP 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Arranging for delivery 91 73 3 15 91 - 60 19 34 57 2 49 40 25 39 25 81 4

and installation 87% 88% 60% 88% 87% 88% 86% 87% 86% 67% 86% 89% 89% 85% 86% 89% 57%

Understanding your 73 58 3 12 73 - 46 15 26 47 1 37 35 21 30 20 67 3

options 70% 70% 60% 71% 70% 68% 68% 67% 71% 33% 65% 78% 75% 65% 69% 74% 43%

Performing ongoing 73 61 2 10 73 - 48 15 27 46 1 39 33 17 33 21 64 3

maintenance 70% 73% 40% 59% 70% 71% 68% 69% 70% 33% 68% 73% 61% 72% 72% 70% 43%

Understanding ongoing 71 59 2 10 71 - 49 13 27 44 2 37 32 16 32 21 65 2

maintenance costs 68% 71% 40% 59% 68% 72% 59% 69% 67% 67% 65% 71% 57% 70% 72% 71% 29%

R R

Finding the equipment 70 57 3 10 70 - 46 12 25 45 1 32 37 21 28 19 64 2

you wanted 67% 69% 60% 59% 67% 68% 55% 64% 68% 33% 56% 82% 75% 61% 66% 70% 29%

R AL R

Making a decision about 70 57 2 11 70 - 49 13 29 41 1 39 30 21 28 20 63 4

who to buy from 67% 69% 40% 65% 67% 72% 59% 74% 62% 33% 68% 67% 75% 61% 69% 69% 57%

Paying for/affording the 63 52 2 9 63 - 45 11 25 38 - 36 27 15 26 20 57 2

equipment 60% 63% 40% 53% 60% 66% 50% 64% 58% 63% 60% 54% 57% 69% 63% 29%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q24BTM2 Page 37

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q24 to Q30 Summary of BOTTOM 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Paying for/affording the 10 6 1 3 10 - 6 2 4 6 1 5 4 3 6 1 9 -

equipment 10% 7% 20% 18% 10% 9% 9% 10% 9% 33% 9% 9% 11% 13% 3% 10%

Making a decision about 9 6 2 1 9 - 5 3 3 6 1 5 3 1 5 3 7 1

who to buy from 9% 7% 40% 6% 9% 7% 14% 8% 9% 33% 9% 7% 4% 11% 10% 8% 14%

Understanding ongoing 7 5 2 - 7 - 4 2 2 5 1 4 2 3 2 2 6 -

maintenance costs 7% 6% 40% 7% 6% 9% 5% 8% 33% 7% 4% 11% 4% 7% 7%

Understanding your 6 4 2 - 6 - 4 2 3 3 1 3 2 1 3 2 6 -

options 6% 5% 40% 6% 6% 9% 8% 5% 33% 5% 4% 4% 7% 7% 7%

Finding the equipment 6 5 1 - 6 - 3 2 4 2 1 3 2 1 4 1 3 1

you wanted 6% 6% 20% 6% 4% 9% 10% 3% 33% 5% 4% 4% 9% 3% 3% 14%

Performing ongoing 6 4 2 - 6 - 4 2 2 4 1 3 2 1 2 3 5 -

maintenance 6% 5% 40% 6% 6% 9% 5% 6% 33% 5% 4% 4% 4% 10% 5%

Arranging for delivery 2 - 2 - 2 - 1 1 1 1 1 - 1 1 1 - 2 -

and installation 2% 40% 2% 1% 5% 3% 2% 33% 2% 4% 2% 2%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q31 Page 38

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q31. Which of the following water heater types are installed in your home?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Gas tank-style 359 314 8 16 249 87 217 142 158 201 11 211 137 67 176 108 299 42

60% 79% 13% 33% 72% 55% 67% 62% 63% 57% 50% 62% 59% 45% 62% 71% 59% 63%

NCD ACD C AF A N ANO

Electric tank-style 194 47 52 26 62 59 108 86 72 122 7 107 80 71 89 30 167 19

32% 12% 83% 54% 18% 38% 33% 38% 29% 35% 32% 31% 34% 48% 31% 20% 33% 28%

PEB ABD AB E AOP P

Gas tankless 36 29 1 3 24 9 - - 17 19 1 21 13 8 14 12 29 6

6% 7% 2% 6% 7% 6% 7% 5% 5% 6% 6% 5% 5% 8% 6% 9%

C C

Electric heat pump 5 2 - 3 5 - - - 1 4 3 - 2 2 3 - 3 -

1% 1% 6% 1% \*% 1% 14% 1% 1% 1% 1%

Electric tankless 2 1 1 - 2 - - - - 2 - 1 1 - 1 1 1 -

\*% \*% 2% 1% 1% \*% \*% \*% 1% \*%

Boiler 1 1 - - 1 - - - 1 - - - 1 1 - - 1 -

\*% \*% \*% \*% \*% 1% \*%

Other (specify) 3 2 1 - 1 2 - - - 3 - 3 - - 2 1 3 -

1% 1% 2% \*% 1% 1% 1% 1% 1% 1%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q32 Page 39

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q32. Approximately how old is your hot water heater?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 553 361 60 42 311 146 325 228 230 323 18 318 217 138 265 138 466 61

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Less than 5 years old 149 106 12 11 91 36 149 - 63 86 7 89 53 39 74 33 130 14

27% 29% 20% 26% 29% 25% 46% 27% 27% 39% 28% 24% 28% 28% 24% 28% 23%

A

6-10 years old 176 113 18 16 114 31 176 - 83 93 5 98 73 41 84 48 148 20

32% 31% 30% 38% 37% 21% 54% 36% 29% 28% 31% 34% 30% 32% 35% 32% 33%

F F A

11-15 years old 143 97 16 11 95 28 - 143 52 91 4 78 61 35 70 34 121 14

26% 27% 27% 26% 31% 19% 63% 23% 28% 22% 25% 28% 25% 26% 25% 26% 23%

F A

16-20 years old 64 33 11 4 7 40 - 64 25 39 2 43 19 15 30 19 53 7

12% 9% 18% 10% 2% 27% 28% 11% 12% 11% 14% 9% 11% 11% 14% 11% 11%

E AE A

20+ years old 21 12 3 - 4 11 - 21 7 14 - 10 11 8 7 4 14 6

4% 3% 5% 1% 8% 9% 3% 4% 3% 5% 6% 3% 3% 3% 10%

E E A

Mean 9.50 9.11 10.77 8.82 8.32 11.40 5.48 15.23 9.14 9.76 8.08 9.48 9.65 9.61 9.29 9.70 9.32 10.41

GE B AE AG

Standard Deviation 5.61 5.49 5.81 4.89 4.61 6.57 2.74 3.09 5.44 5.72 5.49 5.67 5.53 5.90 5.48 5.49 5.52 6.19

Standard Error 0.24 0.29 0.75 0.75 0.26 0.54 0.15 0.20 0.36 0.32 1.29 0.32 0.38 0.50 0.34 0.47 0.26 0.79

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q33 Page 40

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q33. Which of the following best describes your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 404 255 48 31 220 110 176 228 167 237 11 229 164 99 191 105 336 47

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Reliable 208 137 21 19 118 58 94 114 94 114 4 111 93 47 111 46 180 20

51% 54% 44% 61% 54% 53% 53% 50% 56% 48% 36% 48% 57% 47% 58% 44% 54% 43%

P

Functional 203 134 27 16 116 59 85 118 89 114 4 100 99 52 94 56 177 19

50% 53% 56% 52% 53% 54% 48% 52% 53% 48% 36% 44% 60% 53% 49% 53% 53% 40%

AL

Dependable 191 123 25 19 104 61 89 102 79 112 4 102 85 47 94 47 162 23

47% 48% 52% 61% 47% 55% 51% 45% 47% 47% 36% 45% 52% 47% 49% 45% 48% 49%

Important 132 89 11 13 77 35 58 74 56 76 1 69 62 34 62 35 114 15

33% 35% 23% 42% 35% 32% 33% 32% 34% 32% 9% 30% 38% 34% 32% 33% 34% 32%

K K K

Energy-efficient 96 68 6 9 64 16 59 37 36 60 2 54 40 24 52 18 76 16

24% 27% 13% 29% 29% 15% 34% 16% 22% 25% 18% 24% 24% 24% 27% 17% 23% 34%

HFC C F AH P

Never think about it 96 60 11 11 53 28 44 52 37 59 4 59 33 24 42 29 75 16

24% 24% 23% 35% 24% 25% 25% 23% 22% 25% 36% 26% 20% 24% 22% 28% 22% 34%

Old 74 50 8 4 34 28 8 66 29 45 2 45 27 9 41 20 55 16

18% 20% 17% 13% 15% 25% 5% 29% 17% 19% 18% 20% 16% 9% 21% 19% 16% 34%

NG E AG N N AQ

Living on borrowed time 47 33 3 2 24 13 8 39 19 28 2 32 13 8 21 16 33 10

12% 13% 6% 6% 11% 12% 5% 17% 11% 12% 18% 14% 8% 8% 11% 15% 10% 21%

G G

New 5 2 1 1 3 1 4 1 1 4 1 3 1 1 3 1 4 1

1% 1% 2% 3% 1% 1% 2% \*% 1% 2% 9% 1% 1% 1% 2% 1% 1% 2%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q33 Page 41

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q33. Which of the following best describes your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Innovative 4 4 - - 3 1 1 3 2 2 - 4 - 1 2 1 1 3

1% 2% 1% 1% 1% 1% 1% 1% 2% 1% 1% 1% \*% 6%

Fragile 3 2 1 - 2 1 2 1 2 1 - 2 1 - 3 - 2 1

1% 1% 2% 1% 1% 1% \*% 1% \*% 1% 1% 2% 1% 2%

None of these 1 - - - - - - 1 - 1 - 1 - - 1 - 1 -

\*% \*% \*% \*% 1% \*%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q34 Page 42

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q34. How likely are you to buy a new hot water heater for your home in the next 5 years?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 404 255 48 31 220 110 176 228 167 237 11 229 164 99 191 105 336 47

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 176 109 15 16 100 37 60 116 73 103 5 100 71 33 82 58 142 25

===== 44% 43% 31% 52% 45% 34% 34% 51% 44% 43% 45% 44% 43% 33% 43% 55% 42% 53%

G F G ANO

Very likely 78 45 9 4 39 18 24 54 31 47 1 47 30 12 34 29 63 12

19% 18% 19% 13% 18% 16% 14% 24% 19% 20% 9% 21% 18% 12% 18% 28% 19% 26%

G N

Likely 98 64 6 12 61 19 36 62 42 56 4 53 41 21 48 29 79 13

24% 25% 13% 39% 28% 17% 20% 27% 25% 24% 36% 23% 25% 21% 25% 28% 24% 28%

C C C F

Neither likely nor 143 89 20 8 75 42 65 78 58 85 3 81 59 38 69 32 122 14

unlikely 35% 35% 42% 26% 34% 38% 37% 34% 35% 36% 27% 35% 36% 38% 36% 30% 36% 30%

BOTTOM 2 85 57 13 7 45 31 51 34 36 49 3 48 34 28 40 15 72 8

======== 21% 22% 27% 23% 20% 28% 29% 15% 22% 21% 27% 21% 21% 28% 21% 14% 21% 17%

H AH P

Unlikely 52 35 9 4 26 22 30 22 24 28 3 26 23 17 25 8 42 8

13% 14% 19% 13% 12% 20% 17% 10% 14% 12% 27% 11% 14% 17% 13% 8% 13% 17%

H P

Very unlikely 33 22 4 3 19 9 21 12 12 21 - 22 11 11 15 7 30 -

8% 9% 8% 10% 9% 8% 12% 5% 7% 9% 10% 7% 11% 8% 7% 9%

H

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY LIKELY=5, LIKELY=4, NEITHER=3, UNLIKELY=2, VERY UNLIKELY=1

Pacific Market Research - February 2016

Table Q34 Page 43

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q34. How likely are you to buy a new hot water heater for your home in the next 5 years?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Mean 3.34 3.29 3.15 3.32 3.34 3.14 3.07 3.54 3.34 3.34 3.27 3.34 3.34 3.06 3.32 3.62 3.31 3.62

NG AG ANO

Standard Deviation 1.17 1.17 1.18 1.17 1.16 1.16 1.18 1.11 1.15 1.18 1.01 1.20 1.13 1.15 1.15 1.16 1.17 1.05

Standard Error 0.06 0.07 0.17 0.21 0.08 0.11 0.09 0.07 0.09 0.08 0.30 0.08 0.09 0.12 0.08 0.11 0.06 0.15

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY LIKELY=5, LIKELY=4, NEITHER=3, UNLIKELY=2, VERY UNLIKELY=1

Pacific Market Research - February 2016

Table Q35 Page 44

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q35. Influence on decision to replace hot water heater - Upfront cost

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 404 255 48 31 220 110 176 228 167 237 11 229 164 99 191 105 336 47

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 277 182 34 20 155 80 121 156 113 164 8 178 91 77 128 67 226 37

===== 69% 71% 71% 65% 70% 73% 69% 68% 68% 69% 73% 78% 55% 78% 67% 64% 67% 79%

M AM OP

5 - Great deal of 151 92 24 11 81 46 63 88 52 99 5 103 43 51 74 23 117 26

influence 37% 36% 50% 35% 37% 42% 36% 39% 31% 42% 45% 45% 26% 52% 39% 22% 35% 55%

PM I M AOP P AQ

4 126 90 10 9 74 34 58 68 61 65 3 75 48 26 54 44 109 11

31% 35% 21% 29% 34% 31% 33% 30% 37% 27% 27% 33% 29% 26% 28% 42% 32% 23%

C ANO

3 83 47 9 6 43 17 31 52 28 55 3 36 44 15 40 25 70 8

21% 18% 19% 19% 20% 15% 18% 23% 17% 23% 27% 16% 27% 15% 21% 24% 21% 17%

L

BOTTOM 2 44 26 5 5 22 13 24 20 26 18 - 15 29 7 23 13 40 2

======== 11% 10% 10% 16% 10% 12% 14% 9% 16% 8% 7% 18% 7% 12% 12% 12% 4%

R J AL R

2 23 11 3 4 11 7 10 13 16 7 - 8 15 3 12 7 19 2

6% 4% 6% 13% 5% 6% 6% 6% 10% 3% 3% 9% 3% 6% 7% 6% 4%

J L

1 - No influence 21 15 2 1 11 6 14 7 10 11 - 7 14 4 11 6 21 -

5% 6% 4% 3% 5% 5% 8% 3% 6% 5% 3% 9% 4% 6% 6% 6%

H L

Mean 3.90 3.91 4.06 3.81 3.92 3.97 3.83 3.95 3.77 3.99 4.18 4.13 3.55 4.18 3.88 3.68 3.84 4.30

M AM AOP AQ

Standard Deviation 1.13 1.12 1.16 1.17 1.10 1.15 1.21 1.06 1.17 1.09 0.87 1.00 1.21 1.06 1.17 1.07 1.15 0.91

Standard Error 0.06 0.07 0.17 0.21 0.07 0.11 0.09 0.07 0.09 0.07 0.26 0.07 0.09 0.11 0.08 0.10 0.06 0.13

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q36 Page 45

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q36. Influence on decision to replace hot water heater - Ongoing maintenance costs

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 404 255 48 31 220 110 176 228 167 237 11 229 164 99 191 105 336 47

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 279 175 32 25 162 68 120 159 110 169 8 170 101 65 129 78 228 39

===== 69% 69% 67% 81% 74% 62% 68% 70% 66% 71% 73% 74% 62% 66% 68% 74% 68% 83%

F M AQ

5 - Great deal of 129 73 18 15 72 33 56 73 44 85 3 83 43 35 63 28 103 19

influence 32% 29% 38% 48% 33% 30% 32% 32% 26% 36% 27% 36% 26% 35% 33% 27% 31% 40%

B I M

4 150 102 14 10 90 35 64 86 66 84 5 87 58 30 66 50 125 20

37% 40% 29% 32% 41% 32% 36% 38% 40% 35% 45% 38% 35% 30% 35% 48% 37% 43%

NO

3 71 52 8 2 36 26 29 42 28 43 2 39 30 19 36 15 57 7

18% 20% 17% 6% 16% 24% 16% 18% 17% 18% 18% 17% 18% 19% 19% 14% 17% 15%

D D

BOTTOM 2 54 28 8 4 22 16 27 27 29 25 1 20 33 15 26 12 51 1

======== 13% 11% 17% 13% 10% 15% 15% 12% 17% 11% 9% 9% 20% 15% 14% 11% 15% 2%

R L R

2 33 18 6 2 16 9 14 19 18 15 1 10 22 7 17 8 32 -

8% 7% 13% 6% 7% 8% 8% 8% 11% 6% 9% 4% 13% 7% 9% 8% 10%

L L

1 - No influence 21 10 2 2 6 7 13 8 11 10 - 10 11 8 9 4 19 1

5% 4% 4% 6% 3% 6% 7% 4% 7% 4% 4% 7% 8% 5% 4% 6% 2%

Mean 3.82 3.82 3.83 4.10 3.94 3.71 3.77 3.86 3.68 3.92 3.91 3.97 3.61 3.78 3.82 3.86 3.78 4.19

M I M AQ

Standard Deviation 1.12 1.05 1.19 1.19 1.01 1.17 1.19 1.07 1.17 1.08 0.94 1.05 1.20 1.23 1.13 1.02 1.15 0.85

Standard Error 0.06 0.07 0.17 0.21 0.07 0.11 0.09 0.07 0.09 0.07 0.28 0.07 0.09 0.12 0.08 0.10 0.06 0.12

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q37 Page 46

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q37. Influence on decision to replace hot water heater - Condition of current equipment

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 404 255 48 31 220 110 176 228 167 237 11 229 164 99 191 105 336 47

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 324 201 36 31 178 86 131 193 130 194 9 189 126 77 150 90 270 40

===== 80% 79% 75% 100% 81% 78% 74% 85% 78% 82% 82% 83% 77% 78% 79% 86% 80% 85%

ABC G

5 - Great deal of 201 124 23 21 114 52 79 122 72 129 5 128 68 53 97 48 162 30

influence 50% 49% 48% 68% 52% 47% 45% 54% 43% 54% 45% 56% 41% 54% 51% 46% 48% 64%

AB I M Q

4 123 77 13 10 64 34 52 71 58 65 4 61 58 24 53 42 108 10

30% 30% 27% 32% 29% 31% 30% 31% 35% 27% 36% 27% 35% 24% 28% 40% 32% 21%

NO

3 56 36 10 - 33 13 29 27 26 30 2 30 24 15 28 12 43 7

14% 14% 21% 15% 12% 16% 12% 16% 13% 18% 13% 15% 15% 15% 11% 13% 15%

BOTTOM 2 24 18 2 - 9 11 16 8 11 13 - 10 14 7 13 3 23 -

======== 6% 7% 4% 4% 10% 9% 4% 7% 5% 4% 9% 7% 7% 3% 7%

H

2 11 9 1 - 7 3 6 5 5 6 - 2 9 4 7 - 11 -

3% 4% 2% 3% 3% 3% 2% 3% 3% 1% 5% 4% 4% 3%

L

1 - No influence 13 9 1 - 2 8 10 3 6 7 - 8 5 3 6 3 12 -

3% 4% 2% 1% 7% 6% 1% 4% 3% 3% 3% 3% 3% 3% 4%

E E H

Mean 4.21 4.17 4.17 4.68 4.28 4.08 4.05 4.33 4.11 4.28 4.27 4.31 4.07 4.21 4.19 4.26 4.18 4.49

ABC G M Q

Standard Deviation 1.00 1.03 0.97 0.48 0.90 1.17 1.13 0.87 1.01 0.98 0.79 0.97 1.03 1.04 1.03 0.88 1.02 0.75

Standard Error 0.05 0.06 0.14 0.09 0.06 0.11 0.08 0.06 0.08 0.06 0.24 0.06 0.08 0.10 0.07 0.09 0.06 0.11

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q38 Page 47

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q38. Influence on decision to replace hot water heater - Availability of energy-efficient options

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 404 255 48 31 220 110 176 228 167 237 11 229 164 99 191 105 336 47

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 289 180 31 28 165 71 130 159 116 173 9 173 107 68 137 81 240 36

===== 72% 71% 65% 90% 75% 65% 74% 70% 69% 73% 82% 76% 65% 69% 72% 77% 71% 77%

ABC M

5 - Great deal of 137 82 16 17 82 31 62 75 45 92 4 82 51 41 66 28 107 25

influence 34% 32% 33% 55% 37% 28% 35% 33% 27% 39% 36% 36% 31% 41% 35% 27% 32% 53%

AB I P AQ

4 152 98 15 11 83 40 68 84 71 81 5 91 56 27 71 53 133 11

38% 38% 31% 35% 38% 36% 39% 37% 43% 34% 45% 40% 34% 27% 37% 50% 40% 23%

RN ANO R

3 91 59 13 3 44 30 36 55 39 52 1 45 45 26 41 19 74 11

23% 23% 27% 10% 20% 27% 20% 24% 23% 22% 9% 20% 27% 26% 21% 18% 22% 23%

D D D K

BOTTOM 2 24 16 4 - 11 9 10 14 12 12 1 11 12 5 13 5 22 -

======== 6% 6% 8% 5% 8% 6% 6% 7% 5% 9% 5% 7% 5% 7% 5% 7%

2 12 8 2 - 8 2 2 10 6 6 1 5 6 3 7 2 11 -

3% 3% 4% 4% 2% 1% 4% 4% 3% 9% 2% 4% 3% 4% 2% 3%

G

1 - No influence 12 8 2 - 3 7 8 4 6 6 - 6 6 2 6 3 11 -

3% 3% 4% 1% 6% 5% 2% 4% 3% 3% 4% 2% 3% 3% 3%

E

Mean 3.97 3.93 3.85 4.45 4.06 3.78 3.99 3.95 3.86 4.04 4.09 4.04 3.85 4.03 3.96 3.96 3.93 4.30

ABC F AQ

Standard Deviation 0.98 0.98 1.07 0.68 0.92 1.08 1.01 0.95 0.98 0.97 0.94 0.94 1.02 0.99 1.00 0.89 0.98 0.83

Standard Error 0.05 0.06 0.15 0.12 0.06 0.10 0.08 0.06 0.08 0.06 0.28 0.06 0.08 0.10 0.07 0.09 0.05 0.12

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q39 Page 48

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q39. Influence on decision to replace hot water heater - Recommendation of an expert (e.g., contractor, plumber, etc.)

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 404 255 48 31 220 110 176 228 167 237 11 229 164 99 191 105 336 47

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 199 133 16 21 125 42 91 108 76 123 6 117 76 48 91 55 161 32

===== 49% 52% 33% 68% 57% 38% 52% 47% 46% 52% 55% 51% 46% 48% 48% 52% 48% 68%

FC C AC F AQ

5 - Great deal of 89 58 7 11 55 20 42 47 33 56 1 63 25 28 38 21 70 17

influence 22% 23% 15% 35% 25% 18% 24% 21% 20% 24% 9% 28% 15% 28% 20% 20% 21% 36%

C KM Q

4 110 75 9 10 70 22 49 61 43 67 5 54 51 20 53 34 91 15

27% 29% 19% 32% 32% 20% 28% 27% 26% 28% 45% 24% 31% 20% 28% 32% 27% 32%

F N

3 143 86 21 9 72 43 55 88 56 87 5 82 56 37 67 35 126 11

35% 34% 44% 29% 33% 39% 31% 39% 34% 37% 45% 36% 34% 37% 35% 33% 38% 23%

R

BOTTOM 2 62 36 11 1 23 25 30 32 35 27 - 30 32 14 33 15 49 4

======== 15% 14% 23% 3% 10% 23% 17% 14% 21% 11% 13% 20% 14% 17% 14% 15% 9%

D D D E J

2 39 24 7 - 18 13 17 22 19 20 - 20 19 7 22 10 30 2

10% 9% 15% 8% 12% 10% 10% 11% 8% 9% 12% 7% 12% 10% 9% 4%

1 - No influence 23 12 4 1 5 12 13 10 16 7 - 10 13 7 11 5 19 2

6% 5% 8% 3% 2% 11% 7% 4% 10% 3% 4% 8% 7% 6% 5% 6% 4%

E E J

Mean 3.50 3.56 3.17 3.97 3.69 3.23 3.51 3.50 3.35 3.61 3.64 3.61 3.34 3.56 3.45 3.53 3.49 3.91

FC C ABC AF I M AQ

Standard Deviation 1.11 1.08 1.12 0.98 1.01 1.20 1.17 1.06 1.20 1.03 0.67 1.11 1.12 1.18 1.11 1.07 1.09 1.08

Standard Error 0.06 0.07 0.16 0.18 0.07 0.11 0.09 0.07 0.09 0.07 0.20 0.07 0.09 0.12 0.08 0.10 0.06 0.16

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q40 Page 49

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q40. Influence on decision to replace hot water heater - Overall sales experience

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 404 255 48 31 220 110 176 228 167 237 11 229 164 99 191 105 336 47

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 133 84 12 15 86 22 54 79 46 87 2 88 43 30 67 35 101 26

===== 33% 33% 25% 48% 39% 20% 31% 35% 28% 37% 18% 38% 26% 30% 35% 33% 30% 55%

F C F I M AQ

5 - Great deal of 49 30 6 5 29 11 22 27 21 28 - 34 15 16 23 9 35 12

influence 12% 12% 13% 16% 13% 10% 13% 12% 13% 12% 15% 9% 16% 12% 9% 10% 26%

AQ

4 84 54 6 10 57 11 32 52 25 59 2 54 28 14 44 26 66 14

21% 21% 13% 32% 26% 10% 18% 23% 15% 25% 18% 24% 17% 14% 23% 25% 20% 30%

F C F I

3 165 104 21 12 85 51 71 94 65 100 6 87 72 46 73 39 145 13

41% 41% 44% 39% 39% 46% 40% 41% 39% 42% 55% 38% 44% 46% 38% 37% 43% 28%

R

BOTTOM 2 106 67 15 4 49 37 51 55 56 50 3 54 49 23 51 31 90 8

======== 26% 26% 31% 13% 22% 34% 29% 24% 34% 21% 27% 24% 30% 23% 27% 30% 27% 17%

D D D E J

2 68 44 7 2 34 19 34 34 34 34 2 37 29 16 27 24 58 6

17% 17% 15% 6% 15% 17% 19% 15% 20% 14% 18% 16% 18% 16% 14% 23% 17% 13%

D D

1 - No influence 38 23 8 2 15 18 17 21 22 16 1 17 20 7 24 7 32 2

9% 9% 17% 6% 7% 16% 10% 9% 13% 7% 9% 7% 12% 7% 13% 7% 10% 4%

E J

Mean 3.09 3.09 2.90 3.45 3.23 2.80 3.05 3.13 2.93 3.21 2.82 3.22 2.93 3.16 3.08 3.06 3.04 3.60

F C F I M AQ

Standard Deviation 1.11 1.10 1.21 1.06 1.08 1.14 1.13 1.10 1.18 1.05 0.87 1.12 1.10 1.10 1.16 1.05 1.08 1.14

Standard Error 0.06 0.07 0.17 0.19 0.07 0.11 0.08 0.07 0.09 0.07 0.26 0.07 0.09 0.11 0.08 0.10 0.06 0.17

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q41 Page 50

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q41. Influence on decision to replace hot water heater - Your budget

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 404 255 48 31 220 110 176 228 167 237 11 229 164 99 191 105 336 47

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 286 187 32 24 164 76 124 162 103 183 10 186 90 79 135 66 228 42

===== 71% 73% 67% 77% 75% 69% 70% 71% 62% 77% 91% 81% 55% 80% 71% 63% 68% 89%

MI I AM AM P AQ

5 - Great deal of 175 111 22 15 95 51 68 107 54 121 4 122 49 64 83 27 139 26

influence 43% 44% 46% 48% 43% 46% 39% 47% 32% 51% 36% 53% 30% 65% 43% 26% 41% 55%

PMI I AM AOP P

4 111 76 10 9 69 25 56 55 49 62 6 64 41 15 52 39 89 16

27% 30% 21% 29% 31% 23% 32% 24% 29% 26% 55% 28% 25% 15% 27% 37% 26% 34%

N N N

3 82 52 9 6 45 21 32 50 41 41 - 34 48 14 40 25 73 5

20% 20% 19% 19% 20% 19% 18% 22% 25% 17% 15% 29% 14% 21% 24% 22% 11%

R AL R

BOTTOM 2 36 16 7 1 11 13 20 16 23 13 1 9 26 6 16 14 35 -

======== 9% 6% 15% 3% 5% 12% 11% 7% 14% 5% 9% 4% 16% 6% 8% 13% 10%

L E J AL

2 20 6 5 1 5 7 9 11 10 10 1 5 14 4 9 7 19 -

5% 2% 10% 3% 2% 6% 5% 5% 6% 4% 9% 2% 9% 4% 5% 7% 6%

L

1 - No influence 16 10 2 - 6 6 11 5 13 3 - 4 12 2 7 7 16 -

4% 4% 4% 3% 5% 6% 2% 8% 1% 2% 7% 2% 4% 7% 5%

J H J L

Mean 4.01 4.07 3.94 4.23 4.10 3.98 3.91 4.09 3.72 4.22 4.18 4.29 3.62 4.36 4.02 3.69 3.94 4.45

PMI AI AM AOP P AQ

Standard Deviation 1.09 1.04 1.21 0.88 0.98 1.19 1.16 1.04 1.20 0.96 0.87 0.92 1.21 1.00 1.08 1.13 1.13 0.69

Standard Error 0.05 0.07 0.17 0.16 0.07 0.11 0.09 0.07 0.09 0.06 0.26 0.06 0.09 0.10 0.08 0.11 0.06 0.10

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q35MEAN Page 51

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q35 to Q41 Summary of Means: How much influence (would/does) each of the following have on your decision to replace your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Condition of current 4.21 4.17 4.17 4.68 4.28 4.08 4.05 4.33 4.11 4.28 4.27 4.31 4.07 4.21 4.19 4.26 4.18 4.49

equipment ABC G M Q

Your budget 4.01 4.07 3.94 4.23 4.10 3.98 3.91 4.09 3.72 4.22 4.18 4.29 3.62 4.36 4.02 3.69 3.94 4.45

PMI AI AM AOP P AQ

Availability of energy- 3.97 3.93 3.85 4.45 4.06 3.78 3.99 3.95 3.86 4.04 4.09 4.04 3.85 4.03 3.96 3.96 3.93 4.30

efficient options ABC F AQ

Upfront cost 3.90 3.91 4.06 3.81 3.92 3.97 3.83 3.95 3.77 3.99 4.18 4.13 3.55 4.18 3.88 3.68 3.84 4.30

M AM AOP AQ

Ongoing maintenance 3.82 3.82 3.83 4.10 3.94 3.71 3.77 3.86 3.68 3.92 3.91 3.97 3.61 3.78 3.82 3.86 3.78 4.19

costs M I M AQ

Recommendation of an 3.50 3.56 3.17 3.97 3.69 3.23 3.51 3.50 3.35 3.61 3.64 3.61 3.34 3.56 3.45 3.53 3.49 3.91

expert (e.g., FC C ABC AF I M AQ

contractor, plumber,

etc.)

Overall sales experience 3.09 3.09 2.90 3.45 3.23 2.80 3.05 3.13 2.93 3.21 2.82 3.22 2.93 3.16 3.08 3.06 3.04 3.60

F C F I M AQ

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q35TOP2 Page 52

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q35 to Q41 Summary of TOP 2: How much influence (would/does) each of the following have on your decision to replace your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Condition of current 324 201 36 31 178 86 131 193 130 194 9 189 126 77 150 90 270 40

equipment 80% 79% 75% 100% 81% 78% 74% 85% 78% 82% 82% 83% 77% 78% 79% 86% 80% 85%

ABC G

Availability of energy- 289 180 31 28 165 71 130 159 116 173 9 173 107 68 137 81 240 36

efficient options 72% 71% 65% 90% 75% 65% 74% 70% 69% 73% 82% 76% 65% 69% 72% 77% 71% 77%

ABC M

Your budget 286 187 32 24 164 76 124 162 103 183 10 186 90 79 135 66 228 42

71% 73% 67% 77% 75% 69% 70% 71% 62% 77% 91% 81% 55% 80% 71% 63% 68% 89%

MI I AM AM P AQ

Ongoing maintenance 279 175 32 25 162 68 120 159 110 169 8 170 101 65 129 78 228 39

costs 69% 69% 67% 81% 74% 62% 68% 70% 66% 71% 73% 74% 62% 66% 68% 74% 68% 83%

F M AQ

Upfront cost 277 182 34 20 155 80 121 156 113 164 8 178 91 77 128 67 226 37

69% 71% 71% 65% 70% 73% 69% 68% 68% 69% 73% 78% 55% 78% 67% 64% 67% 79%

M AM OP

Recommendation of an 199 133 16 21 125 42 91 108 76 123 6 117 76 48 91 55 161 32

expert (e.g., 49% 52% 33% 68% 57% 38% 52% 47% 46% 52% 55% 51% 46% 48% 48% 52% 48% 68%

contractor, plumber, FC C AC F AQ

etc.)

Overall sales experience 133 84 12 15 86 22 54 79 46 87 2 88 43 30 67 35 101 26

33% 33% 25% 48% 39% 20% 31% 35% 28% 37% 18% 38% 26% 30% 35% 33% 30% 55%

F C F I M AQ

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q35BTM2 Page 53

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q35 to Q41 Summary of BOTTOM 2: How much influence (would/does) each of the following have on your decision to replace your hot water

heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Overall sales experience 106 67 15 4 49 37 51 55 56 50 3 54 49 23 51 31 90 8

26% 26% 31% 13% 22% 34% 29% 24% 34% 21% 27% 24% 30% 23% 27% 30% 27% 17%

D D D E J

Recommendation of an 62 36 11 1 23 25 30 32 35 27 - 30 32 14 33 15 49 4

expert (e.g., 15% 14% 23% 3% 10% 23% 17% 14% 21% 11% 13% 20% 14% 17% 14% 15% 9%

contractor, plumber, D D D E J

etc.)

Ongoing maintenance 54 28 8 4 22 16 27 27 29 25 1 20 33 15 26 12 51 1

costs 13% 11% 17% 13% 10% 15% 15% 12% 17% 11% 9% 9% 20% 15% 14% 11% 15% 2%

R L R

Upfront cost 44 26 5 5 22 13 24 20 26 18 - 15 29 7 23 13 40 2

11% 10% 10% 16% 10% 12% 14% 9% 16% 8% 7% 18% 7% 12% 12% 12% 4%

R J AL R

Your budget 36 16 7 1 11 13 20 16 23 13 1 9 26 6 16 14 35 -

9% 6% 15% 3% 5% 12% 11% 7% 14% 5% 9% 4% 16% 6% 8% 13% 10%

L E J AL

Condition of current 24 18 2 - 9 11 16 8 11 13 - 10 14 7 13 3 23 -

equipment 6% 7% 4% 4% 10% 9% 4% 7% 5% 4% 9% 7% 7% 3% 7%

H

Availability of energy- 24 16 4 - 11 9 10 14 12 12 1 11 12 5 13 5 22 -

efficient options 6% 6% 8% 5% 8% 6% 6% 7% 5% 9% 5% 7% 5% 7% 5% 7%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q43 Page 54

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q43. Why did you purchase a new hot water heater?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 149 106 12 11 91 36 149 - 63 86 7 89 53 39 74 33 130 14

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Equipment broke or 87 65 7 5 51 26 87 - 32 55 3 55 29 26 44 14 72 11

failed 58% 61% 58% 45% 56% 72% 58% 51% 64% 43% 62% 55% 67% 59% 42% 55% 79%

P Q

Equipment was old/time 47 31 4 5 28 11 47 - 21 26 1 24 22 16 18 13 40 5

to be replaced 32% 29% 33% 45% 31% 31% 32% 33% 30% 14% 27% 42% 41% 24% 39% 31% 36%

Wanted to improve energy- 11 7 2 - 6 3 11 - 4 7 1 8 2 3 6 1 10 1

efficiency 7% 7% 17% 7% 8% 7% 6% 8% 14% 9% 4% 8% 8% 3% 8% 7%

Was part of a home 9 7 1 1 7 2 9 - 6 3 1 6 2 1 4 4 9 -

remodeling project 6% 7% 8% 9% 8% 6% 6% 10% 3% 14% 7% 4% 3% 5% 12% 7%

Energy-efficiency rebate 4 2 - - 1 1 4 - 2 2 1 3 - - 3 1 2 2

or program 3% 2% 1% 3% 3% 3% 2% 14% 3% 4% 3% 2% 14%

Dissatisfied with 2 1 1 - 2 - 2 - - 2 - 2 - 1 1 - 1 1

previous equipment 1% 1% 8% 2% 1% 2% 2% 3% 1% 1% 7%

Equipment was on sale/ 2 2 - - 1 1 2 - 2 - - 2 - 1 1 - 1 -

promotion 1% 2% 1% 3% 1% 3% 2% 3% 1% 1%

Wanted to upgrade 1 1 - - 1 - 1 - - 1 - 1 - - 1 - - 1

technology (e.g., remote 1% 1% 1% 1% 1% 1% 1% 7%

control technology,

receive alerts, etc.)

