

**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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BASE = TOTAL RESPONDENTS

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BASE = TOTAL RESPONDENTS

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 BASE = HEATING EQUIPMENT MORE THAN 5 YEARS OLD

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 BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

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 BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

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 BASE = HEATING EQUIPMENT LESS THAN 5 YEARS OLD

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 BASE = TOTAL RESPONDENTS

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BASE = TOTAL RESPONDENTS

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BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

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BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

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BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

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BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

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BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

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BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

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BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

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BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

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BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

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BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

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BASE = HOT WATER HEATER MORE THAN 5 YEARS OLD

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BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

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BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

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BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

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BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

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BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

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BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

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BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

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BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

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BASE = HOT WATER HEATER LESS THAN 5 YEARS OLD

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BASE = THOSE WITH ELIGIBLE EQUIPMENT

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BASE = THOSE WITH ELIGIBLE EQUIPMENT

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BASE = THOSE WITH ELIGIBLE EQUIPMENT

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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

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BASE = THOSE WITH ELIGIBLE EQUIPMENT

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BASE = THOSE WITH ELIGIBLE EQUIPMENT

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BASE = THOSE WITH ELIGIBLE EQUIPMENT

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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

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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

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BASE = TOTAL RESPONDENTS

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BASE = TOTAL RESPONDENTS

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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

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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 = 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

Q1. Do you rent or own your home?

BASE = TOTAL RESPONDENTS

	Fuel Type			Age of Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity		
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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	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.

Pacific Market Research - February 2016

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Q2. Are you a Puget Sound Energy customer?

BASE = TOTAL RESPONDENTS

	Fuel Type				Age of Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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%
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)
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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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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%
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.

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q4. In what county do you live?

BASE = TOTAL RESPONDENTS

	Fuel Type				Age of Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K< \$120K	\$120K+	White	Other
Total Answering	600 100%	396 100%	63 100%	48 100%	344 100%	157 100%	325 100%	228 100%	249 100%	351 100%	22 100%	343 100%	234 100%	149 100%	285 100%	152 100%	503 100%	67 100%
King	310 52% N	220 56% D	29 46%	19 40%	185 54%	80 51%	172 53%	110 48%	137 55%	173 49%	16 73% ALM	182 53%	112 48%	58 39%	147 52% N	99 65% ANO	259 51%	36 54%
Pierce	72 12%	54 14%	5 8%	11 23% C	47 14%	22 14%	36 11%	28 12%	31 12%	41 12%	3 14%	36 10%	32 14%	22 15%	32 11%	16 11%	60 12%	6 9%
Thurston	54 9%	28 7%	12 19% AB	7 15%	35 10%	12 8%	29 9%	22 10%	20 8%	34 10%	1 5%	26 8%	27 12%	20 13%	23 8%	11 7%	42 8%	10 15%
Snohomish	51 9% C	39 10% C	2 3%	2 4%	31 9%	11 7%	34 10%	14 6%	18 7%	33 9%	-	29 8%	22 9%	9 6%	30 11%	11 7%	46 9%	4 6%
Kitsap	43 7% B	14 4%	7 11%	6 13%	15 4%	11 7%	17 5%	25 11% G	15 6%	28 8%	2 9%	28 8%	13 6%	14 9%	21 7%	6 4%	33 7%	8 12%
Whatcom	39 7%	24 6%	3 5%	-	15 4%	12 8%	18 6%	17 7%	15 6%	24 7%	-	25 7%	14 6%	16 11% P	16 6%	5 3%	34 7%	3 4%
Skagit	14 2%	10 3%	1 2%	2 4%	9 3%	4 3%	10 3%	4 2%	5 2%	9 3%	-	9 3%	5 2%	4 3%	8 3%	1 1%	14 3%	-
Island	12 2%	3 1%	4 6%	1 2%	4 1%	4 3%	7 2%	5 2%	7 3%	5 1%	-	3 1%	9 4% L	3 2%	7 2%	2 1%	10 2%	-
Lewis	3 1%	3 1%	-	-	2 1%	1 1%	2 1%	1 *% *% 1%	1 *% *% 1%	2 1%	-	3 1%	-	2 1%	1 *% *% 1%	-	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.

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q4. In what county do you live?