Something else 20 15 2 2 14 4 20 - 11 9 2 8 10 2 11 7 20 -

(specify:) 13% 14% 17% 18% 15% 11% 13% 17% 10% 29% 9% 19% 5% 15% 21% 15%

N

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q44 Page 55

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q44. How difficult or easy was - Understanding your options

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 149 106 12 11 91 36 149 - 63 86 7 89 53 39 74 33 130 14

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 110 78 8 8 63 29 110 - 49 61 3 67 40 30 54 25 96 11

===== 74% 74% 67% 73% 69% 81% 74% 78% 71% 43% 75% 75% 77% 73% 76% 74% 79%

5 - Very easy 55 40 4 3 33 12 55 - 22 33 1 30 24 12 26 16 48 5

37% 38% 33% 27% 36% 33% 37% 35% 38% 14% 34% 45% 31% 35% 48% 37% 36%

K

4 55 38 4 5 30 17 55 - 27 28 2 37 16 18 28 9 48 6

37% 36% 33% 45% 33% 47% 37% 43% 33% 29% 42% 30% 46% 38% 27% 37% 43%

3 33 25 2 3 23 7 33 - 12 21 3 17 13 7 17 7 29 3

22% 24% 17% 27% 25% 19% 22% 19% 24% 43% 19% 25% 18% 23% 21% 22% 21%

BOTTOM 2 6 3 2 - 5 - 6 - 2 4 1 5 - 2 3 1 5 -

======== 4% 3% 17% 5% 4% 3% 5% 14% 6% 5% 4% 3% 4%

2 4 3 1 - 4 - 4 - 1 3 - 4 - 1 2 1 4 -

3% 3% 8% 4% 3% 2% 3% 4% 3% 3% 3% 3%

1 - Very difficult 2 - 1 - 1 - 2 - 1 1 1 1 - 1 1 - 1 -

1% 8% 1% 1% 2% 1% 14% 1% 3% 1% 1%

Mean 4.05 4.08 3.75 4.00 3.99 4.14 4.05 - 4.08 4.03 3.29 4.02 4.21 4.00 4.03 4.21 4.06 4.14

K K K

Standard Deviation 0.91 0.85 1.29 0.77 0.95 0.72 0.91 0.87 0.94 1.25 0.90 0.82 0.92 0.91 0.89 0.89 0.77

Standard Error 0.07 0.08 0.37 0.23 0.10 0.12 0.07 0.11 0.10 0.47 0.10 0.11 0.15 0.11 0.16 0.08 0.21

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q45 Page 56

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q45. How difficult or easy was - Finding the equipment you wanted

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 149 106 12 11 91 36 149 - 63 86 7 89 53 39 74 33 130 14

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 110 74 10 9 64 27 110 - 47 63 4 68 38 31 54 23 94 11

===== 74% 70% 83% 82% 70% 75% 74% 75% 73% 57% 76% 72% 79% 73% 70% 72% 79%

5 - Very easy 58 41 3 3 34 11 58 - 24 34 1 35 22 15 27 15 51 4

39% 39% 25% 27% 37% 31% 39% 38% 40% 14% 39% 42% 38% 36% 45% 39% 29%

4 52 33 7 6 30 16 52 - 23 29 3 33 16 16 27 8 43 7

35% 31% 58% 55% 33% 44% 35% 37% 34% 43% 37% 30% 41% 36% 24% 33% 50%

3 32 26 1 2 22 7 32 - 13 19 2 17 13 7 16 9 29 3

21% 25% 8% 18% 24% 19% 21% 21% 22% 29% 19% 25% 18% 22% 27% 22% 21%

BOTTOM 2 7 6 1 - 5 2 7 - 3 4 1 4 2 1 4 1 7 -

======== 5% 6% 8% 5% 6% 5% 5% 5% 14% 4% 4% 3% 5% 3% 5%

2 7 6 1 - 5 2 7 - 3 4 1 4 2 1 4 1 7 -

5% 6% 8% 5% 6% 5% 5% 5% 14% 4% 4% 3% 5% 3% 5%

Mean 4.08 4.03 4.00 4.09 4.02 4.00 4.08 - 4.08 4.08 3.57 4.11 4.09 4.15 4.04 4.12 4.06 4.07

Standard Deviation 0.89 0.93 0.85 0.70 0.92 0.86 0.89 0.89 0.90 0.98 0.87 0.90 0.81 0.90 0.93 0.91 0.73

Standard Error 0.07 0.09 0.25 0.21 0.10 0.14 0.07 0.11 0.10 0.37 0.09 0.12 0.13 0.10 0.16 0.08 0.20

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q46 Page 57

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q46. How difficult or easy was - Making a decision about who to buy from

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 149 106 12 11 91 36 149 - 63 86 7 89 53 39 74 33 130 14

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 102 71 8 7 59 25 102 - 43 59 4 61 37 30 47 24 88 10

===== 68% 67% 67% 64% 65% 69% 68% 68% 69% 57% 69% 70% 77% 64% 73% 68% 71%

5 - Very easy 55 39 4 3 32 12 55 - 22 33 1 31 23 17 22 15 49 4

37% 37% 33% 27% 35% 33% 37% 35% 38% 14% 35% 43% 44% 30% 45% 38% 29%

4 47 32 4 4 27 13 47 - 21 26 3 30 14 13 25 9 39 6

32% 30% 33% 36% 30% 36% 32% 33% 30% 43% 34% 26% 33% 34% 27% 30% 43%

3 35 26 3 4 23 10 35 - 17 18 1 22 12 9 17 8 31 3

23% 25% 25% 36% 25% 28% 23% 27% 21% 14% 25% 23% 23% 23% 24% 24% 21%

BOTTOM 2 12 9 1 - 9 1 12 - 3 9 2 6 4 - 10 1 11 1

======== 8% 8% 8% 10% 3% 8% 5% 10% 29% 7% 8% 14% 3% 8% 7%

P

2 8 7 - - 6 1 8 - 2 6 1 5 2 - 8 - 7 1

5% 7% 7% 3% 5% 3% 7% 14% 6% 4% 11% 5% 7%

1 - Very difficult 4 2 1 - 3 - 4 - 1 3 1 1 2 - 2 1 4 -

3% 2% 8% 3% 3% 2% 3% 14% 1% 4% 3% 3% 3%

Mean 3.95 3.93 3.83 3.91 3.87 4.00 3.95 - 3.97 3.93 3.29 3.96 4.02 4.21 3.77 4.12 3.94 3.93

O

Standard Deviation 1.03 1.03 1.19 0.83 1.08 0.86 1.03 0.95 1.09 1.38 0.96 1.08 0.80 1.08 0.99 1.05 0.92

Standard Error 0.08 0.10 0.34 0.25 0.11 0.14 0.08 0.12 0.12 0.52 0.10 0.15 0.13 0.13 0.17 0.09 0.25

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q47 Page 58

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q47. How difficult or easy was - Paying for/affording the equipment

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 149 106 12 11 91 36 149 - 63 86 7 89 53 39 74 33 130 14

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 107 76 9 8 61 30 107 - 44 63 4 64 39 28 48 29 91 11

===== 72% 72% 75% 73% 67% 83% 72% 70% 73% 57% 72% 74% 72% 65% 88% 70% 79%

E AO

5 - Very easy 55 40 2 4 28 16 55 - 23 32 2 30 23 11 24 19 48 4

37% 38% 17% 36% 31% 44% 37% 37% 37% 29% 34% 43% 28% 32% 58% 37% 29%

ANO

4 52 36 7 4 33 14 52 - 21 31 2 34 16 17 24 10 43 7

35% 34% 58% 36% 36% 39% 35% 33% 36% 29% 38% 30% 44% 32% 30% 33% 50%

3 34 24 2 3 24 5 34 - 15 19 2 19 13 9 20 4 31 3

23% 23% 17% 27% 26% 14% 23% 24% 22% 29% 21% 25% 23% 27% 12% 24% 21%

BOTTOM 2 8 6 1 - 6 1 8 - 4 4 1 6 1 2 6 - 8 -

======== 5% 6% 8% 7% 3% 5% 6% 5% 14% 7% 2% 5% 8% 6%

2 6 5 1 - 5 1 6 - 4 2 1 5 - 1 5 - 6 -

4% 5% 8% 5% 3% 4% 6% 2% 14% 6% 3% 7% 5%

1 - Very difficult 2 1 - - 1 - 2 - - 2 - 1 1 1 1 - 2 -

1% 1% 1% 1% 2% 1% 2% 3% 1% 2%

Mean 4.02 4.03 3.83 4.09 3.90 4.25 4.02 - 4.00 4.03 3.71 3.98 4.13 3.92 3.88 4.45 3.99 4.07

ANO

Standard Deviation 0.94 0.94 0.83 0.83 0.94 0.81 0.94 0.93 0.95 1.11 0.94 0.92 0.93 0.99 0.71 0.97 0.73

Standard Error 0.08 0.09 0.24 0.25 0.10 0.13 0.08 0.12 0.10 0.42 0.10 0.13 0.15 0.12 0.12 0.08 0.20

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q48 Page 59

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q48. How difficult or easy was - Arranging for delivery and installation

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 149 106 12 11 91 36 149 - 63 86 7 89 53 39 74 33 130 14

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 120 86 7 9 71 29 120 - 52 68 4 73 43 32 60 28 104 12

===== 81% 81% 58% 82% 78% 81% 81% 83% 79% 57% 82% 81% 82% 81% 85% 80% 86%

5 - Very easy 72 50 4 5 41 16 72 - 27 45 2 43 27 19 36 17 64 5

48% 47% 33% 45% 45% 44% 48% 43% 52% 29% 48% 51% 49% 49% 52% 49% 36%

4 48 36 3 4 30 13 48 - 25 23 2 30 16 13 24 11 40 7

32% 34% 25% 36% 33% 36% 32% 40% 27% 29% 34% 30% 33% 32% 33% 31% 50%

3 24 17 3 2 16 6 24 - 9 15 2 13 9 6 11 5 21 2

16% 16% 25% 18% 18% 17% 16% 14% 17% 29% 15% 17% 15% 15% 15% 16% 14%

BOTTOM 2 5 3 2 - 4 1 5 - 2 3 1 3 1 1 3 - 5 -

======== 3% 3% 17% 4% 3% 3% 3% 3% 14% 3% 2% 3% 4% 4%

2 4 3 1 - 3 1 4 - 1 3 - 3 1 1 2 - 4 -

3% 3% 8% 3% 3% 3% 2% 3% 3% 2% 3% 3% 3%

1 - Very difficult 1 - 1 - 1 - 1 - 1 - 1 - - - 1 - 1 -

1% 8% 1% 1% 2% 14% 1% 1%

Mean 4.25 4.25 3.67 4.27 4.18 4.22 4.25 - 4.21 4.28 3.57 4.27 4.30 4.28 4.24 4.36 4.25 4.21

C C K K

Standard Deviation 0.87 0.83 1.30 0.79 0.91 0.83 0.87 0.86 0.88 1.40 0.84 0.82 0.83 0.90 0.74 0.89 0.70

Standard Error 0.07 0.08 0.38 0.24 0.10 0.14 0.07 0.11 0.09 0.53 0.09 0.11 0.13 0.11 0.13 0.08 0.19

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q49 Page 60

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q49. How difficult or easy was - Understanding ongoing maintenance costs

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 149 106 12 11 91 36 149 - 63 86 7 89 53 39 74 33 130 14

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 104 73 8 7 62 24 104 - 45 59 3 65 36 30 53 20 91 9

===== 70% 69% 67% 64% 68% 67% 70% 71% 69% 43% 73% 68% 77% 72% 61% 70% 64%

5 - Very easy 53 39 4 2 33 11 53 - 24 29 - 33 20 14 24 14 48 2

36% 37% 33% 18% 36% 31% 36% 38% 34% 37% 38% 36% 32% 42% 37% 14%

R R

4 51 34 4 5 29 13 51 - 21 30 3 32 16 16 29 6 43 7

34% 32% 33% 45% 32% 36% 34% 33% 35% 43% 36% 30% 41% 39% 18% 33% 50%

P P P

3 37 28 2 4 23 11 37 - 15 22 2 19 16 9 14 12 32 4

25% 26% 17% 36% 25% 31% 25% 24% 26% 29% 21% 30% 23% 19% 36% 25% 29%

BOTTOM 2 8 5 2 - 6 1 8 - 3 5 2 5 1 - 7 1 7 1

======== 5% 5% 17% 7% 3% 5% 5% 6% 29% 6% 2% 9% 3% 5% 7%

2 5 3 1 - 4 - 5 - 2 3 1 4 - - 4 1 4 1

3% 3% 8% 4% 3% 3% 3% 14% 4% 5% 3% 3% 7%

1 - Very difficult 3 2 1 - 2 1 3 - 1 2 1 1 1 - 3 - 3 -

2% 2% 8% 2% 3% 2% 2% 2% 14% 1% 2% 4% 2%

Mean 3.98 3.99 3.75 3.82 3.96 3.92 3.98 - 4.03 3.94 3.00 4.03 4.02 4.13 3.91 4.00 3.99 3.71

K K K

Standard Deviation 0.96 0.96 1.29 0.75 1.00 0.94 0.96 0.95 0.97 1.15 0.93 0.93 0.77 1.05 0.97 0.98 0.83

Standard Error 0.08 0.09 0.37 0.23 0.10 0.16 0.08 0.12 0.11 0.44 0.10 0.13 0.12 0.12 0.17 0.09 0.22

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q50 Page 61

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q50. How difficult or easy was - Performing ongoing maintenance

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 149 106 12 11 91 36 149 - 63 86 7 89 53 39 74 33 130 14

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 102 72 9 6 61 25 102 - 44 58 4 62 36 29 49 23 86 11

===== 68% 68% 75% 55% 67% 69% 68% 70% 67% 57% 70% 68% 74% 66% 70% 66% 79%

5 - Very easy 53 40 3 1 30 13 53 - 23 30 1 32 20 10 27 16 48 2

36% 38% 25% 9% 33% 36% 36% 37% 35% 14% 36% 38% 26% 36% 48% 37% 14%

RD D N R

4 49 32 6 5 31 12 49 - 21 28 3 30 16 19 22 7 38 9

33% 30% 50% 45% 34% 33% 33% 33% 33% 43% 34% 30% 49% 30% 21% 29% 64%

OP AQ

3 38 27 2 5 24 9 38 - 15 23 1 21 16 9 21 6 35 3

26% 25% 17% 45% 26% 25% 26% 24% 27% 14% 24% 30% 23% 28% 18% 27% 21%

BOTTOM 2 9 7 1 - 6 2 9 - 4 5 2 6 1 1 4 4 9 -

======== 6% 7% 8% 7% 6% 6% 6% 6% 29% 7% 2% 3% 5% 12% 7%

2 8 7 1 - 6 2 8 - 4 4 2 6 - 1 3 4 8 -

5% 7% 8% 7% 6% 5% 6% 5% 29% 7% 3% 4% 12% 6%

1 - Very difficult 1 - - - - - 1 - - 1 - - 1 - 1 - 1 -

1% 1% 1% 2% 1% 1%

Mean 3.97 3.99 3.92 3.64 3.93 4.00 3.97 - 4.00 3.95 3.43 3.99 4.02 3.97 3.96 4.06 3.95 3.93

Standard Deviation 0.94 0.95 0.90 0.67 0.93 0.93 0.94 0.93 0.96 1.13 0.94 0.93 0.78 0.97 1.09 0.98 0.62

Standard Error 0.08 0.09 0.26 0.20 0.10 0.15 0.08 0.12 0.10 0.43 0.10 0.13 0.12 0.11 0.19 0.09 0.16

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q44MEAN Page 62

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q44 to Q50 Summary of Means: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Arranging for delivery 4.25 4.25 3.67 4.27 4.18 4.22 4.25 - 4.21 4.28 3.57 4.27 4.30 4.28 4.24 4.36 4.25 4.21

and installation C C K K

Finding the equipment 4.08 4.03 4.00 4.09 4.02 4.00 4.08 - 4.08 4.08 3.57 4.11 4.09 4.15 4.04 4.12 4.06 4.07

you wanted

Understanding your 4.05 4.08 3.75 4.00 3.99 4.14 4.05 - 4.08 4.03 3.29 4.02 4.21 4.00 4.03 4.21 4.06 4.14

options K K K

Paying for/affording the 4.02 4.03 3.83 4.09 3.90 4.25 4.02 - 4.00 4.03 3.71 3.98 4.13 3.92 3.88 4.45 3.99 4.07

equipment ANO

Understanding ongoing 3.98 3.99 3.75 3.82 3.96 3.92 3.98 - 4.03 3.94 3.00 4.03 4.02 4.13 3.91 4.00 3.99 3.71

maintenance costs K K K

Performing ongoing 3.97 3.99 3.92 3.64 3.93 4.00 3.97 - 4.00 3.95 3.43 3.99 4.02 3.97 3.96 4.06 3.95 3.93

maintenance

Making a decision about 3.95 3.93 3.83 3.91 3.87 4.00 3.95 - 3.97 3.93 3.29 3.96 4.02 4.21 3.77 4.12 3.94 3.93

who to buy from O

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q44TOP2 Page 63

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q44 to Q50 Summary of TOP 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Arranging for delivery 120 86 7 9 71 29 120 - 52 68 4 73 43 32 60 28 104 12

and installation 81% 81% 58% 82% 78% 81% 81% 83% 79% 57% 82% 81% 82% 81% 85% 80% 86%

Understanding your 110 78 8 8 63 29 110 - 49 61 3 67 40 30 54 25 96 11

options 74% 74% 67% 73% 69% 81% 74% 78% 71% 43% 75% 75% 77% 73% 76% 74% 79%

Finding the equipment 110 74 10 9 64 27 110 - 47 63 4 68 38 31 54 23 94 11

you wanted 74% 70% 83% 82% 70% 75% 74% 75% 73% 57% 76% 72% 79% 73% 70% 72% 79%

Paying for/affording the 107 76 9 8 61 30 107 - 44 63 4 64 39 28 48 29 91 11

equipment 72% 72% 75% 73% 67% 83% 72% 70% 73% 57% 72% 74% 72% 65% 88% 70% 79%

E AO

Understanding ongoing 104 73 8 7 62 24 104 - 45 59 3 65 36 30 53 20 91 9

maintenance costs 70% 69% 67% 64% 68% 67% 70% 71% 69% 43% 73% 68% 77% 72% 61% 70% 64%

Making a decision about 102 71 8 7 59 25 102 - 43 59 4 61 37 30 47 24 88 10

who to buy from 68% 67% 67% 64% 65% 69% 68% 68% 69% 57% 69% 70% 77% 64% 73% 68% 71%

Performing ongoing 102 72 9 6 61 25 102 - 44 58 4 62 36 29 49 23 86 11

maintenance 68% 68% 75% 55% 67% 69% 68% 70% 67% 57% 70% 68% 74% 66% 70% 66% 79%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q44BTM2 Page 64

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q44 to Q50 Summary of BOTTOM 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Making a decision about 12 9 1 - 9 1 12 - 3 9 2 6 4 - 10 1 11 1

who to buy from 8% 8% 8% 10% 3% 8% 5% 10% 29% 7% 8% 14% 3% 8% 7%

P

Performing ongoing 9 7 1 - 6 2 9 - 4 5 2 6 1 1 4 4 9 -

maintenance 6% 7% 8% 7% 6% 6% 6% 6% 29% 7% 2% 3% 5% 12% 7%

Paying for/affording the 8 6 1 - 6 1 8 - 4 4 1 6 1 2 6 - 8 -

equipment 5% 6% 8% 7% 3% 5% 6% 5% 14% 7% 2% 5% 8% 6%

Understanding ongoing 8 5 2 - 6 1 8 - 3 5 2 5 1 - 7 1 7 1

maintenance costs 5% 5% 17% 7% 3% 5% 5% 6% 29% 6% 2% 9% 3% 5% 7%

Finding the equipment 7 6 1 - 5 2 7 - 3 4 1 4 2 1 4 1 7 -

you wanted 5% 6% 8% 5% 6% 5% 5% 5% 14% 4% 4% 3% 5% 3% 5%

Understanding your 6 3 2 - 5 - 6 - 2 4 1 5 - 2 3 1 5 -

options 4% 3% 17% 5% 4% 3% 5% 14% 6% 5% 4% 3% 4%

Arranging for delivery 5 3 2 - 4 1 5 - 2 3 1 3 1 1 3 - 5 -

and installation 3% 3% 17% 4% 3% 3% 3% 3% 14% 3% 2% 3% 4% 4%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q51 Page 65

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q51. Which of the following best describes your interest in the Natural Gas or Electric Tank-Style Water Heater leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 597 396 63 48 344 157 325 228 248 349 21 341 234 149 285 150 501 66

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 151 106 16 9 97 32 69 72 62 89 11 84 56 30 81 36 119 24

===== 25% 27% 25% 19% 28% 20% 21% 32% 25% 26% 52% 25% 24% 20% 28% 24% 24% 36%

G ALM Q

Very interested 49 32 6 4 31 10 24 24 16 33 1 33 15 12 25 10 36 12

8% 8% 10% 8% 9% 6% 7% 11% 6% 9% 5% 10% 6% 8% 9% 7% 7% 18%

AQ

Interested 102 74 10 5 66 22 45 48 46 56 10 51 41 18 56 26 83 12

17% 19% 16% 10% 19% 14% 14% 21% 19% 16% 48% 15% 18% 12% 20% 17% 17% 18%

G ALM N

Neutral 172 111 19 14 97 45 101 58 63 109 8 95 69 47 83 41 147 20

29% 28% 30% 29% 28% 29% 31% 25% 25% 31% 38% 28% 29% 32% 29% 27% 29% 30%

BOTTOM 2 274 179 28 25 150 80 155 98 123 151 2 162 109 72 121 73 235 22

======== 46% 45% 44% 52% 44% 51% 48% 43% 50% 43% 10% 48% 47% 48% 42% 49% 47% 33%

RK K K R

Uninterested 145 101 15 7 79 44 81 55 69 76 1 87 57 33 66 42 118 14

24% 26% 24% 15% 23% 28% 25% 24% 28% 22% 5% 26% 24% 22% 23% 28% 24% 21%

K D K K

Very uninterested 129 78 13 18 71 36 74 43 54 75 1 75 52 39 55 31 117 8

22% 20% 21% 38% 21% 23% 23% 19% 22% 21% 5% 22% 22% 26% 19% 21% 23% 12%

RK AB K K R

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

Pacific Market Research - February 2016

Table Q51 Page 66

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q51. Which of the following best describes your interest in the Natural Gas or Electric Tank-Style Water Heater leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Mean 2.66 2.70 2.70 2.38 2.73 2.53 2.58 2.80 2.60 2.70 3.43 2.65 2.62 2.54 2.75 2.61 2.61 3.09

G ALM AQ

Standard Deviation 1.22 1.21 1.24 1.31 1.24 1.17 1.19 1.26 1.20 1.24 0.87 1.25 1.19 1.23 1.22 1.19 1.21 1.27

Standard Error 0.05 0.06 0.16 0.19 0.07 0.09 0.07 0.08 0.08 0.07 0.19 0.07 0.08 0.10 0.07 0.10 0.05 0.16

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

Pacific Market Research - February 2016

Table Q53 Page 67

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q53. What is most appealing about the proposed Natural Gas or Electric Tank-Style Water Heater program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 597 396 63 48 344 157 325 228 248 349 21 341 234 149 285 150 501 66

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

No upfront costs 151 103 16 9 87 39 79 57 65 86 5 87 59 38 80 30 125 18

25% 26% 25% 19% 25% 25% 24% 25% 26% 25% 24% 26% 25% 26% 28% 20% 25% 27%

Inclusive maintenance 126 86 11 11 79 27 66 56 50 76 3 80 43 28 53 43 111 9

and repair service 21% 22% 17% 23% 23% 17% 20% 25% 20% 22% 14% 23% 18% 19% 19% 29% 22% 14%

NO

Fixed monthly fee on 67 47 7 4 40 17 41 22 30 37 6 31 30 18 35 13 52 11

energy bill 11% 12% 11% 8% 12% 11% 13% 10% 12% 11% 29% 9% 13% 12% 12% 9% 10% 17%

Energy-efficient 57 33 8 4 30 15 27 28 17 40 3 33 21 14 29 14 47 8

equipment 10% 8% 13% 8% 9% 10% 8% 12% 7% 11% 14% 10% 9% 9% 10% 9% 9% 12%

I

Convenience of PSE 46 34 5 4 28 14 27 16 14 32 1 32 13 13 23 10 37 7

managing equipment 8% 9% 8% 8% 8% 9% 8% 7% 6% 9% 5% 9% 6% 9% 8% 7% 7% 11%

Warranty 13 9 1 1 7 4 6 7 7 6 - 10 3 3 7 3 10 2

2% 2% 2% 2% 2% 3% 2% 3% 3% 2% 3% 1% 2% 2% 2% 2% 3%

Lease term 7 2 1 2 4 1 4 2 1 6 1 5 1 3 1 3 6 1

1% 1% 2% 4% 1% 1% 1% 1% \*% 2% 5% 1% \*% 2% \*% 2% 1% 2%

None of these 130 82 14 13 69 40 75 40 64 66 2 63 64 32 57 34 113 10

22% 21% 22% 27% 20% 25% 23% 18% 26% 19% 10% 18% 27% 21% 20% 23% 23% 15%

J KL

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q54 Page 68

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q54. What is least appealing about the proposed Natural Gas or Electric Tank-Style Water Heater program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 597 396 63 48 344 157 325 228 248 349 21 341 234 149 285 150 501 66

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Fixed monthly fee on 193 132 17 13 105 57 99 81 78 115 5 108 80 57 86 45 164 18

energy bill 32% 33% 27% 27% 31% 36% 30% 36% 31% 33% 24% 32% 34% 38% 30% 30% 33% 27%

Lease term 176 105 24 18 100 44 107 58 84 92 10 119 47 39 96 41 148 20

29% 27% 38% 38% 29% 28% 33% 25% 34% 26% 48% 35% 20% 26% 34% 27% 30% 30%

M J M M

Warranty 40 25 4 1 22 8 20 19 14 26 1 24 15 7 17 14 34 4

7% 6% 6% 2% 6% 5% 6% 8% 6% 7% 5% 7% 6% 5% 6% 9% 7% 6%

D

Convenience of PSE 15 12 1 1 12 2 7 7 2 13 - 12 3 2 7 6 14 1

managing equipment 3% 3% 2% 2% 3% 1% 2% 3% 1% 4% 4% 1% 1% 2% 4% 3% 2%

I I

Energy-efficient 10 7 1 1 7 1 7 3 7 3 - 6 4 1 7 2 6 2

equipment 2% 2% 2% 2% 2% 1% 2% 1% 3% 1% 2% 2% 1% 2% 1% 1% 3%

No upfront costs 8 8 - - 4 4 7 1 3 5 1 4 3 3 4 1 6 2

1% 2% 1% 3% 2% \*% 1% 1% 5% 1% 1% 2% 1% 1% 1% 3%

Inclusive maintenance 7 5 1 1 5 2 2 3 2 5 1 2 4 - 3 4 5 1

and repair service 1% 1% 2% 2% 1% 1% 1% 1% 1% 1% 5% 1% 2% 1% 3% 1% 2%

None of these 148 102 15 13 89 39 76 56 58 90 3 66 78 40 65 37 124 18

25% 26% 24% 27% 26% 25% 23% 25% 23% 26% 14% 19% 33% 27% 23% 25% 25% 27%

AKL

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q55 Page 69

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q55. Which of the following best describes your interest in the Natural Gas Furnace leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 597 396 63 48 344 157 325 228 248 349 21 341 234 149 285 150 501 66

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 110 91 11 3 65 39 61 39 55 55 7 60 43 23 64 22 91 16

===== 18% 23% 17% 6% 19% 25% 19% 17% 22% 16% 33% 18% 18% 15% 22% 15% 18% 24%

D D P

Very interested 32 23 5 1 20 9 18 13 12 20 2 21 9 6 18 8 24 8

5% 6% 8% 2% 6% 6% 6% 6% 5% 6% 10% 6% 4% 4% 6% 5% 5% 12%

Interested 78 68 6 2 45 30 43 26 43 35 5 39 34 17 46 14 67 8

13% 17% 10% 4% 13% 19% 13% 11% 17% 10% 24% 11% 15% 11% 16% 9% 13% 12%

D D J P

Neutral 129 98 13 6 84 33 68 46 46 83 9 81 39 33 58 36 106 16

22% 25% 21% 13% 24% 21% 21% 20% 19% 24% 43% 24% 17% 22% 20% 24% 21% 24%

D M M

BOTTOM 2 358 207 39 39 195 85 196 143 147 211 5 200 152 93 163 92 304 34

======== 60% 52% 62% 81% 57% 54% 60% 63% 59% 60% 24% 59% 65% 62% 57% 61% 61% 52%

KB ABC K K

Uninterested 157 109 17 6 91 40 89 62 67 90 4 88 65 38 72 43 128 18

26% 28% 27% 13% 26% 25% 27% 27% 27% 26% 19% 26% 28% 26% 25% 29% 26% 27%

D D D

Very uninterested 201 98 22 33 104 45 107 81 80 121 1 112 87 55 91 49 176 16

34% 25% 35% 69% 30% 29% 33% 36% 32% 35% 5% 33% 37% 37% 32% 33% 35% 24%

KB ABC K K

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

Pacific Market Research - February 2016

Table Q55 Page 70

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q55. Which of the following best describes your interest in the Natural Gas Furnace leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Mean 2.30 2.52 2.29 1.58 2.38 2.48 2.31 2.25 2.35 2.26 3.14 2.32 2.20 2.20 2.40 2.26 2.27 2.61

D AD D ALM Q

Standard Deviation 1.21 1.20 1.26 1.01 1.21 1.25 1.21 1.21 1.23 1.20 1.01 1.22 1.20 1.17 1.26 1.17 1.21 1.31

Standard Error 0.05 0.06 0.16 0.15 0.07 0.10 0.07 0.08 0.08 0.06 0.22 0.07 0.08 0.10 0.07 0.10 0.05 0.16

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

Pacific Market Research - February 2016

Table Q57 Page 71

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q57. What is most appealing about the proposed Natural Gas Furnace program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 597 396 63 48 344 157 325 228 248 349 21 341 234 149 285 150 501 66

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

No upfront costs 143 112 13 5 92 38 85 46 64 79 5 86 52 31 72 37 121 16

24% 28% 21% 10% 27% 24% 26% 20% 26% 23% 24% 25% 22% 21% 25% 25% 24% 24%

D D

Inclusive maintenance 106 80 8 7 72 20 51 47 47 59 4 71 31 23 50 33 89 12

and repair service 18% 20% 13% 15% 21% 13% 16% 21% 19% 17% 19% 21% 13% 15% 18% 22% 18% 18%

F M

Energy-efficient 56 42 5 1 30 18 30 22 22 34 3 33 20 15 31 10 46 6

equipment 9% 11% 8% 2% 9% 11% 9% 10% 9% 10% 14% 10% 9% 10% 11% 7% 9% 9%

D D

Convenience of PSE 49 38 3 6 34 13 29 16 16 33 2 34 13 13 21 14 40 8

managing equipment 8% 10% 5% 13% 10% 8% 9% 7% 6% 9% 10% 10% 6% 9% 7% 9% 8% 12%

M

Fixed monthly fee on 43 31 5 2 23 15 21 20 17 26 4 21 18 9 23 10 35 3

energy bill 7% 8% 8% 4% 7% 10% 6% 9% 7% 7% 19% 6% 8% 6% 8% 7% 7% 5%

Warranty 17 8 4 1 8 5 6 10 6 11 1 10 6 4 12 1 15 1

3% 2% 6% 2% 2% 3% 2% 4% 2% 3% 5% 3% 3% 3% 4% 1% 3% 2%

P P

Lease term 6 2 2 1 3 2 4 - 2 4 1 4 1 3 1 2 3 2

1% 1% 3% 2% 1% 1% 1% 1% 1% 5% 1% \*% 2% \*% 1% 1% 3%

None of these 177 83 23 25 82 46 99 67 74 103 1 82 93 51 75 43 152 18

30% 21% 37% 52% 24% 29% 30% 29% 30% 30% 5% 24% 40% 34% 26% 29% 30% 27%

KEB B AB K AKL

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q58 Page 72

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q58. What is least appealing about the proposed Natural Gas Furnace program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 597 396 63 48 344 157 325 228 248 349 21 341 234 149 285 150 501 66

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Fixed monthly fee on 189 142 15 9 113 52 102 74 76 113 6 116 67 52 90 42 160 20

energy bill 32% 36% 24% 19% 33% 33% 31% 32% 31% 32% 29% 34% 29% 35% 32% 28% 32% 30%

D CD

Lease term 156 110 17 12 96 42 90 50 72 84 7 102 47 33 81 42 132 17

26% 28% 27% 25% 28% 27% 28% 22% 29% 24% 33% 30% 20% 22% 28% 28% 26% 26%

M

Warranty 26 20 2 1 16 7 10 14 8 18 2 14 10 5 12 8 23 1

4% 5% 3% 2% 5% 4% 3% 6% 3% 5% 10% 4% 4% 3% 4% 5% 5% 2%

Convenience of PSE 13 10 2 1 11 2 8 4 3 10 2 7 4 - 7 6 11 2

managing equipment 2% 3% 3% 2% 3% 1% 2% 2% 1% 3% 10% 2% 2% 2% 4% 2% 3%

Inclusive maintenance 6 4 1 1 4 2 4 1 2 4 - 5 1 1 3 2 4 2

and repair service 1% 1% 2% 2% 1% 1% 1% \*% 1% 1% 1% \*% 1% 1% 1% 1% 3%

No upfront costs 5 4 - - - 4 3 2 3 2 - 3 2 2 2 1 5 -

1% 1% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%

Energy-efficient 5 5 - - 5 - 4 1 2 3 1 2 2 2 2 1 2 2

equipment 1% 1% 1% 1% \*% 1% 1% 5% 1% 1% 1% 1% 1% \*% 3%

None of these 197 101 26 24 99 48 104 82 82 115 3 92 101 54 88 48 164 22

33% 26% 41% 50% 29% 31% 32% 36% 33% 33% 14% 27% 43% 36% 31% 32% 33% 33%

KB B AB AKL

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q59 Page 73

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q59. Which of the following best describes your interest in the Electric Air Source Heat Pump leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 597 396 63 48 344 157 325 228 248 349 21 341 234 149 285 150 501 66

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 77 37 23 8 42 25 48 25 33 44 3 43 31 18 38 21 58 10

===== 13% 9% 37% 17% 12% 16% 15% 11% 13% 13% 14% 13% 13% 12% 13% 14% 12% 15%

ABD

Very interested 32 16 8 4 15 12 15 14 11 21 2 18 12 9 16 7 27 1

5% 4% 13% 8% 4% 8% 5% 6% 4% 6% 10% 5% 5% 6% 6% 5% 5% 2%

R B R

Interested 45 21 15 4 27 13 33 11 22 23 1 25 19 9 22 14 31 9

8% 5% 24% 8% 8% 8% 10% 5% 9% 7% 5% 7% 8% 6% 8% 9% 6% 14%

ABD H

Neutral 121 76 14 14 72 30 67 39 42 79 9 75 37 29 63 26 95 23

20% 19% 22% 29% 21% 19% 21% 17% 17% 23% 43% 22% 16% 19% 22% 17% 19% 35%

AM AQ

BOTTOM 2 399 283 26 26 230 102 210 164 173 226 9 223 166 102 184 103 348 33

======== 67% 71% 41% 54% 67% 65% 65% 72% 70% 65% 43% 65% 71% 68% 65% 69% 69% 50%

RKC CD K K R

Uninterested 148 106 14 5 82 42 87 53 72 76 5 84 59 34 72 39 126 12

25% 27% 22% 10% 24% 27% 27% 23% 29% 22% 24% 25% 25% 23% 25% 26% 25% 18%

D D J

Very uninterested 251 177 12 21 148 60 123 111 101 150 4 139 107 68 112 64 222 21

42% 45% 19% 44% 43% 38% 38% 49% 41% 43% 19% 41% 46% 46% 39% 43% 44% 32%

KC C C G K K R

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

Pacific Market Research - February 2016

Table Q59 Page 74

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q59. Which of the following best describes your interest in the Electric Air Source Heat Pump leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Mean 2.09 1.97 2.89 2.27 2.07 2.20 2.17 1.96 2.07 2.11 2.62 2.12 2.02 2.04 2.15 2.07 2.03 2.35

ABD H AM Q

Standard Deviation 1.18 1.10 1.32 1.33 1.16 1.25 1.18 1.19 1.15 1.21 1.16 1.18 1.19 1.20 1.19 1.18 1.17 1.12

Standard Error 0.05 0.06 0.17 0.19 0.06 0.10 0.07 0.08 0.07 0.06 0.25 0.06 0.08 0.10 0.07 0.10 0.05 0.14

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

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Table Q61 Page 75

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q61. What is most appealing about the proposed Electric Air Source Heat Pump program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 597 396 63 48 344 157 325 228 248 349 21 341 234 149 285 150 501 66

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

No upfront costs 120 85 14 6 80 23 71 39 53 67 5 73 42 28 65 24 97 14

20% 21% 22% 13% 23% 15% 22% 17% 21% 19% 24% 21% 18% 19% 23% 16% 19% 21%

F

Inclusive maintenance 80 48 10 15 55 16 40 34 32 48 2 47 31 14 38 27 68 9

and repair service 13% 12% 16% 31% 16% 10% 12% 15% 13% 14% 10% 14% 13% 9% 13% 18% 14% 14%

AB N

Energy-efficient 76 49 10 3 36 26 43 27 34 42 2 43 31 23 36 16 61 9

equipment 13% 12% 16% 6% 10% 17% 13% 12% 14% 12% 10% 13% 13% 15% 13% 11% 12% 14%

Convenience of PSE 33 21 3 5 18 11 18 12 6 27 2 22 9 10 14 9 27 4

managing equipment 6% 5% 5% 10% 5% 7% 6% 5% 2% 8% 10% 6% 4% 7% 5% 6% 5% 6%

I I

Fixed monthly fee on 26 13 7 2 9 13 16 10 8 18 1 12 13 5 15 5 21 3

energy bill 4% 3% 11% 4% 3% 8% 5% 4% 3% 5% 5% 4% 6% 3% 5% 3% 4% 5%

E

Warranty 16 9 3 - 8 4 7 9 6 10 3 10 3 5 8 3 12 4

3% 2% 5% 2% 3% 2% 4% 2% 3% 14% 3% 1% 3% 3% 2% 2% 6%

Lease term 10 5 - 2 5 2 6 2 4 6 2 8 - 3 4 3 8 2

2% 1% 4% 1% 1% 2% 1% 2% 2% 10% 2% 2% 1% 2% 2% 3%

None of these 236 166 16 15 133 62 124 95 105 131 4 126 105 61 105 63 207 21

40% 42% 25% 31% 39% 39% 38% 42% 42% 38% 19% 37% 45% 41% 37% 42% 41% 32%

KC C K K

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q62 Page 76

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q62. What is least appealing about the proposed Electric Air Source Heat Pump program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 597 396 63 48 344 157 325 228 248 349 21 341 234 149 285 150 501 66

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Fixed monthly fee on 186 124 16 16 110 44 101 71 83 103 9 108 69 52 86 45 155 18

energy bill 31% 31% 25% 33% 32% 28% 31% 31% 33% 30% 43% 32% 29% 35% 30% 30% 31% 27%

Lease term 111 64 17 15 65 29 70 34 46 65 3 72 36 26 61 24 95 11

19% 16% 27% 31% 19% 18% 22% 15% 19% 19% 14% 21% 15% 17% 21% 16% 19% 17%

B H

Warranty 27 18 4 2 16 8 12 13 13 14 1 14 12 6 13 7 22 3

5% 5% 6% 4% 5% 5% 4% 6% 5% 4% 5% 4% 5% 4% 5% 5% 4% 5%

No upfront costs 10 8 2 - 7 3 6 4 5 5 2 3 5 2 5 3 8 1

2% 2% 3% 2% 2% 2% 2% 2% 1% 10% 1% 2% 1% 2% 2% 2% 2%

Energy-efficient 10 6 2 - 7 1 6 3 5 5 - 8 2 2 6 1 5 2

equipment 2% 2% 3% 2% 1% 2% 1% 2% 1% 2% 1% 1% 2% 1% 1% 3%

Inclusive maintenance 8 7 - 1 6 2 3 4 1 7 2 5 1 1 3 4 4 3

and repair service 1% 2% 2% 2% 1% 1% 2% \*% 2% 10% 1% \*% 1% 1% 3% 1% 5%

Convenience of PSE 6 5 1 - 4 2 3 2 - 6 - 5 1 - 3 3 5 1

managing equipment 1% 1% 2% 1% 1% 1% 1% 2% 1% \*% 1% 2% 1% 2%

None of these 239 164 21 14 129 68 124 97 95 144 4 126 108 60 108 63 207 27

40% 41% 33% 29% 38% 43% 38% 43% 38% 41% 19% 37% 46% 40% 38% 42% 41% 41%

K K KL

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q63 Page 77

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q63. If a leasing program were available, would you replace your home heating or hot water equipment earlier than you would if you had to

purchase the equipment and maintain it yourself?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 597 396 63 48 344 157 325 228 248 349 21 341 234 149 285 150 501 66

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 103 63 13 9 59 24 56 42 47 56 4 57 42 21 55 25 85 16

===== 17% 16% 21% 19% 17% 15% 17% 18% 19% 16% 19% 17% 18% 14% 19% 17% 17% 24%

Definitely yes 23 12 3 2 13 4 9 12 10 13 1 15 7 7 13 2 18 4

4% 3% 5% 4% 4% 3% 3% 5% 4% 4% 5% 4% 3% 5% 5% 1% 4% 6%

P P

Probably yes 80 51 10 7 46 20 47 30 37 43 3 42 35 14 42 23 67 12

13% 13% 16% 15% 13% 13% 14% 13% 15% 12% 14% 12% 15% 9% 15% 15% 13% 18%

Possibly 160 112 19 10 92 47 81 61 65 95 10 101 49 37 86 35 127 24

27% 28% 30% 21% 27% 30% 25% 27% 26% 27% 48% 30% 21% 25% 30% 23% 25% 36%

M M

BOTTOM 2 334 221 31 29 193 86 188 125 136 198 7 183 143 91 144 90 289 26

======== 56% 56% 49% 60% 56% 55% 58% 55% 55% 57% 33% 54% 61% 61% 51% 60% 58% 39%

RK K O R

Probably not 205 136 19 13 115 52 110 83 84 121 5 109 91 62 88 52 176 18

34% 34% 30% 27% 33% 33% 34% 36% 34% 35% 24% 32% 39% 42% 31% 35% 35% 27%

O

Definitely not 129 85 12 16 78 34 78 42 52 77 2 74 52 29 56 38 113 8

22% 21% 19% 33% 23% 22% 24% 18% 21% 22% 10% 22% 22% 19% 20% 25% 23% 12%

R R

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION DEFINITELY YES=5, PROBABLY YES=4, POSSIBLY=3, PROBABLY NO=2, DEFINITELY NOT=1

Pacific Market Research - February 2016

Table Q63 Page 78

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q63. If a leasing program were available, would you replace your home heating or hot water equipment earlier than you would if you had to

purchase the equipment and maintain it yourself?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Mean 2.44 2.42 2.57 2.29 2.42 2.41 2.38 2.50 2.47 2.41 2.81 2.46 2.38 2.38 2.54 2.33 2.40 2.79

AQ

Standard Deviation 1.09 1.06 1.12 1.20 1.09 1.04 1.08 1.10 1.10 1.08 0.98 1.09 1.08 1.05 1.10 1.06 1.08 1.07

Standard Error 0.04 0.05 0.14 0.17 0.06 0.08 0.06 0.07 0.07 0.06 0.21 0.06 0.07 0.09 0.07 0.09 0.05 0.13

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION DEFINITELY YES=5, PROBABLY YES=4, POSSIBLY=3, PROBABLY NO=2, DEFINITELY NOT=1

Pacific Market Research - February 2016

Table Q64 Page 79

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q64. Smart water heaters can adjust ...without impacting your use of your hot water supply. If your leased water heater was equipped with

the appropriate technology, would you enroll in such a program in exchange for a monthly incentive or a reduced monthly lease price?

BASE = HAVE A WATER HEATER

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 589 393 63 48 342 156 320 226 245 344 19 340 229 147 280 149 495 65

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 233 155 28 17 136 62 125 92 104 129 8 139 85 48 117 62 194 28

===== 40% 39% 44% 35% 40% 40% 39% 41% 42% 38% 42% 41% 37% 33% 42% 42% 39% 43%

Definitely yes 78 49 12 4 46 19 35 39 28 50 3 49 26 23 32 22 61 14

13% 12% 19% 8% 13% 12% 11% 17% 11% 15% 16% 14% 11% 16% 11% 15% 12% 22%

G

Probably yes 155 106 16 13 90 43 90 53 76 79 5 90 59 25 85 40 133 14

26% 27% 25% 27% 26% 28% 28% 23% 31% 23% 26% 26% 26% 17% 30% 27% 27% 22%

N J N N

Possibly 191 126 21 16 106 53 107 70 73 118 10 107 74 53 91 44 154 24

32% 32% 33% 33% 31% 34% 33% 31% 30% 34% 53% 31% 32% 36% 33% 30% 31% 37%

BOTTOM 2 165 112 14 15 100 41 88 64 68 97 1 94 70 46 72 43 147 13

======== 28% 28% 22% 31% 29% 26% 28% 28% 28% 28% 5% 28% 31% 31% 26% 29% 30% 20%

K K K

Probably not 110 80 9 4 70 23 59 42 48 62 1 61 48 30 46 32 96 9

19% 20% 14% 8% 20% 15% 18% 19% 20% 18% 5% 18% 21% 20% 16% 21% 19% 14%

KD D K K

Definitely not 55 32 5 11 30 18 29 22 20 35 - 33 22 16 26 11 51 4

9% 8% 8% 23% 9% 12% 9% 10% 8% 10% 10% 10% 11% 9% 7% 10% 6%

ABC

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION DEFINITELY YES=5, PROBABLY YES=4, POSSIBLY=3, PROBABLY NO=2, DEFINITELY NOT=1

Pacific Market Research - February 2016

Table Q64 Page 80

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q64. Smart water heaters can adjust ...without impacting your use of your hot water supply. If your leased water heater was equipped with

the appropriate technology, would you enroll in such a program in exchange for a monthly incentive or a reduced monthly lease price?

BASE = HAVE A WATER HEATER

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Mean 3.15 3.15 3.33 2.90 3.15 3.14 3.13 3.20 3.18 3.14 3.53 3.18 3.08 3.06 3.18 3.20 3.12 3.38

Standard Deviation 1.15 1.13 1.18 1.28 1.16 1.17 1.12 1.21 1.12 1.18 0.84 1.18 1.14 1.20 1.13 1.16 1.16 1.16

Standard Error 0.05 0.06 0.15 0.18 0.06 0.09 0.06 0.08 0.07 0.06 0.19 0.06 0.08 0.10 0.07 0.09 0.05 0.14

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION DEFINITELY YES=5, PROBABLY YES=4, POSSIBLY=3, PROBABLY NO=2, DEFINITELY NOT=1

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Table Q65 Page 81

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q65. Web-enabled thermostats can adjust ... without impacting your use of your heat supply. If your leased equipment had the appropriate

technology, would you enroll in such a program in exchange for a monthly incentive or a reduced monthly lease price?

BASE = HAVE A FURNACE OR HEAT PUMP

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 544 394 63 47 342 156 296 205 223 321 19 313 211 128 260 144 456 62

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 207 157 24 15 137 57 118 71 95 112 7 121 79 39 105 59 169 26

===== 38% 40% 38% 32% 40% 37% 40% 35% 43% 35% 37% 39% 37% 30% 40% 41% 37% 42%

Definitely yes 63 44 12 4 45 15 30 27 27 36 2 40 21 18 25 20 50 9

12% 11% 19% 9% 13% 10% 10% 13% 12% 11% 11% 13% 10% 14% 10% 14% 11% 15%

Probably yes 144 113 12 11 92 42 88 44 68 76 5 81 58 21 80 39 119 17

26% 29% 19% 23% 27% 27% 30% 21% 30% 24% 26% 26% 27% 16% 31% 27% 26% 27%

N H N N

Possibly 171 119 21 18 106 49 95 66 62 109 11 94 65 44 77 44 147 18

31% 30% 33% 38% 31% 31% 32% 32% 28% 34% 58% 30% 31% 34% 30% 31% 32% 29%

ALM

BOTTOM 2 166 118 18 14 99 50 83 68 66 100 1 98 67 45 78 41 140 18

======== 31% 30% 29% 30% 29% 32% 28% 33% 30% 31% 5% 31% 32% 35% 30% 28% 31% 29%

K K K

Probably not 109 82 13 5 70 29 56 42 47 62 1 62 46 28 52 29 88 14

20% 21% 21% 11% 20% 19% 19% 20% 21% 19% 5% 20% 22% 22% 20% 20% 19% 23%

K D K K

Definitely not 57 36 5 9 29 21 27 26 19 38 - 36 21 17 26 12 52 4

10% 9% 8% 19% 8% 13% 9% 13% 9% 12% 12% 10% 13% 10% 8% 11% 6%

Mean 3.09 3.12 3.21 2.91 3.16 3.01 3.13 3.02 3.17 3.03 3.42 3.09 3.06 2.96 3.10 3.18 3.06 3.21

Standard Deviation 1.16 1.14 1.21 1.21 1.15 1.18 1.12 1.21 1.15 1.16 0.77 1.19 1.14 1.22 1.13 1.16 1.16 1.15

Standard Error 0.05 0.06 0.15 0.18 0.06 0.09 0.06 0.08 0.08 0.06 0.18 0.07 0.08 0.11 0.07 0.10 0.05 0.15

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION DEFINITELY YES=5, PROBABLY YES=4, POSSIBLY=3, PROBABLY NO=2, DEFINITELY NOT=1

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Table Q66 Page 82

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66. Level of agreement with proposed space and water heat equipment leasing program - Some households can’t afford to replace space and

water heat equipment on a regular and safe basis. A leasing program would help keep people warm and safe in their home

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 379 256 40 24 211 105 200 145 151 228 17 218 144 83 192 95 317 45

===== 63% 65% 63% 50% 61% 67% 62% 64% 61% 65% 77% 64% 62% 56% 67% 63% 63% 67%

N

5 - Strongly agree 79 56 5 6 45 22 38 34 19 60 6 49 24 22 44 12 68 9

13% 14% 8% 13% 13% 14% 12% 15% 8% 17% 27% 14% 10% 15% 15% 8% 14% 13%

PI I P

4 - Agree 300 200 35 18 166 83 162 111 132 168 11 169 120 61 148 83 249 36

50% 51% 56% 38% 48% 53% 50% 49% 53% 48% 50% 49% 51% 41% 52% 55% 50% 54%

N N N

3 - Neither disagree nor 183 118 21 20 115 42 103 68 77 106 5 100 77 57 76 45 153 19

agree 31% 30% 33% 42% 33% 27% 32% 30% 31% 30% 23% 29% 33% 38% 27% 30% 30% 28%

O

BOTTOM 2 38 22 2 4 18 10 22 15 21 17 - 25 13 9 17 12 33 3

======== 6% 6% 3% 8% 5% 6% 7% 7% 8% 5% 7% 6% 6% 6% 8% 7% 4%

2 - Disagree 28 19 1 2 15 7 16 12 17 11 - 20 8 7 12 9 24 2

5% 5% 2% 4% 4% 4% 5% 5% 7% 3% 6% 3% 5% 4% 6% 5% 3%

J

1 - Strongly disagree 10 3 1 2 3 3 6 3 4 6 - 5 5 2 5 3 9 1

2% 1% 2% 4% 1% 2% 2% 1% 2% 2% 1% 2% 1% 2% 2% 2% 1%

Mean 3.68 3.72 3.67 3.50 3.68 3.73 3.65 3.71 3.58 3.75 4.05 3.69 3.64 3.63 3.75 3.61 3.68 3.75

I AM

Standard Deviation 0.82 0.79 0.72 0.92 0.79 0.83 0.82 0.83 0.79 0.83 0.72 0.84 0.80 0.84 0.83 0.80 0.83 0.79

Standard Error 0.03 0.04 0.09 0.13 0.04 0.07 0.05 0.06 0.05 0.04 0.15 0.05 0.05 0.07 0.05 0.06 0.04 0.10

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q67 Page 83

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q67. Level of agreement with proposed space and water heat equipment leasing program - Equipment leasing is unnecessary. Banks and stores

provide financing so people can purchase and maintain the equipment they need.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 197 119 23 18 110 48 109 73 83 114 9 117 70 48 94 51 167 18

===== 33% 30% 37% 38% 32% 31% 34% 32% 33% 32% 41% 34% 30% 32% 33% 34% 33% 27%

5 - Strongly agree 56 32 4 8 29 14 31 21 23 33 1 43 12 11 27 16 48 4

9% 8% 6% 17% 8% 9% 10% 9% 9% 9% 5% 13% 5% 7% 9% 11% 10% 6%

M M

4 - Agree 141 87 19 10 81 34 78 52 60 81 8 74 58 37 67 35 119 14

24% 22% 30% 21% 24% 22% 24% 23% 24% 23% 36% 22% 25% 25% 24% 23% 24% 21%

3 - Neither disagree nor 278 197 26 18 166 73 152 103 116 162 9 151 118 72 129 71 230 34

agree 46% 50% 41% 38% 48% 46% 47% 45% 47% 46% 41% 44% 50% 48% 45% 47% 46% 51%

BOTTOM 2 125 80 14 12 68 36 64 52 50 75 4 75 46 29 62 30 106 15

======== 21% 20% 22% 25% 20% 23% 20% 23% 20% 21% 18% 22% 20% 19% 22% 20% 21% 22%

2 - Disagree 104 67 12 10 60 28 51 45 43 61 2 63 39 21 51 28 86 15

17% 17% 19% 21% 17% 18% 16% 20% 17% 17% 9% 18% 17% 14% 18% 18% 17% 22%

1 - Strongly disagree 21 13 2 2 8 8 13 7 7 14 2 12 7 8 11 2 20 -

4% 3% 3% 4% 2% 5% 4% 3% 3% 4% 9% 3% 3% 5% 4% 1% 4%

P

Mean 3.18 3.15 3.17 3.25 3.18 3.11 3.19 3.15 3.20 3.17 3.18 3.21 3.12 3.15 3.17 3.23 3.18 3.10

Standard Deviation 0.94 0.91 0.93 1.10 0.90 0.97 0.95 0.95 0.93 0.96 1.01 1.00 0.85 0.94 0.96 0.92 0.96 0.82

Standard Error 0.04 0.05 0.12 0.16 0.05 0.08 0.05 0.06 0.06 0.05 0.21 0.05 0.06 0.08 0.06 0.07 0.04 0.10

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q68 Page 84

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q68. Level of agreement with proposed space and water heat equipment leasing program - It’s important to help people make the switch to

technologically-advanced equipment because it allows consumers and utilities to remotely monitor and administer service

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 349 230 35 27 200 89 189 131 142 207 14 198 137 86 167 87 290 44

===== 58% 58% 56% 56% 58% 57% 58% 57% 57% 59% 64% 58% 59% 58% 59% 57% 58% 66%

5 - Strongly agree 87 52 12 7 45 25 49 29 34 53 4 54 29 17 49 19 74 11

15% 13% 19% 15% 13% 16% 15% 13% 14% 15% 18% 16% 12% 11% 17% 13% 15% 16%

4 - Agree 262 178 23 20 155 64 140 102 108 154 10 144 108 69 118 68 216 33

44% 45% 37% 42% 45% 41% 43% 45% 43% 44% 45% 42% 46% 46% 41% 45% 43% 49%

3 - Neither disagree nor 174 116 21 14 102 46 92 68 74 100 7 99 67 40 82 48 145 17

agree 29% 29% 33% 29% 30% 29% 28% 30% 30% 28% 32% 29% 29% 27% 29% 32% 29% 25%

BOTTOM 2 77 50 7 7 42 22 44 29 33 44 1 46 30 23 36 17 68 6

======== 13% 13% 11% 15% 12% 14% 14% 13% 13% 13% 5% 13% 13% 15% 13% 11% 14% 9%

2 - Disagree 53 34 5 4 29 14 31 20 25 28 1 30 22 14 25 13 46 6

9% 9% 8% 8% 8% 9% 10% 9% 10% 8% 5% 9% 9% 9% 9% 9% 9% 9%

1 - Strongly disagree 24 16 2 3 13 8 13 9 8 16 - 16 8 9 11 4 22 -

4% 4% 3% 6% 4% 5% 4% 4% 3% 5% 5% 3% 6% 4% 3% 4%

Mean 3.56 3.55 3.60 3.50 3.55 3.54 3.56 3.54 3.54 3.57 3.77 3.55 3.55 3.48 3.59 3.56 3.54 3.73

Standard Deviation 0.98 0.96 0.99 1.05 0.95 1.03 0.99 0.96 0.96 0.99 0.81 1.01 0.94 1.02 1.00 0.91 0.99 0.85

Standard Error 0.04 0.05 0.13 0.15 0.05 0.08 0.05 0.06 0.06 0.05 0.17 0.05 0.06 0.08 0.06 0.07 0.04 0.10

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q69 Page 85

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q69. Level of agreement with proposed space and water heat equipment leasing program - It’s important to help people make the switch to

technologically-advanced equipment to help them save money on their energy bills over the long term.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 420 271 48 37 248 102 224 160 175 245 15 234 170 104 197 110 349 51

===== 70% 68% 76% 77% 72% 65% 69% 70% 70% 70% 68% 68% 73% 70% 69% 72% 69% 76%

5 - Strongly agree 103 56 12 13 52 27 53 39 38 65 4 61 38 25 51 25 89 11

17% 14% 19% 27% 15% 17% 16% 17% 15% 19% 18% 18% 16% 17% 18% 16% 18% 16%

4 - Agree 317 215 36 24 196 75 171 121 137 180 11 173 132 79 146 85 260 40

53% 54% 57% 50% 57% 48% 53% 53% 55% 51% 50% 50% 56% 53% 51% 56% 52% 60%

3 - Neither disagree nor 142 101 10 8 75 44 81 52 59 83 6 87 49 31 74 32 123 12

agree 24% 26% 16% 17% 22% 28% 25% 23% 24% 24% 27% 25% 21% 21% 26% 21% 24% 18%

BOTTOM 2 38 24 5 3 21 11 20 16 15 23 1 22 15 14 14 10 31 4

======== 6% 6% 8% 6% 6% 7% 6% 7% 6% 7% 5% 6% 6% 9% 5% 7% 6% 6%

2 - Disagree 25 18 3 2 16 7 14 10 10 15 1 12 12 7 10 8 20 3

4% 5% 5% 4% 5% 4% 4% 4% 4% 4% 5% 3% 5% 5% 4% 5% 4% 4%

1 - Strongly disagree 13 6 2 1 5 4 6 6 5 8 - 10 3 7 4 2 11 1

2% 2% 3% 2% 1% 3% 2% 3% 2% 2% 3% 1% 5% 1% 1% 2% 1%

Mean 3.79 3.75 3.84 3.96 3.80 3.73 3.77 3.78 3.78 3.79 3.82 3.77 3.81 3.72 3.81 3.81 3.79 3.85

Standard Deviation 0.85 0.81 0.90 0.90 0.80 0.89 0.84 0.87 0.83 0.87 0.80 0.88 0.81 0.96 0.82 0.82 0.86 0.80

Standard Error 0.03 0.04 0.11 0.13 0.04 0.07 0.05 0.06 0.05 0.05 0.17 0.05 0.05 0.08 0.05 0.07 0.04 0.10

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q70 Page 86

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q70. Level of agreement with proposed space and water heat equipment leasing program - The maintenance and repair service offered through a

leasing program keeps equipment working and gives customers added peace-of-mind.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 431 283 48 34 248 112 225 171 175 256 15 242 174 111 206 105 361 49

===== 72% 71% 76% 71% 72% 71% 69% 75% 70% 73% 68% 71% 74% 74% 72% 69% 72% 73%

5 - Strongly agree 112 67 12 14 67 24 59 41 42 70 4 71 37 30 55 24 89 18

19% 17% 19% 29% 19% 15% 18% 18% 17% 20% 18% 21% 16% 20% 19% 16% 18% 27%

4 - Agree 319 216 36 20 181 88 166 130 133 186 11 171 137 81 151 81 272 31

53% 55% 57% 42% 53% 56% 51% 57% 53% 53% 50% 50% 59% 54% 53% 53% 54% 46%

L

3 - Neither disagree nor 136 93 11 11 78 36 79 47 59 77 6 83 47 30 63 39 114 16

agree 23% 23% 17% 23% 23% 23% 24% 21% 24% 22% 27% 24% 20% 20% 22% 26% 23% 24%

BOTTOM 2 33 20 4 3 18 9 21 10 15 18 1 18 13 8 16 8 28 2

======== 6% 5% 6% 6% 5% 6% 6% 4% 6% 5% 5% 5% 6% 5% 6% 5% 6% 3%

2 - Disagree 23 15 3 1 15 4 14 7 11 12 1 11 10 6 10 6 18 2

4% 4% 5% 2% 4% 3% 4% 3% 4% 3% 5% 3% 4% 4% 4% 4% 4% 3%

1 - Strongly disagree 10 5 1 2 3 5 7 3 4 6 - 7 3 2 6 2 10 -

2% 1% 2% 4% 1% 3% 2% 1% 2% 2% 2% 1% 1% 2% 1% 2%

Mean 3.83 3.82 3.87 3.90 3.85 3.78 3.79 3.87 3.80 3.86 3.82 3.84 3.83 3.88 3.84 3.78 3.82 3.97

Standard Deviation 0.83 0.80 0.83 0.99 0.81 0.85 0.86 0.78 0.83 0.83 0.80 0.86 0.79 0.82 0.85 0.80 0.83 0.80

Standard Error 0.03 0.04 0.10 0.14 0.04 0.07 0.05 0.05 0.05 0.04 0.17 0.05 0.05 0.07 0.05 0.07 0.04 0.10

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q71 Page 87

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q71. Level of agreement with proposed space and water heat equipment leasing program - Puget Sound Energy is a trusted energy advisor and

will help customers get the equipment and services they need.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 391 251 43 32 219 103 207 153 149 242 14 221 156 103 195 84 333 41

===== 65% 63% 68% 67% 64% 66% 64% 67% 60% 69% 64% 64% 67% 69% 68% 55% 66% 61%

P I P P

5 - Strongly agree 93 56 13 7 46 28 51 34 37 56 3 51 39 26 46 19 81 11

16% 14% 21% 15% 13% 18% 16% 15% 15% 16% 14% 15% 17% 17% 16% 13% 16% 16%

4 - Agree 298 195 30 25 173 75 156 119 112 186 11 170 117 77 149 65 252 30

50% 49% 48% 52% 50% 48% 48% 52% 45% 53% 50% 50% 50% 52% 52% 43% 50% 45%

3 - Neither disagree nor 177 127 15 12 105 47 101 61 82 95 8 100 68 40 72 60 144 23

agree 30% 32% 24% 25% 31% 30% 31% 27% 33% 27% 36% 29% 29% 27% 25% 39% 29% 34%

ANO

BOTTOM 2 32 18 5 4 20 7 17 14 18 14 - 22 10 6 18 8 26 3

======== 5% 5% 8% 8% 6% 4% 5% 6% 7% 4% 6% 4% 4% 6% 5% 5% 4%

2 - Disagree 24 16 - 3 18 1 15 8 15 9 - 16 8 2 15 7 19 3

4% 4% 6% 5% 1% 5% 4% 6% 3% 5% 3% 1% 5% 5% 4% 4%

NF F J N

1 - Strongly disagree 8 2 5 1 2 6 2 6 3 5 - 6 2 4 3 1 7 -

1% 1% 8% 2% 1% 4% 1% 3% 1% 1% 2% 1% 3% 1% 1% 1%

B E

Mean 3.74 3.72 3.73 3.71 3.71 3.75 3.74 3.73 3.66 3.79 3.77 3.71 3.78 3.80 3.77 3.62 3.76 3.73

I

Standard Deviation 0.81 0.77 1.05 0.87 0.78 0.89 0.80 0.85 0.85 0.79 0.69 0.84 0.79 0.84 0.82 0.79 0.82 0.79

Standard Error 0.03 0.04 0.13 0.13 0.04 0.07 0.04 0.06 0.05 0.04 0.15 0.05 0.05 0.07 0.05 0.06 0.04 0.10

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q72 Page 88

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q72. Level of agreement with proposed space and water heat equipment leasing program - It’s important to me that my furnace, heat pump or

water heater last. If a leasing program helps to extend the life of this equipment, it’s worth it.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 311 201 39 28 192 73 159 124 130 181 12 167 132 75 146 81 253 42

===== 52% 51% 62% 58% 56% 46% 49% 54% 52% 52% 55% 49% 56% 50% 51% 53% 50% 63%

Q

5 - Strongly agree 87 55 12 8 52 21 50 32 24 63 4 53 30 28 41 17 70 16

15% 14% 19% 17% 15% 13% 15% 14% 10% 18% 18% 15% 13% 19% 14% 11% 14% 24%

I I

4 - Agree 224 146 27 20 140 52 109 92 106 118 8 114 102 47 105 64 183 26

37% 37% 43% 42% 41% 33% 34% 40% 43% 34% 36% 33% 44% 32% 37% 42% 36% 39%

J L

3 - Neither disagree nor 229 156 21 13 121 66 129 85 90 139 9 134 85 60 110 55 199 20

agree 38% 39% 33% 27% 35% 42% 40% 37% 36% 40% 41% 39% 36% 40% 39% 36% 40% 30%

BOTTOM 2 60 39 3 7 31 18 37 19 29 31 1 42 17 14 29 16 51 5

======== 10% 10% 5% 15% 9% 11% 11% 8% 12% 9% 5% 12% 7% 9% 10% 11% 10% 7%

M

2 - Disagree 38 25 2 4 20 11 24 13 20 18 1 23 14 10 17 11 30 4

6% 6% 3% 8% 6% 7% 7% 6% 8% 5% 5% 7% 6% 7% 6% 7% 6% 6%

1 - Strongly disagree 22 14 1 3 11 7 13 6 9 13 - 19 3 4 12 5 21 1

4% 4% 2% 6% 3% 4% 4% 3% 4% 4% 6% 1% 3% 4% 3% 4% 1%

M M

Mean 3.53 3.51 3.75 3.54 3.59 3.44 3.49 3.57 3.47 3.57 3.68 3.46 3.61 3.57 3.51 3.51 3.50 3.78

AQ

Standard Deviation 0.94 0.93 0.86 1.07 0.92 0.96 0.97 0.89 0.91 0.97 0.84 1.01 0.83 0.96 0.96 0.91 0.95 0.93

Standard Error 0.04 0.05 0.11 0.15 0.05 0.08 0.05 0.06 0.06 0.05 0.18 0.05 0.05 0.08 0.06 0.07 0.04 0.11

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q73 Page 89

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q73. Level of agreement with proposed space and water heat equipment leasing program - If something breaks, I want 24-hour customer service

and same day repairs.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 519 346 53 40 303 130 286 193 217 302 17 287 214 128 248 131 433 59

===== 87% 87% 84% 83% 88% 83% 88% 85% 87% 86% 77% 84% 91% 86% 87% 86% 86% 88%

AL

5 - Strongly agree 251 160 29 23 150 57 146 88 93 158 9 149 93 68 112 65 207 32

42% 40% 46% 48% 44% 36% 45% 39% 37% 45% 41% 43% 40% 46% 39% 43% 41% 48%

4 - Agree 268 186 24 17 153 73 140 105 124 144 8 138 121 60 136 66 226 27

45% 47% 38% 35% 44% 46% 43% 46% 50% 41% 36% 40% 52% 40% 48% 43% 45% 40%

J L

3 - Neither disagree nor 71 46 9 7 37 25 32 32 27 44 5 49 17 16 34 19 60 8

agree 12% 12% 14% 15% 11% 16% 10% 14% 11% 13% 23% 14% 7% 11% 12% 13% 12% 12%

M M

BOTTOM 2 10 4 1 1 4 2 7 3 5 5 - 7 3 5 3 2 10 -

======== 2% 1% 2% 2% 1% 1% 2% 1% 2% 1% 2% 1% 3% 1% 1% 2%

2 - Disagree 8 4 1 1 4 2 6 2 4 4 - 6 2 3 3 2 8 -

1% 1% 2% 2% 1% 1% 2% 1% 2% 1% 2% 1% 2% 1% 1% 2%

1 - Strongly disagree 2 - - - - - 1 1 1 1 - 1 1 2 - - 2 -

\*% \*% \*% \*% \*% \*% \*% 1% \*%

Mean 4.26 4.27 4.29 4.29 4.31 4.18 4.30 4.21 4.22 4.29 4.18 4.25 4.29 4.27 4.25 4.28 4.25 4.36

Standard Deviation 0.74 0.70 0.77 0.80 0.71 0.74 0.75 0.75 0.73 0.75 0.80 0.78 0.68 0.84 0.70 0.73 0.75 0.69

Standard Error 0.03 0.04 0.10 0.12 0.04 0.06 0.04 0.05 0.05 0.04 0.17 0.04 0.04 0.07 0.04 0.06 0.03 0.08

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q74 Page 90

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q74. Level of agreement with proposed space and water heat equipment leasing program - Replacing space and water heat equipment before the

end of their useful life helps prevent emergencies and is safer for homeowners.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 384 250 41 30 221 95 207 147 154 230 18 224 141 87 194 94 320 44

===== 64% 63% 65% 63% 64% 61% 64% 64% 62% 66% 82% 65% 60% 58% 68% 62% 64% 66%

AM N

5 - Strongly agree 85 57 9 6 49 22 45 34 22 63 4 47 34 21 44 17 71 12

14% 14% 14% 13% 14% 14% 14% 15% 9% 18% 18% 14% 15% 14% 15% 11% 14% 18%

I I

4 - Agree 299 193 32 24 172 73 162 113 132 167 14 177 107 66 150 77 249 32

50% 49% 51% 50% 50% 46% 50% 50% 53% 48% 64% 52% 46% 44% 53% 51% 50% 48%

3 - Neither disagree nor 170 120 16 12 94 54 92 62 73 97 3 92 75 49 68 49 147 18

agree 28% 30% 25% 25% 27% 34% 28% 27% 29% 28% 14% 27% 32% 33% 24% 32% 29% 27%

K O

BOTTOM 2 46 26 6 6 29 8 26 19 22 24 1 27 18 13 23 9 36 5

======== 8% 7% 10% 13% 8% 5% 8% 8% 9% 7% 5% 8% 8% 9% 8% 6% 7% 7%

2 - Disagree 37 23 4 4 25 5 21 15 16 21 - 23 14 10 18 8 30 3

6% 6% 6% 8% 7% 3% 6% 7% 6% 6% 7% 6% 7% 6% 5% 6% 4%

F

1 - Strongly disagree 9 3 2 2 4 3 5 4 6 3 1 4 4 3 5 1 6 2

2% 1% 3% 4% 1% 2% 2% 2% 2% 1% 5% 1% 2% 2% 2% 1% 1% 3%

Mean 3.69 3.70 3.67 3.58 3.69 3.68 3.68 3.69 3.59 3.76 3.91 3.70 3.65 3.62 3.74 3.66 3.69 3.73

I

Standard Deviation 0.84 0.81 0.92 0.96 0.85 0.83 0.85 0.87 0.83 0.85 0.87 0.83 0.86 0.88 0.86 0.77 0.83 0.91

Standard Error 0.03 0.04 0.12 0.14 0.05 0.07 0.05 0.06 0.05 0.05 0.19 0.04 0.06 0.07 0.05 0.06 0.04 0.11

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q66MEAN Page 91

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of Means: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

If something breaks, I 4.26 4.27 4.29 4.29 4.31 4.18 4.30 4.21 4.22 4.29 4.18 4.25 4.29 4.27 4.25 4.28 4.25 4.36

want 24-hour customer

service and same day

repairs.

The maintenance and 3.83 3.82 3.87 3.90 3.85 3.78 3.79 3.87 3.80 3.86 3.82 3.84 3.83 3.88 3.84 3.78 3.82 3.97

repair service offered

through a leasing

program keeps equipment

working and gives

customers added peace-of-

mind.

It’s important to help 3.79 3.75 3.84 3.96 3.80 3.73 3.77 3.78 3.78 3.79 3.82 3.77 3.81 3.72 3.81 3.81 3.79 3.85

people make the switch

to technologically-

advanced equipment to

help them save money on

their energy bills over

the long term.

Puget Sound Energy is a 3.74 3.72 3.73 3.71 3.71 3.75 3.74 3.73 3.66 3.79 3.77 3.71 3.78 3.80 3.77 3.62 3.76 3.73

trusted energy advisor I

and will help customers

get the equipment and

services they need.

Replacing space and 3.69 3.70 3.67 3.58 3.69 3.68 3.68 3.69 3.59 3.76 3.91 3.70 3.65 3.62 3.74 3.66 3.69 3.73

water heat equipment I

before the end of their

useful life helps

prevent emergencies and

is safer for homeowners.

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q66MEAN Page 92

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of Means: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Some households can’t 3.68 3.72 3.67 3.50 3.68 3.73 3.65 3.71 3.58 3.75 4.05 3.69 3.64 3.63 3.75 3.61 3.68 3.75

afford to replace space I AM

and water heat equipment

on a regular and safe

basis. A leasing program

would help keep people

warm and safe in their

home

It’s important to help 3.56 3.55 3.60 3.50 3.55 3.54 3.56 3.54 3.54 3.57 3.77 3.55 3.55 3.48 3.59 3.56 3.54 3.73

people make the switch

to technologically-

advanced equipment

because it allows

consumers and utilities

to remotely monitor and

administer service

It’s important to me 3.53 3.51 3.75 3.54 3.59 3.44 3.49 3.57 3.47 3.57 3.68 3.46 3.61 3.57 3.51 3.51 3.50 3.78

that my furnace, heat AQ

pump or water heater

last. If a leasing

program helps to extend

the life of this

equipment, it’s worth

it.

Equipment leasing is 3.18 3.15 3.17 3.25 3.18 3.11 3.19 3.15 3.20 3.17 3.18 3.21 3.12 3.15 3.17 3.23 3.18 3.10

unnecessary. Banks and

stores provide financing

so people can purchase

and maintain the

equipment they need.

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q66TOP2 Page 93

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of TOP 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

If something breaks, I 519 346 53 40 303 130 286 193 217 302 17 287 214 128 248 131 433 59

want 24-hour customer 87% 87% 84% 83% 88% 83% 88% 85% 87% 86% 77% 84% 91% 86% 87% 86% 86% 88%

service and same day AL

repairs.

The maintenance and 431 283 48 34 248 112 225 171 175 256 15 242 174 111 206 105 361 49

repair service offered 72% 71% 76% 71% 72% 71% 69% 75% 70% 73% 68% 71% 74% 74% 72% 69% 72% 73%

through a leasing

program keeps equipment

working and gives

customers added peace-of-

mind.

It’s important to help 420 271 48 37 248 102 224 160 175 245 15 234 170 104 197 110 349 51

people make the switch 70% 68% 76% 77% 72% 65% 69% 70% 70% 70% 68% 68% 73% 70% 69% 72% 69% 76%

to technologically-

advanced equipment to

help them save money on

their energy bills over

the long term.

Puget Sound Energy is a 391 251 43 32 219 103 207 153 149 242 14 221 156 103 195 84 333 41

trusted energy advisor 65% 63% 68% 67% 64% 66% 64% 67% 60% 69% 64% 64% 67% 69% 68% 55% 66% 61%

and will help customers P I P P

get the equipment and

services they need.

Replacing space and 384 250 41 30 221 95 207 147 154 230 18 224 141 87 194 94 320 44

water heat equipment 64% 63% 65% 63% 64% 61% 64% 64% 62% 66% 82% 65% 60% 58% 68% 62% 64% 66%

before the end of their AM N

useful life helps

prevent emergencies and

is safer for homeowners.

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q66TOP2 Page 94

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of TOP 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Some households can’t 379 256 40 24 211 105 200 145 151 228 17 218 144 83 192 95 317 45

afford to replace space 63% 65% 63% 50% 61% 67% 62% 64% 61% 65% 77% 64% 62% 56% 67% 63% 63% 67%

and water heat equipment N

on a regular and safe

basis. A leasing program

would help keep people

warm and safe in their

home

It’s important to help 349 230 35 27 200 89 189 131 142 207 14 198 137 86 167 87 290 44

people make the switch 58% 58% 56% 56% 58% 57% 58% 57% 57% 59% 64% 58% 59% 58% 59% 57% 58% 66%

to technologically-

advanced equipment

because it allows

consumers and utilities

to remotely monitor and

administer service

It’s important to me 311 201 39 28 192 73 159 124 130 181 12 167 132 75 146 81 253 42

that my furnace, heat 52% 51% 62% 58% 56% 46% 49% 54% 52% 52% 55% 49% 56% 50% 51% 53% 50% 63%

pump or water heater Q

last. If a leasing

program helps to extend

the life of this

equipment, it’s worth

it.

Equipment leasing is 197 119 23 18 110 48 109 73 83 114 9 117 70 48 94 51 167 18

unnecessary. Banks and 33% 30% 37% 38% 32% 31% 34% 32% 33% 32% 41% 34% 30% 32% 33% 34% 33% 27%

stores provide financing

so people can purchase

and maintain the

equipment they need.

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q66BTM2 Page 95

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of BOTTOM 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate

your level of agreement with each.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Equipment leasing is 125 80 14 12 68 36 64 52 50 75 4 75 46 29 62 30 106 15

unnecessary. Banks and 21% 20% 22% 25% 20% 23% 20% 23% 20% 21% 18% 22% 20% 19% 22% 20% 21% 22%

stores provide financing

so people can purchase

and maintain the

equipment they need.

It’s important to help 77 50 7 7 42 22 44 29 33 44 1 46 30 23 36 17 68 6

people make the switch 13% 13% 11% 15% 12% 14% 14% 13% 13% 13% 5% 13% 13% 15% 13% 11% 14% 9%

to technologically-

advanced equipment

because it allows

consumers and utilities

to remotely monitor and

administer service

It’s important to me 60 39 3 7 31 18 37 19 29 31 1 42 17 14 29 16 51 5

that my furnace, heat 10% 10% 5% 15% 9% 11% 11% 8% 12% 9% 5% 12% 7% 9% 10% 11% 10% 7%

pump or water heater M

last. If a leasing

program helps to extend

the life of this

equipment, it’s worth

it.

Replacing space and 46 26 6 6 29 8 26 19 22 24 1 27 18 13 23 9 36 5

water heat equipment 8% 7% 10% 13% 8% 5% 8% 8% 9% 7% 5% 8% 8% 9% 8% 6% 7% 7%

before the end of their

useful life helps

prevent emergencies and

is safer for homeowners.

Some households can’t 38 22 2 4 18 10 22 15 21 17 - 25 13 9 17 12 33 3

afford to replace space 6% 6% 3% 8% 5% 6% 7% 7% 8% 5% 7% 6% 6% 6% 8% 7% 4%

and water heat equipment

on a regular and safe

basis. A leasing program

would help keep people

warm and safe in their

home

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q66BTM2 Page 96

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of BOTTOM 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate

your level of agreement with each.

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

It’s important to help 38 24 5 3 21 11 20 16 15 23 1 22 15 14 14 10 31 4

people make the switch 6% 6% 8% 6% 6% 7% 6% 7% 6% 7% 5% 6% 6% 9% 5% 7% 6% 6%

to technologically-

advanced equipment to

help them save money on

their energy bills over

the long term.

The maintenance and 33 20 4 3 18 9 21 10 15 18 1 18 13 8 16 8 28 2

repair service offered 6% 5% 6% 6% 5% 6% 6% 4% 6% 5% 5% 5% 6% 5% 6% 5% 6% 3%

through a leasing

program keeps equipment

working and gives

customers added peace-of-

mind.

Puget Sound Energy is a 32 18 5 4 20 7 17 14 18 14 - 22 10 6 18 8 26 3

trusted energy advisor 5% 5% 8% 8% 6% 4% 5% 6% 7% 4% 6% 4% 4% 6% 5% 5% 4%

and will help customers

get the equipment and

services they need.

If something breaks, I 10 4 1 1 4 2 7 3 5 5 - 7 3 5 3 2 10 -

want 24-hour customer 2% 1% 2% 2% 1% 1% 2% 1% 2% 1% 2% 1% 3% 1% 1% 2%

service and same day

repairs.

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q76 Page 97

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q76. Gender

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 600 396 63 48 344 157 325 228 249 351 22 343 234 149 285 152 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Male 249 176 17 15 144 63 146 84 249 - 3 135 111 47 121 77 207 27

42% 44% 27% 31% 42% 40% 45% 37% 100% 14% 39% 47% 32% 42% 51% 41% 40%

NKC C A K K N AN

Female 351 220 46 33 200 94 179 144 - 351 19 208 123 102 164 75 296 40

59% 56% 73% 69% 58% 60% 55% 63% 100% 86% 61% 53% 68% 58% 49% 59% 60%

P AB A ALM AOP

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q77 Page 98

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q77. What is your current age?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

----- ----------- ---------- ---------- ------- ------- ------- ------- ----- ------ ----- ----- ----- ----- ----- ------ ----- -----

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 599 395 63 48 343 157 325 228 249 350 22 343 234 149 285 152 503 66

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

18-24 1 - - 1 1 - - - - 1 1 - - 1 - - 1 -

\*% 2% \*% \*% 5% 1% \*%

25-34 21 11 4 1 11 5 12 6 3 18 21 - - 4 9 8 14 6

4% 3% 6% 2% 3% 3% 4% 3% 1% 5% 95% 3% 3% 5% 3% 9%

I I A

35-44 49 35 2 3 28 11 20 24 21 28 - 49 - 8 28 13 37 11

8% 9% 3% 6% 8% 7% 6% 11% 8% 8% 14% 5% 10% 9% 7% 17%

C C A Q

45-54 108 72 19 4 63 32 54 42 36 72 - 108 - 18 57 32 85 17

18% 18% 30% 8% 18% 20% 17% 18% 14% 21% 31% 12% 20% 21% 17% 26%

D D AD I A N N

55-64 186 124 13 17 104 49 113 65 78 108 - 186 - 50 84 46 152 20

31% 31% 21% 35% 30% 31% 35% 29% 31% 31% 54% 34% 29% 30% 30% 30%

A

65-74 188 128 19 17 116 46 98 73 87 101 - - 188 54 87 44 173 7

31% 32% 30% 35% 34% 29% 30% 32% 35% 29% 80% 36% 31% 29% 34% 11%

R A R

75 and older 46 25 6 5 20 14 28 18 24 22 - - 46 14 20 9 41 5

8% 6% 10% 10% 6% 9% 9% 8% 10% 6% 20% 9% 7% 6% 8% 8%

A

Mean 59.62 59.58 58.87 61.61 59.50 59.82 60.24 59.54 61.43 58.33 29.11 53.49 71.47 61.66 59.04 58.18 60.50 53.44

RKL AJ K AKL OP R

Standard Deviation 12.13 11.70 13.06 12.60 11.91 11.95 11.79 12.18 11.37 12.50 1.81 7.26 3.98 11.74 12.11 12.43 11.86 13.46

Standard Error 0.50 0.59 1.65 1.82 0.64 0.95 0.65 0.81 0.72 0.67 0.39 0.39 0.26 0.96 0.72 1.01 0.53 1.66

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q78 Page 99

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q78. Which of the following category best estimates your annual household income for the year before taxes? Please include all income for

everyone living in your household. Is it…?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

================================= =============== =============== ============ ================= ================== ===========

Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 586 389 62 47 337 155 319 222 245 341 22 336 228 149 285 152 494 63

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Less than $15,000 8 4 2 1 2 5 5 3 4 4 - 7 1 8 - - 6 -

1% 1% 3% 2% 1% 3% 2% 1% 2% 1% 2% \*% 5% 1%

A

$15,000 to less than 29 13 5 3 12 8 18 9 10 19 2 20 7 29 - - 26 2

$30,000 5% 3% 8% 6% 4% 5% 6% 4% 4% 6% 9% 6% 3% 19% 5% 3%

A

$30,000 to less than 112 68 15 8 56 35 57 46 33 79 3 49 60 112 - - 91 16

$60,000 19% 17% 24% 17% 17% 23% 18% 21% 13% 23% 14% 15% 26% 75% 18% 25%

I I AL A

$60,000 to less than 169 106 14 17 94 40 93 65 64 105 8 91 70 - 169 - 142 14

$90,000 29% 27% 23% 36% 28% 26% 29% 29% 26% 31% 36% 27% 31% 59% 29% 22%

A

$90,000 to less than 116 87 14 6 68 38 65 42 57 59 1 78 37 - 116 - 101 13

$120,000 20% 22% 23% 13% 20% 25% 20% 19% 23% 17% 5% 23% 16% 41% 20% 21%

K KM K A

$120,000 or more 152 111 12 12 105 29 81 57 77 75 8 91 53 - - 152 128 18

26% 29% 19% 26% 31% 19% 25% 26% 31% 22% 36% 27% 23% 100% 26% 29%

F F J A

Mean 97658 102577.12 87540.32 94521.28 104970 89483.9 97163.0 97128.4 \* 91547 \* \* 93322 38742 87211 175000 97966 \*

NO C AF AJ N ANO

Standard Deviation 51276 50929.45 50987.16 52581.82 51767.1 48774.5 51207.0 51139.8 51911 50003 58057 51709 49858 11224 14764 0.00 51139 52475

Standard Error 2118 2582.23 6475.38 7669.85 2819.94 3917.66 2867.04 3432.28 3317 2707.8 12378 2821 3302 919.5 874.6 0.00 2301 6611

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q79 Page 100

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q79. How would you describe your race or ethnicity?