BASE = TOTAL RESPONDENTS

	Fuel Type			Age of Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity		
	Total	Natural Gas	Electric	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K- \$120K	\$120K+	White	Other
		Furnace	Furnace		(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Kittitas	2	1	-	-	1	-	-	2	-	2	-	2	-	1	-	1	2	-
	*%	*%			*%			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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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	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	-
	1%	1%				2%	1%	*%	*%	1%		*%	1%	1%	1%		1%	
Doesn't apply	69	2	-	13	8	2	37	28	29	40	2	38	29	24	34	10	60	5
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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	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%
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%
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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	600 100%	396 100%	63 100%	48 100%	344 100%	157 100%	325 100%	228 100%	249 100%	351 100%	22 100%	343 100%	234 100%	149 100%	285 100%	152 100%	503 100%	67 100%
Own	116 19% B	50 13%	14 22%	45 94% ABC	77 22%	26 17%	66 20%	39 17%	41 16%	75 21%	7 32%	72 21%	36 15%	26 17%	55 19%	32 21%	96 19%	17 25%
Lease	1 *%	-	-	-	-	-	-	1 *%	-	1 *%	-	1 *%	-	-	1 *%	-	1 *%	-
Doesn't apply	460 77% KD	336 85% ACD	43 68% D	1 2%	255 74%	125 80%	248 76%	177 78%	204 82% J	256 73%	11 50%	254 74% K	195 83% AKL	118 79%	214 75%	117 77%	384 76%	49 73%
Don't know	23 4% MI	10 3%	6 10%	2 4%	12 3%	6 4%	11 3%	11 5%	4 2%	19 5% I	4 18% M	16 5% M	3 1%	5 3%	15 5%	3 2%	22 4%	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.

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q8. Why did you decide to lease your furnace?

BASE = LEASE FURNACE

	Fuel Type			Age of Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity		
	Total	Natural Gas	Electric	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K- \$120K	\$120K+	White	Other
		Furnace	Furnace		(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total Answering	3 100%	3 100%	-	-	-	3 100%	2 100%	1 100%	1 100%	2 100%	-	1 100%	2 100%	1 100%	2 100%	-	3 100%	-
Inclusive maintenance and repair service	2 67%	2 67%	-	-	-	2 67%	2 100%	-	-	2 100%	-	1 100%	1 50%	1 100%	1 50%	-	2 67%	-
Something else (specify)	1 33%	1 33%	-	-	-	1 33%	-	1 100%	1 100%	-	-	-	1 50%	-	1 50%	-	1 33%	-

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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity		
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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	1 100%	-	-	-	-	-	-	1 100%	-	1 100%	-	1 100%	-	-	1 100%	-	1 100%	-
Something else (specify)	1 100%	-	-	-	-	-	-	1 100%	-	1 100%	-	1 100%	-	-	1 100%	-	1 100%	-

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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K-\$120K	\$120K+	White	Other
Total Answering	22 100%	18 100%	1 100%	3 100%	12 100%	9 100%	14 100%	7 100%	10 100%	12 100%	1 100%	6 100%	15 100%	8 100%	9 100%	4 100%	17 100%	3 100%
Inclusive maintenance and repair service	18 82%	16 89%	-	2 67%	9 75%	8 89%	12 86%	6 86%	8 80%	10 83%	-	4 67%	14 93%	7 88%	6 67%	4 100% AO	13 76%	3 100% AQ
No upfront costs	12 55%	11 61%	-	1 33%	6 50%	5 56%	8 57%	4 57%	7 70%	5 42%	-	2 33%	10 67%	4 50%	4 44%	4 100% ANO	8 47%	2 67%
Warranty	10 45%	9 50%	-	1 33%	5 42%	4 44%	8 57%	2 29%	5 50%	5 42%	-	1 17%	9 60% L	4 50%	4 44%	2 50%	8 47%	1 33%
Fixed monthly fee on energy bill	9 41%	8 44%	-	1 33%	5 42%	3 33%	7 50%	2 29%	5 50%	4 33%	-	2 33%	7 47%	2 25%	4 44%	3 75%	7 41%	-
Energy-efficient equipment	7 32%	6 33%	-	1 33%	3 25%	3 33%	4 29%	3 43%	3 30%	4 33%	-	1 17%	6 40%	2 25%	4 44%	1 25%	6 35%	1 33%
Something else (specify)	6 27%	4 22%	1 100% ABD	1 33%	3 25%	3 33%	4 29%	1 14%	3 30%	3 25%	1 100% AM	4 67% M	1 7%	2 25%	4 44%	-	6 35%	-