BASE = TOTAL RESPONDENTS

Fuel Type Age of Age of Hot

Heating Equip. Water Equip. Gender Age Income Ethnicity

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Air Source

Natural Gas Electric /Ductless $60K<

Total Furnace Furnace Heat Pump <16Yrs 16+Yrs <11Yrs 11+Yrs Male Female 18-34 35-64 65+ <$60K $120K $120K+ White Other

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R)

Total Answering 598 395 63 47 342 157 324 227 248 350 22 343 232 148 285 151 503 67

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Caucasian 514 337 52 45 290 138 283 192 212 302 16 283 215 126 249 130 503 -

86% 85% 83% 96% 85% 88% 87% 85% 85% 86% 73% 83% 93% 85% 87% 86% 100%

ABC AKL A

Asian 47 38 3 1 31 11 22 20 22 25 5 34 8 12 16 16 - 45

8% 10% 5% 2% 9% 7% 7% 9% 9% 7% 23% 10% 3% 8% 6% 11% 67%

MD D M M A

Hispanic, Latino, or 11 7 2 - 6 3 7 3 3 8 - 10 1 4 5 2 - 4

Latina 2% 2% 3% 2% 2% 2% 1% 1% 2% 3% \*% 3% 2% 1% 6%

M M

Black or African 6 1 3 - 4 - 4 2 2 4 - 6 - 3 1 2 - 6

American 1% \*% 5% 1% 1% 1% 1% 1% 2% 2% \*% 1% 9%

A

American Indian or 4 3 - 1 4 - 1 2 3 1 1 2 1 1 3 - - 2

Native Alaskan 1% 1% 2% 1% \*% 1% 1% \*% 5% 1% \*% 1% 1% 3%

Mixed race 4 3 1 - 3 1 2 2 - 4 1 3 - 1 3 - - 4

1% 1% 2% 1% 1% 1% 1% 1% 5% 1% 1% 1% 6%

Native Hawaiian or Other 1 1 - - - 1 1 - - 1 - 1 - - 1 - - 1

Pacific Islander \*% \*% 1% \*% \*% \*% \*% 1%

Other (specify:) 6 3 1 - 3 1 3 2 2 4 - 2 3 1 4 - - 6

1% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 9%

A

Prefer not to answer 17 11 2 - 9 4 7 8 9 8 - 12 5 4 9 3 - -

3% 3% 3% 3% 3% 2% 4% 4% 2% 3% 2% 3% 3% 2%

Comparison Groups: ABCD/AEF/AGH/AIJ/AKLM/ANOP/AQR

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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ATTACHMENT B

4 EQUIPMENT LEASING CROSSTAB BANNER

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

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Interest Profile

Table Q1 Page 1..........Q1. Do you rent or own your home?

BASE = TOTAL RESPONDENTS

Table Q2 Page 2..........Q2. Are you a Puget Sound Energy customer?

BASE = TOTAL RESPONDENTS

Table Q3 Page 3..........Q3. Do you help make or inform decisions in your household about the purchase of major household appliances such as home heating units, hot

water tanks, etc.?

BASE = TOTAL RESPONDENTS

Table Q4 Page 4..........Q4. In what county do you live?

BASE = TOTAL RESPONDENTS

Table Q5 Page 5..........Q5. Furnace - Do you own or lease any of the following equipment in your home?

BASE = TOTAL RESPONDENTS

Table Q6 Page 6..........Q6. Hot water heater - Do you own or lease any of the following equipment in your home?

BASE = TOTAL RESPONDENTS

Table Q7 Page 7..........Q7. Heat pump - Do you own or lease any of the following equipment in your home?

BASE = TOTAL RESPONDENTS

Table Q8 Page 8..........Q8. Why did you decide to lease your furnace?

BASE = LEASE FURNACE

Table Q9 Page 9..........Q9. Why did you decide to lease your heat pump?

BASE = LEASE HEAT PUMP

Table Q10 Page 10........Q10. Why did you decide to lease your water heater?

BASE = LEASE WATER HEATER

Table Q11 Page 11........Q11. Which of the following do you use to heat the majority of your home?

BASE = TOTAL RESPONDENTS

Table Q12 Page 12........Q12. Approximately how old is this heating equipment?

BASE = TOTAL RESPONDENTS

Table Q13 Page 13........Q13. Which of the following best describes your heating equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q14 Page 15........Q14. How likely are you to buy new heating equipment for your home in the next 5 years?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q15 Page 17........Q15. Influence on decision to replace home heating equipment - Upfront cost

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q16 Page 18........Q16. Influence on decision to replace home heating equipment - Ongoing maintenance costs

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q17 Page 19........Q17. Influence on decision to replace home heating equipment - Condition of current equipment

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q18 Page 20........Q18. Influence on decision to replace home heating equipment - Availability of energy-efficient options

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

TABLE OF CONTENTS

Table Q19 Page 21........Q19. Influence on decision to replace home heating equipment - Recommendation of an expert (e.g., contractor, HVAC technician)

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q20 Page 22........Q20. Influence on decision to replace home heating equipment - Overall sales experience

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q21 Page 23........Q21. Influence on decision to replace home heating equipment - Your budget

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q15MEAN Page 24....Q15 to Q21 Summary of Means: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q15TOP2 Page 25....Q15 to Q21 Summary of TOP2: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q15BTM2 Page 26....Q15 to Q21 Summary of BOTTOM 2: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Table Q23 Page 27........Q23. Why did you purchase new heating equipment?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q24 Page 28........Q24. How difficult or easy was - Understanding your options

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q25 Page 29........Q25. How difficult or easy was - Finding the equipment you wanted

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q26 Page 30........Q26. How difficult or easy was - Making a decision about who to buy from

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q27 Page 31........Q27. How difficult or easy was - Paying for/affording the equipment

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q28 Page 32........Q28. How difficult or easy was - Arranging for delivery and installation

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q29 Page 33........Q29. How difficult or easy was - Understanding ongoing maintenance costs

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q30 Page 34........Q30. How difficult or easy was - Performing ongoing maintenance

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q24MEAN Page 35....Q24 to Q30 Summary of Means: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q24TOP2 Page 36....Q24 to Q30 Summary of TOP 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q24BTM2 Page 37....Q24 to Q30 Summary of BOTTOM 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Table Q31 Page 38........Q31. Which of the following water heater types are installed in your home?

BASE = TOTAL RESPONDENTS

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Table Q32 Page 39........Q32. Approximately how old is your hot water heater?

BASE = TOTAL RESPONDENTS

Table Q33 Page 40........Q33. Which of the following best describes your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q34 Page 42........Q34. How likely are you to buy a new hot water heater for your home in the next 5 years?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q35 Page 43........Q35. Influence on decision to replace hot water heater - Upfront cost

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q36 Page 44........Q36. Influence on decision to replace hot water heater - Ongoing maintenance costs

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q37 Page 45........Q37. Influence on decision to replace hot water heater - Condition of current equipment

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q38 Page 46........Q38. Influence on decision to replace hot water heater - Availability of energy-efficient options

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q39 Page 47........Q39. Influence on decision to replace hot water heater - Recommendation of an expert (e.g., contractor, plumber, etc.)

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q40 Page 48........Q40. Influence on decision to replace hot water heater - Overall sales experience

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q41 Page 49........Q41. Influence on decision to replace hot water heater - Your budget

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q35MEAN Page 50....Q35 to Q41 Summary of Means: How much influence (would/does) each of the following have on your decision to replace your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q35TOP2 Page 51....Q35 to Q41 Summary of TOP 2: How much influence (would/does) each of the following have on your decision to replace your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q35BTM2 Page 52....Q35 to Q41 Summary of BOTTOM 2: How much influence (would/does) each of the following have on your decision to replace your hot water

heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Table Q43 Page 53........Q43. Why did you purchase a new hot water heater?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q44 Page 54........Q44. How difficult or easy was - Understanding your options

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q45 Page 55........Q45. How difficult or easy was - Finding the equipment you wanted

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q46 Page 56........Q46. How difficult or easy was - Making a decision about who to buy from

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q47 Page 57........Q47. How difficult or easy was - Paying for/affording the equipment

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q48 Page 58........Q48. How difficult or easy was - Arranging for delivery and installation

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

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Table Q49 Page 59........Q49. How difficult or easy was - Understanding ongoing maintenance costs

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q50 Page 60........Q50. How difficult or easy was - Performing ongoing maintenance

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q44MEAN Page 61....Q44 to Q50 Summary of Means: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q44TOP2 Page 62....Q44 to Q50 Summary of TOP 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q44BTM2 Page 63....Q44 to Q50 Summary of BOTTOM 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Table Q51 Page 64........Q51. Which of the following best describes your interest in the Natural Gas or Electric Tank-Style Water Heater leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q53 Page 66........Q53. What is most appealing about the proposed Natural Gas or Electric Tank-Style Water Heater program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q54 Page 67........Q54. What is least appealing about the proposed Natural Gas or Electric Tank-Style Water Heater program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q55 Page 68........Q55. Which of the following best describes your interest in the Natural Gas Furnace leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q57 Page 70........Q57. What is most appealing about the proposed Natural Gas Furnace program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q58 Page 71........Q58. What is least appealing about the proposed Natural Gas Furnace program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q59 Page 72........Q59. Which of the following best describes your interest in the Electric Air Source Heat Pump leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q61 Page 74........Q61. What is most appealing about the proposed Electric Air Source Heat Pump program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q62 Page 75........Q62. What is least appealing about the proposed Electric Air Source Heat Pump program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q63 Page 76........Q63. If a leasing program were available, would you replace your home heating or hot water equipment earlier than you would if you had to

purchase the equipment and maintain it yourself?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Table Q64 Page 78........Q64. Smart water heaters can adjust ...without impacting your use of your hot water supply. If your leased water heater was equipped with

the appropriate technology, would you enroll in such a program in exchange for a monthly incentive or a reduced monthly lease price?

BASE = HAVE A WATER HEATER

Table Q65 Page 80........Q65. Web-enabled thermostats can adjust ... without impacting your use of your heat supply. If your leased equipment had the appropriate

technology, would you enroll in such a program in exchange for a monthly incentive or a reduced monthly lease price?

BASE = HAVE A FURNACE OR HEAT PUMP

Table Q66 Page 82........Q66. Level of agreement with proposed space and water heat equipment leasing program - Some households can’t afford to replace space and

water heat equipment on a regular and safe basis. A leasing program would help keep people warm and safe in their home

BASE = TOTAL RESPONDENTS

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Table Q67 Page 83........Q67. Level of agreement with proposed space and water heat equipment leasing program - Equipment leasing is unnecessary. Banks and stores

provide financing so people can purchase and maintain the equipment they need.

BASE = TOTAL RESPONDENTS

Table Q68 Page 84........Q68. Level of agreement with proposed space and water heat equipment leasing program - It’s important to help people make the switch to

technologically-advanced equipment because it allows consumers and utilities to remotely monitor and administer service

BASE = TOTAL RESPONDENTS

Table Q69 Page 85........Q69. Level of agreement with proposed space and water heat equipment leasing program - It’s important to help people make the switch to

technologically-advanced equipment to help them save money on their energy bills over the long term.

BASE = TOTAL RESPONDENTS

Table Q70 Page 86........Q70. Level of agreement with proposed space and water heat equipment leasing program - The maintenance and repair service offered through a

leasing program keeps equipment working and gives customers added peace-of-mind.

BASE = TOTAL RESPONDENTS

Table Q71 Page 87........Q71. Level of agreement with proposed space and water heat equipment leasing program - Puget Sound Energy is a trusted energy advisor and

will help customers get the equipment and services they need.

BASE = TOTAL RESPONDENTS

Table Q72 Page 88........Q72. Level of agreement with proposed space and water heat equipment leasing program - It’s important to me that my furnace, heat pump or

water heater last. If a leasing program helps to extend the life of this equipment, it’s worth it.

BASE = TOTAL RESPONDENTS

Table Q73 Page 89........Q73. Level of agreement with proposed space and water heat equipment leasing program - If something breaks, I want 24-hour customer service

and same day repairs.

BASE = TOTAL RESPONDENTS

Table Q74 Page 90........Q74. Level of agreement with proposed space and water heat equipment leasing program - Replacing space and water heat equipment before the

end of their useful life helps prevent emergencies and is safer for homeowners.

BASE = TOTAL RESPONDENTS

Table Q66MEAN Page 91....Q66 to Q74 Summary of Means: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Table Q66TOP2 Page 93....Q66 to Q74 Summary of TOP 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Table Q66BTM2 Page 95....Q66 to Q74 Summary of BOTTOM 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate

your level of agreement with each.

BASE = TOTAL RESPONDENTS

Table Q76 Page 97........Q76. Gender

BASE = TOTAL RESPONDENTS

Table Q77 Page 98........Q77. What is your current age?

BASE = TOTAL RESPONDENTS

Table Q78 Page 99........Q78. Which of the following category best estimates your annual household income for the year before taxes? Please include all income for

everyone living in your household. Is it…?

BASE = TOTAL RESPONDENTS

Table Q79 Page 100.......Q79. How would you describe your race or ethnicity?

BASE = TOTAL RESPONDENTS

Table Q1 Page 1

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q1. Do you rent or own your home?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Own 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q2 Page 2

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q2. Are you a Puget Sound Energy customer?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Yes, electric 206 45 37 28 62 55 31 43 61 101 18 31 156 32 45 128 36 53 116

34% 29% 26% 29% 35% 38% 36% 28% 35% 37% 16% 24% 44% 42% 37% 32% 35% 33% 35%

KLC AKL

Yes, gas 129 36 38 17 38 31 16 34 32 61 30 29 68 10 21 96 16 40 71

22% 23% 27% 18% 22% 22% 19% 23% 19% 22% 27% 22% 19% 13% 17% 24% 16% 25% 21%

N N

Yes, gas and electric 265 76 68 51 76 57 38 74 79 112 62 69 134 35 55 175 51 67 147

44% 48% 48% 53% 43% 40% 45% 49% 46% 41% 56% 53% 37% 45% 45% 44% 50% 42% 44%

M AM M

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q3 Page 3

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q3. Do you help make or inform decisions in your household about the purchase of major household appliances such as home heating units, hot

water tanks, etc.?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Yes 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q4 Page 4

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q4. In what county do you live?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

King 310 88 69 50 95 72 39 78 88 141 55 72 180 39 60 208 52 83 172

52% 56% 48% 52% 54% 50% 46% 52% 51% 51% 50% 56% 50% 51% 50% 52% 50% 52% 51%

Pierce 72 19 21 15 21 16 11 20 21 31 19 17 36 10 16 46 11 23 38

12% 12% 15% 16% 12% 11% 13% 13% 12% 11% 17% 13% 10% 13% 13% 12% 11% 14% 11%

Thurston 54 15 18 5 18 20 4 12 18 24 12 9 33 13 12 29 12 12 30

9% 10% 13% 5% 10% 14% 5% 8% 10% 9% 11% 7% 9% 17% 10% 7% 12% 8% 9%

D G P

Snohomish 51 12 10 9 11 5 9 14 20 17 12 13 26 3 10 38 8 14 29

9% 8% 7% 9% 6% 3% 11% 9% 12% 6% 11% 10% 7% 4% 8% 10% 8% 9% 9%

F N

Kitsap 43 5 9 8 10 13 10 11 11 21 2 7 34 5 9 29 11 11 21

7% 3% 6% 8% 6% 9% 12% 7% 6% 8% 2% 5% 9% 6% 7% 7% 11% 7% 6%

KB K

Whatcom 39 9 10 2 9 10 6 8 8 23 6 6 27 2 9 28 4 9 26

7% 6% 7% 2% 5% 7% 7% 5% 5% 8% 5% 5% 8% 3% 7% 7% 4% 6% 8%

D N

Skagit 14 7 2 3 7 2 2 4 5 5 1 4 9 3 1 10 3 4 7

2% 4% 1% 3% 4% 1% 2% 3% 3% 2% 1% 3% 3% 4% 1% 3% 3% 3% 2%

Island 12 2 1 4 4 1 4 3 - 9 2 1 9 2 2 8 2 1 9

2% 1% 1% 4% 2% 1% 5% 2% 3% 2% 1% 3% 3% 2% 2% 2% 1% 3%

Lewis 3 - 2 - - 3 - 1 1 1 1 - 2 - 1 2 - 3 -

1% 1% 2% 1% 1% \*% 1% 1% 1% 1% 2%

Kittitas 2 - 1 - 1 1 - - - 2 - - 2 - 1 1 - - 2

\*% 1% 1% 1% 1% 1% 1% \*% 1%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q5 Page 5

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q5. Furnace - Do you own or lease any of the following equipment in your home?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Own 527 155 142 89 153 126 77 131 158 237 107 125 294 69 111 346 87 146 293

88% 99% 99% 93% 87% 88% 91% 87% 92% 86% 97% 97% 82% 90% 92% 87% 84% 91% 88%

M AD AD AM AM

Lease 3 1 - 2 - 2 - 1 1 1 2 - 1 - - 3 2 - 1

1% 1% 2% 1% 1% 1% \*% 2% \*% 1% 2% \*%

Doesn’t apply 69 1 1 4 23 15 8 19 13 35 1 4 62 8 10 49 14 14 39

12% 1% 1% 4% 13% 10% 9% 13% 8% 13% 1% 3% 17% 10% 8% 12% 14% 9% 12%

KLBCD AKL

Don’t know 1 - - 1 - - - - - 1 - - 1 - - 1 - - 1

\*% 1% \*% \*% \*% \*%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q6 Page 6

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q6. Hot water heater - Do you own or lease any of the following equipment in your home?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Own 570 153 136 90 171 135 74 139 165 263 104 123 340 75 114 378 97 150 320

95% 97% 95% 94% 97% 94% 87% 92% 96% 96% 95% 95% 95% 97% 94% 95% 94% 94% 96%

G G

Lease 22 3 6 5 4 6 7 10 4 8 6 3 13 1 5 16 5 7 10

4% 2% 4% 5% 2% 4% 8% 7% 2% 3% 5% 2% 4% 1% 4% 4% 5% 4% 3%

Doesn’t apply 6 - 1 1 - 2 3 2 1 3 - 1 5 1 - 5 1 1 4

1% 1% 1% 1% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%

Don’t know 2 1 - - 1 - 1 - 2 - - 2 - - 2 - - 2 -

\*% 1% 1% 1% 1% 2% 2% 1%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q7 Page 7

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q7. Heat pump - Do you own or lease any of the following equipment in your home?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Own 116 25 28 21 33 29 14 27 33 55 23 23 69 21 32 62 22 31 62

19% 16% 20% 22% 19% 20% 16% 18% 19% 20% 21% 18% 19% 27% 26% 16% 21% 19% 19%

P P

Lease 1 - - - - 1 - - - 1 - - 1 - - 1 - - 1

\*% 1% \*% \*% \*% \*%

Doesn’t apply 460 127 110 71 138 107 66 118 129 211 82 97 279 54 80 324 77 120 261

77% 81% 77% 74% 78% 75% 78% 78% 75% 77% 75% 75% 78% 70% 66% 81% 75% 75% 78%

O NO

Don’t know 23 5 5 4 5 6 5 6 10 7 5 9 9 2 9 12 4 9 10

4% 3% 3% 4% 3% 4% 6% 4% 6% 3% 5% 7% 3% 3% 7% 3% 4% 6% 3%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q8 Page 8

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q8. Why did you decide to lease your furnace?

BASE = LEASE FURNACE

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 3 1 - 2 - 2 - 1 1 1 2 - 1 - - 3 2 - 1

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Inclusive maintenance 2 1 - 1 - 1 - - 1 1 1 - 1 - - 2 1 - 1

and repair service 67% 100% 50% 50% 100% 100% 50% 100% 67% 50% 100%

Something else (specify) 1 - - 1 - 1 - 1 - - 1 - - - - 1 1 - -

33% 50% 50% 100% 50% 33% 50%

A

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q9 Page 9

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q9. Why did you decide to lease your heat pump?

BASE = LEASE HEAT PUMP

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 1 - - - - 1 - - - 1 - - 1 - - 1 - - 1

100% 100% 100% 100% 100% 100%

Something else (specify) 1 - - - - 1 - - - 1 - - 1 - - 1 - - 1

100% 100% 100% 100% 100% 100%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q10 Page 10

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q10. Why did you decide to lease your water heater?

BASE = LEASE WATER HEATER

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 22 3 6 5 4 6 7 10 4 8 6 3 13 1 5 16 5 7 10

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Inclusive maintenance 18 2 5 4 3 5 7 9 3 6 5 2 11 1 4 13 4 6 8

and repair service 82% 67% 83% 80% 75% 83% 100% 90% 75% 75% 83% 67% 85% 100% 80% 81% 80% 86% 80%

A A

No upfront costs 12 2 2 3 3 2 4 5 2 5 3 2 7 1 1 10 4 3 5

55% 67% 33% 60% 75% 33% 57% 50% 50% 63% 50% 67% 54% 100% 20% 63% 80% 43% 50%

AOP O

Warranty 10 1 3 2 2 1 5 5 2 3 4 2 4 1 2 7 4 3 3

45% 33% 50% 40% 50% 17% 71% 50% 50% 38% 67% 67% 31% 100% 40% 44% 80% 43% 30%

F AOP S

Fixed monthly fee on 9 1 2 1 2 1 4 6 - 3 3 1 5 1 1 7 3 4 2

energy bill 41% 33% 33% 20% 50% 17% 57% 60% 38% 50% 33% 38% 100% 20% 44% 60% 57% 20%

AOP

Energy-efficient 7 1 - 3 2 - 3 4 1 2 2 1 4 - - 7 3 1 3

equipment 32% 33% 60% 50% 43% 40% 25% 25% 33% 33% 31% 44% 60% 14% 30%

Something else (specify) 6 1 3 1 1 2 1 3 1 2 3 1 2 - 3 3 1 3 2

27% 33% 50% 20% 25% 33% 14% 30% 25% 25% 50% 33% 15% 60% 19% 20% 43% 20%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q11 Page 11

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q11. Which of the following do you use to heat the majority of your home?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Natural gas furnace 396 129 115 69 109 89 57 106 111 179 91 98 207 37 76 283 63 112 221

66% 82% 80% 72% 62% 62% 67% 70% 65% 65% 83% 76% 58% 48% 63% 71% 61% 70% 66%

NM A A AM AM N N

Electric furnace 63 22 19 17 15 20 13 16 19 28 11 13 39 23 14 26 13 19 31

11% 14% 13% 18% 9% 14% 15% 11% 11% 10% 10% 10% 11% 30% 12% 7% 13% 12% 9%

P AOP

Zone or room heating 48 - - - 16 16 3 12 10 24 1 1 44 6 6 34 11 10 25

(baseboard, wall heater, 8% 9% 11% 4% 8% 6% 9% 1% 1% 12% 8% 5% 9% 11% 6% 7%

floor heat or ceiling KL G AKL

heat)

Air source heat pump 42 6 9 10 13 8 6 7 12 23 2 6 34 7 12 23 7 8 27

7% 4% 6% 10% 7% 6% 7% 5% 7% 8% 2% 5% 9% 9% 10% 6% 7% 5% 8%

K KL

Fireplace (gas or wood) 24 - - - 10 8 1 5 12 7 4 8 12 2 7 15 6 5 13

4% 6% 6% 1% 3% 7% 3% 4% 6% 3% 3% 6% 4% 6% 3% 4%

G G G J

Other (specify) 21 - - - 10 2 4 3 6 11 - 3 17 1 4 15 1 4 15

4% 6% 1% 5% 2% 3% 4% 2% 5% 1% 3% 4% 1% 3% 4%

Q F Q

Ductless heat pump 6 - - - 3 - 1 2 2 2 1 - 5 1 2 3 2 2 2

(“mini split”) 1% 2% 1% 1% 1% 1% 1% 1% 1% 2% 1% 2% 1% 1%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q12 Page 12

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q12. Approximately how old is this heating equipment?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 501 157 143 96 137 117 76 129 142 230 104 117 280 67 102 332 83 139 279

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Less than 5 years old 105 - - - 28 12 3 23 24 58 13 13 79 7 19 79 12 30 63

21% 20% 10% 4% 18% 17% 25% 13% 11% 28% 10% 19% 24% 14% 22% 23%

NKLFG FG AKL N

6-10 years old 140 37 52 51 37 35 28 41 44 55 35 37 68 26 30 84 30 32 78

28% 24% 36% 53% 27% 30% 37% 32% 31% 24% 34% 32% 24% 39% 29% 25% 36% 23% 28%

B ABC P R

11-15 years old 99 43 40 16 35 28 14 33 29 37 17 34 48 9 23 67 17 30 52

20% 27% 28% 17% 26% 24% 18% 26% 20% 16% 16% 29% 17% 13% 23% 20% 20% 22% 19%

D AD J AKM

16-20 years old 87 41 31 15 26 20 13 19 28 40 27 21 39 11 15 61 13 33 41

17% 26% 22% 16% 19% 17% 17% 15% 20% 17% 26% 18% 14% 16% 15% 18% 16% 24% 15%

AD M S

20+ years old 70 36 20 14 11 22 18 13 17 40 12 12 46 14 15 41 11 14 45

14% 23% 14% 15% 8% 19% 24% 10% 12% 17% 12% 10% 16% 21% 15% 12% 13% 10% 16%

E AC E E H

Mean 11.53 15.19 13.52 12.44 11.18 12.97 13.73 11.18 11.74 11.59 12.34 12.07 11.00 12.66 11.63 11.27 11.65 11.68 11.42

ACD A AE AE

Standard Deviation 6.61 5.13 5.07 5.38 6.12 6.21 6.08 6.04 6.30 7.10 6.16 5.69 7.08 6.54 6.48 6.65 6.19 6.50 6.80

Standard Error 0.30 0.41 0.42 0.55 0.52 0.57 0.70 0.53 0.53 0.47 0.60 0.53 0.42 0.80 0.64 0.37 0.68 0.55 0.41

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q13 Page 13

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q13. Which of the following best describes your heating equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 396 157 143 96 109 105 73 106 118 172 91 104 201 60 83 253 71 109 216

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Reliable 210 68 79 63 54 58 39 51 61 98 46 50 114 25 43 142 30 55 125

53% 43% 55% 66% 50% 55% 53% 48% 52% 57% 51% 48% 57% 42% 52% 56% 42% 50% 58%

B B AB N Q

Functional 208 85 78 45 61 59 34 50 63 95 41 55 112 26 45 137 32 61 115

53% 54% 55% 47% 56% 56% 47% 47% 53% 55% 45% 53% 56% 43% 54% 54% 45% 56% 53%

Dependable 204 71 85 48 58 64 29 51 65 88 42 55 107 27 45 132 32 54 118

52% 45% 59% 50% 53% 61% 40% 48% 55% 51% 46% 53% 53% 45% 54% 52% 45% 50% 55%

B G

Important 132 56 49 27 45 41 17 34 45 53 27 42 63 22 26 84 24 38 70

33% 36% 34% 28% 41% 39% 23% 32% 38% 31% 30% 40% 31% 37% 31% 33% 34% 35% 32%

G G

Energy-efficient 116 25 46 45 28 34 28 28 37 51 23 33 60 11 26 79 20 23 73

29% 16% 32% 47% 26% 32% 38% 26% 31% 30% 25% 32% 30% 18% 31% 31% 28% 21% 34%

NB B ABC N R

Old 91 64 22 5 33 20 12 25 26 40 23 26 42 13 21 57 20 33 38

23% 41% 15% 5% 30% 19% 16% 24% 22% 23% 25% 25% 21% 22% 25% 23% 28% 30% 18%

CD ACD D G S

Never think about it 63 20 30 13 8 23 11 15 21 27 15 23 25 11 18 34 9 18 36

16% 13% 21% 14% 7% 22% 15% 14% 18% 16% 16% 22% 12% 18% 22% 13% 13% 17% 17%

E E M

Living on borrowed time 37 30 3 4 15 7 3 12 10 15 13 9 15 10 8 19 13 13 11

9% 19% 2% 4% 14% 7% 4% 11% 8% 9% 14% 9% 7% 17% 10% 8% 18% 12% 5%

SCD ACD G S S

New 10 1 6 3 2 2 2 4 3 3 1 4 5 3 2 5 3 2 5

3% 1% 4% 3% 2% 2% 3% 4% 3% 2% 1% 4% 2% 5% 2% 2% 4% 2% 2%

B

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q13 Page 14

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q13. Which of the following best describes your heating equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Fragile 7 5 1 1 3 - 3 5 2 - 4 2 1 3 2 2 4 2 1

2% 3% 1% 1% 3% 4% 5% 2% 4% 2% \*% 5% 2% 1% 6% 2% \*%

Innovative 3 - 2 1 - 2 - 1 1 1 1 1 1 1 - 2 1 - 2

1% 1% 1% 2% 1% 1% 1% 1% 1% \*% 2% 1% 1% 1%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q14 Page 15

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q14. How likely are you to buy new heating equipment for your home in the next 5 years?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 396 157 143 96 109 105 73 106 118 172 91 104 201 60 83 253 71 109 216

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 157 157 - - 73 25 7 56 36 65 55 34 68 36 28 93 43 51 63

===== 40% 100% 67% 24% 10% 53% 31% 38% 60% 33% 34% 60% 34% 37% 61% 47% 29%

SFG A AFG G AIJ ALM AOP AS S

Very likely 71 71 - - 33 6 5 24 11 36 28 9 34 15 13 43 21 21 29

18% 45% 30% 6% 7% 23% 9% 21% 31% 9% 17% 25% 16% 17% 30% 19% 13%

LIFG A AFG I I ALM L AS

Likely 86 86 - - 40 19 2 32 25 29 27 25 34 21 15 50 22 30 34

22% 55% 37% 18% 3% 30% 21% 17% 30% 24% 17% 35% 18% 20% 31% 28% 16%

G A AFG G J M AOP S S

Neither likely nor 143 - 143 - 28 67 17 35 55 53 25 50 68 19 39 85 19 42 82

unlikely 36% 100% 26% 64% 23% 33% 47% 31% 27% 48% 34% 32% 47% 34% 27% 39% 38%

EG A AEG AHJ AKM P

BOTTOM 2 96 - - 96 8 13 49 15 27 54 11 20 65 5 16 75 9 16 71

======== 24% 100% 7% 12% 67% 14% 23% 31% 12% 19% 32% 8% 19% 30% 13% 15% 33%

NKHEF A AEF H AKL NO AQR

QR

Unlikely 63 - - 63 6 11 30 10 20 33 8 12 43 4 10 49 6 14 43

16% 66% 6% 10% 41% 9% 17% 19% 9% 12% 21% 7% 12% 19% 8% 13% 20%

QNKE A AEF H KL N Q

Very unlikely 33 - - 33 2 2 19 5 7 21 3 8 22 1 6 26 3 2 28

8% 34% 2% 2% 26% 5% 6% 12% 3% 8% 11% 2% 7% 10% 4% 2% 13%

RNKEF A AEF H K N QR

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY LIKELY=5, LIKELY=4, NEITHER=3, UNLIKELY=2, VERY UNLIKELY=1

Pacific Market Research - February 2016

Table Q14 Page 16

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q14. How likely are you to buy new heating equipment for your home in the next 5 years?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Mean 3.25 4.45 3.00 1.66 3.88 3.15 2.23 3.57 3.11 3.15 3.76 3.14 3.07 3.75 3.23 3.14 3.73 3.50 2.97

SGCD ACD D AFG G AIJ ALM AOP AS AS

Standard Deviation 1.17 0.50 0.00 0.48 0.97 0.76 1.09 1.09 0.99 1.29 1.09 1.00 1.22 0.97 1.09 1.21 1.11 1.01 1.19

Standard Error 0.06 0.04 0.00 0.05 0.09 0.07 0.13 0.11 0.09 0.10 0.11 0.10 0.09 0.12 0.12 0.08 0.13 0.10 0.08

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY LIKELY=5, LIKELY=4, NEITHER=3, UNLIKELY=2, VERY UNLIKELY=1

Pacific Market Research - February 2016

Table Q15 Page 17

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q15. Influence on decision to replace home heating equipment - Upfront cost

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 396 157 143 96 109 105 73 106 118 172 91 104 201 60 83 253 71 109 216

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 299 126 110 63 82 78 53 88 89 122 75 84 140 52 67 180 63 90 146

===== 76% 80% 77% 66% 75% 74% 73% 83% 75% 71% 82% 81% 70% 87% 81% 71% 89% 83% 68%

S D J M M AP AS S

5 - A great deal of 168 72 63 33 43 47 29 51 41 76 45 40 83 30 38 100 33 44 91

influence 42% 46% 44% 34% 39% 45% 40% 48% 35% 44% 49% 38% 41% 50% 46% 40% 46% 40% 42%

I

4 131 54 47 30 39 31 24 37 48 46 30 44 57 22 29 80 30 46 55

33% 34% 33% 31% 36% 30% 33% 35% 41% 27% 33% 42% 28% 37% 35% 32% 42% 42% 25%

S J M S S

3 77 26 26 25 22 19 16 15 25 37 13 17 47 7 15 55 7 17 53

19% 17% 18% 26% 20% 18% 22% 14% 21% 22% 14% 16% 23% 12% 18% 22% 10% 16% 25%

Q N QR

BOTTOM 2 20 5 7 8 5 8 4 3 4 13 3 3 14 1 1 18 1 2 17

======== 5% 3% 5% 8% 5% 8% 5% 3% 3% 8% 3% 3% 7% 2% 1% 7% 1% 2% 8%

QO NO QR

2 13 3 5 5 4 4 3 1 3 9 1 3 9 - 1 12 1 1 11

3% 2% 3% 5% 4% 4% 4% 1% 3% 5% 1% 3% 4% 1% 5% 1% 1% 5%

H O R

1 - No influence 7 2 2 3 1 4 1 2 1 4 2 - 5 1 - 6 - 1 6

2% 1% 1% 3% 1% 4% 1% 2% 1% 2% 2% 2% 2% 2% 1% 3%

Mean 4.11 4.22 4.15 3.89 4.09 4.08 4.05 4.26 4.06 4.05 4.26 4.16 4.01 4.33 4.25 4.01 4.34 4.20 3.99

D D D M P P S

Standard Deviation 0.95 0.88 0.93 1.04 0.91 1.06 0.96 0.88 0.86 1.04 0.90 0.80 1.03 0.82 0.79 1.01 0.72 0.80 1.06

Standard Error 0.05 0.07 0.08 0.11 0.09 0.10 0.11 0.09 0.08 0.08 0.09 0.08 0.07 0.11 0.09 0.06 0.08 0.08 0.07

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q16 Page 18

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q16. Influence on decision to replace home heating equipment - Ongoing maintenance costs

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 396 157 143 96 109 105 73 106 118 172 91 104 201 60 83 253 71 109 216

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 296 131 109 56 88 73 43 78 88 130 67 82 147 46 69 181 57 85 154

===== 75% 83% 76% 58% 81% 70% 59% 74% 75% 76% 74% 79% 73% 77% 83% 72% 80% 78% 71%

GD AD D G P

5 - A great deal of 159 72 58 29 52 40 16 52 37 70 44 37 78 22 44 93 31 45 83

influence 40% 46% 41% 30% 48% 38% 22% 49% 31% 41% 48% 36% 39% 37% 53% 37% 44% 41% 38%

G D G G I ANP

4 137 59 51 27 36 33 27 26 51 60 23 45 69 24 25 88 26 40 71

35% 38% 36% 28% 33% 31% 37% 25% 43% 35% 25% 43% 34% 40% 30% 35% 37% 37% 33%

H H K

3 69 17 25 27 14 23 19 22 21 26 18 16 35 12 10 47 11 19 39

17% 11% 17% 28% 13% 22% 26% 21% 18% 15% 20% 15% 17% 20% 12% 19% 15% 17% 18%

B AB E

BOTTOM 2 31 9 9 13 7 9 11 6 9 16 6 6 19 2 4 25 3 5 23

======== 8% 6% 6% 14% 6% 9% 15% 6% 8% 9% 7% 6% 9% 3% 5% 10% 4% 5% 11%

B N QR

2 22 7 5 10 4 6 9 4 7 11 4 6 12 1 4 17 3 4 15

6% 4% 3% 10% 4% 6% 12% 4% 6% 6% 4% 6% 6% 2% 5% 7% 4% 4% 7%

C E N

1 - No influence 9 2 4 3 3 3 2 2 2 5 2 - 7 1 - 8 - 1 8

2% 1% 3% 3% 3% 3% 3% 2% 2% 3% 2% 3% 2% 3% 1% 4%

Mean 4.05 4.22 4.08 3.72 4.19 3.96 3.63 4.15 3.97 4.04 4.13 4.09 3.99 4.08 4.31 3.95 4.20 4.14 3.95

GD D D G G AP

Standard Deviation 1.00 0.90 0.99 1.10 0.99 1.05 1.05 1.00 0.94 1.04 1.02 0.86 1.06 0.89 0.87 1.05 0.86 0.90 1.09

Standard Error 0.05 0.07 0.08 0.11 0.09 0.10 0.12 0.10 0.09 0.08 0.11 0.08 0.07 0.11 0.10 0.07 0.10 0.09 0.07

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q17 Page 19

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q17. Influence on decision to replace home heating equipment - Condition of current equipment

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 396 157 143 96 109 105 73 106 118 172 91 104 201 60 83 253 71 109 216

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 336 136 122 78 92 89 59 89 98 149 76 89 171 53 71 212 66 85 185

===== 85% 87% 85% 81% 84% 85% 81% 84% 83% 87% 84% 86% 85% 88% 86% 84% 93% 78% 86%

AR

5 - A great deal of 201 79 70 52 54 56 36 50 58 93 42 48 111 30 39 132 36 44 121

influence 51% 50% 49% 54% 50% 53% 49% 47% 49% 54% 46% 46% 55% 50% 47% 52% 51% 40% 56%

R

4 135 57 52 26 38 33 23 39 40 56 34 41 60 23 32 80 30 41 64

34% 36% 36% 27% 35% 31% 32% 37% 34% 33% 37% 39% 30% 38% 39% 32% 42% 38% 30%

3 46 16 20 10 14 13 9 14 16 16 14 11 21 5 10 31 4 20 22

12% 10% 14% 10% 13% 12% 12% 13% 14% 9% 15% 11% 10% 8% 12% 12% 6% 18% 10%

Q

BOTTOM 2 14 5 1 8 3 3 5 3 4 7 1 4 9 2 2 10 1 4 9

======== 4% 3% 1% 8% 3% 3% 7% 3% 3% 4% 1% 4% 4% 3% 2% 4% 1% 4% 4%

C C

2 8 3 1 4 2 1 4 - 4 4 - 3 5 1 2 5 1 1 6

2% 2% 1% 4% 2% 1% 5% 3% 2% 3% 2% 2% 2% 2% 1% 1% 3%

1 - No influence 6 2 - 4 1 2 1 3 - 3 1 1 4 1 - 5 - 3 3

2% 1% 4% 1% 2% 1% 3% 2% 1% 1% 2% 2% 2% 3% 1%

Mean 4.31 4.32 4.34 4.23 4.30 4.33 4.22 4.25 4.29 4.35 4.27 4.27 4.34 4.33 4.30 4.30 4.42 4.12 4.36

R R

Standard Deviation 0.87 0.83 0.74 1.07 0.83 0.87 0.96 0.90 0.83 0.88 0.80 0.84 0.91 0.84 0.78 0.90 0.67 0.93 0.88

Standard Error 0.04 0.07 0.06 0.11 0.08 0.09 0.11 0.09 0.08 0.07 0.08 0.08 0.06 0.11 0.09 0.06 0.08 0.09 0.06

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q18 Page 20

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q18. Influence on decision to replace home heating equipment - Availability of energy-efficient options

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 396 157 143 96 109 105 73 106 118 172 91 104 201 60 83 253 71 109 216

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 309 133 111 65 92 77 47 79 92 138 68 83 158 47 65 197 55 91 163

===== 78% 85% 78% 68% 84% 73% 64% 75% 78% 80% 75% 80% 79% 78% 78% 78% 77% 83% 75%

GD D FG

5 - A great deal of 159 77 60 22 49 41 18 47 42 70 38 43 78 25 44 90 25 51 83

influence 40% 49% 42% 23% 45% 39% 25% 44% 36% 41% 42% 41% 39% 42% 53% 36% 35% 47% 38%

GD D D G G AP

4 150 56 51 43 43 36 29 32 50 68 30 40 80 22 21 107 30 40 80

38% 36% 36% 45% 39% 34% 40% 30% 42% 40% 33% 38% 40% 37% 25% 42% 42% 37% 37%

O O

3 65 18 23 24 12 24 18 21 20 24 18 17 30 9 17 39 12 14 39

16% 11% 16% 25% 11% 23% 25% 20% 17% 14% 20% 16% 15% 15% 20% 15% 17% 13% 18%

B E E

BOTTOM 2 22 6 9 7 5 4 8 6 6 10 5 4 13 4 1 17 4 4 14

======== 6% 4% 6% 7% 5% 4% 11% 6% 5% 6% 5% 4% 6% 7% 1% 7% 6% 4% 6%

O O

2 15 5 7 3 4 3 5 5 3 7 4 3 8 4 1 10 4 3 8

4% 3% 5% 3% 4% 3% 7% 5% 3% 4% 4% 3% 4% 7% 1% 4% 6% 3% 4%

1 - No influence 7 1 2 4 1 1 3 1 3 3 1 1 5 - - 7 - 1 6

2% 1% 1% 4% 1% 1% 4% 1% 3% 2% 1% 1% 2% 3% 1% 3%

Mean 4.11 4.29 4.12 3.79 4.24 4.08 3.74 4.12 4.06 4.13 4.10 4.16 4.08 4.13 4.30 4.04 4.07 4.26 4.05

GD AD D G G P

Standard Deviation 0.93 0.84 0.95 0.97 0.86 0.91 1.04 0.95 0.93 0.92 0.94 0.87 0.96 0.91 0.84 0.96 0.87 0.85 0.98

Standard Error 0.05 0.07 0.08 0.10 0.08 0.09 0.12 0.09 0.09 0.07 0.10 0.09 0.07 0.12 0.09 0.06 0.10 0.08 0.07

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q19 Page 21

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q19. Influence on decision to replace home heating equipment - Recommendation of an expert (e.g., contractor, HVAC technician)

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 396 157 143 96 109 105 73 106 118 172 91 104 201 60 83 253 71 109 216

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 241 113 79 49 71 56 36 70 68 103 60 63 118 39 54 148 47 70 124

===== 61% 72% 55% 51% 65% 53% 49% 66% 58% 60% 66% 61% 59% 65% 65% 58% 66% 64% 57%

ACD G

5 - A great deal of 75 34 27 14 22 23 12 28 17 30 23 15 37 13 22 40 16 21 38

influence 19% 22% 19% 15% 20% 22% 16% 26% 14% 17% 25% 14% 18% 22% 27% 16% 23% 19% 18%

I P

4 166 79 52 35 49 33 24 42 51 73 37 48 81 26 32 108 31 49 86

42% 50% 36% 36% 45% 31% 33% 40% 43% 42% 41% 46% 40% 43% 39% 43% 44% 45% 40%

F CD F

3 117 34 51 32 29 37 26 24 43 50 21 35 61 14 27 76 18 33 66

30% 22% 36% 33% 27% 35% 36% 23% 36% 29% 23% 34% 30% 23% 33% 30% 25% 30% 31%

B B B H

BOTTOM 2 38 10 13 15 9 12 11 12 7 19 10 6 22 7 2 29 6 6 26

======== 10% 6% 9% 16% 8% 11% 15% 11% 6% 11% 11% 6% 11% 12% 2% 11% 8% 6% 12%

O B O O R

2 26 10 9 7 7 10 6 9 3 14 9 3 14 7 1 18 5 6 15

7% 6% 6% 7% 6% 10% 8% 8% 3% 8% 10% 3% 7% 12% 1% 7% 7% 6% 7%

OI I L O O

1 - No influence 12 - 4 8 2 2 5 3 4 5 1 3 8 - 1 11 1 - 11

3% 3% 8% 2% 2% 7% 3% 3% 3% 1% 3% 4% 1% 4% 1% 5%

Mean 3.67 3.87 3.62 3.42 3.75 3.62 3.44 3.78 3.63 3.63 3.79 3.66 3.62 3.75 3.88 3.58 3.79 3.78 3.58

D ACD G P

Standard Deviation 0.96 0.82 0.96 1.09 0.91 0.99 1.08 1.02 0.88 0.96 0.97 0.87 0.99 0.93 0.86 0.98 0.92 0.82 1.02

Standard Error 0.05 0.07 0.08 0.11 0.09 0.10 0.13 0.10 0.08 0.07 0.10 0.08 0.07 0.12 0.09 0.06 0.11 0.08 0.07

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q20 Page 22

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q20. Influence on decision to replace home heating equipment - Overall sales experience

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 396 157 143 96 109 105 73 106 118 172 91 104 201 60 83 253 71 109 216

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 152 77 47 28 43 39 22 44 48 60 37 42 73 23 32 97 33 42 77

===== 38% 49% 33% 29% 39% 37% 30% 42% 41% 35% 41% 40% 36% 38% 39% 38% 46% 39% 36%

ACD

5 - A great deal of 57 30 16 11 15 17 7 22 10 25 17 11 29 11 11 35 12 16 29

influence 14% 19% 11% 11% 14% 16% 10% 21% 8% 15% 19% 11% 14% 18% 13% 14% 17% 15% 13%

I

4 95 47 31 17 28 22 15 22 38 35 20 31 44 12 21 62 21 26 48

24% 30% 22% 18% 26% 21% 21% 21% 32% 20% 22% 30% 22% 20% 25% 25% 30% 24% 22%

D HJ

3 148 55 61 32 43 43 23 37 43 68 31 44 73 23 39 86 25 48 75

37% 35% 43% 33% 39% 41% 32% 35% 36% 40% 34% 42% 36% 38% 47% 34% 35% 44% 35%

P

BOTTOM 2 96 25 35 36 23 23 28 25 27 44 23 18 55 14 12 70 13 19 64

======== 24% 16% 24% 38% 21% 22% 38% 24% 23% 26% 25% 17% 27% 23% 14% 28% 18% 17% 30%

OB ABC AEF L O QR

2 61 21 22 18 18 12 16 16 19 26 15 13 33 10 10 41 11 15 35

15% 13% 15% 19% 17% 11% 22% 15% 16% 15% 16% 13% 16% 17% 12% 16% 15% 14% 16%

1 - No influence 35 4 13 18 5 11 12 9 8 18 8 5 22 4 2 29 2 4 29

9% 3% 9% 19% 5% 10% 16% 8% 7% 10% 9% 5% 11% 7% 2% 11% 3% 4% 13%

QROB B ABC E L O QR

Mean 3.20 3.50 3.10 2.84 3.28 3.21 2.85 3.30 3.19 3.13 3.25 3.29 3.12 3.27 3.35 3.13 3.42 3.32 3.06

GD ACD G G S

Standard Deviation 1.13 1.03 1.09 1.25 1.04 1.17 1.21 1.20 1.03 1.16 1.20 0.98 1.18 1.15 0.94 1.19 1.04 1.01 1.21

Standard Error 0.06 0.08 0.09 0.13 0.10 0.11 0.14 0.12 0.09 0.09 0.13 0.10 0.08 0.15 0.10 0.07 0.12 0.10 0.08

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q21 Page 23

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q21. Influence on decision to replace home heating equipment - Your budget

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 396 157 143 96 109 105 73 106 118 172 91 104 201 60 83 253 71 109 216

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 306 128 109 69 84 79 56 93 89 124 80 83 143 51 73 182 62 93 151

===== 77% 82% 76% 72% 77% 75% 77% 88% 75% 72% 88% 80% 71% 85% 88% 72% 87% 85% 70%

AIJ AM P AP AS AS

5 - A great deal of 203 86 74 43 53 52 36 56 57 90 47 52 104 34 51 118 38 60 105

influence 51% 55% 52% 45% 49% 50% 49% 53% 48% 52% 52% 50% 52% 57% 61% 47% 54% 55% 49%

P

4 103 42 35 26 31 27 20 37 32 34 33 31 39 17 22 64 24 33 46

26% 27% 24% 27% 28% 26% 27% 35% 27% 20% 36% 30% 19% 28% 27% 25% 34% 30% 21%

J M M S

3 55 16 22 17 17 17 11 9 19 27 6 15 34 3 9 43 6 12 37

14% 10% 15% 18% 16% 16% 15% 8% 16% 16% 7% 14% 17% 5% 11% 17% 8% 11% 17%

NK K N Q

BOTTOM 2 35 13 12 10 8 9 6 4 10 21 5 6 24 6 1 28 3 4 28

======== 9% 8% 8% 10% 7% 9% 8% 4% 8% 12% 5% 6% 12% 10% 1% 11% 4% 4% 13%

ROH H O O QR

2 20 9 5 6 5 2 4 2 5 13 2 4 14 4 1 15 3 3 14

5% 6% 3% 6% 5% 2% 5% 2% 4% 8% 2% 4% 7% 7% 1% 6% 4% 3% 6%

O H K O

1 - No influence 15 4 7 4 3 7 2 2 5 8 3 2 10 2 - 13 - 1 14

4% 3% 5% 4% 3% 7% 3% 2% 4% 5% 3% 2% 5% 3% 5% 1% 6%

R R

Mean 4.16 4.25 4.15 4.02 4.16 4.10 4.15 4.35 4.11 4.08 4.31 4.22 4.06 4.28 4.48 4.02 4.37 4.36 3.99

J AP S S

Standard Deviation 1.08 1.02 1.11 1.12 1.03 1.16 1.05 0.86 1.09 1.18 0.94 0.96 1.19 1.06 0.74 1.16 0.81 0.86 1.23

Standard Error 0.05 0.08 0.09 0.11 0.10 0.11 0.12 0.08 0.10 0.09 0.10 0.09 0.08 0.14 0.08 0.07 0.10 0.08 0.08

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q15MEAN Page 24

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q15 to Q21 Summary of Means: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Condition of current 4.31 4.32 4.34 4.23 4.30 4.33 4.22 4.25 4.29 4.35 4.27 4.27 4.34 4.33 4.30 4.30 4.42 4.12 4.36

equipment R R

Your budget 4.16 4.25 4.15 4.02 4.16 4.10 4.15 4.35 4.11 4.08 4.31 4.22 4.06 4.28 4.48 4.02 4.37 4.36 3.99

J AP S S

Upfront cost 4.11 4.22 4.15 3.89 4.09 4.08 4.05 4.26 4.06 4.05 4.26 4.16 4.01 4.33 4.25 4.01 4.34 4.20 3.99

D D D M P P S

Availability of energy- 4.11 4.29 4.12 3.79 4.24 4.08 3.74 4.12 4.06 4.13 4.10 4.16 4.08 4.13 4.30 4.04 4.07 4.26 4.05

efficient options GD AD D G G P

Ongoing maintenance 4.05 4.22 4.08 3.72 4.19 3.96 3.63 4.15 3.97 4.04 4.13 4.09 3.99 4.08 4.31 3.95 4.20 4.14 3.95

costs GD D D G G AP

Recommendation of an 3.67 3.87 3.62 3.42 3.75 3.62 3.44 3.78 3.63 3.63 3.79 3.66 3.62 3.75 3.88 3.58 3.79 3.78 3.58

expert (e.g., D ACD G P

contractor, HVAC

technician)

Overall sales experience 3.20 3.50 3.10 2.84 3.28 3.21 2.85 3.30 3.19 3.13 3.25 3.29 3.12 3.27 3.35 3.13 3.42 3.32 3.06

GD ACD G G S

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q15TOP2 Page 25

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q15 to Q21 Summary of TOP2: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Condition of current 336 136 122 78 92 89 59 89 98 149 76 89 171 53 71 212 66 85 185

equipment 85% 87% 85% 81% 84% 85% 81% 84% 83% 87% 84% 86% 85% 88% 86% 84% 93% 78% 86%

AR

Availability of energy- 309 133 111 65 92 77 47 79 92 138 68 83 158 47 65 197 55 91 163

efficient options 78% 85% 78% 68% 84% 73% 64% 75% 78% 80% 75% 80% 79% 78% 78% 78% 77% 83% 75%

GD D FG

Your budget 306 128 109 69 84 79 56 93 89 124 80 83 143 51 73 182 62 93 151

77% 82% 76% 72% 77% 75% 77% 88% 75% 72% 88% 80% 71% 85% 88% 72% 87% 85% 70%

AIJ AM P AP AS AS

Upfront cost 299 126 110 63 82 78 53 88 89 122 75 84 140 52 67 180 63 90 146

76% 80% 77% 66% 75% 74% 73% 83% 75% 71% 82% 81% 70% 87% 81% 71% 89% 83% 68%

S D J M M AP AS S

Ongoing maintenance 296 131 109 56 88 73 43 78 88 130 67 82 147 46 69 181 57 85 154

costs 75% 83% 76% 58% 81% 70% 59% 74% 75% 76% 74% 79% 73% 77% 83% 72% 80% 78% 71%

GD AD D G P

Recommendation of an 241 113 79 49 71 56 36 70 68 103 60 63 118 39 54 148 47 70 124

expert (e.g., 61% 72% 55% 51% 65% 53% 49% 66% 58% 60% 66% 61% 59% 65% 65% 58% 66% 64% 57%

contractor, HVAC ACD G

technician)

Overall sales experience 152 77 47 28 43 39 22 44 48 60 37 42 73 23 32 97 33 42 77

38% 49% 33% 29% 39% 37% 30% 42% 41% 35% 41% 40% 36% 38% 39% 38% 46% 39% 36%

ACD

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q15BTM2 Page 26

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q15 to Q21 Summary of BOTTOM 2: How much influence (would/does) each of the following have on your decision to replace your home heating

equipment?

BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Overall sales experience 96 25 35 36 23 23 28 25 27 44 23 18 55 14 12 70 13 19 64

24% 16% 24% 38% 21% 22% 38% 24% 23% 26% 25% 17% 27% 23% 14% 28% 18% 17% 30%

OB ABC AEF L O QR

Recommendation of an 38 10 13 15 9 12 11 12 7 19 10 6 22 7 2 29 6 6 26

expert (e.g., 10% 6% 9% 16% 8% 11% 15% 11% 6% 11% 11% 6% 11% 12% 2% 11% 8% 6% 12%

contractor, HVAC O B O O R

technician)

Your budget 35 13 12 10 8 9 6 4 10 21 5 6 24 6 1 28 3 4 28

9% 8% 8% 10% 7% 9% 8% 4% 8% 12% 5% 6% 12% 10% 1% 11% 4% 4% 13%

ROH H O O QR

Ongoing maintenance 31 9 9 13 7 9 11 6 9 16 6 6 19 2 4 25 3 5 23

costs 8% 6% 6% 14% 6% 9% 15% 6% 8% 9% 7% 6% 9% 3% 5% 10% 4% 5% 11%

B N QR

Availability of energy- 22 6 9 7 5 4 8 6 6 10 5 4 13 4 1 17 4 4 14

efficient options 6% 4% 6% 7% 5% 4% 11% 6% 5% 6% 5% 4% 6% 7% 1% 7% 6% 4% 6%

O O

Upfront cost 20 5 7 8 5 8 4 3 4 13 3 3 14 1 1 18 1 2 17

5% 3% 5% 8% 5% 8% 5% 3% 3% 8% 3% 3% 7% 2% 1% 7% 1% 2% 8%

QO NO QR

Condition of current 14 5 1 8 3 3 5 3 4 7 1 4 9 2 2 10 1 4 9

equipment 4% 3% 1% 8% 3% 3% 7% 3% 3% 4% 1% 4% 4% 3% 2% 4% 1% 4% 4%

C C

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q23 Page 27

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q23. Why did you purchase new heating equipment?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 105 - - - 28 12 3 23 24 58 13 13 79 7 19 79 12 30 63

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Equipment was old/time 47 - - - 14 11 2 10 11 26 4 3 40 - 8 39 5 12 30

to be replaced 45% 50% 92% 67% 43% 46% 45% 31% 23% 51% 42% 49% 42% 40% 48%

AE L

Equipment broke or 38 - - - 11 3 1 8 8 22 5 5 28 7 4 27 3 12 23

failed 36% 39% 25% 33% 35% 33% 38% 38% 38% 35% 100% 21% 34% 25% 40% 37%

AOP

Wanted to improve energy- 29 - - - 9 3 1 7 6 16 4 2 23 3 3 23 5 11 13

efficiency 28% 32% 25% 33% 30% 25% 28% 31% 15% 29% 43% 16% 29% 42% 37% 21%

Energy-efficiency rebate 13 - - - 3 2 - 3 5 5 1 1 11 1 1 11 3 8 2

or program 12% 11% 17% 13% 21% 9% 8% 8% 14% 14% 5% 14% 25% 27% 3%

S S

Was part of a home 7 - - - - - - 1 2 4 1 1 5 - 3 4 1 2 4

remodeling project 7% 4% 8% 7% 8% 8% 6% 16% 5% 8% 7% 6%

Wanted to upgrade 5 - - - - - - - 3 2 1 1 3 1 2 2 1 2 2

technology (e.g., remote 5% 13% 3% 8% 8% 4% 14% 11% 3% 8% 7% 3%

control technology,

receive alerts, etc.)

Equipment was on sale/ 4 - - - - 1 1 1 1 2 1 - 3 - - 4 1 - 3

promotion 4% 8% 33% 4% 4% 3% 8% 4% 5% 8% 5%

Dissatisfied with 2 - - - 1 - - - - 2 - - 2 1 - 1 - 1 1

previous equipment 2% 4% 3% 3% 14% 1% 3% 2%

Something else (specify) 14 - - - 3 - - 5 3 6 3 2 9 - 4 10 2 5 7

13% 11% 22% 13% 10% 23% 15% 11% 21% 13% 17% 17% 11%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q24 Page 28

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q24. How difficult or easy was - Understanding your options

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 105 - - - 28 12 3 23 24 58 13 13 79 7 19 79 12 30 63

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 73 - - - 20 7 2 17 15 41 10 7 56 4 11 58 9 20 44

===== 70% 71% 58% 67% 74% 63% 71% 77% 54% 71% 57% 58% 73% 75% 67% 70%

5 - Very easy 32 - - - 8 - 2 6 7 19 5 3 24 1 5 26 2 7 23

30% 29% 67% 26% 29% 33% 38% 23% 30% 14% 26% 33% 17% 23% 37%

4 41 - - - 12 7 - 11 8 22 5 4 32 3 6 32 7 13 21

39% 43% 58% 48% 33% 38% 38% 31% 41% 43% 32% 41% 58% 43% 33%

3 26 - - - 6 4 - 4 7 15 2 5 19 3 6 17 1 9 16

25% 21% 33% 17% 29% 26% 15% 38% 24% 43% 32% 22% 8% 30% 25%

BOTTOM 2 6 - - - 2 1 1 2 2 2 1 1 4 - 2 4 2 1 3

======== 6% 7% 8% 33% 9% 8% 3% 8% 8% 5% 11% 5% 17% 3% 5%

2 5 - - - 2 - 1 1 2 2 1 1 3 - 2 3 2 - 3

5% 7% 33% 4% 8% 3% 8% 8% 4% 11% 4% 17% 5%

1 - Very difficult 1 - - - - 1 - 1 - - - - 1 - - 1 - 1 -

1% 8% 4% 1% 1% 3%

Mean 3.93 - - - 3.93 3.42 4.00 3.87 3.83 4.00 4.08 3.69 3.95 3.71 3.74 4.00 3.75 3.83 4.02

Standard Deviation 0.91 0.90 0.90 1.73 1.01 0.96 0.86 0.95 0.95 0.90 0.76 0.99 0.91 0.97 0.91 0.91

Standard Error 0.09 0.17 0.26 1.00 0.21 0.20 0.11 0.26 0.26 0.10 0.29 0.23 0.10 0.28 0.17 0.11

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q25 Page 29

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q25. How difficult or easy was - Finding the equipment you wanted

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 105 - - - 28 12 3 23 24 58 13 13 79 7 19 79 12 30 63

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 70 - - - 18 7 2 15 14 41 8 7 55 3 11 56 4 21 45

===== 67% 64% 58% 67% 65% 58% 71% 62% 54% 70% 43% 58% 71% 33% 70% 71%

Q Q Q

5 - Very easy 32 - - - 7 2 1 5 6 21 5 3 24 1 4 27 2 7 23

30% 25% 17% 33% 22% 25% 36% 38% 23% 30% 14% 21% 34% 17% 23% 37%

4 38 - - - 11 5 1 10 8 20 3 4 31 2 7 29 2 14 22

36% 39% 42% 33% 43% 33% 34% 23% 31% 39% 29% 37% 37% 17% 47% 35%

Q

3 29 - - - 8 4 1 6 9 14 4 5 20 4 6 19 7 7 15

28% 29% 33% 33% 26% 38% 24% 31% 38% 25% 57% 32% 24% 58% 23% 24%

ARS

BOTTOM 2 6 - - - 2 1 - 2 1 3 1 1 4 - 2 4 1 2 3

======== 6% 7% 8% 9% 4% 5% 8% 8% 5% 11% 5% 8% 7% 5%

2 5 - - - 2 1 - 1 1 3 - 1 4 - 1 4 - 2 3

5% 7% 8% 4% 4% 5% 8% 5% 5% 5% 7% 5%

1 - Very difficult 1 - - - - - - 1 - - 1 - - - 1 - 1 - -

1% 4% 8% 5% 8%

Mean 3.90 - - - 3.82 3.67 4.00 3.74 3.79 4.02 3.85 3.69 3.95 3.57 3.63 4.00 3.33 3.87 4.03

Q Q

Standard Deviation 0.93 0.90 0.89 1.00 1.01 0.88 0.91 1.21 0.95 0.88 0.79 1.07 0.89 1.07 0.86 0.90

Standard Error 0.09 0.17 0.26 0.58 0.21 0.18 0.12 0.34 0.26 0.10 0.30 0.24 0.10 0.31 0.16 0.11

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q26 Page 30

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q26. How difficult or easy was - Making a decision about who to buy from

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 105 - - - 28 12 3 23 24 58 13 13 79 7 19 79 12 30 63

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 70 - - - 17 8 2 16 13 41 9 7 54 4 12 54 7 19 44

===== 67% 61% 67% 67% 70% 54% 71% 69% 54% 68% 57% 63% 68% 58% 63% 70%

5 - Very easy 33 - - - 7 2 1 4 6 23 4 3 26 1 3 29 1 6 26

31% 25% 17% 33% 17% 25% 40% 31% 23% 33% 14% 16% 37% 8% 20% 41%

Q H O QR

4 37 - - - 10 6 1 12 7 18 5 4 28 3 9 25 6 13 18

35% 36% 50% 33% 52% 29% 31% 38% 31% 35% 43% 47% 32% 50% 43% 29%

3 26 - - - 10 1 1 5 7 14 2 5 19 2 6 18 3 8 15

25% 36% 8% 33% 22% 29% 24% 15% 38% 24% 29% 32% 23% 25% 27% 24%

F

BOTTOM 2 9 - - - 1 3 - 2 4 3 2 1 6 1 1 7 2 3 4

======== 9% 4% 25% 9% 17% 5% 15% 8% 8% 14% 5% 9% 17% 10% 6%

2 6 - - - 1 1 - - 3 3 1 1 4 1 - 5 1 2 3

6% 4% 8% 13% 5% 8% 8% 5% 14% 6% 8% 7% 5%

1 - Very difficult 3 - - - - 2 - 2 1 - 1 - 2 - 1 2 1 1 1

3% 17% 9% 4% 8% 3% 5% 3% 8% 3% 2%

Mean 3.87 - - - 3.82 3.42 4.00 3.70 3.58 4.05 3.77 3.69 3.91 3.57 3.68 3.94 3.42 3.70 4.03

Standard Deviation 1.02 0.86 1.38 1.00 1.06 1.14 0.93 1.24 0.95 1.00 0.98 0.95 1.04 1.08 0.99 1.00

Standard Error 0.10 0.16 0.40 0.58 0.22 0.23 0.12 0.34 0.26 0.11 0.37 0.22 0.12 0.31 0.18 0.13

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q27 Page 31

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q27. How difficult or easy was - Paying for/affording the equipment

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 105 - - - 28 12 3 23 24 58 13 13 79 7 19 79 12 30 63

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 63 - - - 16 8 2 11 13 39 4 7 52 2 10 51 4 19 40

===== 60% 57% 67% 67% 48% 54% 67% 31% 54% 66% 29% 53% 65% 33% 63% 63%

K K N Q

5 - Very easy 30 - - - 9 5 - 6 4 20 3 2 25 1 3 26 2 8 20

29% 32% 42% 26% 17% 34% 23% 15% 32% 14% 16% 33% 17% 27% 32%

4 33 - - - 7 3 2 5 9 19 1 5 27 1 7 25 2 11 20

31% 25% 25% 67% 22% 38% 33% 8% 38% 34% 14% 37% 32% 17% 37% 32%

K K K

3 32 - - - 9 3 1 7 10 15 7 4 21 4 8 20 5 8 19

30% 32% 25% 33% 30% 42% 26% 54% 31% 27% 57% 42% 25% 42% 27% 30%

BOTTOM 2 10 - - - 3 1 - 5 1 4 2 2 6 1 1 8 3 3 4

======== 10% 11% 8% 22% 4% 7% 15% 15% 8% 14% 5% 10% 25% 10% 6%

2 10 - - - 3 1 - 5 1 4 2 2 6 1 1 8 3 3 4

10% 11% 8% 22% 4% 7% 15% 15% 8% 14% 5% 10% 25% 10% 6%

Mean 3.79 - - - 3.79 4.00 3.67 3.52 3.67 3.95 3.38 3.54 3.90 3.29 3.63 3.87 3.25 3.80 3.89

Q

Standard Deviation 0.97 1.03 1.04 0.58 1.12 0.82 0.94 1.04 0.97 0.94 0.95 0.83 0.99 1.06 0.96 0.94

Standard Error 0.09 0.19 0.30 0.33 0.23 0.17 0.12 0.29 0.27 0.11 0.36 0.19 0.11 0.30 0.18 0.12

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q28 Page 32

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q28. How difficult or easy was - Arranging for delivery and installation

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 105 - - - 28 12 3 23 24 58 13 13 79 7 19 79 12 30 63

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 91 - - - 24 11 3 21 21 49 11 11 69 7 16 68 10 28 53

===== 87% 86% 92% 100% 91% 88% 84% 85% 85% 87% 100% 84% 86% 83% 93% 84%

AE AP

5 - Very easy 49 - - - 12 5 2 7 11 31 5 4 40 3 6 40 3 14 32

47% 43% 42% 67% 30% 46% 53% 38% 31% 51% 43% 32% 51% 25% 47% 51%

H

4 42 - - - 12 6 1 14 10 18 6 7 29 4 10 28 7 14 21

40% 43% 50% 33% 61% 42% 31% 46% 54% 37% 57% 53% 35% 58% 47% 33%

J

3 12 - - - 3 1 - 1 3 8 1 2 9 - 2 10 1 2 9

11% 11% 8% 4% 13% 14% 8% 15% 11% 11% 13% 8% 7% 14%

BOTTOM 2 2 - - - 1 - - 1 - 1 1 - 1 - 1 1 1 - 1

======== 2% 4% 4% 2% 8% 1% 5% 1% 8% 2%

2 1 - - - 1 - - - - 1 - - 1 - - 1 - - 1

1% 4% 2% 1% 1% 2%

1 - Very difficult 1 - - - - - - 1 - - 1 - - - 1 - 1 - -

1% 4% 8% 5% 8%

Mean 4.30 - - - 4.25 4.33 4.67 4.13 4.33 4.36 4.08 4.15 4.37 4.43 4.05 4.35 3.92 4.40 4.33

Standard Deviation 0.79 0.80 0.65 0.58 0.87 0.70 0.79 1.12 0.69 0.74 0.53 0.97 0.75 1.08 0.62 0.78

Standard Error 0.08 0.15 0.19 0.33 0.18 0.14 0.10 0.31 0.19 0.08 0.20 0.22 0.08 0.31 0.11 0.10

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q29 Page 33

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q29. How difficult or easy was - Understanding ongoing maintenance costs

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 105 - - - 28 12 3 23 24 58 13 13 79 7 19 79 12 30 63

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 71 - - - 21 6 2 15 13 43 9 5 57 6 8 57 7 20 44

===== 68% 75% 50% 67% 65% 54% 74% 69% 38% 72% 86% 42% 72% 58% 67% 70%

OL L O O

5 - Very easy 38 - - - 11 2 2 8 6 24 5 3 30 2 4 32 2 9 27

36% 39% 17% 67% 35% 25% 41% 38% 23% 38% 29% 21% 41% 17% 30% 43%

Q

4 33 - - - 10 4 - 7 7 19 4 2 27 4 4 25 5 11 17

31% 36% 33% 30% 29% 33% 31% 15% 34% 57% 21% 32% 42% 37% 27%

3 27 - - - 6 4 1 5 9 13 2 8 17 1 10 16 3 9 15

26% 21% 33% 33% 22% 38% 22% 15% 62% 22% 14% 53% 20% 25% 30% 24%

AKM ANP

BOTTOM 2 7 - - - 1 2 - 3 2 2 2 - 5 - 1 6 2 1 4

======== 7% 4% 17% 13% 8% 3% 15% 6% 5% 8% 17% 3% 6%

2 4 - - - 1 1 - 2 - 2 1 - 3 - - 4 - 1 3

4% 4% 8% 9% 3% 8% 4% 5% 3% 5%

1 - Very difficult 3 - - - - 1 - 1 2 - 1 - 2 - 1 2 2 - 1

3% 8% 4% 8% 8% 3% 5% 3% 17% 2%

Mean 3.94 - - - 4.11 3.42 4.33 3.83 3.63 4.12 3.85 3.62 4.01 4.14 3.53 4.03 3.42 3.93 4.05

F I

Standard Deviation 1.02 0.88 1.16 1.15 1.15 1.13 0.88 1.28 0.87 0.99 0.69 1.02 1.03 1.31 0.87 1.01

Standard Error 0.10 0.17 0.34 0.67 0.24 0.23 0.12 0.36 0.24 0.11 0.26 0.23 0.12 0.38 0.16 0.13

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q30 Page 34

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q30. How difficult or easy was - Performing ongoing maintenance

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 105 - - - 28 12 3 23 24 58 13 13 79 7 19 79 12 30 63

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 73 - - - 22 7 3 16 14 43 7 8 58 5 10 58 7 21 45

===== 70% 79% 58% 100% 70% 58% 74% 54% 62% 73% 71% 53% 73% 58% 70% 71%

AEF

5 - Very easy 34 - - - 10 4 1 9 6 19 5 2 27 2 5 27 2 10 22

32% 36% 33% 33% 39% 25% 33% 38% 15% 34% 29% 26% 34% 17% 33% 35%

4 39 - - - 12 3 2 7 8 24 2 6 31 3 5 31 5 11 23

37% 43% 25% 67% 30% 33% 41% 15% 46% 39% 43% 26% 39% 42% 37% 37%

K K

3 26 - - - 5 3 - 5 8 13 5 5 16 2 8 16 3 7 16

25% 18% 25% 22% 33% 22% 38% 38% 20% 29% 42% 20% 25% 23% 25%

BOTTOM 2 6 - - - 1 2 - 2 2 2 1 - 5 - 1 5 2 2 2

======== 6% 4% 17% 9% 8% 3% 8% 6% 5% 6% 17% 7% 3%

2 5 - - - 1 2 - 1 2 2 - - 5 - - 5 1 2 2

5% 4% 17% 4% 8% 3% 6% 6% 8% 7% 3%

1 - Very difficult 1 - - - - - - 1 - - 1 - - - 1 - 1 - -

1% 4% 8% 5% 8%

Mean 3.95 - - - 4.11 3.75 4.33 3.96 3.75 4.03 3.77 3.77 4.01 4.00 3.68 4.01 3.50 3.97 4.03

Standard Deviation 0.92 0.83 1.14 0.58 1.11 0.94 0.84 1.24 0.73 0.90 0.82 1.06 0.90 1.17 0.93 0.86

Standard Error 0.09 0.16 0.33 0.33 0.23 0.19 0.11 0.34 0.20 0.10 0.31 0.24 0.10 0.34 0.17 0.11

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q24MEAN Page 35

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q24 to Q30 Summary of Means: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Arranging for delivery 4.30 - - - 4.25 4.33 4.67 4.13 4.33 4.36 4.08 4.15 4.37 4.43 4.05 4.35 3.92 4.40 4.33

and installation

Performing ongoing 3.95 - - - 4.11 3.75 4.33 3.96 3.75 4.03 3.77 3.77 4.01 4.00 3.68 4.01 3.50 3.97 4.03

maintenance

Understanding ongoing 3.94 - - - 4.11 3.42 4.33 3.83 3.63 4.12 3.85 3.62 4.01 4.14 3.53 4.03 3.42 3.93 4.05

maintenance costs F I

Understanding your 3.93 - - - 3.93 3.42 4.00 3.87 3.83 4.00 4.08 3.69 3.95 3.71 3.74 4.00 3.75 3.83 4.02

options

Finding the equipment 3.90 - - - 3.82 3.67 4.00 3.74 3.79 4.02 3.85 3.69 3.95 3.57 3.63 4.00 3.33 3.87 4.03

you wanted Q Q

Making a decision about 3.87 - - - 3.82 3.42 4.00 3.70 3.58 4.05 3.77 3.69 3.91 3.57 3.68 3.94 3.42 3.70 4.03

who to buy from

Paying for/affording the 3.79 - - - 3.79 4.00 3.67 3.52 3.67 3.95 3.38 3.54 3.90 3.29 3.63 3.87 3.25 3.80 3.89

equipment Q

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q24TOP2 Page 36

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q24 to Q30 Summary of TOP 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Arranging for delivery 91 - - - 24 11 3 21 21 49 11 11 69 7 16 68 10 28 53

and installation 87% 86% 92% 100% 91% 88% 84% 85% 85% 87% 100% 84% 86% 83% 93% 84%

AE AP

Understanding your 73 - - - 20 7 2 17 15 41 10 7 56 4 11 58 9 20 44

options 70% 71% 58% 67% 74% 63% 71% 77% 54% 71% 57% 58% 73% 75% 67% 70%

Performing ongoing 73 - - - 22 7 3 16 14 43 7 8 58 5 10 58 7 21 45

maintenance 70% 79% 58% 100% 70% 58% 74% 54% 62% 73% 71% 53% 73% 58% 70% 71%

AEF

Understanding ongoing 71 - - - 21 6 2 15 13 43 9 5 57 6 8 57 7 20 44

maintenance costs 68% 75% 50% 67% 65% 54% 74% 69% 38% 72% 86% 42% 72% 58% 67% 70%

OL L O O

Finding the equipment 70 - - - 18 7 2 15 14 41 8 7 55 3 11 56 4 21 45

you wanted 67% 64% 58% 67% 65% 58% 71% 62% 54% 70% 43% 58% 71% 33% 70% 71%

Q Q Q

Making a decision about 70 - - - 17 8 2 16 13 41 9 7 54 4 12 54 7 19 44

who to buy from 67% 61% 67% 67% 70% 54% 71% 69% 54% 68% 57% 63% 68% 58% 63% 70%

Paying for/affording the 63 - - - 16 8 2 11 13 39 4 7 52 2 10 51 4 19 40

equipment 60% 57% 67% 67% 48% 54% 67% 31% 54% 66% 29% 53% 65% 33% 63% 63%

K K N Q

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q24BTM2 Page 37

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q24 to Q30 Summary of BOTTOM 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Paying for/affording the 10 - - - 3 1 - 5 1 4 2 2 6 1 1 8 3 3 4

equipment 10% 11% 8% 22% 4% 7% 15% 15% 8% 14% 5% 10% 25% 10% 6%

Making a decision about 9 - - - 1 3 - 2 4 3 2 1 6 1 1 7 2 3 4

who to buy from 9% 4% 25% 9% 17% 5% 15% 8% 8% 14% 5% 9% 17% 10% 6%

Understanding ongoing 7 - - - 1 2 - 3 2 2 2 - 5 - 1 6 2 1 4

maintenance costs 7% 4% 17% 13% 8% 3% 15% 6% 5% 8% 17% 3% 6%

Understanding your 6 - - - 2 1 1 2 2 2 1 1 4 - 2 4 2 1 3

options 6% 7% 8% 33% 9% 8% 3% 8% 8% 5% 11% 5% 17% 3% 5%

Finding the equipment 6 - - - 2 1 - 2 1 3 1 1 4 - 2 4 1 2 3

you wanted 6% 7% 8% 9% 4% 5% 8% 8% 5% 11% 5% 8% 7% 5%

Performing ongoing 6 - - - 1 2 - 2 2 2 1 - 5 - 1 5 2 2 2

maintenance 6% 4% 17% 9% 8% 3% 8% 6% 5% 6% 17% 7% 3%

Arranging for delivery 2 - - - 1 - - 1 - 1 1 - 1 - 1 1 1 - 1

and installation 2% 4% 4% 2% 8% 1% 5% 1% 8% 2%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q31 Page 38

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q31. Which of the following water heater types are installed in your home?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Gas tank-style 359 109 96 57 111 91 52 102 94 163 80 80 199 37 64 258 65 91 203

60% 69% 67% 59% 63% 64% 61% 68% 55% 59% 73% 62% 56% 48% 53% 65% 63% 57% 61%

A I AM NO

Electric tank-style 194 37 35 33 65 52 33 39 65 90 20 34 140 36 42 116 33 51 110

32% 24% 24% 34% 37% 36% 39% 26% 38% 33% 18% 26% 39% 47% 35% 29% 32% 32% 33%

KB H AKL AP

Gas tankless 36 9 9 4 - - - 8 9 16 9 10 14 2 12 19 3 14 16

6% 6% 6% 4% 5% 5% 6% 8% 8% 4% 3% 10% 5% 3% 9% 5%

N Q

Electric heat pump 5 - 1 1 - - - 1 2 2 1 2 2 1 1 3 1 3 1

1% 1% 1% 1% 1% 1% 1% 2% 1% 1% 1% 1% 1% 2% \*%

Electric tankless 2 1 - - - - - 1 - 1 - 1 1 1 - 1 1 - 1

\*% 1% 1% \*% 1% \*% 1% \*% 1% \*%

Boiler 1 - 1 - - - - - - 1 - - 1 - - 1 - - 1

\*% 1% \*% \*% \*% \*%

Other (specify) 3 1 1 1 - - - - 2 1 - 2 1 - 2 1 - 1 2

1% 1% 1% 1% 1% \*% 2% \*% 2% \*% 1% 1%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q32 Page 39

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q32. Approximately how old is your hot water heater?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 553 146 131 90 176 143 85 141 159 253 100 114 339 73 106 374 98 142 313

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Less than 5 years old 149 41 19 20 - - - 20 44 85 24 36 89 20 28 101 17 46 86

27% 28% 15% 22% 14% 28% 34% 24% 32% 26% 27% 26% 27% 17% 32% 27%

QHC C H H Q Q

6-10 years old 176 40 51 33 60 65 51 49 57 70 37 32 107 28 39 109 39 35 102

32% 27% 39% 37% 34% 45% 60% 35% 36% 28% 37% 28% 32% 38% 37% 29% 40% 25% 33%

B AE AEF R

11-15 years old 143 43 40 20 73 52 18 44 37 62 25 27 91 13 25 105 23 41 79

26% 29% 31% 22% 41% 36% 21% 31% 23% 25% 25% 24% 27% 18% 24% 28% 23% 29% 25%

AG AG N

16-20 years old 64 16 16 15 31 18 15 20 15 29 10 15 39 9 10 45 15 15 34

12% 11% 12% 17% 18% 13% 18% 14% 9% 11% 10% 13% 12% 12% 9% 12% 15% 11% 11%

20+ years old 21 6 5 2 12 8 1 8 6 7 4 4 13 3 4 14 4 5 12

4% 4% 4% 2% 7% 6% 1% 6% 4% 3% 4% 4% 4% 4% 4% 4% 4% 4% 4%

G G

Mean 9.50 9.60 10.48 9.87 12.79 11.86 10.99 10.99 9.11 8.91 9.49 9.25 9.59 9.19 9.20 9.65 10.32 9.21 9.37

AG A A AIJ

Standard Deviation 5.61 5.70 5.07 5.49 4.30 4.23 4.06 5.35 5.47 5.70 5.42 5.85 5.59 5.67 5.44 5.65 5.42 5.77 5.59

Standard Error 0.24 0.47 0.44 0.58 0.32 0.35 0.44 0.45 0.43 0.36 0.54 0.55 0.30 0.66 0.53 0.29 0.55 0.48 0.32

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q33 Page 40

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q33. Which of the following best describes your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 404 105 112 70 176 143 85 121 115 168 76 78 250 53 78 273 81 96 227

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Reliable 208 60 64 44 71 88 49 52 59 97 35 38 135 22 39 147 41 44 123

51% 57% 57% 63% 40% 62% 58% 43% 51% 58% 46% 49% 54% 42% 50% 54% 51% 46% 54%

E AE E H

Functional 203 56 66 34 91 72 40 59 57 87 39 31 133 25 34 144 40 45 118

50% 53% 59% 49% 52% 50% 47% 49% 50% 52% 51% 40% 53% 47% 44% 53% 49% 47% 52%

L

Dependable 191 48 70 36 65 80 46 59 47 85 42 31 118 29 41 121 41 38 112

47% 46% 63% 51% 37% 56% 54% 49% 41% 51% 55% 40% 47% 55% 53% 44% 51% 40% 49%

E AB E E

Important 132 36 48 20 52 57 23 42 39 51 26 24 82 15 28 89 28 28 76

33% 34% 43% 29% 30% 40% 27% 35% 34% 30% 34% 31% 33% 28% 36% 33% 35% 29% 33%

D G

Energy-efficient 96 24 30 23 26 41 29 29 33 34 25 22 49 11 23 62 20 22 54

24% 23% 27% 33% 15% 29% 34% 24% 29% 20% 33% 28% 20% 21% 29% 23% 25% 23% 24%

E E E M

Never think about it 96 18 36 15 31 46 19 26 27 43 21 23 52 11 21 64 16 23 57

24% 17% 32% 21% 18% 32% 22% 21% 23% 26% 28% 29% 21% 21% 27% 23% 20% 24% 25%

B E

Old 74 33 16 7 58 11 5 28 14 32 15 16 43 9 17 48 21 21 32

18% 31% 14% 10% 33% 8% 6% 23% 12% 19% 20% 21% 17% 17% 22% 18% 26% 22% 14%

FGD ACD AFG I S

Living on borrowed time 47 19 11 4 43 3 1 22 9 16 7 10 30 5 7 35 12 16 19

12% 18% 10% 6% 24% 2% 1% 18% 8% 10% 9% 13% 12% 9% 9% 13% 15% 17% 8%

FG D AFG IJ S

New 5 1 2 1 1 1 3 2 2 1 2 1 2 2 2 1 1 3 1

1% 1% 2% 1% 1% 1% 4% 2% 2% 1% 3% 1% 1% 4% 3% \*% 1% 3% \*%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q33 Page 41

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q33. Which of the following best describes your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Innovative 4 2 2 - 2 2 - 3 1 - 3 1 - 1 3 - 3 1 -

1% 2% 2% 1% 1% 2% 1% 4% 1% 2% 4% 4% 1%

Fragile 3 3 - - 3 - - 2 - 1 - 2 1 1 - 2 2 - 1

1% 3% 2% 2% 1% 3% \*% 2% 1% 2% \*%

None of these 1 - - - - 1 - - 1 - - 1 - - - 1 - 1 -

\*% 1% 1% 1% \*% 1%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q34 Page 42

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q34. How likely are you to buy a new hot water heater for your home in the next 5 years?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 404 105 112 70 176 143 85 121 115 168 76 78 250 53 78 273 81 96 227

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 176 73 28 8 176 - - 67 44 65 40 31 105 29 29 118 46 46 84