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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	600 100%	396 100%	63 100%	48 100%	344 100%	157 100%	325 100%	228 100%	249 100%	351 100%	22 100%	343 100%	234 100%	149 100%	285 100%	152 100%	503 100%	67 100%
Natural gas furnace	396 66% N	396 100% A	-	-	283 82% AF	113 72%	219 67%	142 62%	176 71% J	220 63%	11 50%	231 67%	153 65%	85 57%	193 68% N	111 73% N	329 65%	47 70%
Electric furnace	63 11%	-	63 100% A	-	25 7%	38 24% AE	30 9%	30 13%	17 7%	46 13% I	4 18%	34 10%	25 11%	22 15%	28 10%	12 8%	51 10%	9 13%
Zone or room heating (baseboard, wall heater, floor heat or ceiling heat)	48 8%	-	-	-	-	-	24 7%	22 10%	26 10%	22 6%	1 5%	32 9%	15 6%	17 11% P	22 8%	7 5%	38 8%	7 10%
Air source heat pump	42 7%	-	-	42 88% A	36 10% F	6 4%	23 7%	13 6%	14 6%	28 8%	2 9%	22 6%	18 8%	11 7%	19 7%	11 7%	39 8% R	2 3%
Fireplace (gas or wood)	24 4%	-	-	-	-	-	16 5%	8 4%	11 4%	13 4%	3 14%	13 4%	8 3%	4 3%	13 5%	6 4%	21 4%	1 1%
Other (specify)	21 4%	-	-	-	-	-	9 3%	11 5%	4 2%	17 5% I	1 5%	9 3%	11 5%	9 6%	6 2%	4 3%	19 4%	1 1%
Ductless heat pump ("mini split")	6 1%	-	-	6 13% A	-	-	4 1%	2 1%	1 *%	5 1%	-	2 1%	4 2%	1 1%	4 1%	1 1%	6 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.

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q12. Approximately how old is this heating equipment?

BASE = TOTAL RESPONDENTS

	Fuel Type				Age of Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	501 100%	396 100%	63 100%	42 100%	344 100%	157 100%	272 100%	185 100%	207 100%	294 100%	17 100%	287 100%	196 100%	118 100%	240 100%	134 100%	419 100%	58 100%
Less than 5 years old	105 21% HC	83 21% C	5 8%	17 40% ABC	105 31% A	-	68 25% H	22 12%	39 19%	66 22%	3 18%	57 20%	45 23%	28 24%	46 19%	29 22%	91 22% R	7 12%
6-10 years old	140 28% NH	114 29%	13 21%	13 31% A	140 41% A	-	106 39% AH	24 13%	58 28%	82 28%	5 29%	88 31%	46 23%	21 18%	64 27%	52 39% ANO	112 27%	23 40%
11-15 years old	99 20% GC	86 22% C	7 11%	6 14%	99 29% A	-	31 11%	60 32% AG	47 23%	52 18%	4 24%	50 17%	45 23%	21 18%	52 22%	24 18%	79 19%	13 22%
16-20 years old	87 17% GD	69 17% D	15 24% D	3 7%	-	87 55% A	32 12%	47 25% AG	39 19%	48 16%	3 18%	57 20%	27 14%	23 19%	47 20%	17 13%	76 18%	8 14%
20+ years old	70 14%	44 11%	23 37% ABD	3 7%	-	70 45% A	35 13%	32 17%	24 12%	46 16%	2 12%	35 12%	33 17%	25 21% P	31 13%	12 9%	61 15%	7 12%
Mean	11.53 PGED	11.23 D	15.61 ABD	8.20	7.76	19.78 AE	10.17	13.93 AG	11.61	11.47	11.62	11.47	11.62	12.50 P	11.80 P	10.23	11.60	11.53
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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%
Reliable	210	168	24	18	137	73	109	86	88	122	5	113	92	46	107	54	180	23
	53%	54%	41%	72% AC	57% F	46%	53%	53%	52%	54%	36%	49%	61% L	51%	55%	51%	55%	45%
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% J	48%	57%	50%	56%	50%	54%	54%	54%	47%
Dependable	204	168	22	14	133	71	104	85	86	118	3	109	92	42	101	58	172	23
	52% KC	54% C	38%	56%	56% F	45%	51%	52%	51%	52%	21%	47% K	61% AKL	47%	52%	55%	52%	45%
Important	132	111	11	10	84	48	62	61	56	76	4	71	57	26	67	36	113	16
	33% C	35% C	19%	40%	35%	31%	30%	37%	33%	33%	29%	31%	38%	29%	35%	34%	34%	31%
Energy-efficient	116	96	7	13	93	23	62	42	46	70	4	70	41	23	54	36	91	20
	29% FC	31% C	12%	52% ABC	39% AF	15%	30%	26%	27%	31%	29%	30%	27%	26%	28%	34%	28%	39%
Old	91	69	16	6	28	63	33	53	44	47	6	53	32	23	45	21	77	13
	23% GE	22%	28%	24%	12%	40% AE	16%	33% AG	26%	21%	43%	23%	21%	26%	23%	20%	23%	25%
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% E	7%	12%	10%	9%	14%	11%	7%	11% P	11%	5%	9%	14%
New	10	8	-	2	9	1	7	1	4	6	-	6	4	-	4	6	6	4
	3%	3%		8%	4% F	1%	3% H	1%	2%	3%		3%	3%		2%	6%	2%	8%