===== 44% 70% 25% 11% 100% 55% 38% 39% 53% 40% 42% 55% 37% 43% 57% 48% 37%

CD ACD D A AIJ O AS

Very likely 78 29 9 5 78 - - 28 13 37 20 8 50 9 12 57 18 19 41

19% 28% 8% 7% 44% 23% 11% 22% 26% 10% 20% 17% 15% 21% 22% 20% 18%

LICD CD A I I L L

Likely 98 44 19 3 98 - - 39 31 28 20 23 55 20 17 61 28 27 43

24% 42% 17% 4% 56% 32% 27% 17% 26% 29% 22% 38% 22% 22% 35% 28% 19%

JD ACD D A J J P S

Neither likely nor 143 25 67 13 - 143 - 38 45 60 22 30 91 16 32 95 25 36 82

unlikely 35% 24% 60% 19% 100% 31% 39% 36% 29% 38% 36% 30% 41% 35% 31% 38% 36%

BD ABD A

BOTTOM 2 85 7 17 49 - - 85 16 26 43 14 17 54 8 17 60 10 14 61

======== 21% 7% 15% 70% 100% 13% 23% 26% 18% 22% 22% 15% 22% 22% 12% 15% 27%

QHB B ABC A H QR

Unlikely 52 6 13 26 - - 52 9 19 24 8 11 33 6 11 35 5 10 37

13% 6% 12% 37% 61% 7% 17% 14% 11% 14% 13% 11% 14% 13% 6% 10% 16%

QB ABC A H Q

Very unlikely 33 1 4 23 - - 33 7 7 19 6 6 21 2 6 25 5 4 24

8% 1% 4% 33% 39% 6% 6% 11% 8% 8% 8% 4% 8% 9% 6% 4% 11%

BC ABC A R

Mean 3.34 3.90 3.14 2.16 4.44 3.00 1.61 3.60 3.21 3.24 3.53 3.21 3.32 3.53 3.23 3.33 3.60 3.49 3.18

FGD ACD D AFG G AIJ S S

Standard Deviation 1.17 0.91 0.86 1.15 0.50 0.00 0.49 1.10 1.05 1.26 1.22 1.06 1.18 1.03 1.12 1.20 1.09 1.06 1.21

Standard Error 0.06 0.09 0.08 0.14 0.04 0.00 0.05 0.10 0.10 0.10 0.14 0.12 0.07 0.14 0.13 0.07 0.12 0.11 0.08

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY LIKELY=5, LIKELY=4, NEITHER=3, UNLIKELY=2, VERY UNLIKELY=1

Pacific Market Research - February 2016

Table Q35 Page 43

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q35. Influence on decision to replace hot water heater - Upfront cost

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 404 105 112 70 176 143 85 121 115 168 76 78 250 53 78 273 81 96 227

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 277 80 82 45 119 98 60 97 71 109 62 53 162 40 59 178 63 72 142

===== 69% 76% 73% 64% 68% 69% 71% 80% 62% 65% 82% 68% 65% 75% 76% 65% 78% 75% 63%

AIJ ALM S S

5 - Great deal of 151 43 49 22 64 58 29 55 38 58 34 30 87 22 33 96 34 40 77

influence 37% 41% 44% 31% 36% 41% 34% 45% 33% 35% 45% 38% 35% 42% 42% 35% 42% 42% 34%

I

4 126 37 33 23 55 40 31 42 33 51 28 23 75 18 26 82 29 32 65

31% 35% 29% 33% 31% 28% 36% 35% 29% 30% 37% 29% 30% 34% 33% 30% 36% 33% 29%

3 83 18 21 14 43 27 13 18 29 36 12 19 52 10 13 60 15 20 48

21% 17% 19% 20% 24% 19% 15% 15% 25% 21% 16% 24% 21% 19% 17% 22% 19% 21% 21%

H

BOTTOM 2 44 7 9 11 14 18 12 6 15 23 2 6 36 3 6 35 3 4 37

======== 11% 7% 8% 16% 8% 13% 14% 5% 13% 14% 3% 8% 14% 6% 8% 13% 4% 4% 16%

QRKH H H K QR

2 23 4 4 5 11 9 3 2 8 13 - 3 20 2 3 18 2 1 20

6% 4% 4% 7% 6% 6% 4% 2% 7% 8% 4% 8% 4% 4% 7% 2% 1% 9%

RH H H QR

1 - No influence 21 3 5 6 3 9 9 4 7 10 2 3 16 1 3 17 1 3 17

5% 3% 4% 9% 2% 6% 11% 3% 6% 6% 3% 4% 6% 2% 4% 6% 1% 3% 7%

QE E E Q

Mean 3.90 4.08 4.04 3.71 3.94 3.90 3.80 4.17 3.76 3.80 4.21 3.95 3.79 4.09 4.06 3.81 4.15 4.09 3.73

D AIJ AM S S

Standard Deviation 1.13 1.00 1.09 1.23 1.01 1.19 1.25 0.97 1.17 1.17 0.90 1.07 1.19 0.97 1.05 1.17 0.90 0.97 1.23

Standard Error 0.06 0.10 0.10 0.15 0.08 0.10 0.14 0.09 0.11 0.09 0.10 0.12 0.08 0.13 0.12 0.07 0.10 0.10 0.08

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q36 Page 44

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q36. Influence on decision to replace hot water heater - Ongoing maintenance costs

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 404 105 112 70 176 143 85 121 115 168 76 78 250 53 78 273 81 96 227

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 279 83 83 40 134 98 47 91 71 117 58 54 167 44 59 176 58 75 146

===== 69% 79% 74% 57% 76% 69% 55% 75% 62% 70% 76% 69% 67% 83% 76% 64% 72% 78% 64%

G AD D G G I AP P S

5 - Great deal of 129 38 39 21 63 46 20 42 34 53 32 22 75 20 34 75 27 33 69

influence 32% 36% 35% 30% 36% 32% 24% 35% 30% 32% 42% 28% 30% 38% 44% 27% 33% 34% 30%

G P

4 150 45 44 19 71 52 27 49 37 64 26 32 92 24 25 101 31 42 77

37% 43% 39% 27% 40% 36% 32% 40% 32% 38% 34% 41% 37% 45% 32% 37% 38% 44% 34%

D

3 71 13 18 18 25 27 19 17 26 28 14 16 41 8 14 49 13 13 45

18% 12% 16% 26% 14% 19% 22% 14% 23% 17% 18% 21% 16% 15% 18% 18% 16% 14% 20%

B

BOTTOM 2 54 9 11 12 17 18 19 13 18 23 4 8 42 1 5 48 10 8 36

======== 13% 9% 10% 17% 10% 13% 22% 11% 16% 14% 5% 10% 17% 2% 6% 18% 12% 8% 16%

NOK E K NO R

2 33 7 7 7 11 12 10 7 10 16 2 6 25 1 3 29 8 4 21

8% 7% 6% 10% 6% 8% 12% 6% 9% 10% 3% 8% 10% 2% 4% 11% 10% 4% 9%

NK K NO

1 - No influence 21 2 4 5 6 6 9 6 8 7 2 2 17 - 2 19 2 4 15

5% 2% 4% 7% 3% 4% 11% 5% 7% 4% 3% 3% 7% 3% 7% 2% 4% 7%

E

Mean 3.82 4.05 3.96 3.63 3.99 3.84 3.46 3.94 3.69 3.83 4.11 3.85 3.73 4.19 4.10 3.67 3.90 4.00 3.72

G D G G AM AP AP S

Standard Deviation 1.12 0.96 1.04 1.22 1.03 1.10 1.27 1.08 1.19 1.10 0.97 1.01 1.19 0.76 1.00 1.19 1.06 1.02 1.18

Standard Error 0.06 0.09 0.10 0.15 0.08 0.09 0.14 0.10 0.11 0.09 0.11 0.11 0.08 0.10 0.11 0.07 0.12 0.10 0.08

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q37 Page 45

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q37. Influence on decision to replace hot water heater - Condition of current equipment

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 404 105 112 70 176 143 85 121 115 168 76 78 250 53 78 273 81 96 227

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 324 86 93 49 147 117 60 101 84 139 59 57 208 44 62 218 68 78 178

===== 80% 82% 83% 70% 84% 82% 71% 83% 73% 83% 78% 73% 83% 83% 79% 80% 84% 81% 78%

D G

5 - Great deal of 201 50 60 35 89 74 38 65 49 87 36 33 132 25 43 133 45 43 113

influence 50% 48% 54% 50% 51% 52% 45% 54% 43% 52% 47% 42% 53% 47% 55% 49% 56% 45% 50%

4 123 36 33 14 58 43 22 36 35 52 23 24 76 19 19 85 23 35 65

30% 34% 29% 20% 33% 30% 26% 30% 30% 31% 30% 31% 30% 36% 24% 31% 28% 36% 29%

D D

3 56 15 13 13 25 17 14 17 22 17 15 14 27 9 13 34 11 12 33

14% 14% 12% 19% 14% 12% 16% 14% 19% 10% 20% 18% 11% 17% 17% 12% 14% 13% 15%

J

BOTTOM 2 24 4 6 8 4 9 11 3 9 12 2 7 15 - 3 21 2 6 16

======== 6% 4% 5% 11% 2% 6% 13% 2% 8% 7% 3% 9% 6% 4% 8% 2% 6% 7%

E E

2 11 1 4 3 3 5 3 1 3 7 - 3 8 - - 11 2 2 7

3% 1% 4% 4% 2% 3% 4% 1% 3% 4% 4% 3% 4% 2% 2% 3%

1 - No influence 13 3 2 5 1 4 8 2 6 5 2 4 7 - 3 10 - 4 9

3% 3% 2% 7% 1% 3% 9% 2% 5% 3% 3% 5% 3% 4% 4% 4% 4%

E E

Mean 4.21 4.23 4.29 4.01 4.31 4.24 3.93 4.33 4.03 4.24 4.20 4.01 4.27 4.30 4.27 4.17 4.37 4.16 4.17

G G G I L

Standard Deviation 1.00 0.93 0.94 1.23 0.82 0.99 1.27 0.87 1.10 1.00 0.94 1.11 0.97 0.75 1.00 1.04 0.81 1.01 1.05

Standard Error 0.05 0.09 0.09 0.15 0.06 0.08 0.14 0.08 0.10 0.08 0.11 0.13 0.06 0.10 0.11 0.06 0.09 0.10 0.07

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q38 Page 46

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q38. Influence on decision to replace hot water heater - Availability of energy-efficient options

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 404 105 112 70 176 143 85 121 115 168 76 78 250 53 78 273 81 96 227

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 289 80 78 42 146 96 47 92 79 118 56 52 181 42 56 191 58 72 159

===== 72% 76% 70% 60% 83% 67% 55% 76% 69% 70% 74% 67% 72% 79% 72% 70% 72% 75% 70%

G D AFG

5 - Great deal of 137 41 44 13 74 46 17 48 32 57 31 21 85 23 35 79 29 33 75

influence 34% 39% 39% 19% 42% 32% 20% 40% 28% 34% 41% 27% 34% 43% 45% 29% 36% 34% 33%

GD D D G G P P

4 152 39 34 29 72 50 30 44 47 61 25 31 96 19 21 112 29 39 84

38% 37% 30% 41% 41% 35% 35% 36% 41% 36% 33% 40% 38% 36% 27% 41% 36% 41% 37%

O

3 91 20 28 20 27 39 25 22 28 41 14 22 55 9 19 63 20 19 52

23% 19% 25% 29% 15% 27% 29% 18% 24% 24% 18% 28% 22% 17% 24% 23% 25% 20% 23%

E E E

BOTTOM 2 24 5 6 8 3 8 13 7 8 9 6 4 14 2 3 19 3 5 16

======== 6% 5% 5% 11% 2% 6% 15% 6% 7% 5% 8% 5% 6% 4% 4% 7% 4% 5% 7%

E AEF

2 12 3 5 2 3 5 4 5 5 2 5 1 6 2 - 10 3 3 6

3% 3% 4% 3% 2% 3% 5% 4% 4% 1% 7% 1% 2% 4% 4% 4% 3% 3%

1 - No influence 12 2 1 6 - 3 9 2 3 7 1 3 8 - 3 9 - 2 10

3% 2% 1% 9% 2% 11% 2% 3% 4% 1% 4% 3% 4% 3% 2% 4%

C AF

Mean 3.97 4.09 4.03 3.59 4.23 3.92 3.49 4.08 3.87 3.95 4.05 3.85 3.98 4.19 4.09 3.89 4.04 4.02 3.92

GD D D AFG G P

Standard Deviation 0.98 0.93 0.95 1.10 0.77 0.96 1.18 0.95 0.96 1.00 0.99 0.97 0.97 0.86 1.02 0.98 0.87 0.93 1.03

Standard Error 0.05 0.09 0.09 0.13 0.06 0.08 0.13 0.09 0.09 0.08 0.11 0.11 0.06 0.12 0.12 0.06 0.10 0.09 0.07

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q39 Page 47

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q39. Influence on decision to replace hot water heater - Recommendation of an expert (e.g., contractor, plumber, etc.)

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 404 105 112 70 176 143 85 121 115 168 76 78 250 53 78 273 81 96 227

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 199 64 52 27 108 66 25 72 48 79 43 34 122 31 38 130 47 47 105

===== 49% 61% 46% 39% 61% 46% 29% 60% 42% 47% 57% 44% 49% 58% 49% 48% 58% 49% 46%

G ACD AFG G AIJ

5 - Great deal of 89 26 25 12 42 31 16 34 17 38 24 12 53 16 19 54 20 24 45

influence 22% 25% 22% 17% 24% 22% 19% 28% 15% 23% 32% 15% 21% 30% 24% 20% 25% 25% 20%

I L

4 110 38 27 15 66 35 9 38 31 41 19 22 69 15 19 76 27 23 60

27% 36% 24% 21% 38% 24% 11% 31% 27% 24% 25% 28% 28% 28% 24% 28% 33% 24% 26%

G D AFG G

3 143 29 43 29 51 52 40 34 49 60 23 34 86 12 31 100 23 37 83

35% 28% 38% 41% 29% 36% 47% 28% 43% 36% 30% 44% 34% 23% 40% 37% 28% 39% 37%

N AE H N N

BOTTOM 2 62 12 17 14 17 25 20 15 18 29 10 10 42 10 9 43 11 12 39

======== 15% 11% 15% 20% 10% 17% 24% 12% 16% 17% 13% 13% 17% 19% 12% 16% 14% 13% 17%

E E E

2 39 9 12 6 15 15 9 12 11 16 9 6 24 9 5 25 9 9 21

10% 9% 11% 9% 9% 10% 11% 10% 10% 10% 12% 8% 10% 17% 6% 9% 11% 9% 9%

1 - No influence 23 3 5 8 2 10 11 3 7 13 1 4 18 1 4 18 2 3 18

6% 3% 4% 11% 1% 7% 13% 2% 6% 8% 1% 5% 7% 2% 5% 7% 2% 3% 8%

KE B E E H K N Q

Mean 3.50 3.71 3.49 3.24 3.74 3.43 3.12 3.73 3.35 3.45 3.74 3.41 3.46 3.68 3.56 3.45 3.67 3.58 3.41

G D AFG G AIJ

Standard Deviation 1.11 1.03 1.09 1.18 0.95 1.15 1.22 1.06 1.04 1.17 1.08 1.01 1.14 1.14 1.09 1.11 1.05 1.06 1.14

Standard Error 0.06 0.10 0.10 0.14 0.07 0.10 0.13 0.10 0.10 0.09 0.12 0.11 0.07 0.16 0.12 0.07 0.12 0.11 0.08

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q40 Page 48

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q40. Influence on decision to replace hot water heater - Overall sales experience

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 404 105 112 70 176 143 85 121 115 168 76 78 250 53 78 273 81 96 227

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 133 39 34 16 68 47 18 49 38 46 32 19 82 23 27 83 34 31 68

===== 33% 37% 30% 23% 39% 33% 21% 40% 33% 27% 42% 24% 33% 43% 35% 30% 42% 32% 30%

G D G G J L

5 - Great deal of 49 17 10 7 23 18 8 19 11 19 13 5 31 8 6 35 13 12 24

influence 12% 16% 9% 10% 13% 13% 9% 16% 10% 11% 17% 6% 12% 15% 8% 13% 16% 13% 11%

L

4 84 22 24 9 45 29 10 30 27 27 19 14 51 15 21 48 21 19 44

21% 21% 21% 13% 26% 20% 12% 25% 23% 16% 25% 18% 20% 28% 27% 18% 26% 20% 19%

G G

3 165 44 49 26 68 64 33 43 50 72 24 40 101 16 38 111 30 41 94

41% 42% 44% 37% 39% 45% 39% 36% 43% 43% 32% 51% 40% 30% 49% 41% 37% 43% 41%

K N

BOTTOM 2 106 22 29 28 40 32 34 29 27 50 20 19 67 14 13 79 17 24 65

======== 26% 21% 26% 40% 23% 22% 40% 24% 23% 30% 26% 24% 27% 26% 17% 29% 21% 25% 29%

O ABC AEF O

2 68 17 18 13 34 16 18 23 18 27 13 14 41 10 9 49 14 19 35

17% 16% 16% 19% 19% 11% 21% 19% 16% 16% 17% 18% 16% 19% 12% 18% 17% 20% 15%

F

1 - No influence 38 5 11 15 6 16 16 6 9 23 7 5 26 4 4 30 3 5 30

9% 5% 10% 21% 3% 11% 19% 5% 8% 14% 9% 6% 10% 8% 5% 11% 4% 5% 13%

QE ABC E AE H QR

Mean 3.09 3.28 3.04 2.71 3.26 3.12 2.72 3.27 3.11 2.95 3.24 3.00 3.08 3.25 3.21 3.03 3.33 3.15 2.99

GD D G G J S

Standard Deviation 1.11 1.07 1.06 1.23 1.02 1.12 1.18 1.10 1.04 1.15 1.20 0.94 1.13 1.16 0.93 1.15 1.06 1.05 1.14

Standard Error 0.06 0.10 0.10 0.15 0.08 0.09 0.13 0.10 0.10 0.09 0.14 0.11 0.07 0.16 0.11 0.07 0.12 0.11 0.08

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q41 Page 49

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q41. Influence on decision to replace hot water heater - Your budget

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 404 105 112 70 176 143 85 121 115 168 76 78 250 53 78 273 81 96 227

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 286 82 84 49 124 99 63 98 81 107 62 60 164 42 63 181 63 75 148

===== 71% 78% 75% 70% 70% 69% 74% 81% 70% 64% 82% 77% 66% 79% 81% 66% 78% 78% 65%

AJ AM M P AP S S

5 - Great deal of 175 47 57 28 75 61 39 64 47 64 39 36 100 27 39 109 45 41 89

influence 43% 45% 51% 40% 43% 43% 46% 53% 41% 38% 51% 46% 40% 51% 50% 40% 56% 43% 39%

J AS

4 111 35 27 21 49 38 24 34 34 43 23 24 64 15 24 72 18 34 59

27% 33% 24% 30% 28% 27% 28% 28% 30% 26% 30% 31% 26% 28% 31% 26% 22% 35% 26%

Q

3 82 19 17 16 39 28 15 17 23 42 11 16 55 7 11 64 15 17 50

20% 18% 15% 23% 22% 20% 18% 14% 20% 25% 14% 21% 22% 13% 14% 23% 19% 18% 22%

H O

BOTTOM 2 36 4 11 5 13 16 7 6 11 19 3 2 31 4 4 28 3 4 29

======== 9% 4% 10% 7% 7% 11% 8% 5% 10% 11% 4% 3% 12% 8% 5% 10% 4% 4% 13%

QLB H KL QR

2 20 2 6 1 10 9 1 4 7 9 2 - 18 3 2 15 2 2 16

5% 2% 5% 1% 6% 6% 1% 3% 6% 5% 3% 7% 6% 3% 5% 2% 2% 7%

GD G G R

1 - No influence 16 2 5 4 3 7 6 2 4 10 1 2 13 1 2 13 1 2 13

4% 2% 4% 6% 2% 5% 7% 2% 3% 6% 1% 3% 5% 2% 3% 5% 1% 2% 6%

H K Q

Mean 4.01 4.17 4.12 3.97 4.04 3.96 4.05 4.27 3.98 3.85 4.28 4.18 3.88 4.21 4.23 3.91 4.28 4.15 3.86

AIJ AM M P AS S

Standard Deviation 1.09 0.92 1.13 1.10 1.02 1.15 1.15 0.94 1.08 1.17 0.90 0.94 1.17 1.01 0.97 1.13 0.94 0.93 1.18

Standard Error 0.05 0.09 0.11 0.13 0.08 0.10 0.13 0.09 0.10 0.09 0.10 0.11 0.07 0.14 0.11 0.07 0.10 0.09 0.08

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q35MEAN Page 50

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q35 to Q41 Summary of Means: How much influence (would/does) each of the following have on your decision to replace your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Condition of current 4.21 4.23 4.29 4.01 4.31 4.24 3.93 4.33 4.03 4.24 4.20 4.01 4.27 4.30 4.27 4.17 4.37 4.16 4.17

equipment G G G I L

Your budget 4.01 4.17 4.12 3.97 4.04 3.96 4.05 4.27 3.98 3.85 4.28 4.18 3.88 4.21 4.23 3.91 4.28 4.15 3.86

AIJ AM M P AS S

Availability of energy- 3.97 4.09 4.03 3.59 4.23 3.92 3.49 4.08 3.87 3.95 4.05 3.85 3.98 4.19 4.09 3.89 4.04 4.02 3.92

efficient options GD D D AFG G P

Upfront cost 3.90 4.08 4.04 3.71 3.94 3.90 3.80 4.17 3.76 3.80 4.21 3.95 3.79 4.09 4.06 3.81 4.15 4.09 3.73

D AIJ AM S S

Ongoing maintenance 3.82 4.05 3.96 3.63 3.99 3.84 3.46 3.94 3.69 3.83 4.11 3.85 3.73 4.19 4.10 3.67 3.90 4.00 3.72

costs G D G G AM AP AP S

Recommendation of an 3.50 3.71 3.49 3.24 3.74 3.43 3.12 3.73 3.35 3.45 3.74 3.41 3.46 3.68 3.56 3.45 3.67 3.58 3.41

expert (e.g., G D AFG G AIJ

contractor, plumber,

etc.)

Overall sales experience 3.09 3.28 3.04 2.71 3.26 3.12 2.72 3.27 3.11 2.95 3.24 3.00 3.08 3.25 3.21 3.03 3.33 3.15 2.99

GD D G G J S

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q35TOP2 Page 51

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q35 to Q41 Summary of TOP 2: How much influence (would/does) each of the following have on your decision to replace your hot water heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Condition of current 324 86 93 49 147 117 60 101 84 139 59 57 208 44 62 218 68 78 178

equipment 80% 82% 83% 70% 84% 82% 71% 83% 73% 83% 78% 73% 83% 83% 79% 80% 84% 81% 78%

D G

Availability of energy- 289 80 78 42 146 96 47 92 79 118 56 52 181 42 56 191 58 72 159

efficient options 72% 76% 70% 60% 83% 67% 55% 76% 69% 70% 74% 67% 72% 79% 72% 70% 72% 75% 70%

G D AFG

Your budget 286 82 84 49 124 99 63 98 81 107 62 60 164 42 63 181 63 75 148

71% 78% 75% 70% 70% 69% 74% 81% 70% 64% 82% 77% 66% 79% 81% 66% 78% 78% 65%

AJ AM M P AP S S

Ongoing maintenance 279 83 83 40 134 98 47 91 71 117 58 54 167 44 59 176 58 75 146

costs 69% 79% 74% 57% 76% 69% 55% 75% 62% 70% 76% 69% 67% 83% 76% 64% 72% 78% 64%

G AD D G G I AP P S

Upfront cost 277 80 82 45 119 98 60 97 71 109 62 53 162 40 59 178 63 72 142

69% 76% 73% 64% 68% 69% 71% 80% 62% 65% 82% 68% 65% 75% 76% 65% 78% 75% 63%

AIJ ALM S S

Recommendation of an 199 64 52 27 108 66 25 72 48 79 43 34 122 31 38 130 47 47 105

expert (e.g., 49% 61% 46% 39% 61% 46% 29% 60% 42% 47% 57% 44% 49% 58% 49% 48% 58% 49% 46%

contractor, plumber, G ACD AFG G AIJ

etc.)

Overall sales experience 133 39 34 16 68 47 18 49 38 46 32 19 82 23 27 83 34 31 68

33% 37% 30% 23% 39% 33% 21% 40% 33% 27% 42% 24% 33% 43% 35% 30% 42% 32% 30%

G D G G J L

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q35BTM2 Page 52

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q35 to Q41 Summary of BOTTOM 2: How much influence (would/does) each of the following have on your decision to replace your hot water

heater?

BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Overall sales experience 106 22 29 28 40 32 34 29 27 50 20 19 67 14 13 79 17 24 65

26% 21% 26% 40% 23% 22% 40% 24% 23% 30% 26% 24% 27% 26% 17% 29% 21% 25% 29%

O ABC AEF O

Recommendation of an 62 12 17 14 17 25 20 15 18 29 10 10 42 10 9 43 11 12 39

expert (e.g., 15% 11% 15% 20% 10% 17% 24% 12% 16% 17% 13% 13% 17% 19% 12% 16% 14% 13% 17%

contractor, plumber, E E E

etc.)

Ongoing maintenance 54 9 11 12 17 18 19 13 18 23 4 8 42 1 5 48 10 8 36

costs 13% 9% 10% 17% 10% 13% 22% 11% 16% 14% 5% 10% 17% 2% 6% 18% 12% 8% 16%

NOK E K NO R

Upfront cost 44 7 9 11 14 18 12 6 15 23 2 6 36 3 6 35 3 4 37

11% 7% 8% 16% 8% 13% 14% 5% 13% 14% 3% 8% 14% 6% 8% 13% 4% 4% 16%

QRKH H H K QR

Your budget 36 4 11 5 13 16 7 6 11 19 3 2 31 4 4 28 3 4 29

9% 4% 10% 7% 7% 11% 8% 5% 10% 11% 4% 3% 12% 8% 5% 10% 4% 4% 13%

QLB H KL QR

Condition of current 24 4 6 8 4 9 11 3 9 12 2 7 15 - 3 21 2 6 16

equipment 6% 4% 5% 11% 2% 6% 13% 2% 8% 7% 3% 9% 6% 4% 8% 2% 6% 7%

E E

Availability of energy- 24 5 6 8 3 8 13 7 8 9 6 4 14 2 3 19 3 5 16

efficient options 6% 5% 5% 11% 2% 6% 15% 6% 7% 5% 8% 5% 6% 4% 4% 7% 4% 5% 7%

E AEF

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q43 Page 53

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q43. Why did you purchase a new hot water heater?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 149 41 19 20 - - - 20 44 85 24 36 89 20 28 101 17 46 86

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Equipment broke or 87 25 10 16 - - - 13 22 52 15 20 52 9 13 65 9 24 54

failed 58% 61% 53% 80% 65% 50% 61% 63% 56% 58% 45% 46% 64% 53% 52% 63%

A

Equipment was old/time 47 15 8 4 - - - 4 12 31 7 13 27 10 9 28 7 16 24

to be replaced 32% 37% 42% 20% 20% 27% 36% 29% 36% 30% 50% 32% 28% 41% 35% 28%

Wanted to improve energy- 11 5 - - - - - 1 3 7 3 2 6 4 1 6 1 7 3

efficiency 7% 12% 5% 7% 8% 13% 6% 7% 20% 4% 6% 6% 15% 3%

S

Was part of a home 9 3 1 1 - - - 1 2 6 1 3 5 1 2 6 1 2 6

remodeling project 6% 7% 5% 5% 5% 5% 7% 4% 8% 6% 5% 7% 6% 6% 4% 7%

Energy-efficiency rebate 4 2 - - - - - - 2 2 - 1 3 2 1 1 - 2 2

or program 3% 5% 5% 2% 3% 3% 10% 4% 1% 4% 2%

Dissatisfied with 2 2 - - - - - - 1 1 - 1 1 2 - - 1 1 -

previous equipment 1% 5% 2% 1% 3% 1% 10% 6% 2%

Equipment was on sale/ 2 1 - - - - - - - 2 1 - 1 - - 2 - 1 1

promotion 1% 2% 2% 4% 1% 2% 2% 1%

Wanted to upgrade 1 1 - - - - - - 1 - - 1 - 1 - - - 1 -

technology (e.g., remote 1% 2% 2% 3% 5% 2%

control technology,

receive alerts, etc.)

Something else 20 6 2 2 - - - 3 9 8 3 5 12 1 5 14 2 7 11

(specify:) 13% 15% 11% 10% 15% 20% 9% 13% 14% 13% 5% 18% 14% 12% 15% 13%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q44 Page 54

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q44. How difficult or easy was - Understanding your options

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 149 41 19 20 - - - 20 44 85 24 36 89 20 28 101 17 46 86

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 110 30 16 13 - - - 15 33 62 20 25 65 17 18 75 12 34 64

===== 74% 73% 84% 65% 75% 75% 73% 83% 69% 73% 85% 64% 74% 71% 74% 74%

5 - Very easy 55 16 7 5 - - - 8 17 30 9 13 33 9 10 36 6 16 33

37% 39% 37% 25% 40% 39% 35% 38% 36% 37% 45% 36% 36% 35% 35% 38%

4 55 14 9 8 - - - 7 16 32 11 12 32 8 8 39 6 18 31

37% 34% 47% 40% 35% 36% 38% 46% 33% 36% 40% 29% 39% 35% 39% 36%

3 33 11 2 6 - - - 4 10 19 3 8 22 2 7 24 4 9 20

22% 27% 11% 30% 20% 23% 22% 13% 22% 25% 10% 25% 24% 24% 20% 23%

BOTTOM 2 6 - 1 1 - - - 1 1 4 1 3 2 1 3 2 1 3 2

======== 4% 5% 5% 5% 2% 5% 4% 8% 2% 5% 11% 2% 6% 7% 2%

2 4 - 1 1 - - - - 1 3 - 2 2 1 1 2 - 3 1

3% 5% 5% 2% 4% 6% 2% 5% 4% 2% 7% 1%

1 - Very difficult 2 - - - - - - 1 - 1 1 1 - - 2 - 1 - 1

1% 5% 1% 4% 3% 7% 6% 1%

Mean 4.05 4.12 4.16 3.85 - - - 4.05 4.11 4.02 4.13 3.94 4.08 4.25 3.82 4.08 3.94 4.02 4.09

Standard Deviation 0.91 0.81 0.83 0.88 1.05 0.84 0.91 0.95 1.04 0.84 0.85 1.19 0.82 1.09 0.91 0.88

Standard Error 0.07 0.13 0.19 0.20 0.23 0.13 0.10 0.19 0.17 0.09 0.19 0.22 0.08 0.26 0.13 0.09

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q45 Page 55

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q45. How difficult or easy was - Finding the equipment you wanted

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 149 41 19 20 - - - 20 44 85 24 36 89 20 28 101 17 46 86

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 110 28 14 14 - - - 13 33 64 15 28 67 16 20 74 11 33 66

===== 74% 68% 74% 70% 65% 75% 75% 63% 78% 75% 80% 71% 73% 65% 72% 77%

5 - Very easy 58 14 7 6 - - - 8 14 36 8 13 37 8 10 40 7 16 35

39% 34% 37% 30% 40% 32% 42% 33% 36% 42% 40% 36% 40% 41% 35% 41%

4 52 14 7 8 - - - 5 19 28 7 15 30 8 10 34 4 17 31

35% 34% 37% 40% 25% 43% 33% 29% 42% 34% 40% 36% 34% 24% 37% 36%

3 32 13 3 5 - - - 5 11 16 8 8 16 4 6 22 5 12 15

21% 32% 16% 25% 25% 25% 19% 33% 22% 18% 20% 21% 22% 29% 26% 17%

BOTTOM 2 7 - 2 1 - - - 2 - 5 1 - 6 - 2 5 1 1 5

======== 5% 11% 5% 10% 6% 4% 7% 7% 5% 6% 2% 6%

2 7 - 2 1 - - - 2 - 5 1 - 6 - 2 5 1 1 5

5% 11% 5% 10% 6% 4% 7% 7% 5% 6% 2% 6%

Mean 4.08 4.02 4.00 3.95 - - - 3.95 4.07 4.12 3.92 4.14 4.10 4.20 4.00 4.08 4.00 4.04 4.12

Standard Deviation 0.89 0.82 1.00 0.89 1.05 0.76 0.92 0.93 0.76 0.93 0.77 0.94 0.90 1.00 0.84 0.90

Standard Error 0.07 0.13 0.23 0.20 0.23 0.11 0.10 0.19 0.13 0.10 0.17 0.18 0.09 0.24 0.12 0.10

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q46 Page 56

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q46. How difficult or easy was - Making a decision about who to buy from

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 149 41 19 20 - - - 20 44 85 24 36 89 20 28 101 17 46 86

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 102 26 13 12 - - - 12 30 60 14 25 63 16 17 69 8 30 64

===== 68% 63% 68% 60% 60% 68% 71% 58% 69% 71% 80% 61% 68% 47% 65% 74%

Q

5 - Very easy 55 14 5 5 - - - 10 11 34 7 10 38 7 9 39 6 14 35

37% 34% 26% 25% 50% 25% 40% 29% 28% 43% 35% 32% 39% 35% 30% 41%

4 47 12 8 7 - - - 2 19 26 7 15 25 9 8 30 2 16 29

32% 29% 42% 35% 10% 43% 31% 29% 42% 28% 45% 29% 30% 12% 35% 34%

QH H H Q Q

3 35 12 6 6 - - - 5 11 19 6 10 19 3 9 23 6 11 18

23% 29% 32% 30% 25% 25% 22% 25% 28% 21% 15% 32% 23% 35% 24% 21%

BOTTOM 2 12 3 - 2 - - - 3 3 6 4 1 7 1 2 9 3 5 4

======== 8% 7% 10% 15% 7% 7% 17% 3% 8% 5% 7% 9% 18% 11% 5%

2 8 2 - 2 - - - 1 3 4 2 1 5 1 1 6 1 5 2

5% 5% 10% 5% 7% 5% 8% 3% 6% 5% 4% 6% 6% 11% 2%

1 - Very difficult 4 1 - - - - - 2 - 2 2 - 2 - 1 3 2 - 2

3% 2% 10% 2% 8% 2% 4% 3% 12% 2%

Mean 3.95 3.88 3.95 3.75 - - - 3.85 3.86 4.01 3.63 3.94 4.03 4.10 3.82 3.95 3.53 3.85 4.08

Q

Standard Deviation 1.03 1.03 0.78 0.97 1.39 0.88 1.02 1.24 0.83 1.04 0.85 1.06 1.06 1.37 0.99 0.96

Standard Error 0.08 0.16 0.18 0.22 0.31 0.13 0.11 0.25 0.14 0.11 0.19 0.20 0.11 0.33 0.15 0.10

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q47 Page 57

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q47. How difficult or easy was - Paying for/affording the equipment

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 149 41 19 20 - - - 20 44 85 24 36 89 20 28 101 17 46 86

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 107 33 13 12 - - - 14 29 64 16 27 64 17 23 67 10 36 61

===== 72% 80% 68% 60% 70% 66% 75% 67% 75% 72% 85% 82% 66% 59% 78% 71%

P

5 - Very easy 55 17 6 5 - - - 7 14 34 8 14 33 8 11 36 5 19 31

37% 41% 32% 25% 35% 32% 40% 33% 39% 37% 40% 39% 36% 29% 41% 36%

4 52 16 7 7 - - - 7 15 30 8 13 31 9 12 31 5 17 30

35% 39% 37% 35% 35% 34% 35% 33% 36% 35% 45% 43% 31% 29% 37% 35%

3 34 7 4 7 - - - 2 15 17 4 9 21 3 4 27 4 8 22

23% 17% 21% 35% 10% 34% 20% 17% 25% 24% 15% 14% 27% 24% 17% 26%

H

BOTTOM 2 8 1 2 1 - - - 4 - 4 4 - 4 - 1 7 3 2 3

======== 5% 2% 11% 5% 20% 5% 17% 4% 4% 7% 18% 4% 3%

2 6 1 2 - - - - 4 - 2 4 - 2 - 1 5 3 1 2

4% 2% 11% 20% 2% 17% 2% 4% 5% 18% 2% 2%

1 - Very difficult 2 - - 1 - - - - - 2 - - 2 - - 2 - 1 1

1% 5% 2% 2% 2% 2% 1%

Mean 4.02 4.20 3.89 3.75 - - - 3.85 3.98 4.08 3.83 4.14 4.02 4.25 4.18 3.93 3.71 4.13 4.02

Standard Deviation 0.94 0.81 0.99 1.02 1.14 0.82 0.95 1.09 0.80 0.95 0.72 0.82 1.00 1.10 0.93 0.91

Standard Error 0.08 0.13 0.23 0.23 0.25 0.12 0.10 0.22 0.13 0.10 0.16 0.15 0.10 0.27 0.14 0.10

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q48 Page 58

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q48. How difficult or easy was - Arranging for delivery and installation

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 149 41 19 20 - - - 20 44 85 24 36 89 20 28 101 17 46 86

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 120 32 15 14 - - - 16 32 72 18 28 74 18 25 77 13 38 69

===== 81% 78% 79% 70% 80% 73% 85% 75% 78% 83% 90% 89% 76% 76% 83% 80%

5 - Very easy 72 22 7 7 - - - 13 14 45 12 13 47 10 12 50 8 21 43

48% 54% 37% 35% 65% 32% 53% 50% 36% 53% 50% 43% 50% 47% 46% 50%

I I I

4 48 10 8 7 - - - 3 18 27 6 15 27 8 13 27 5 17 26

32% 24% 42% 35% 15% 41% 32% 25% 42% 30% 40% 46% 27% 29% 37% 30%

H

3 24 7 4 6 - - - 3 11 10 4 8 12 1 2 21 3 6 15

16% 17% 21% 30% 15% 25% 12% 17% 22% 13% 5% 7% 21% 18% 13% 17%

NO

BOTTOM 2 5 2 - - - - - 1 1 3 2 - 3 1 1 3 1 2 2

======== 3% 5% 5% 2% 4% 8% 3% 5% 4% 3% 6% 4% 2%

2 4 2 - - - - - - 1 3 1 - 3 1 - 3 - 2 2

3% 5% 2% 4% 4% 3% 5% 3% 4% 2%

1 - Very difficult 1 - - - - - - 1 - - 1 - - - 1 - 1 - -

1% 5% 4% 4% 6%

Mean 4.25 4.27 4.16 4.05 - - - 4.35 4.02 4.34 4.13 4.14 4.33 4.35 4.25 4.23 4.12 4.24 4.28

I

Standard Deviation 0.87 0.92 0.76 0.83 1.09 0.82 0.82 1.12 0.76 0.84 0.81 0.89 0.88 1.11 0.85 0.84

Standard Error 0.07 0.14 0.18 0.18 0.24 0.12 0.09 0.23 0.13 0.09 0.18 0.17 0.09 0.27 0.13 0.09

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q49 Page 59

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q49. How difficult or easy was - Understanding ongoing maintenance costs

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 149 41 19 20 - - - 20 44 85 24 36 89 20 28 101 17 46 86

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 104 24 16 12 - - - 14 30 60 16 24 64 15 16 73 11 30 63

===== 70% 59% 84% 60% 70% 68% 71% 67% 67% 72% 75% 57% 72% 65% 65% 73%

B

5 - Very easy 53 12 6 6 - - - 8 13 32 9 12 32 8 9 36 7 15 31

36% 29% 32% 30% 40% 30% 38% 38% 33% 36% 40% 32% 36% 41% 33% 36%

4 51 12 10 6 - - - 6 17 28 7 12 32 7 7 37 4 15 32

34% 29% 53% 30% 30% 39% 33% 29% 33% 36% 35% 25% 37% 24% 33% 37%

3 37 14 2 7 - - - 3 11 23 5 11 21 5 9 23 3 14 20

25% 34% 11% 35% 15% 25% 27% 21% 31% 24% 25% 32% 23% 18% 30% 23%

C

BOTTOM 2 8 3 1 1 - - - 3 3 2 3 1 4 - 3 5 3 2 3

======== 5% 7% 5% 5% 15% 7% 2% 13% 3% 4% 11% 5% 18% 4% 3%

2 5 2 1 - - - - 1 3 1 1 1 3 - 2 3 2 1 2

3% 5% 5% 5% 7% 1% 4% 3% 3% 7% 3% 12% 2% 2%

1 - Very difficult 3 1 - 1 - - - 2 - 1 2 - 1 - 1 2 1 1 1

2% 2% 5% 10% 1% 8% 1% 4% 2% 6% 2% 1%

Mean 3.98 3.78 4.11 3.80 - - - 3.85 3.91 4.05 3.83 3.97 4.02 4.15 3.75 4.01 3.82 3.91 4.05

Standard Deviation 0.96 1.01 0.81 1.06 1.31 0.91 0.90 1.24 0.88 0.92 0.81 1.11 0.94 1.29 0.96 0.89

Standard Error 0.08 0.16 0.19 0.24 0.29 0.14 0.10 0.25 0.15 0.10 0.18 0.21 0.09 0.31 0.14 0.10

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q50 Page 60

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q50. How difficult or easy was - Performing ongoing maintenance

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 149 41 19 20 - - - 20 44 85 24 36 89 20 28 101 17 46 86

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 102 27 15 11 - - - 13 33 56 15 27 60 16 18 68 9 33 60

===== 68% 66% 79% 55% 65% 75% 66% 63% 75% 67% 80% 64% 67% 53% 72% 70%

5 - Very easy 53 14 8 5 - - - 8 15 30 10 14 29 7 11 35 6 18 29

36% 34% 42% 25% 40% 34% 35% 42% 39% 33% 35% 39% 35% 35% 39% 34%

4 49 13 7 6 - - - 5 18 26 5 13 31 9 7 33 3 15 31

33% 32% 37% 30% 25% 41% 31% 21% 36% 35% 45% 25% 33% 18% 33% 36%

3 38 11 3 9 - - - 4 10 24 6 8 24 4 7 27 5 10 23

26% 27% 16% 45% 20% 23% 28% 25% 22% 27% 20% 25% 27% 29% 22% 27%

C

BOTTOM 2 9 3 1 - - - - 3 1 5 3 1 5 - 3 6 3 3 3

======== 6% 7% 5% 15% 2% 6% 13% 3% 6% 11% 6% 18% 7% 3%

2 8 3 1 - - - - 3 1 4 3 - 5 - 3 5 3 3 2

5% 7% 5% 15% 2% 5% 13% 6% 11% 5% 18% 7% 2%

1 - Very difficult 1 - - - - - - - - 1 - 1 - - - 1 - - 1

1% 1% 3% 1% 1%

Mean 3.97 3.93 4.16 3.80 - - - 3.90 4.07 3.94 3.92 4.08 3.94 4.15 3.93 3.95 3.71 4.04 3.99

Standard Deviation 0.94 0.96 0.90 0.83 1.12 0.82 0.97 1.10 0.94 0.91 0.75 1.05 0.95 1.16 0.94 0.90

Standard Error 0.08 0.15 0.21 0.19 0.25 0.12 0.10 0.22 0.16 0.10 0.17 0.20 0.09 0.28 0.14 0.10

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q44MEAN Page 61

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q44 to Q50 Summary of Means: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Arranging for delivery 4.25 4.27 4.16 4.05 - - - 4.35 4.02 4.34 4.13 4.14 4.33 4.35 4.25 4.23 4.12 4.24 4.28

and installation I

Finding the equipment 4.08 4.02 4.00 3.95 - - - 3.95 4.07 4.12 3.92 4.14 4.10 4.20 4.00 4.08 4.00 4.04 4.12

you wanted

Understanding your 4.05 4.12 4.16 3.85 - - - 4.05 4.11 4.02 4.13 3.94 4.08 4.25 3.82 4.08 3.94 4.02 4.09

options

Paying for/affording the 4.02 4.20 3.89 3.75 - - - 3.85 3.98 4.08 3.83 4.14 4.02 4.25 4.18 3.93 3.71 4.13 4.02

equipment

Understanding ongoing 3.98 3.78 4.11 3.80 - - - 3.85 3.91 4.05 3.83 3.97 4.02 4.15 3.75 4.01 3.82 3.91 4.05

maintenance costs

Performing ongoing 3.97 3.93 4.16 3.80 - - - 3.90 4.07 3.94 3.92 4.08 3.94 4.15 3.93 3.95 3.71 4.04 3.99

maintenance

Making a decision about 3.95 3.88 3.95 3.75 - - - 3.85 3.86 4.01 3.63 3.94 4.03 4.10 3.82 3.95 3.53 3.85 4.08

who to buy from Q

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q44TOP2 Page 62

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q44 to Q50 Summary of TOP 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Arranging for delivery 120 32 15 14 - - - 16 32 72 18 28 74 18 25 77 13 38 69

and installation 81% 78% 79% 70% 80% 73% 85% 75% 78% 83% 90% 89% 76% 76% 83% 80%

Understanding your 110 30 16 13 - - - 15 33 62 20 25 65 17 18 75 12 34 64

options 74% 73% 84% 65% 75% 75% 73% 83% 69% 73% 85% 64% 74% 71% 74% 74%

Finding the equipment 110 28 14 14 - - - 13 33 64 15 28 67 16 20 74 11 33 66

you wanted 74% 68% 74% 70% 65% 75% 75% 63% 78% 75% 80% 71% 73% 65% 72% 77%

Paying for/affording the 107 33 13 12 - - - 14 29 64 16 27 64 17 23 67 10 36 61

equipment 72% 80% 68% 60% 70% 66% 75% 67% 75% 72% 85% 82% 66% 59% 78% 71%

P

Understanding ongoing 104 24 16 12 - - - 14 30 60 16 24 64 15 16 73 11 30 63

maintenance costs 70% 59% 84% 60% 70% 68% 71% 67% 67% 72% 75% 57% 72% 65% 65% 73%

B

Making a decision about 102 26 13 12 - - - 12 30 60 14 25 63 16 17 69 8 30 64

who to buy from 68% 63% 68% 60% 60% 68% 71% 58% 69% 71% 80% 61% 68% 47% 65% 74%

Q

Performing ongoing 102 27 15 11 - - - 13 33 56 15 27 60 16 18 68 9 33 60

maintenance 68% 66% 79% 55% 65% 75% 66% 63% 75% 67% 80% 64% 67% 53% 72% 70%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q44BTM2 Page 63

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q44 to Q50 Summary of BOTTOM 2: How difficult or easy were the following aspects of the equipment purchasing and maintenance experience?

BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Making a decision about 12 3 - 2 - - - 3 3 6 4 1 7 1 2 9 3 5 4

who to buy from 8% 7% 10% 15% 7% 7% 17% 3% 8% 5% 7% 9% 18% 11% 5%

Performing ongoing 9 3 1 - - - - 3 1 5 3 1 5 - 3 6 3 3 3

maintenance 6% 7% 5% 15% 2% 6% 13% 3% 6% 11% 6% 18% 7% 3%

Paying for/affording the 8 1 2 1 - - - 4 - 4 4 - 4 - 1 7 3 2 3

equipment 5% 2% 11% 5% 20% 5% 17% 4% 4% 7% 18% 4% 3%

Understanding ongoing 8 3 1 1 - - - 3 3 2 3 1 4 - 3 5 3 2 3

maintenance costs 5% 7% 5% 5% 15% 7% 2% 13% 3% 4% 11% 5% 18% 4% 3%

Finding the equipment 7 - 2 1 - - - 2 - 5 1 - 6 - 2 5 1 1 5

you wanted 5% 11% 5% 10% 6% 4% 7% 7% 5% 6% 2% 6%

Understanding your 6 - 1 1 - - - 1 1 4 1 3 2 1 3 2 1 3 2

options 4% 5% 5% 5% 2% 5% 4% 8% 2% 5% 11% 2% 6% 7% 2%

Arranging for delivery 5 2 - - - - - 1 1 3 2 - 3 1 1 3 1 2 2

and installation 3% 5% 5% 2% 4% 8% 3% 5% 4% 3% 6% 4% 2%

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q51 Page 64

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q51. Which of the following best describes your interest in the Natural Gas or Electric Tank-Style Water Heater leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 597 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 151 56 35 15 67 38 16 151 - - 81 22 48 39 34 78 64 57 30

===== 25% 36% 24% 16% 38% 27% 19% 100% 74% 17% 13% 51% 28% 20% 62% 36% 9%

SPLMD ACD AFG A ALM AOP ARS AS

Very interested 49 22 11 3 23 13 6 49 - - 28 6 15 15 10 24 33 9 7

8% 14% 8% 3% 13% 9% 7% 32% 25% 5% 4% 19% 8% 6% 32% 6% 2%

SMD D A ALM AOP ARS

Interested 102 34 24 12 44 25 10 102 - - 53 16 33 24 24 54 31 48 23

17% 22% 17% 13% 25% 17% 12% 68% 48% 12% 9% 31% 20% 14% 30% 30% 7%

SM AG A ALM AP AS AS

Neutral 172 36 55 27 44 45 26 - 172 - 19 94 59 21 64 87 28 65 79

29% 23% 38% 28% 25% 31% 31% 100% 17% 73% 16% 27% 53% 22% 27% 41% 24%

PKM AB A AKM ANP AQS

BOTTOM 2 274 65 53 54 65 60 43 - - 274 10 13 251 17 23 234 11 38 225

======== 46% 41% 37% 56% 37% 42% 51% 100% 9% 10% 70% 22% 19% 59% 11% 24% 67%

NOKLE BC E A AKL ANO Q AQR

QR

Uninterested 145 36 31 27 39 35 21 - - 145 6 10 129 10 16 119 8 23 114

24% 23% 22% 28% 22% 24% 25% 53% 5% 8% 36% 13% 13% 30% 8% 14% 34%

RNOKL A AKL NO AQR

Q

Very uninterested 129 29 22 27 26 25 22 - - 129 4 3 122 7 7 115 3 15 111

22% 18% 15% 28% 15% 17% 26% 47% 4% 2% 34% 9% 6% 29% 3% 9% 33%

NOKLE C E A AKL ANO Q AQR

QR

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

Pacific Market Research - February 2016

Table Q51 Page 65

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q51. Which of the following best describes your interest in the Natural Gas or Electric Tank-Style Water Heater leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Mean 2.66 2.90 2.80 2.34 2.99 2.76 2.49 4.32 3.00 1.53 3.86 3.09 2.13 3.39 3.12 2.38 3.81 3.08 2.10

SPMJD AD D AG AIJ AJ ALM AM AP AP ARS AS

Standard Deviation 1.22 1.32 1.13 1.11 1.26 1.20 1.20 0.47 0.00 0.50 0.98 0.69 1.11 1.20 0.94 1.20 1.07 1.02 1.01

Standard Error 0.05 0.11 0.09 0.11 0.10 0.10 0.13 0.04 0.00 0.03 0.09 0.06 0.06 0.14 0.09 0.06 0.11 0.08 0.06

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

Pacific Market Research - February 2016

Table Q53 Page 66

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q53. What is most appealing about the proposed Natural Gas or Electric Tank-Style Water Heater program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 597 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

No upfront costs 151 46 24 26 55 30 18 46 54 51 37 30 84 22 34 95 29 57 65

25% 29% 17% 27% 31% 21% 21% 30% 31% 19% 34% 23% 23% 29% 28% 24% 28% 36% 19%

SJC C F J J M AS

Inclusive maintenance 126 21 33 22 39 34 21 35 33 58 20 34 72 11 30 85 23 33 70

and repair service 21% 13% 23% 23% 22% 24% 25% 23% 19% 21% 18% 26% 20% 14% 25% 21% 22% 21% 21%

B B

Fixed monthly fee on 67 23 15 10 19 9 13 29 20 18 20 20 27 15 11 41 23 14 30

energy bill 11% 15% 10% 10% 11% 6% 15% 19% 12% 7% 18% 16% 8% 19% 9% 10% 22% 9% 9%

JF F AJ M M O ARS

Energy-efficient 57 16 15 7 21 15 6 20 17 20 12 13 32 11 12 34 12 15 30

equipment 10% 10% 10% 7% 12% 10% 7% 13% 10% 7% 11% 10% 9% 14% 10% 9% 12% 9% 9%

Convenience of PSE 46 15 21 4 12 16 5 17 18 11 15 13 18 12 13 21 12 16 18

managing equipment 8% 10% 15% 4% 7% 11% 6% 11% 10% 4% 14% 10% 5% 16% 11% 5% 12% 10% 5%

J AD J J M P

Warranty 13 2 6 2 3 4 2 - 6 7 - 3 10 1 3 9 - 5 8

2% 1% 4% 2% 2% 3% 2% 3% 3% 2% 3% 1% 2% 2% 3% 2%

Lease term 7 2 - 1 1 1 1 1 2 4 - 1 6 - 4 3 1 2 4

1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 2% 3% 1% 1% 1% 1%

None of these 130 32 29 24 26 34 19 3 22 105 6 15 109 5 14 111 3 18 109

22% 20% 20% 25% 15% 24% 22% 2% 13% 38% 5% 12% 30% 6% 12% 28% 3% 11% 33%

KLHIE E H AHI AKL ANO Q AQR

QRNO

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q54 Page 67

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q54. What is least appealing about the proposed Natural Gas or Electric Tank-Style Water Heater program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 597 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Fixed monthly fee on 193 50 40 34 58 44 26 30 47 116 17 31 145 16 36 141 25 43 125

energy bill 32% 32% 28% 35% 33% 31% 31% 20% 27% 42% 15% 24% 41% 21% 30% 35% 24% 27% 37%

NKLH AHI AKL N QR

Lease term 176 49 40 26 56 38 27 44 60 72 42 44 90 27 38 111 30 55 91

29% 31% 28% 27% 32% 27% 32% 29% 35% 26% 38% 34% 25% 35% 31% 28% 29% 34% 27%

M

Warranty 40 10 8 5 9 15 5 16 12 12 9 12 19 7 7 26 11 11 18

7% 6% 6% 5% 5% 10% 6% 11% 7% 4% 8% 9% 5% 9% 6% 7% 11% 7% 5%

J

Convenience of PSE 15 4 2 2 6 2 2 4 2 9 2 2 11 - 2 13 3 2 10

managing equipment 3% 3% 1% 2% 3% 1% 2% 3% 1% 3% 2% 2% 3% 2% 3% 3% 1% 3%

Energy-efficient 10 5 - 2 6 1 2 5 2 3 4 1 5 5 2 3 3 4 3

equipment 2% 3% 2% 3% 1% 2% 3% 1% 1% 4% 1% 1% 6% 2% 1% 3% 3% 1%

P

No upfront costs 8 2 3 1 1 2 1 5 3 - 4 3 1 2 1 5 2 2 4

1% 1% 2% 1% 1% 1% 1% 3% 2% 4% 2% \*% 3% 1% 1% 2% 1% 1%

Inclusive maintenance 7 4 2 - 3 1 - - 3 4 - 2 5 2 2 3 1 3 3

and repair service 1% 3% 1% 2% 1% 2% 1% 2% 1% 3% 2% 1% 1% 2% 1%

None of these 148 33 48 26 37 40 22 47 43 58 32 34 82 18 33 97 28 40 80

25% 21% 34% 27% 21% 28% 26% 31% 25% 21% 29% 26% 23% 23% 27% 24% 27% 25% 24%

AB J

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q55 Page 68

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q55. Which of the following best describes your interest in the Natural Gas Furnace leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 597 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 110 55 25 11 40 22 14 81 19 10 110 - - 33 27 50 50 40 20

===== 18% 35% 17% 11% 23% 15% 16% 54% 11% 4% 100% 43% 22% 13% 49% 25% 6%

SPIJ ACD AIJ J A AOP P ARS S

Very interested 32 17 7 2 13 7 3 30 1 1 32 - - 13 8 11 23 6 3

5% 11% 5% 2% 7% 5% 4% 20% 1% \*% 29% 17% 7% 3% 22% 4% 1%

SPIJ AD AIJ A AOP ARS

Interested 78 38 18 9 27 15 11 51 18 9 78 - - 20 19 39 27 34 17

13% 24% 13% 9% 15% 10% 13% 34% 10% 3% 71% 26% 16% 10% 26% 21% 5%

SJ ACD AIJ J A AP AS AS

Neutral 129 34 50 20 31 30 17 22 94 13 - 129 - 11 61 57 20 61 48

22% 22% 35% 21% 18% 21% 20% 15% 55% 5% 100% 14% 50% 14% 19% 38% 14%

SPHJ ABD J AHJ A ANP AQS

BOTTOM 2 358 68 68 65 105 91 54 48 59 251 - - 358 33 33 292 33 59 266

======== 60% 43% 48% 68% 60% 64% 64% 32% 34% 92% 100% 43% 27% 73% 32% 37% 80%

OHIBC BC AHI A O ANO AQR

QRN

Uninterested 157 33 33 28 46 47 21 31 33 93 - - 157 15 14 128 18 34 105

26% 21% 23% 29% 26% 33% 25% 21% 19% 34% 44% 19% 12% 32% 17% 21% 31%

QOI AHI A NO QR

Very uninterested 201 35 35 37 59 44 33 17 26 158 - - 201 18 19 164 15 25 161

34% 22% 24% 39% 34% 31% 39% 11% 15% 58% 56% 23% 16% 41% 15% 16% 48%

OHIBC BC AHI A ANO AQR

QRN

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

Pacific Market Research - February 2016

Table Q55 Page 69

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q55. Which of the following best describes your interest in the Natural Gas Furnace leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Mean 2.30 2.80 2.50 2.07 2.37 2.26 2.18 3.30 2.62 1.55 4.29 3.00 1.44 2.94 2.86 2.01 3.24 2.76 1.79

SPMJ ACD D AIJ AJ ALM AM AP AP ARS AS

Standard Deviation 1.21 1.32 1.14 1.08 1.29 1.15 1.19 1.31 0.89 0.77 0.46 0.00 0.50 1.44 1.07 1.09 1.37 1.07 0.93

Standard Error 0.05 0.11 0.10 0.11 0.10 0.10 0.13 0.11 0.07 0.05 0.04 0.00 0.03 0.16 0.10 0.05 0.13 0.08 0.05

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

Pacific Market Research - February 2016

Table Q57 Page 70

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q57. What is most appealing about the proposed Natural Gas Furnace program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 597 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

No upfront costs 143 49 32 27 46 25 19 40 49 54 42 42 59 22 33 88 35 49 59

24% 31% 22% 28% 26% 17% 22% 26% 28% 20% 38% 33% 16% 29% 27% 22% 34% 31% 18%

SM J AM M AS S

Inclusive maintenance 106 19 30 16 33 23 18 33 28 45 23 27 56 12 23 71 18 33 55

and repair service 18% 12% 21% 17% 19% 16% 21% 22% 16% 16% 21% 21% 16% 16% 19% 18% 17% 21% 16%

B

Energy-efficient 56 18 14 8 17 16 8 17 17 22 14 11 31 8 11 37 8 18 30

equipment 9% 11% 10% 8% 10% 11% 9% 11% 10% 8% 13% 9% 9% 10% 9% 9% 8% 11% 9%

Convenience of PSE 49 18 17 3 18 16 2 20 14 15 15 16 18 11 17 21 14 16 19

managing equipment 8% 11% 12% 3% 10% 11% 2% 13% 8% 5% 14% 12% 5% 14% 14% 5% 14% 10% 6%

MGD D D G G J M M P P S

Fixed monthly fee on 43 14 7 7 13 6 8 15 15 13 14 11 18 8 8 27 13 8 22

energy bill 7% 9% 5% 7% 7% 4% 9% 10% 9% 5% 13% 9% 5% 10% 7% 7% 13% 5% 7%

M R

Warranty 17 3 7 3 4 6 2 2 7 8 - 6 11 3 5 9 1 6 10

3% 2% 5% 3% 2% 4% 2% 1% 4% 3% 5% 3% 4% 4% 2% 1% 4% 3%

Lease term 6 3 - 1 1 - - - 2 4 - 2 4 1 1 4 - 3 3

1% 2% 1% 1% 1% 1% 2% 1% 1% 1% 1% 2% 1%

None of these 177 33 36 31 44 51 28 24 40 113 2 14 161 12 23 142 14 27 136

30% 21% 25% 32% 25% 36% 33% 16% 23% 41% 2% 11% 45% 16% 19% 36% 14% 17% 41%

OKLHB E AHI K AKL NO AQR

QRN

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q58 Page 71

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q58. What is least appealing about the proposed Natural Gas Furnace program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 597 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Fixed monthly fee on 189 51 46 31 51 48 23 39 46 104 17 41 131 15 36 138 25 46 118

energy bill 32% 32% 32% 32% 29% 34% 27% 26% 27% 38% 15% 32% 37% 19% 30% 35% 24% 29% 35%

NK HI K K N Q

Lease term 156 46 37 26 50 29 24 46 50 60 45 40 71 23 37 96 27 51 78

26% 29% 26% 27% 28% 20% 28% 30% 29% 22% 41% 31% 20% 30% 31% 24% 26% 32% 23%

M AM M

Warranty 26 10 7 3 9 8 3 5 8 13 7 10 9 5 7 14 5 9 12

4% 6% 5% 3% 5% 6% 4% 3% 5% 5% 6% 8% 3% 6% 6% 4% 5% 6% 4%

M

Convenience of PSE 13 3 3 1 3 3 2 3 5 5 3 3 7 2 2 9 5 2 6

managing equipment 2% 2% 2% 1% 2% 2% 2% 2% 3% 2% 3% 2% 2% 3% 2% 2% 5% 1% 2%

Inclusive maintenance 6 3 2 1 3 - - 2 2 2 2 2 2 1 2 3 2 1 3

and repair service 1% 2% 1% 1% 2% 1% 1% 1% 2% 2% 1% 1% 2% 1% 2% 1% 1%

No upfront costs 5 1 2 1 - 1 2 2 3 - 2 3 - - 1 4 - 3 2

1% 1% 1% 1% 1% 2% 1% 2% 2% 2% 1% 1% 2% 1%

Energy-efficient 5 1 - 3 - 3 2 2 - 3 1 - 4 1 - 4 1 1 3

equipment 1% 1% 3% 2% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1%

None of these 197 42 46 30 60 51 29 52 58 87 33 30 134 30 36 131 38 47 112

33% 27% 32% 31% 34% 36% 34% 34% 34% 32% 30% 23% 37% 39% 30% 33% 37% 29% 34%

L L

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q59 Page 72

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q59. Which of the following best describes your interest in the Electric Air Source Heat Pump leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 597 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 77 36 19 5 29 16 8 39 21 17 33 11 33 77 - - 34 29 14

===== 13% 23% 13% 5% 16% 11% 9% 26% 12% 6% 30% 9% 9% 100% 33% 18% 4%

SJD ACD D AIJ J ALM A ARS S

Very interested 32 15 7 - 14 7 2 21 3 8 16 3 13 32 - - 18 9 5

5% 10% 5% 8% 5% 2% 14% 2% 3% 15% 2% 4% 42% 17% 6% 1%

SI G AIJ ALM A ARS S

Interested 45 21 12 5 15 9 6 18 18 9 17 8 20 45 - - 16 20 9

8% 13% 8% 5% 9% 6% 7% 12% 10% 3% 15% 6% 6% 58% 16% 13% 3%

SJ AD J J ALM A AS S

Neutral 121 28 39 16 29 32 17 34 64 23 27 61 33 - 121 - 20 56 45

20% 18% 27% 17% 16% 22% 20% 23% 37% 8% 25% 47% 9% 100% 19% 35% 13%

SMJ D J AHJ M AKM A AQS

BOTTOM 2 399 93 85 75 118 95 60 78 87 234 50 57 292 - - 399 49 75 275

======== 67% 59% 59% 78% 67% 66% 71% 52% 51% 85% 45% 44% 82% 100% 48% 47% 82%

RKLHI ABC AHI AKL A AQR

Q

Uninterested 148 46 31 21 47 36 17 36 47 65 25 33 90 - - 148 25 38 85

25% 29% 22% 22% 27% 25% 20% 24% 27% 24% 23% 26% 25% 37% 24% 24% 25%

A

Very uninterested 251 47 54 54 71 59 43 42 40 169 25 24 202 - - 251 24 37 190

42% 30% 38% 56% 40% 41% 51% 28% 23% 62% 23% 19% 56% 63% 23% 23% 57%

KLHIB ABC AHI AKL A AQR

QR

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

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Table Q59 Page 73

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q59. Which of the following best describes your interest in the Electric Air Source Heat Pump leasing program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Mean 2.09 2.43 2.21 1.71 2.17 2.08 1.91 2.60 2.40 1.62 2.76 2.48 1.75 4.42 3.00 1.37 2.80 2.54 1.66

SPMJD AD D AJ AJ AM AM AOP AP AS AS

Standard Deviation 1.18 1.30 1.18 0.93 1.27 1.15 1.10 1.37 1.01 0.98 1.35 0.94 1.07 0.50 0.00 0.48 1.42 1.14 0.91

Standard Error 0.05 0.10 0.10 0.09 0.10 0.10 0.12 0.11 0.08 0.06 0.13 0.08 0.06 0.06 0.00 0.02 0.14 0.09 0.05

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION VERY INTERESTED=5, INTERESTED=4, NEUTRAL=3, UNINTERESTED=2, VERY UNINTERESTED=1

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Table Q61 Page 74

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q61. What is most appealing about the proposed Electric Air Source Heat Pump program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 597 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

No upfront costs 120 35 25 25 44 18 14 36 44 40 28 34 58 22 29 69 26 37 57

20% 22% 17% 26% 25% 13% 16% 24% 26% 15% 25% 26% 16% 29% 24% 17% 25% 23% 17%

JF F J J M M P

Inclusive maintenance 80 15 25 8 22 24 10 21 22 37 10 20 50 13 22 45 12 27 41

and repair service 13% 10% 17% 8% 13% 17% 12% 14% 13% 14% 9% 16% 14% 17% 18% 11% 12% 17% 12%

BD

Energy-efficient 76 24 19 8 23 18 13 21 23 32 16 21 39 15 29 32 16 25 35

equipment 13% 15% 13% 8% 13% 13% 15% 14% 13% 12% 15% 16% 11% 19% 24% 8% 16% 16% 10%

P P AP

Convenience of PSE 33 11 11 2 8 13 1 12 11 10 9 11 13 9 11 13 9 11 13

managing equipment 6% 7% 8% 2% 5% 9% 1% 8% 6% 4% 8% 9% 4% 12% 9% 3% 9% 7% 4%

GD D D G P P

Fixed monthly fee on 26 11 4 3 5 6 4 8 9 9 7 3 16 12 4 10 7 9 10

energy bill 4% 7% 3% 3% 3% 4% 5% 5% 5% 3% 6% 2% 4% 16% 3% 3% 7% 6% 3%

AOP

Warranty 16 2 5 4 4 4 4 3 6 7 2 6 8 3 5 8 2 5 9

3% 1% 3% 4% 2% 3% 5% 2% 3% 3% 2% 5% 2% 4% 4% 2% 2% 3% 3%

Lease term 10 5 - 1 3 - 1 4 2 4 4 1 5 2 3 5 3 2 5

2% 3% 1% 2% 1% 3% 1% 1% 4% 1% 1% 3% 2% 1% 3% 1% 1%

None of these 236 54 54 45 67 60 38 46 55 135 34 33 169 1 18 217 28 44 164

40% 34% 38% 47% 38% 42% 45% 30% 32% 49% 31% 26% 47% 1% 15% 54% 27% 28% 49%

RNOLH B AHI AKL N ANO AQR

Q

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q62 Page 75

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q62. What is least appealing about the proposed Electric Air Source Heat Pump program?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 597 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Fixed monthly fee on 186 47 42 33 57 46 23 45 49 92 23 41 122 16 45 125 31 45 110

energy bill 31% 30% 29% 34% 32% 32% 27% 30% 28% 34% 21% 32% 34% 21% 37% 31% 30% 28% 33%

NK K N N

Lease term 111 29 28 15 28 27 17 30 36 45 22 28 61 26 27 58 19 34 58

19% 18% 20% 16% 16% 19% 20% 20% 21% 16% 20% 22% 17% 34% 22% 15% 18% 21% 17%

AP

Warranty 27 11 6 4 10 6 3 4 7 16 5 8 14 11 5 11 5 10 12

5% 7% 4% 4% 6% 4% 4% 3% 4% 6% 5% 6% 4% 14% 4% 3% 5% 6% 4%

AOP

No upfront costs 10 3 2 3 - 6 1 2 6 2 2 3 5 1 1 8 2 3 5

2% 2% 1% 3% 4% 1% 1% 3% 1% 2% 2% 1% 1% 1% 2% 2% 2% 1%

Energy-efficient 10 3 - 3 3 2 3 2 5 3 2 4 4 1 2 7 2 5 3

equipment 2% 2% 3% 2% 1% 4% 1% 3% 1% 2% 3% 1% 1% 2% 2% 2% 3% 1%

Inclusive maintenance 8 3 3 1 3 - 2 2 4 2 2 3 3 2 4 2 1 4 3

and repair service 1% 2% 2% 1% 2% 2% 1% 2% 1% 2% 2% 1% 3% 3% 1% 1% 3% 1%

Convenience of PSE 6 1 1 1 1 1 1 1 - 5 1 - 5 - - 6 1 - 5

managing equipment 1% 1% 1% 1% 1% 1% 1% 1% 2% 1% 1% 2% 1% 1%

None of these 239 60 61 36 74 55 35 65 65 109 53 42 144 20 37 182 42 59 138

40% 38% 43% 38% 42% 38% 41% 43% 38% 40% 48% 33% 40% 26% 31% 46% 41% 37% 41%

NO L NO

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q63 Page 76

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q63. If a leasing program were available, would you replace your home heating or hot water equipment earlier than you would if you had to

purchase the equipment and maintain it yourself?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 597 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 103 43 19 9 46 25 10 64 28 11 50 20 33 34 20 49 103 - -

===== 17% 27% 13% 9% 26% 17% 12% 42% 16% 4% 45% 16% 9% 44% 17% 12% 100%

PMJD ACD AG AIJ J ALM AOP A

Definitely yes 23 11 3 1 11 3 2 21 - 2 13 1 9 7 2 14 23 - -

4% 7% 2% 1% 6% 2% 2% 14% 1% 12% 1% 3% 9% 2% 4% 22%

LJD CD AJ ALM O A

Probably yes 80 32 16 8 35 22 8 43 28 9 37 19 24 27 18 35 80 - -

13% 20% 11% 8% 20% 15% 9% 28% 16% 3% 34% 15% 7% 35% 15% 9% 78%

PMJ ACD G AIJ J ALM M AOP A

Possibly 160 51 42 16 46 36 14 57 65 38 40 61 59 29 56 75 - 160 -

27% 32% 29% 17% 26% 25% 16% 38% 38% 14% 36% 47% 16% 38% 46% 19% 100%

PMJGD D D AJ AJ M AM P AP A

BOTTOM 2 334 63 82 71 84 82 61 30 79 225 20 48 266 14 45 275 - - 334

======== 56% 40% 57% 74% 48% 57% 72% 20% 46% 82% 18% 37% 74% 18% 37% 69% 100%

KLHIB B ABC AEF H AHI K AKL N ANO A

NO

Probably not 205 34 55 39 55 50 34 28 67 110 19 40 146 12 37 156 - - 205

34% 22% 38% 41% 31% 35% 40% 19% 39% 40% 17% 31% 41% 16% 31% 39% 61%

NKHB B B H H K AKL N N A

Definitely not 129 29 27 32 29 32 27 2 12 115 1 8 120 2 8 119 - - 129

22% 18% 19% 33% 16% 22% 32% 1% 7% 42% 1% 6% 34% 3% 7% 30% 39%

OKLHI ABC E H AHI K AKL ANO A

N

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION DEFINITELY YES=5, PROBABLY YES=4, POSSIBLY=3, PROBABLY NO=2, DEFINITELY NOT=1

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Table Q63 Page 77

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q63. If a leasing program were available, would you replace your home heating or hot water equipment earlier than you would if you had to

purchase the equipment and maintain it yourself?

BASE = THOSE WITH ELIGIBLE EQUIPMENT

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Mean 2.44 2.76 2.39 2.03 2.68 2.40 2.11 3.35 2.63 1.81 3.38 2.73 2.04 3.32 2.74 2.17 4.22 3.00 1.61

PMJGD ACD D AFG G AIJ AJ ALM AM AOP AP ARS AS

S

Standard Deviation 1.09 1.18 0.99 0.97 1.15 1.06 1.04 0.98 0.84 0.85 0.94 0.82 1.00 0.94 0.85 1.06 0.42 0.00 0.49

Standard Error 0.04 0.09 0.08 0.10 0.09 0.09 0.11 0.08 0.06 0.05 0.09 0.07 0.05 0.11 0.08 0.05 0.04 0.00 0.03

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION DEFINITELY YES=5, PROBABLY YES=4, POSSIBLY=3, PROBABLY NO=2, DEFINITELY NOT=1

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Table Q64 Page 78

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q64. Smart water heaters can adjust ...without impacting your use of your hot water supply. If your leased water heater was equipped with

the appropriate technology, would you enroll in such a program in exchange for a monthly incentive or a reduced monthly lease price?

BASE = HAVE A WATER HEATER

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 589 156 142 95 175 141 81 149 169 271 110 126 353 76 119 394 102 157 330

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 233 73 54 30 85 49 29 99 68 66 70 59 104 52 57 124 85 75 73

===== 40% 47% 38% 32% 49% 35% 36% 66% 40% 24% 64% 47% 29% 68% 48% 31% 83% 48% 22%

SPMJ D AF AIJ J ALM M AOP P ARS S

Definitely yes 78 27 17 5 37 16 4 43 16 19 27 15 36 15 23 40 40 23 15

13% 17% 12% 5% 21% 11% 5% 29% 9% 7% 25% 12% 10% 20% 19% 10% 39% 15% 5%

SJGD D AFG AIJ ALM P P ARS S

Probably yes 155 46 37 25 48 33 25 56 52 47 43 44 68 37 34 84 45 52 58

26% 29% 26% 26% 27% 23% 31% 38% 31% 17% 39% 35% 19% 49% 29% 21% 44% 33% 18%

SMJ AJ J AM M AOP AS S

Possibly 191 42 51 32 50 50 25 40 74 77 31 51 109 19 43 129 14 76 101

32% 27% 36% 34% 29% 35% 31% 27% 44% 28% 28% 40% 31% 25% 36% 33% 14% 48% 31%

Q AHJ K AQS Q

BOTTOM 2 165 41 37 33 40 42 27 10 27 128 9 16 140 5 19 141 3 6 156

======== 28% 26% 26% 35% 23% 30% 33% 7% 16% 47% 8% 13% 40% 7% 16% 36% 3% 4% 47%

OKLHI H AHI AKL N ANO AQR

QRN

Probably not 110 31 23 17 28 28 15 8 26 76 9 13 88 5 16 89 3 4 103

19% 20% 16% 18% 16% 20% 19% 5% 15% 28% 8% 10% 25% 7% 13% 23% 3% 3% 31%

RNKLH H AHI AKL NO AQR

Q

Definitely not 55 10 14 16 12 14 12 2 1 52 - 3 52 - 3 52 - 2 53

9% 6% 10% 17% 7% 10% 15% 1% 1% 19% 2% 15% 3% 13% 1% 16%

ROLHI B AHI AL O AR

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION DEFINITELY YES=5, PROBABLY YES=4, POSSIBLY=3, PROBABLY NO=2, DEFINITELY NOT=1

Pacific Market Research - February 2016

Table Q64 Page 79

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q64. Smart water heaters can adjust ...without impacting your use of your hot water supply. If your leased water heater was equipped with

the appropriate technology, would you enroll in such a program in exchange for a monthly incentive or a reduced monthly lease price?

BASE = HAVE A WATER HEATER

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Mean 3.15 3.31 3.14 2.85 3.40 3.06 2.93 3.87 3.33 2.65 3.80 3.44 2.85 3.82 3.49 2.93 4.20 3.57 2.63

SPMJD D AFG AIJ J ALM AM AOP AP ARS AS

Standard Deviation 1.15 1.16 1.13 1.15 1.18 1.14 1.14 0.94 0.87 1.18 0.91 0.92 1.19 0.83 1.03 1.17 0.78 0.82 1.09

Standard Error 0.05 0.09 0.10 0.12 0.09 0.10 0.13 0.08 0.07 0.07 0.09 0.08 0.06 0.09 0.09 0.06 0.08 0.07 0.06

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION DEFINITELY YES=5, PROBABLY YES=4, POSSIBLY=3, PROBABLY NO=2, DEFINITELY NOT=1

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Table Q65 Page 80

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q65. Web-enabled thermostats can adjust ... without impacting your use of your heat supply. If your leased equipment had the appropriate

technology, would you enroll in such a program in exchange for a monthly incentive or a reduced monthly lease price?

BASE = HAVE A FURNACE OR HEAT PUMP

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

----- ------ ------- -------- ------ ------- -------- ------- ------- --------- ------- ------- --------- ------- ------- --------- -------- -------- --------

(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 544 157 143 93 158 130 79 136 162 246 109 126 309 71 115 358 91 152 301

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 207 71 53 32 68 42 24 78 70 59 65 63 79 44 49 114 69 75 63

===== 38% 45% 37% 34% 43% 32% 30% 57% 43% 24% 60% 50% 26% 62% 43% 32% 76% 49% 21%

SMJ AIJ J AM AM AOP P ARS AS

Definitely yes 63 25 16 7 24 15 4 30 14 19 26 11 26 16 17 30 31 17 15

12% 16% 11% 8% 15% 12% 5% 22% 9% 8% 24% 9% 8% 23% 15% 8% 34% 11% 5%

SG D G AIJ ALM AP ARS S

Probably yes 144 46 37 25 44 27 20 48 56 40 39 52 53 28 32 84 38 58 48

26% 29% 26% 27% 28% 21% 25% 35% 35% 16% 36% 41% 17% 39% 28% 23% 42% 38% 16%

SMJ J J M AM AP AS AS

Possibly 171 47 51 25 47 52 23 41 59 71 31 44 96 20 47 104 16 64 91

31% 30% 36% 27% 30% 40% 29% 30% 36% 29% 28% 35% 31% 28% 41% 29% 18% 42% 30%

Q P AQS Q

BOTTOM 2 166 39 39 36 43 36 32 17 33 116 13 19 134 7 19 140 6 13 147

======== 31% 25% 27% 39% 27% 28% 41% 13% 20% 47% 12% 15% 43% 10% 17% 39% 7% 9% 49%

OKLHI B E AHI AKL ANO AQR

QRN

Probably not 109 28 24 22 27 23 21 15 31 63 13 16 80 7 17 85 6 11 92

20% 18% 17% 24% 17% 18% 27% 11% 19% 26% 12% 13% 26% 10% 15% 24% 7% 7% 31%

RNKLH H H KL NO AQR

Q

Definitely not 57 11 15 14 16 13 11 2 2 53 - 3 54 - 2 55 - 2 55

10% 7% 10% 15% 10% 10% 14% 1% 1% 22% 2% 17% 2% 15% 1% 18%

ROLHI AHI AL AO AR

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION DEFINITELY YES=5, PROBABLY YES=4, POSSIBLY=3, PROBABLY NO=2, DEFINITELY NOT=1

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Table Q65 Page 81

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q65. Web-enabled thermostats can adjust ... without impacting your use of your heat supply. If your leased equipment had the appropriate

technology, would you enroll in such a program in exchange for a monthly incentive or a reduced monthly lease price?