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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity		
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K-\$120K	\$120K+	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
Fragile	7 2%	6 2%	1 2%	-	4 2%	3 2%	2 1%	4 2%	3 2%	4 2%	1 7%	5 2%	1 1%	2 2%	4 2%	1 1%	5 2%	2 4%
Innovative	3 1%	2 1%	-	1 4%	2 1%	1 1%	1 *%	2 1%	3 2%	-	-	-	3 2%	-	-	3 3%	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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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 =====	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 unlikely	143	115	19	9	92	51	70	61	62	81	4	86	52	36	67	39	126	13
	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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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 influence	168	127	30	11	95	73	84	70	59	109	9	109	50	57	70	39	138	20
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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 influence	159	126	22	11	96	63	81	62	62	97	4	96	58	41	80	35	125	28
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	396 100%	313 100%	58 100%	25 100%	239 100%	157 100%	204 100%	163 100%	168 100%	228 100%	14 100%	230 100%	151 100%	90 100%	194 100%	105 100%	328 100%	51 100%
TOP 2 =====	336 85%	266 85%	48 83%	22 88%	204 85%	132 84%	176 86%	135 83%	140 83%	196 86%	10 71%	202 88%	123 81%	81 90%	160 82%	89 85%	281 86%	41 80%
5 - A great deal of influence	201 51%	159 51%	28 48%	14 56%	123 51%	78 50%	103 50%	82 50%	75 45%	126 55%	6 43%	124 54%	70 46%	51 57%	97 50%	49 47%	165 50%	28 55%
4	135 34%	107 34%	20 34%	8 32%	81 34%	54 34%	73 36%	53 33%	65 39%	70 31%	4 29%	78 34%	53 35%	30 33%	63 32%	40 38%	116 35%	13 25%
3	46 12%	37 12%	8 14%	1 4%	27 11%	19 12%	19 9%	23 14%	23 14%	23 10%	4 29%	23 10%	19 13%	8 9%	25 13%	13 12%	35 11%	9 18%
BOTTOM 2 =====	14 4%	10 3%	2 3%	2 8%	8 3%	6 4%	9 4%	5 3%	5 3%	9 4%	- 2%	5 2%	9 6%	1 1%	9 5%	3 3%	12 4%	1 2%
2	8 2%	6 2%	2 3%	- 2%	5 2%	3 2%	7 3%	1 1%	4 2%	4 2%	- 1%	3 1%	5 3%	- 3%	5 3%	3 3%	6 2%	1 2%
1 - No influence	6 2%	4 1%	- 3%	2 8%	3 1%	3 2%	2 1%	4 2%	1 1%	5 2%	- 1%	2 1%	4 3%	1 1%	4 2%	- 2%	6 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
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	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 influence	159	123	26	10	99	60	77	64	63	96	5	97	56	41	78	37	124	28
	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
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	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 influence	75	63	8	4	48	27	43	27	29	46	2	52	20	20	34	20	58	16
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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	396 100%	313 100%	58 100%	25 100%	239 100%	157 100%	204 100%	163 100%	168 100%	228 100%	14 100%	230 100%	151 100%	90 100%	194 100%	105 100%	328 100%	51 100%