BASE = HAVE A FURNACE OR HEAT PUMP

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Mean 3.09 3.29 3.10 2.88 3.21 3.06 2.81 3.65 3.30 2.63 3.72 3.41 2.73 3.75 3.39 2.86 4.03 3.51 2.59

SPMJG AD G AIJ AJ ALM AM AOP AP ARS AS

Standard Deviation 1.16 1.15 1.14 1.19 1.19 1.12 1.12 0.99 0.92 1.21 0.96 0.91 1.18 0.92 0.97 1.19 0.89 0.84 1.11

Standard Error 0.05 0.09 0.10 0.12 0.10 0.10 0.13 0.09 0.07 0.08 0.09 0.08 0.07 0.11 0.09 0.06 0.09 0.07 0.06

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

MEAN CALCULATION DEFINITELY YES=5, PROBABLY YES=4, POSSIBLY=3, PROBABLY NO=2, DEFINITELY NOT=1

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Table Q66 Page 82

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66. Level of agreement with proposed space and water heat equipment leasing program - Some households can’t afford to replace space and

water heat equipment on a regular and safe basis. A leasing program would help keep people warm and safe in their home

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 379 112 78 58 118 84 47 125 109 142 90 89 197 60 86 230 88 117 171

===== 63% 71% 55% 60% 67% 59% 55% 83% 63% 52% 82% 69% 55% 78% 71% 58% 85% 73% 51%

SMJ AC AIJ J ALM M AP P ARS AS

5 - Strongly agree 79 29 17 8 24 18 12 39 16 23 33 9 36 15 16 47 33 19 26

13% 18% 12% 8% 14% 13% 14% 26% 9% 8% 30% 7% 10% 19% 13% 12% 32% 12% 8%

SLJ D AIJ ALM ARS

4 - Agree 300 83 61 50 94 66 35 86 93 119 57 80 161 45 70 183 55 98 145

50% 53% 43% 52% 53% 46% 41% 57% 54% 43% 52% 62% 45% 58% 58% 46% 53% 61% 43%

J J AM P P AS

3 - Neither disagree nor 183 38 56 31 49 46 29 24 59 100 19 37 127 16 31 136 14 40 129

agree 31% 24% 39% 32% 28% 32% 34% 16% 34% 36% 17% 29% 35% 21% 26% 34% 14% 25% 39%

QKH B H H K K N Q AQR

BOTTOM 2 38 7 9 7 9 13 9 2 4 32 1 3 34 1 4 33 1 3 34

======== 6% 4% 6% 7% 5% 9% 11% 1% 2% 12% 1% 2% 9% 1% 3% 8% 1% 2% 10%

NKLHI AHI KL NO AQR

QR

2 - Disagree 28 5 8 5 7 10 7 2 3 23 1 2 25 1 4 23 1 2 25

5% 3% 6% 5% 4% 7% 8% 1% 2% 8% 1% 2% 7% 1% 3% 6% 1% 1% 7%

NKLHI AHI KL N QR

QR

1 - Strongly disagree 10 2 1 2 2 3 2 - 1 9 - 1 9 - - 10 - 1 9

2% 1% 1% 2% 1% 2% 2% 1% 3% 1% 3% 3% 1% 3%

I

Mean 3.68 3.84 3.59 3.59 3.74 3.60 3.56 4.07 3.70 3.45 4.11 3.73 3.53 3.96 3.81 3.59 4.17 3.83 3.46

SMJ ACD AIJ J ALM M AP P ARS AS

Standard Deviation 0.82 0.80 0.80 0.80 0.78 0.87 0.92 0.68 0.69 0.89 0.71 0.65 0.86 0.68 0.70 0.86 0.69 0.67 0.85

Standard Error 0.03 0.06 0.07 0.08 0.06 0.07 0.10 0.06 0.05 0.05 0.07 0.06 0.05 0.08 0.06 0.04 0.07 0.05 0.05

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q67 Page 83

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q67. Level of agreement with proposed space and water heat equipment leasing program - Equipment leasing is unnecessary. Banks and stores

provide financing so people can purchase and maintain the equipment they need.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 197 46 42 31 55 49 32 31 40 125 22 25 149 21 25 150 11 32 153

===== 33% 29% 29% 32% 31% 34% 38% 21% 23% 46% 20% 19% 42% 27% 21% 38% 11% 20% 46%

OKLHI AHI AKL O Q AQR

QR

5 - Strongly agree 56 15 10 8 12 14 10 4 2 50 3 1 52 5 2 49 2 3 51

9% 10% 7% 8% 7% 10% 12% 3% 1% 18% 3% 1% 15% 6% 2% 12% 2% 2% 15%

OKLHI AHI AKL O AQR

QR

4 - Agree 141 31 32 23 43 35 22 27 38 75 19 24 97 16 23 101 9 29 102

24% 20% 22% 24% 24% 24% 26% 18% 22% 27% 17% 19% 27% 21% 19% 25% 9% 18% 31%

Q H KL Q AQR

3 - Neither disagree nor 278 82 71 48 78 67 37 71 91 115 54 74 149 40 62 175 51 90 136

agree 46% 52% 50% 50% 44% 47% 44% 47% 53% 42% 49% 57% 42% 52% 51% 44% 50% 56% 41%

J AM AS

BOTTOM 2 125 29 30 17 43 27 16 49 41 34 34 30 60 16 34 74 41 38 45

======== 21% 18% 21% 18% 24% 19% 19% 32% 24% 12% 31% 23% 17% 21% 28% 19% 40% 24% 13%

SJ AJ J AM P ARS S

2 - Disagree 104 25 23 14 40 24 11 41 34 28 28 25 50 13 33 57 31 35 37

17% 16% 16% 15% 23% 17% 13% 27% 20% 10% 25% 19% 14% 17% 27% 14% 30% 22% 11%

SJ G AJ J M AP AS S

1 - Strongly disagree 21 4 7 3 3 3 5 8 7 6 6 5 10 3 1 17 10 3 8

4% 3% 5% 3% 2% 2% 6% 5% 4% 2% 5% 4% 3% 4% 1% 4% 10% 2% 2%

O O ARS

Mean 3.18 3.18 3.10 3.20 3.12 3.23 3.25 2.85 2.97 3.49 2.86 2.93 3.37 3.09 2.93 3.27 2.63 2.96 3.45

OKLHI AHI AKL O Q AQR

QR

Standard Deviation 0.94 0.90 0.92 0.90 0.90 0.92 1.02 0.87 0.79 0.98 0.86 0.75 0.99 0.89 0.75 0.99 0.85 0.74 0.96

Standard Error 0.04 0.07 0.08 0.09 0.07 0.08 0.11 0.07 0.06 0.06 0.08 0.07 0.05 0.10 0.07 0.05 0.08 0.06 0.05

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q68 Page 84

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q68. Level of agreement with proposed space and water heat equipment leasing program - It’s important to help people make the switch to

technologically-advanced equipment because it allows consumers and utilities to remotely monitor and administer service

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 349 103 79 50 112 75 41 110 104 132 85 78 183 54 77 215 78 106 162

===== 58% 66% 55% 52% 64% 52% 48% 73% 60% 48% 77% 60% 51% 70% 64% 54% 76% 66% 49%

SMJ D FG AIJ J ALM AP AS S

5 - Strongly agree 87 36 15 9 31 18 6 38 20 27 38 12 35 23 20 42 36 22 27

15% 23% 10% 9% 18% 13% 7% 25% 12% 10% 35% 9% 10% 30% 17% 11% 35% 14% 8%

SMJG ACD G AIJ ALM AOP ARS

4 - Agree 262 67 64 41 81 57 35 72 84 105 47 66 148 31 57 173 42 84 135

44% 43% 45% 43% 46% 40% 41% 48% 49% 38% 43% 51% 41% 40% 47% 43% 41% 53% 40%

J AS

3 - Neither disagree nor 174 38 49 29 47 48 29 30 59 85 21 43 110 17 37 120 17 45 112

agree 29% 24% 34% 30% 27% 34% 34% 20% 34% 31% 19% 33% 31% 22% 31% 30% 17% 28% 34%

QKH H H K K Q Q

BOTTOM 2 77 16 15 17 17 20 15 11 9 57 4 8 65 6 7 64 8 9 60

======== 13% 10% 10% 18% 10% 14% 18% 7% 5% 21% 4% 6% 18% 8% 6% 16% 8% 6% 18%

OKLHI AHI AKL NO AQR

R

2 - Disagree 53 10 9 11 15 12 9 8 9 36 3 7 43 5 6 42 7 6 40

9% 6% 6% 11% 9% 8% 11% 5% 5% 13% 3% 5% 12% 6% 5% 11% 7% 4% 12%

RK HI KL O R

1 - Strongly disagree 24 6 6 6 2 8 6 3 - 21 1 1 22 1 1 22 1 3 20

4% 4% 4% 6% 1% 6% 7% 2% 8% 1% 1% 6% 1% 1% 6% 1% 2% 6%

QOKLE E E AH KL NO QR

Mean 3.56 3.75 3.51 3.38 3.70 3.45 3.31 3.89 3.67 3.30 4.07 3.63 3.37 3.91 3.74 3.43 4.02 3.73 3.33

SPMJG ACD FG AIJ J ALM M AP P ARS AS

Standard Deviation 0.98 1.01 0.92 1.02 0.90 1.01 1.00 0.91 0.75 1.06 0.85 0.76 1.02 0.95 0.82 1.00 0.94 0.82 0.99

Standard Error 0.04 0.08 0.08 0.10 0.07 0.08 0.11 0.07 0.06 0.06 0.08 0.07 0.05 0.11 0.07 0.05 0.09 0.06 0.05

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q69 Page 85

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q69. Level of agreement with proposed space and water heat equipment leasing program - It’s important to help people make the switch to

technologically-advanced equipment to help them save money on their energy bills over the long term.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 420 115 105 57 135 91 58 122 129 166 97 89 231 62 93 262 82 125 210

===== 70% 73% 73% 59% 77% 64% 68% 81% 75% 61% 88% 69% 65% 81% 77% 66% 80% 78% 63%

SJD D D F AJ J ALM AP P AS AS

5 - Strongly agree 103 38 16 9 37 25 10 42 23 36 33 14 54 17 25 59 37 26 38

17% 24% 11% 9% 21% 17% 12% 28% 13% 13% 30% 11% 15% 22% 21% 15% 36% 16% 11%

SLD CD G AIJ ALM ARS

4 - Agree 317 77 89 48 98 66 48 80 106 130 64 75 177 45 68 203 45 99 172

53% 49% 62% 50% 56% 46% 56% 53% 62% 47% 58% 58% 49% 58% 56% 51% 44% 62% 51%

AB AJ AQS

3 - Neither disagree nor 142 34 31 31 31 43 19 24 38 80 11 38 93 12 27 103 19 28 95

agree 24% 22% 22% 32% 18% 30% 22% 16% 22% 29% 10% 29% 26% 16% 22% 26% 18% 18% 28%

KH E H K K N QR

BOTTOM 2 38 8 7 8 10 9 8 5 5 28 2 2 34 3 1 34 2 7 29

======== 6% 5% 5% 8% 6% 6% 9% 3% 3% 10% 2% 2% 9% 4% 1% 9% 2% 4% 9%

QOKLI HI KL O Q

2 - Disagree 25 5 4 6 9 3 7 2 5 18 2 1 22 1 1 23 2 2 21

4% 3% 3% 6% 5% 2% 8% 1% 3% 7% 2% 1% 6% 1% 1% 6% 2% 1% 6%

ROLH H KL NO QR

1 - Strongly disagree 13 3 3 2 1 6 1 3 - 10 - 1 12 2 - 11 - 5 8

2% 2% 2% 2% 1% 4% 1% 2% 4% 1% 3% 3% 3% 3% 2%

E L

Mean 3.79 3.90 3.78 3.58 3.91 3.71 3.69 4.03 3.85 3.60 4.16 3.78 3.67 3.96 3.97 3.69 4.14 3.87 3.63

SMJD D FG AIJ J ALM P AP ARS S

Standard Deviation 0.85 0.87 0.76 0.83 0.80 0.93 0.83 0.82 0.67 0.93 0.67 0.68 0.92 0.82 0.68 0.89 0.78 0.81 0.86

Standard Error 0.03 0.07 0.06 0.08 0.06 0.08 0.09 0.07 0.05 0.06 0.06 0.06 0.05 0.09 0.06 0.04 0.08 0.06 0.05

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q70 Page 86

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q70. Level of agreement with proposed space and water heat equipment leasing program - The maintenance and repair service offered through a

leasing program keeps equipment working and gives customers added peace-of-mind.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 431 118 102 66 133 102 56 136 129 164 97 97 235 68 92 269 95 130 204

===== 72% 75% 71% 69% 76% 71% 66% 90% 75% 60% 88% 75% 66% 88% 76% 67% 92% 81% 61%

SMJ AIJ J ALM M AOP ARS AS

5 - Strongly agree 112 33 26 14 34 27 16 51 30 30 41 26 44 24 32 55 44 31 36

19% 21% 18% 15% 19% 19% 19% 34% 17% 11% 37% 20% 12% 31% 26% 14% 43% 19% 11%

SPMJ AIJ ALM M AP P ARS S

4 - Agree 319 85 76 52 99 75 40 85 99 134 56 71 191 44 60 214 51 99 168

53% 54% 53% 54% 56% 52% 47% 56% 58% 49% 51% 55% 53% 57% 50% 54% 50% 62% 50%

AQS

3 - Neither disagree nor 136 34 32 23 36 34 19 14 40 81 13 32 90 9 28 98 7 30 98

agree 23% 22% 22% 24% 20% 24% 22% 9% 23% 30% 12% 25% 25% 12% 23% 25% 7% 19% 29%

QNKH H AH K K N N Q AQR

BOTTOM 2 33 5 9 7 7 7 10 1 3 29 - - 33 - 1 32 1 - 32

======== 6% 3% 6% 7% 4% 5% 12% 1% 2% 11% 9% 1% 8% 1% 10%

QOHI E AHI A O AQ

2 - Disagree 23 4 7 4 6 4 7 1 2 20 - - 23 - 1 22 1 - 22

4% 3% 5% 4% 3% 3% 8% 1% 1% 7% 6% 1% 6% 1% 7%

QOHI AHI O Q

1 - Strongly disagree 10 1 2 3 1 3 3 - 1 9 - - 10 - - 10 - - 10

2% 1% 1% 3% 1% 2% 4% 1% 3% 3% 3% 3%

I

Mean 3.83 3.92 3.82 3.73 3.90 3.83 3.69 4.23 3.90 3.57 4.25 3.95 3.66 4.19 4.02 3.71 4.34 4.01 3.59

SPMJ AIJ J ALM M AP AP ARS AS

Standard Deviation 0.83 0.76 0.84 0.88 0.76 0.84 0.99 0.64 0.71 0.90 0.66 0.67 0.88 0.63 0.73 0.86 0.65 0.62 0.88

Standard Error 0.03 0.06 0.07 0.09 0.06 0.07 0.11 0.05 0.05 0.05 0.06 0.06 0.05 0.07 0.07 0.04 0.06 0.05 0.05

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q71 Page 87

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q71. Level of agreement with proposed space and water heat equipment leasing program - Puget Sound Energy is a trusted energy advisor and

will help customers get the equipment and services they need.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 391 113 83 63 120 87 55 124 120 145 94 93 202 60 89 240 86 119 184

===== 65% 72% 58% 66% 68% 61% 65% 82% 70% 53% 85% 72% 56% 78% 74% 60% 83% 74% 55%

SMJ C AIJ J ALM M AP P AS AS

5 - Strongly agree 93 35 14 12 30 22 13 37 19 37 36 10 47 18 24 51 34 18 41

16% 22% 10% 13% 17% 15% 15% 25% 11% 14% 33% 8% 13% 23% 20% 13% 33% 11% 12%

LC CD AIJ ALM P ARS

4 - Agree 298 78 69 51 90 65 42 87 101 108 58 83 155 42 65 189 52 101 143

50% 50% 48% 53% 51% 45% 49% 58% 59% 39% 53% 64% 43% 55% 54% 47% 50% 63% 43%

SJ J AJ AM AQS

3 - Neither disagree nor 177 40 51 27 47 43 25 26 48 102 16 31 129 16 29 131 16 40 120

agree 30% 25% 36% 28% 27% 30% 29% 17% 28% 37% 15% 24% 36% 21% 24% 33% 16% 25% 36%

QKH H AHI AKL N AQR

BOTTOM 2 32 4 9 6 9 13 5 1 4 27 - 5 27 1 3 28 1 1 30

======== 5% 3% 6% 6% 5% 9% 6% 1% 2% 10% 4% 8% 1% 2% 7% 1% 1% 9%

QRNHI AHI NO AQR

2 - Disagree 24 3 6 3 6 10 3 1 4 19 - 5 19 1 3 20 1 1 22

4% 2% 4% 3% 3% 7% 4% 1% 2% 7% 4% 5% 1% 2% 5% 1% 1% 7%

QRH HI N QR

1 - Strongly disagree 8 1 3 3 3 3 2 - - 8 - - 8 - - 8 - - 8

1% 1% 2% 3% 2% 2% 2% 3% 2% 2% 2%

Mean 3.74 3.91 3.59 3.69 3.78 3.65 3.72 4.06 3.78 3.54 4.18 3.76 3.60 4.00 3.91 3.64 4.16 3.85 3.56

SMJ ACD AIJ J ALM AP AP ARS S

Standard Deviation 0.81 0.78 0.81 0.85 0.83 0.90 0.85 0.67 0.66 0.91 0.67 0.65 0.86 0.71 0.73 0.84 0.71 0.61 0.88

Standard Error 0.03 0.06 0.07 0.09 0.06 0.08 0.09 0.05 0.05 0.06 0.06 0.06 0.05 0.08 0.07 0.04 0.07 0.05 0.05

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q72 Page 88

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q72. Level of agreement with proposed space and water heat equipment leasing program - It’s important to me that my furnace, heat pump or

water heater last. If a leasing program helps to extend the life of this equipment, it’s worth it.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 311 90 77 45 104 73 37 124 99 87 89 78 143 63 75 172 91 103 116

===== 52% 57% 54% 47% 59% 51% 44% 82% 58% 32% 81% 60% 40% 82% 62% 43% 88% 64% 35%

SPMJ G AIJ J ALM M AOP AP ARS AS

5 - Strongly agree 87 32 22 6 31 21 11 47 23 16 40 15 31 24 19 43 39 22 25

15% 20% 15% 6% 18% 15% 13% 31% 13% 6% 36% 12% 9% 31% 16% 11% 38% 14% 7%

SMJD D D AIJ J ALM AOP ARS S

4 - Agree 224 58 55 39 73 52 26 77 76 71 49 63 112 39 56 129 52 81 91

37% 37% 38% 41% 41% 36% 31% 51% 44% 26% 45% 49% 31% 51% 46% 32% 50% 51% 27%

SJ AJ J M AM AP P AS AS

3 - Neither disagree nor 229 50 55 39 55 58 35 23 69 136 17 50 161 13 43 172 10 54 164

agree 38% 32% 38% 41% 31% 41% 41% 15% 40% 50% 15% 39% 45% 17% 36% 43% 10% 34% 49%

QNKH H AHI K AK N N Q AQR

BOTTOM 2 60 17 11 12 17 12 13 4 4 51 4 1 54 1 3 55 2 3 54

======== 10% 11% 8% 13% 10% 8% 15% 3% 2% 19% 4% 1% 15% 1% 2% 14% 2% 2% 16%

OKLHI AHI AKL NO AQR

QRN

2 - Disagree 38 9 7 10 13 8 7 3 4 30 3 1 33 1 2 34 2 1 34

6% 6% 5% 10% 7% 6% 8% 2% 2% 11% 3% 1% 9% 1% 2% 9% 2% 1% 10%

NOLHI AHI KL NO AQR

QR

1 - Strongly disagree 22 8 4 2 4 4 6 1 - 21 1 - 21 - 1 21 - 2 20

4% 5% 3% 2% 2% 3% 7% 1% 8% 1% 6% 1% 5% 1% 6%

ROKH AH K O R

Mean 3.53 3.62 3.59 3.39 3.65 3.55 3.34 4.10 3.69 3.11 4.13 3.71 3.28 4.12 3.74 3.35 4.24 3.75 3.20

SPMJ G AIJ AJ ALM AM AOP AP ARS AS

Standard Deviation 0.94 1.03 0.91 0.84 0.93 0.91 1.04 0.77 0.73 0.95 0.84 0.68 0.96 0.73 0.77 0.96 0.71 0.74 0.94

Standard Error 0.04 0.08 0.08 0.09 0.07 0.08 0.11 0.06 0.06 0.06 0.08 0.06 0.05 0.08 0.07 0.05 0.07 0.06 0.05

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q73 Page 89

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q73. Level of agreement with proposed space and water heat equipment leasing program - If something breaks, I want 24-hour customer service

and same day repairs.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 519 137 118 81 165 114 72 144 147 225 105 107 304 75 98 343 100 144 272

===== 87% 87% 83% 84% 94% 80% 85% 95% 85% 82% 95% 83% 85% 97% 81% 86% 97% 90% 81%

S AFG AIJ ALM AOP ARS S

5 - Strongly agree 251 73 56 33 83 58 36 78 79 91 60 57 131 41 57 150 64 69 115

42% 46% 39% 34% 47% 41% 42% 52% 46% 33% 55% 44% 37% 53% 47% 38% 62% 43% 34%

SJ AJ J AM P ARS

4 - Agree 268 64 62 48 82 56 36 66 68 134 45 50 173 34 41 193 36 75 157

45% 41% 43% 50% 47% 39% 42% 44% 40% 49% 41% 39% 48% 44% 34% 48% 35% 47% 47%

O O Q

3 - Neither disagree nor 71 19 24 12 11 26 9 6 24 41 5 21 45 2 22 47 3 15 53

agree 12% 12% 17% 13% 6% 18% 11% 4% 14% 15% 5% 16% 13% 3% 18% 12% 3% 9% 16%

QNKHE E H H K K N N Q QR

BOTTOM 2 10 1 1 3 - 3 4 1 1 8 - 1 9 - 1 9 - 1 9

======== 2% 1% 1% 3% 2% 5% 1% 1% 3% 1% 3% 1% 2% 1% 3%

I

2 - Disagree 8 1 1 3 - 2 4 - 1 7 - 1 7 - 1 7 - - 8

1% 1% 1% 3% 1% 5% 1% 3% 1% 2% 1% 2% 2%

1 - Strongly disagree 2 - - - - 1 - 1 - 1 - - 2 - - 2 - 1 1

\*% 1% 1% \*% 1% 1% 1% \*%

Mean 4.26 4.33 4.21 4.16 4.41 4.17 4.22 4.46 4.31 4.12 4.50 4.26 4.18 4.51 4.27 4.21 4.59 4.32 4.13

SJ AFG AJ J ALM AOP ARS S

Standard Deviation 0.74 0.71 0.74 0.76 0.61 0.82 0.82 0.64 0.73 0.78 0.59 0.76 0.77 0.55 0.79 0.75 0.55 0.69 0.78

Standard Error 0.03 0.06 0.06 0.08 0.05 0.07 0.09 0.05 0.06 0.05 0.06 0.07 0.04 0.06 0.07 0.04 0.05 0.05 0.04

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q74 Page 90

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q74. Level of agreement with proposed space and water heat equipment leasing program - Replacing space and water heat equipment before the

end of their useful life helps prevent emergencies and is safer for homeowners.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

TOP 2 384 110 94 50 126 87 41 122 112 147 91 86 204 64 78 239 91 121 169

===== 64% 70% 66% 52% 72% 61% 48% 81% 65% 54% 83% 67% 57% 83% 64% 60% 88% 76% 51%

SMJGD D D FG AIJ J ALM M AOP ARS AS

5 - Strongly agree 85 35 20 7 27 26 8 37 26 21 32 21 31 21 20 43 36 22 26

14% 22% 14% 7% 15% 18% 9% 25% 15% 8% 29% 16% 9% 27% 17% 11% 35% 14% 8%

SMJD AD AIJ J ALM M AP ARS

4 - Agree 299 75 74 43 99 61 33 85 86 126 59 65 173 43 58 196 55 99 143

50% 48% 52% 45% 56% 43% 39% 56% 50% 46% 54% 50% 48% 56% 48% 49% 53% 62% 43%

S FG J AS

3 - Neither disagree nor 170 43 39 36 42 40 37 22 53 95 17 39 114 12 36 122 10 36 124

agree 28% 27% 27% 38% 24% 28% 44% 15% 31% 35% 15% 30% 32% 16% 30% 31% 10% 23% 37%

QNKH AEF H H K K N N Q AQR

BOTTOM 2 46 4 10 10 8 16 7 7 7 32 2 4 40 1 7 38 2 3 41

======== 8% 3% 7% 10% 5% 11% 8% 5% 4% 12% 2% 3% 11% 1% 6% 10% 2% 2% 12%

RNKLB B E HI KL N AQR

Q

2 - Disagree 37 3 7 8 6 12 5 6 7 24 2 4 31 1 7 29 1 3 33

6% 2% 5% 8% 3% 8% 6% 4% 4% 9% 2% 3% 9% 1% 6% 7% 1% 2% 10%

QRNKB B HI KL N QR

1 - Strongly disagree 9 1 3 2 2 4 2 1 - 8 - - 9 - - 9 1 - 8

2% 1% 2% 2% 1% 3% 2% 1% 3% 3% 2% 1% 2%

Mean 3.69 3.89 3.71 3.47 3.81 3.65 3.47 4.00 3.76 3.47 4.10 3.80 3.52 4.09 3.75 3.59 4.20 3.88 3.44

SMJGD ACD D G AIJ J ALM M AOP ARS AS

Standard Deviation 0.84 0.79 0.85 0.83 0.77 0.97 0.84 0.78 0.75 0.87 0.72 0.74 0.87 0.69 0.80 0.86 0.73 0.65 0.86

Standard Error 0.03 0.06 0.07 0.09 0.06 0.08 0.09 0.06 0.06 0.05 0.07 0.07 0.05 0.08 0.07 0.04 0.07 0.05 0.05

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q66MEAN Page 91

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of Means: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

If something breaks, I 4.26 4.33 4.21 4.16 4.41 4.17 4.22 4.46 4.31 4.12 4.50 4.26 4.18 4.51 4.27 4.21 4.59 4.32 4.13

want 24-hour customer SJ AFG AJ J ALM AOP ARS S

service and same day

repairs.

The maintenance and 3.83 3.92 3.82 3.73 3.90 3.83 3.69 4.23 3.90 3.57 4.25 3.95 3.66 4.19 4.02 3.71 4.34 4.01 3.59

repair service offered SPMJ AIJ J ALM M AP AP ARS AS

through a leasing

program keeps equipment

working and gives

customers added peace-of-

mind.

It’s important to help 3.79 3.90 3.78 3.58 3.91 3.71 3.69 4.03 3.85 3.60 4.16 3.78 3.67 3.96 3.97 3.69 4.14 3.87 3.63

people make the switch SMJD D FG AIJ J ALM P AP ARS S

to technologically-

advanced equipment to

help them save money on

their energy bills over

the long term.

Puget Sound Energy is a 3.74 3.91 3.59 3.69 3.78 3.65 3.72 4.06 3.78 3.54 4.18 3.76 3.60 4.00 3.91 3.64 4.16 3.85 3.56

trusted energy advisor SMJ ACD AIJ J ALM AP AP ARS S

and will help customers

get the equipment and

services they need.

Replacing space and 3.69 3.89 3.71 3.47 3.81 3.65 3.47 4.00 3.76 3.47 4.10 3.80 3.52 4.09 3.75 3.59 4.20 3.88 3.44

water heat equipment SMJGD ACD D G AIJ J ALM M AOP ARS AS

before the end of their

useful life helps

prevent emergencies and

is safer for homeowners.

Some households can’t 3.68 3.84 3.59 3.59 3.74 3.60 3.56 4.07 3.70 3.45 4.11 3.73 3.53 3.96 3.81 3.59 4.17 3.83 3.46

afford to replace space SMJ ACD AIJ J ALM M AP P ARS AS

and water heat equipment

on a regular and safe

basis. A leasing program

would help keep people

warm and safe in their

home

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q66MEAN Page 92

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of Means: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

It’s important to help 3.56 3.75 3.51 3.38 3.70 3.45 3.31 3.89 3.67 3.30 4.07 3.63 3.37 3.91 3.74 3.43 4.02 3.73 3.33

people make the switch SPMJG ACD FG AIJ J ALM M AP P ARS AS

to technologically-

advanced equipment

because it allows

consumers and utilities

to remotely monitor and

administer service

It’s important to me 3.53 3.62 3.59 3.39 3.65 3.55 3.34 4.10 3.69 3.11 4.13 3.71 3.28 4.12 3.74 3.35 4.24 3.75 3.20

that my furnace, heat SPMJ G AIJ AJ ALM AM AOP AP ARS AS

pump or water heater

last. If a leasing

program helps to extend

the life of this

equipment, it’s worth

it.

Equipment leasing is 3.18 3.18 3.10 3.20 3.12 3.23 3.25 2.85 2.97 3.49 2.86 2.93 3.37 3.09 2.93 3.27 2.63 2.96 3.45

unnecessary. Banks and OKLHI AHI AKL O Q AQR

stores provide financing QR

so people can purchase

and maintain the

equipment they need.

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q66TOP2 Page 93

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of TOP 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

If something breaks, I 519 137 118 81 165 114 72 144 147 225 105 107 304 75 98 343 100 144 272

want 24-hour customer 87% 87% 83% 84% 94% 80% 85% 95% 85% 82% 95% 83% 85% 97% 81% 86% 97% 90% 81%

service and same day S AFG AIJ ALM AOP ARS S

repairs.

The maintenance and 431 118 102 66 133 102 56 136 129 164 97 97 235 68 92 269 95 130 204

repair service offered 72% 75% 71% 69% 76% 71% 66% 90% 75% 60% 88% 75% 66% 88% 76% 67% 92% 81% 61%

through a leasing SMJ AIJ J ALM M AOP ARS AS

program keeps equipment

working and gives

customers added peace-of-

mind.

It’s important to help 420 115 105 57 135 91 58 122 129 166 97 89 231 62 93 262 82 125 210

people make the switch 70% 73% 73% 59% 77% 64% 68% 81% 75% 61% 88% 69% 65% 81% 77% 66% 80% 78% 63%

to technologically- SJD D D F AJ J ALM AP P AS AS

advanced equipment to

help them save money on

their energy bills over

the long term.

Puget Sound Energy is a 391 113 83 63 120 87 55 124 120 145 94 93 202 60 89 240 86 119 184

trusted energy advisor 65% 72% 58% 66% 68% 61% 65% 82% 70% 53% 85% 72% 56% 78% 74% 60% 83% 74% 55%

and will help customers SMJ C AIJ J ALM M AP P AS AS

get the equipment and

services they need.

Replacing space and 384 110 94 50 126 87 41 122 112 147 91 86 204 64 78 239 91 121 169

water heat equipment 64% 70% 66% 52% 72% 61% 48% 81% 65% 54% 83% 67% 57% 83% 64% 60% 88% 76% 51%

before the end of their SMJGD D D FG AIJ J ALM M AOP ARS AS

useful life helps

prevent emergencies and

is safer for homeowners.

Some households can’t 379 112 78 58 118 84 47 125 109 142 90 89 197 60 86 230 88 117 171

afford to replace space 63% 71% 55% 60% 67% 59% 55% 83% 63% 52% 82% 69% 55% 78% 71% 58% 85% 73% 51%

and water heat equipment SMJ AC AIJ J ALM M AP P ARS AS

on a regular and safe

basis. A leasing program

would help keep people

warm and safe in their

home

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q66TOP2 Page 94

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of TOP 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate your

level of agreement with each.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

It’s important to help 349 103 79 50 112 75 41 110 104 132 85 78 183 54 77 215 78 106 162

people make the switch 58% 66% 55% 52% 64% 52% 48% 73% 60% 48% 77% 60% 51% 70% 64% 54% 76% 66% 49%

to technologically- SMJ D FG AIJ J ALM AP AS S

advanced equipment

because it allows

consumers and utilities

to remotely monitor and

administer service

It’s important to me 311 90 77 45 104 73 37 124 99 87 89 78 143 63 75 172 91 103 116

that my furnace, heat 52% 57% 54% 47% 59% 51% 44% 82% 58% 32% 81% 60% 40% 82% 62% 43% 88% 64% 35%

pump or water heater SPMJ G AIJ J ALM M AOP AP ARS AS

last. If a leasing

program helps to extend

the life of this

equipment, it’s worth

it.

Equipment leasing is 197 46 42 31 55 49 32 31 40 125 22 25 149 21 25 150 11 32 153

unnecessary. Banks and 33% 29% 29% 32% 31% 34% 38% 21% 23% 46% 20% 19% 42% 27% 21% 38% 11% 20% 46%

stores provide financing OKLHI AHI AKL O Q AQR

so people can purchase QR

and maintain the

equipment they need.

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q66BTM2 Page 95

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of BOTTOM 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate

your level of agreement with each.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Equipment leasing is 125 29 30 17 43 27 16 49 41 34 34 30 60 16 34 74 41 38 45

unnecessary. Banks and 21% 18% 21% 18% 24% 19% 19% 32% 24% 12% 31% 23% 17% 21% 28% 19% 40% 24% 13%

stores provide financing SJ AJ J AM P ARS S

so people can purchase

and maintain the

equipment they need.

It’s important to help 77 16 15 17 17 20 15 11 9 57 4 8 65 6 7 64 8 9 60

people make the switch 13% 10% 10% 18% 10% 14% 18% 7% 5% 21% 4% 6% 18% 8% 6% 16% 8% 6% 18%

to technologically- OKLHI AHI AKL NO AQR

advanced equipment R

because it allows

consumers and utilities

to remotely monitor and

administer service

It’s important to me 60 17 11 12 17 12 13 4 4 51 4 1 54 1 3 55 2 3 54

that my furnace, heat 10% 11% 8% 13% 10% 8% 15% 3% 2% 19% 4% 1% 15% 1% 2% 14% 2% 2% 16%

pump or water heater OKLHI AHI AKL NO AQR

last. If a leasing QRN

program helps to extend

the life of this

equipment, it’s worth

it.

Replacing space and 46 4 10 10 8 16 7 7 7 32 2 4 40 1 7 38 2 3 41

water heat equipment 8% 3% 7% 10% 5% 11% 8% 5% 4% 12% 2% 3% 11% 1% 6% 10% 2% 2% 12%

before the end of their RNKLB B E HI KL N AQR

useful life helps Q

prevent emergencies and

is safer for homeowners.

Some households can’t 38 7 9 7 9 13 9 2 4 32 1 3 34 1 4 33 1 3 34

afford to replace space 6% 4% 6% 7% 5% 9% 11% 1% 2% 12% 1% 2% 9% 1% 3% 8% 1% 2% 10%

and water heat equipment NKLHI AHI KL NO AQR

on a regular and safe QR

basis. A leasing program

would help keep people

warm and safe in their

home

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q66BTM2 Page 96

(Continued)

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q66 to Q74 Summary of BOTTOM 2: Below are a few statements about the proposed space and water heat equipment leasing program. Please rate

your level of agreement with each.

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

It’s important to help 38 8 7 8 10 9 8 5 5 28 2 2 34 3 1 34 2 7 29

people make the switch 6% 5% 5% 8% 6% 6% 9% 3% 3% 10% 2% 2% 9% 4% 1% 9% 2% 4% 9%

to technologically- QOKLI HI KL O Q

advanced equipment to

help them save money on

their energy bills over

the long term.

The maintenance and 33 5 9 7 7 7 10 1 3 29 - - 33 - 1 32 1 - 32

repair service offered 6% 3% 6% 7% 4% 5% 12% 1% 2% 11% 9% 1% 8% 1% 10%

through a leasing QOHI E AHI A O AQ

program keeps equipment

working and gives

customers added peace-of-

mind.

Puget Sound Energy is a 32 4 9 6 9 13 5 1 4 27 - 5 27 1 3 28 1 1 30

trusted energy advisor 5% 3% 6% 6% 5% 9% 6% 1% 2% 10% 4% 8% 1% 2% 7% 1% 1% 9%

and will help customers QRNHI AHI NO AQR

get the equipment and

services they need.

If something breaks, I 10 1 1 3 - 3 4 1 1 8 - 1 9 - 1 9 - 1 9

want 24-hour customer 2% 1% 1% 3% 2% 5% 1% 1% 3% 1% 3% 1% 2% 1% 3%

service and same day I

repairs.

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q76 Page 97

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q76. Gender

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 600 157 143 96 176 143 85 151 172 274 110 129 358 77 121 399 103 160 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Male 249 69 62 37 73 58 36 62 63 123 55 46 147 33 42 173 47 65 136

42% 44% 43% 39% 41% 41% 42% 41% 37% 45% 50% 36% 41% 43% 35% 43% 46% 41% 41%

L

Female 351 88 81 59 103 85 49 89 109 151 55 83 211 44 79 226 56 95 198

59% 56% 57% 61% 59% 59% 58% 59% 63% 55% 50% 64% 59% 57% 65% 57% 54% 59% 59%

K

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

Pacific Market Research - February 2016

Table Q77 Page 98

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q77. What is your current age?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

======================= ======================= ========================= ========================= ========================= ==========================

V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 599 157 142 96 176 143 85 151 172 273 110 129 357 77 121 398 103 160 333

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

18-24 1 - - 1 - - - - - 1 - - 1 - - 1 - - 1

\*% 1% \*% \*% \*% \*%

25-34 21 7 4 2 5 3 3 11 8 1 7 9 4 3 9 8 4 10 6

4% 4% 3% 2% 3% 2% 4% 7% 5% \*% 6% 7% 1% 4% 7% 2% 4% 6% 2%

MJ J J M M P S

35-44 49 11 12 9 19 11 7 12 15 22 10 16 23 6 15 28 10 16 23

8% 7% 8% 9% 11% 8% 8% 8% 9% 8% 9% 12% 6% 8% 12% 7% 10% 10% 7%

45-54 108 38 25 16 38 21 17 34 31 41 24 24 58 17 26 63 22 36 48

18% 24% 18% 17% 22% 15% 20% 23% 18% 15% 22% 19% 16% 22% 21% 16% 21% 23% 14%

S

55-64 186 43 49 27 43 49 24 38 49 99 26 41 119 20 34 132 25 49 112

31% 27% 35% 28% 24% 34% 28% 25% 28% 36% 24% 32% 33% 26% 28% 33% 24% 31% 34%

H K

65-74 188 46 42 33 60 44 27 46 53 89 35 31 122 25 26 137 33 38 117

31% 29% 30% 34% 34% 31% 32% 30% 31% 33% 32% 24% 34% 32% 21% 34% 32% 24% 35%

RO L O R

75 and older 46 12 10 8 11 15 7 10 16 20 8 8 30 6 11 29 9 11 26

8% 8% 7% 8% 6% 10% 8% 7% 9% 7% 7% 6% 8% 8% 9% 7% 9% 7% 8%

Mean 59.62 58.80 59.57 60.04 58.99 61.04 59.62 57.84 59.50 60.86 58.23 56.71 61.24 59.37 56.61 60.71 59.21 57.13 61.10

ROL H AKL O R

Standard Deviation 12.13 12.36 11.64 12.55 12.25 11.65 12.30 13.24 12.80 10.79 13.28 13.17 11.02 12.41 13.75 11.32 12.79 12.86 11.27

Standard Error 0.50 0.99 0.98 1.28 0.92 0.97 1.33 1.08 0.98 0.65 1.27 1.16 0.58 1.41 1.25 0.57 1.26 1.02 0.62

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q78 Page 99

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q78. Which of the following category best estimates your annual household income for the year before taxes? Please include all income for

everyone living in your household. Is it…?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 586 155 142 92 173 139 83 147 171 266 109 127 348 77 118 389 101 158 325

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Less than $15,000 8 2 2 2 2 - 1 1 2 5 1 3 4 1 2 5 - 1 7

1% 1% 1% 2% 1% 1% 1% 1% 2% 1% 2% 1% 1% 2% 1% 1% 2%

$15,000 to less than 29 5 7 4 5 5 6 4 9 16 2 7 20 2 5 22 3 5 21

$30,000 5% 3% 5% 4% 3% 4% 7% 3% 5% 6% 2% 6% 6% 3% 4% 6% 3% 3% 6%

K K

$30,000 to less than 112 23 27 18 26 33 21 25 36 51 20 23 69 15 22 75 18 31 63

$60,000 19% 15% 19% 20% 15% 24% 25% 17% 21% 19% 18% 18% 20% 19% 19% 19% 18% 20% 19%

$60,000 to less than 169 42 37 28 51 40 23 48 52 69 35 36 98 25 38 106 36 51 82

$90,000 29% 27% 26% 30% 29% 29% 28% 33% 30% 26% 32% 28% 28% 32% 32% 27% 36% 32% 25%

$90,000 to less than 116 40 30 17 31 29 17 33 31 52 29 22 65 13 25 78 19 35 62

$120,000 20% 26% 21% 18% 18% 21% 20% 22% 18% 20% 27% 17% 19% 17% 21% 20% 19% 22% 19%

$120,000 or more 152 43 39 23 58 32 15 36 41 73 22 36 92 21 26 103 25 35 90

26% 28% 27% 25% 34% 23% 18% 24% 24% 27% 20% 28% 26% 27% 22% 26% 25% 22% 28%

FG

Mean 97658 103500 99595.1 95978.26 107124 95269.8 87048.19 99251.7 94576.0 98176.69 96100.9 98681.1 97327.59 99285.7 94470.3 97904.88 98490.10 95838.61 97807.69

AFG

Standard Deviation 51276 49872 52128.1 51407.33 52551 49083.7 48503.75 48327.7 50760.4 53023.34 45674.5 53544.8 52023.59 51237.7 48902.3 51906.44 48563.21 47805.01 53601.59

Standard Error 2118 4005.8 4374.50 5359.58 3995.4 4163.23 5323.98 3986.00 3881.75 3251.07 4374.82 4751.33 2788.76 5839.08 4501.82 2631.76 4832.22 3803.16 2973.28

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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Table Q79 Page 100

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q79. How would you describe your race or ethnicity?

BASE = TOTAL RESPONDENTS

Likely Purchase Heating Likely Purchase H2OHeat Interest Leasing H2OHeat Interest Leasing Furnace Interest Heat Pump Acceleration(ReplaceEarly)

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V.Like V.Unlike V.Like V.Unlike V.Inter V.Uninter V.Inter V.Uninter V.Inter V.Uninter Def/Prob Def/Prob

Total /Like Neither /Unlike /Like Neither /Unlike /Inter Neutral /Uninter /Inter Neutral /Uninter /Inter Neutral /Uninter Yes Possibly Not

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(A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S)

Total Answering 598 156 143 95 175 143 84 150 172 273 109 129 357 75 121 399 103 158 334

100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

Caucasian 514 129 128 77 145 125 72 123 148 241 91 110 311 59 97 356 87 130 295

86% 83% 90% 81% 83% 87% 86% 82% 86% 88% 83% 85% 87% 79% 80% 89% 84% 82% 88%

NO

Asian 47 20 9 8 19 8 5 18 15 13 12 15 19 5 20 21 12 19 15

8% 13% 6% 8% 11% 6% 6% 12% 9% 5% 11% 12% 5% 7% 17% 5% 12% 12% 4%

S J M ANP S S

Hispanic, Latino, or 11 3 - 3 2 3 1 5 1 5 1 3 7 2 2 7 3 3 5

Latina 2% 2% 3% 1% 2% 1% 3% 1% 2% 1% 2% 2% 3% 2% 2% 3% 2% 1%

Black or African 6 1 1 1 2 2 1 3 2 1 1 1 4 1 1 4 1 2 3

American 1% 1% 1% 1% 1% 1% 1% 2% 1% \*% 1% 1% 1% 1% 1% 1% 1% 1% 1%

American Indian or 4 1 3 - 1 2 - - 2 2 - 1 3 - 1 3 - 1 3

Native Alaskan 1% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%

Mixed race 4 1 1 2 2 1 1 3 - 1 3 - 1 2 1 1 2 - 2

1% 1% 1% 2% 1% 1% 1% 2% \*% 3% \*% 3% 1% \*% 2% 1%

Native Hawaiian or Other 1 - - 1 - - - - 1 - - - 1 - - 1 - 1 -

Pacific Islander \*% 1% 1% \*% \*% 1%

Other (specify:) 6 2 1 - 2 2 - - - 6 - - 6 1 1 4 1 1 4

1% 1% 1% 1% 1% 2% 2% 1% 1% 1% 1% 1% 1%

Prefer not to answer 17 3 2 4 5 4 4 3 4 10 2 3 12 6 1 10 - 4 13

3% 2% 1% 4% 3% 3% 5% 2% 2% 4% 2% 2% 3% 8% 1% 3% 3% 4%

O

Comparison Groups: ABCD/AEFG/AHIJ/AKLM/ANOP/AQRS

Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)

Uppercase letters indicate significance at the 95% level.

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