TOP 2 =====	152 38%	122 39%	20 34%	10 40%	94 39%	58 37%	78 38%	60 37%	57 34%	95 42%	4 29%	100 43%	47 31%	33 37%	80 41%	36 34%	116 35%	31 61%
												M						AQ
5 - A great deal of influence	57 14%	49 16%	6 10%	2 8%	37 15%	20 13%	25 12%	27 17%	20 12%	37 16%	-	38 17%	18 12%	16 18%	26 13%	13 12%	40 12%	15 29%
																		AQ
4	95 24%	73 23%	14 24%	8 32%	57 24%	38 24%	53 26%	33 20%	37 22%	58 25%	4 29%	62 27%	29 19%	17 19%	54 28%	23 22%	76 23%	16 31%
3	148 37%	119 38%	20 34%	9 36%	94 39%	54 34%	80 39%	61 37%	66 39%	82 36%	7 50%	82 36%	59 39%	40 44%	62 32%	42 40%	125 38%	15 29%
														O				
BOTTOM 2 =====	96 24%	72 23%	18 31%	6 24%	51 21%	45 29%	46 23%	42 26%	45 27%	51 22%	3 21%	48 21%	45 30%	17 19%	52 27%	27 26%	87 27%	5 10%
																		R
2	61 15%	47 15%	11 19%	3 12%	34 14%	27 17%	33 16%	23 14%	28 17%	33 14%	2 14%	38 17%	21 14%	10 11%	30 15%	21 20%	57 17%	3 6%
																		R
1 - No influence	35 9%	25 8%	7 12%	3 12%	17 7%	18 11%	13 6%	19 12%	17 10%	18 8%	1 7%	10 4%	24 16%	7 8%	22 11%	6 6%	30 9%	2 4%
													AL					
Mean	3.20 M	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						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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	396 100%	313 100%	58 100%	25 100%	239 100%	157 100%	204 100%	163 100%	168 100%	228 100%	14 100%	230 100%	151 100%	90 100%	194 100%	105 100%	328 100%	51 100%
TOP 2 ====	306 77%	245 78%	43 74%	18 72%	189 79%	117 75%	156 76%	125 77%	125 74%	181 79%	12 86%	202 88%	91 60%	80 89%	152 78%	69 66%	250 76%	40 78%
											M	AM		AOP	P			
5 - A great deal of influence	203 51%	157 50%	33 57%	13 52%	119 50%	84 54%	100 49%	86 53%	71 42%	132 58%	8 57%	135 59%	59 39%	66 73%	98 51%	36 34%	165 50%	27 53%
										I		M		AOP	P			
4	103 26%	88 28%	10 17%	5 20%	70 29%	33 21%	56 27%	39 24%	54 32%	49 21%	4 29%	67 29%	32 21%	14 16%	54 28%	33 31%	85 26%	13 25%
										J					N		N	
3	55 14%	44 14%	7 12%	4 16%	33 14%	22 14%	25 12%	26 16%	22 13%	33 14%	2 14%	19 8%	34 23%	7 8%	26 13%	21 20%	46 14%	9 18%
													AL			N		
BOTTOM 2 =====	35 9%	24 8%	8 14%	3 12%	17 7%	18 11%	23 11%	12 7%	21 13%	14 6%	-	9 4%	26 17%	3 3%	16 8%	15 14%	32 10%	2 4%
									J				AL			N		
2	20 5%	11 4%	6 10%	3 12%	10 4%	10 6%	14 7%	6 4%	13 8%	7 3%	-	6 3%	14 9%	2 2%	6 3%	11 10%	18 5%	2 4%
									J				L				NO	
1 - No influence	15 4%	13 4%	2 3%	-	7 3%	8 5%	9 4%	6 4%	8 5%	7 3%	-	3 1%	12 8%	1 1%	10 5%	4 4%	14 4%	-
													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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<	\$120K	\$120K+	White	Other
		Furnace	Furnace	Heat Pump														
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Condition of current equipment	4.31	4.31	4.28	4.28	4.32	4.28	4.31	4.28	4.24	4.35	4.14	4.39 M	4.19	4.44	4.26	4.29	4.30	4.33
Your budget	4.16 PM	4.17	4.14	4.12	4.19	4.11	4.10	4.18	3.99	4.28 I	4.43 M	4.41 AM	3.74	4.58 AOP	4.15 P	3.82	4.13	4.27
Upfront cost	4.11 M	4.09	4.22	4.12	4.10	4.13	4.09	4.10	3.96	4.22 I	4.57 M	4.27 AM	3.83	4.51 AOP	3.98	4.02	4.09	4.18
Availability of energy-efficient options	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
Ongoing maintenance costs	4.05	4.06	3.95	4.16	4.07	4.01	4.05	3.97	3.99	4.09	4.00	4.13 M	3.91	4.14	4.01	4.05	3.99	4.43 AQ
Recommendation of an expert (e.g., contractor, HVAC technician)	3.67	3.71	3.52	3.60	3.71	3.61	3.78 H	3.52	3.66	3.68	3.57	3.78 M	3.50	3.63	3.64	3.75	3.65	3.96 AQ
Overall sales experience	3.20 M	3.24	3.02	3.12	3.26	3.10	3.22	3.16	3.09	3.28	3.00	3.35 M	2.97	3.28	3.16	3.15	3.12	3.76 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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 equipment	336 85%	266 85%	48 83%	22 88%	204 85%	132 84%	176 86%	135 83%	140 83%	196 86%	10 71%	202 88%	123 81%	81 90%	160 82%	89 85%	281 86%	41 80%
Availability of energy-efficient options	309 78%	245 78%	44 76%	20 80%	191 80%	118 75%	159 78%	125 77%	130 77%	179 79%	10 71%	181 79%	117 77%	70 78%	152 78%	82 78%	253 77%	43 84%
Your budget	306 77% PM	245 78%	43 74%	18 72%	189 79%	117 75%	156 76%	125 77%	125 74%	181 79%	12 86%	202 88%	91 60%	80 89%	152 78%	69 66%	250 76%	40 78%
Upfront cost	299 76% M	237 76%	45 78%	17 68%	181 76%	118 75%	155 76%	121 74%	120 71%	179 79%	13 93%	190 83%	95 63%	80 89%	139 72%	76 72%	244 74%	40 78%
Ongoing maintenance costs	296 75%	237 76%	41 71%	18 72%	182 76%	114 73%	152 75%	117 72%	122 73%	174 76%	11 79%	182 79%	102 68%	69 77%	140 72%	83 79%	238 73%	45 88% AQ
Recommendation of an expert (e.g., contractor, HVAC technician)	241 61%	194 62%	33 57%	14 56%	146 61%	95 61%	136 67%	86 53%	106 63%	135 59%	8 57%	145 63%	87 58%	51 57%	117 60%	67 64%	196 60%	37 73%
Overall sales experience	152 38%	122 39%	20 34%	10 40%	94 39%	58 37%	78 38%	60 37%	57 34%	95 42%	4 29%	100 43%	47 31%	33 37%	80 41%	36 34%	116 35%	31 61% 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K-120K	\$120K+	White	Other
		Furnace	Furnace	Heat Pump														
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Overall sales experience	96 24% R	72 23%	18 31%	6 24%	51 21%	45 29%	46 23%	42 26%	45 27%	51 22%	3 21%	48 21%	45 30%	17 19%	52 27%	27 26%	87 27%	5 10%
Recommendation of an expert (e.g., contractor, HVAC technician)	38 10%	26 8%	10 17%	2 8%	19 8%	19 12%	15 7%	21 13%	17 10%	21 9%	2 14%	15 7%	21 14%	10 11%	20 10%	7 7%	32 10%	3 6%
Your budget	35 9% NL	24 8%	8 14%	3 12%	17 7%	18 11%	23 11%	12 7%	21 13%	14 6% J	-	9 4%	26 17% AL	3 3%	16 8%	15 14% N	32 10%	2 4%
Ongoing maintenance costs	31 8%	25 8%	6 10%	-	18 8%	13 8%	16 8%	15 9%	15 9%	16 7%	1 7%	13 6%	17 11%	5 6%	17 9%	8 8%	30 9%	-
Availability of energy-efficient options	22 6%	16 5%	5 9%	1 4%	10 4%	12 8%	8 4%	13 8%	12 7%	10 4%	1 7%	11 5%	10 7%	3 3%	14 7%	5 5%	20 6%	1 2%
Upfront cost	20 5% NL	17 5%	3 5%	-	11 5%	9 6%	12 6%	8 5%	14 8% J	6 3%	-	5 2%	15 10% L	1 1%	13 7% N	6 6%	19 6%	-
Condition of current equipment	14 4%	10 3%	2 3%	2 8%	8 3%	6 4%	9 4%	5 3%	5 3%	9 4%	-	5 2%	9 6%	1 1%	9 5%	3 3%	12 4%	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	105 100%	83 100%	5 100%	17 100%	105 100%	-	68 100%	22 100%	39 100%	66 100%	3 100%	57 100%	45 100%	28 100%	46 100%	29 100%	91 100%	7 100%
Equipment was old/time to be replaced	47 45%	37 45%	2 40%	8 47%	47 45%	-	28 41%	14 64%	17 44%	30 45%	1 33%	24 42%	22 49%	16 57%	18 39%	12 41%	41 45%	2 29%
Equipment broke or failed	38 36%	32 39%	2 40%	4 24%	38 36%	-	28 41%	8 36%	14 36%	24 36%	1 33%	23 40%	14 31%	9 32%	17 37%	11 38%	31 34%	4 57%
Wanted to improve energy-efficiency	29 28%	22 27%	1 20%	6 35%	29 28%	-	15 22%	8 36%	16 41%	13 20%	-	18 32%	11 24%	10 36%	8 17%	11 38%	24 26%	1 14%
Energy-efficiency rebate or program	13 12%	12 14%	-	1 6%	13 12%	-	7 10%	3 14%	8 21%	5 8%	-	10 18%	3 7%	3 11%	6 13%	4 14%	8 9%	1 14%
Was part of a home remodeling project	7 7%	5 6%	1 20%	1 6%	7 7%	-	4 6%	-	4 10%	3 5%	1 33%	3 5%	3 7%	1 4%	3 7%	3 10%	7 8%	-
Wanted to upgrade technology (e.g., remote control technology, receive alerts, etc.)	5 5%	3 4%	-	2 12%	5 5%	-	2 3%	-	2 5%	3 5%	-	4 7%	1 2%	-	1 2%	4 14%	4 4%	1 14%
Equipment was on sale/promotion	4 4%	4 5%	-	-	4 4%	-	3 4%	-	4 10%	-	-	1 2%	3 7%	2 7%	1 2%	1 3%	2 2%	-
Dissatisfied with previous equipment	2 2%	2 2%	-	-	2 2%	-	2 3%	-	1 3%	1 2%	-	1 2%	1 2%	-	1 2%	1 3%	1 1%	-
Something else (specify)	14 13%	10 12%	1 20%	3 18%	14 13%	-	11 16%	1 5%	6 15%	8 12%	1 33%	8 14%	5 11%	1 4%	10 22%	3 10%	13 14%	1 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	/Ductless Heat Pump										<\$60K	\$120K	\$120K+		
(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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	105 100%	83 100%	5 100%	17 100%	105 100%	-	68 100%	22 100%	39 100%	66 100%	3 100%	57 100%	45 100%	28 100%	46 100%	29 100%	91 100%	7 100%
TOP 2 =====	70 67% R	57 69%	3 60%	10 59%	70 67%	-	46 68%	12 55%	25 64%	45 68%	1 33%	32 56%	37 82% AL	21 75%	28 61%	19 66%	64 70% R	2 29%
5 - Very easy	32 30%	27 33%	1 20%	4 24%	32 30%	-	20 29%	5 23%	11 28%	21 32%	1 33%	15 26%	16 36%	12 43%	10 22%	10 34%	31 34%	-
4	38 36%	30 36%	2 40%	6 35%	38 36%	-	26 38%	7 32%	14 36%	24 36%	-	17 30%	21 47%	9 32%	18 39%	9 31%	33 36%	2 29%
3	29 28% M	21 25%	1 20%	7 41%	29 28%	-	19 28%	8 36%	10 26%	19 29%	1 33%	22 39% M	6 13%	6 21%	14 30%	9 31%	24 26%	4 57%
BOTTOM 2 =====	6 6%	5 6%	1 20%	-	6 6%	-	3 4%	2 9%	4 10%	2 3%	1 33%	3 5%	2 4%	1 4%	4 9%	1 3%	3 3%	1 14%
2	5 5%	5 6%	-	-	5 5%	-	2 3%	2 9%	3 8%	2 3%	-	3 5%	2 4%	1 4%	3 7%	1 3%	2 2%	1 14%
1 - Very difficult	1 1%	-	1 20%	-	1 1%	-	1 1%	-	1 3%	-	1 33%	-	-	-	1 2%	-	1 1%	-
Mean	3.90 R	3.95	3.40	3.82	3.90	-	3.91	3.68	3.79	3.97	3.00	3.77	4.13 KL	4.14	3.72	3.97	4.00 R	3.14
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	105 100%	83 100%	5 100%	17 100%	105 100%	-	68 100%	22 100%	39 100%	66 100%	3 100%	57 100%	45 100%	28 100%	46 100%	29 100%	91 100%	7 100%
TOP 2 =====	70 67%	57 69%	2 40%	11 65%	70 67%	-	49 72%	13 59%	29 74%	41 62%	1 33%	39 68%	30 67%	21 75%	28 61%	20 69%	63 69%	4 57%
5 - Very easy	33 31%	28 34%	1 20%	4 24%	33 31%	-	22 32%	5 23%	11 28%	22 33%	-	18 32%	15 33%	14 50%	9 20%	10 34%	32 35%	-
4	37 35%	29 35%	1 20%	7 41%	37 35%	-	27 40%	8 36%	18 46%	19 29%	1 33%	21 37%	15 33%	7 25%	19 41%	10 34%	31 34%	4 57%
3	26 25%	20 24%	1 20%	5 29%	26 25%	-	14 21%	6 27%	7 18%	19 29%	1 33%	13 23%	12 27%	6 21%	13 28%	6 21%	21 23%	2 29%
BOTTOM 2 =====	9 9%	6 7%	2 40%	1 6%	9 9%	-	5 7%	3 14%	3 8%	6 9%	1 33%	5 9%	3 7%	1 4%	5 11%	3 10%	7 8%	1 14%
2	6 6%	4 5%	1 20%	1 6%	6 6%	-	3 4%	2 9%	2 5%	4 6%	-	4 7%	2 4%	1 4%	3 7%	2 7%	5 5%	1 14%
1 - Very difficult	3 3%	2 2%	1 20%	-	3 3%	-	2 3%	1 5%	1 3%	2 3%	1 33%	1 2%	1 2%	-	2 4%	1 3%	2 2%	-
Mean	3.87 K	3.93	3.00	3.82	3.87	-	3.94	3.64	3.92	3.83	2.67	3.89 K	3.91 K	4.21 O	3.65	3.90	3.95	3.43
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
														<\$60K	\$120K	\$120K+		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total Answering	105 100%	83 100%	5 100%	17 100%	105 100%	-	68 100%	22 100%	39 100%	66 100%	3 100%	57 100%	45 100%	28 100%	46 100%	29 100%	91 100%	7 100%
TOP 2 =====	63 60%	52 63%	2 40%	9 53%	63 60%	-	45 66%	11 50%	25 64%	38 58%	-	36 63%	27 60%	15 54%	26 57%	20 69%	57 63%	2 29%
5 - Very easy	30 29%	25 30%	1 20%	4 24%	30 29%	-	19 28%	7 32%	12 31%	18 27%	-	14 25%	16 36%	8 29%	9 20%	12 41%	28 31%	-
4	33 31%	27 33%	1 20%	5 29%	33 31%	-	26 38%	4 18%	13 33%	20 30%	-	22 39%	11 24%	7 25%	17 37%	8 28%	29 32%	2 29%
3	32 30%	25 30%	2 40%	5 29%	32 30%	-	17 25%	9 41%	10 26%	22 33%	2 67%	16 28%	14 31%	10 36%	14 30%	8 28%	25 27%	5 71% AQ
BOTTOM 2 =====	10 10%	6 7%	1 20%	3 18%	10 10%	-	6 9%	2 9%	4 10%	6 9%	1 33%	5 9%	4 9%	3 11%	6 13%	1 3%	9 10%	-
2	10 10%	6 7%	1 20%	3 18%	10 10%	-	6 9%	2 9%	4 10%	6 9%	1 33%	5 9%	4 9%	3 11%	6 13%	1 3%	9 10%	-
Mean	3.79 K	3.86	3.40	3.59	3.79	-	3.85	3.73	3.85	3.76	2.67	3.79 K	3.87 K	3.71	3.63	4.07	3.84	3.29
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	105 100%	83 100%	5 100%	17 100%	105 100%	-	68 100%	22 100%	39 100%	66 100%	3 100%	57 100%	45 100%	28 100%	46 100%	29 100%	91 100%	7 100%
TOP 2 =====	91 87%	73 88%	3 60%	15 88%	91 87%	-	60 88%	19 86%	34 87%	57 86%	2 67%	49 86%	40 89%	25 89%	39 85%	25 86%	81 89%	4 57%
5 - Very easy	49 47%	40 48%	1 20%	8 47%	49 47%	-	34 50%	8 36%	15 38%	34 52%	-	27 47%	22 49%	16 57%	17 37%	15 52%	46 51%	-
4	42 40%	33 40%	2 40%	7 41%	42 40%	-	26 38%	11 50%	19 49%	23 35%	2 67%	22 39%	18 40%	9 32%	22 48%	10 34%	35 38%	4 57%
3	12 11%	10 12%	-	2 12%	12 11%	-	7 10%	2 9%	4 10%	8 12%	-	8 14%	4 9%	2 7%	6 13%	4 14%	8 9%	3 43%
BOTTOM 2 =====	2 2%	-	2 40%	-	2 2%	-	1 1%	1 5%	1 3%	1 2%	1 33%	-	1 2%	1 4%	1 2%	-	2 2%	-
2	1 1%	-	1 20%	-	1 1%	-	-	1 5%	-	1 2%	-	-	1 2%	1 4%	-	-	1 1%	-
1 - Very difficult	1 1%	-	1 20%	-	1 1%	-	1 1%	-	1 3%	-	1 33%	-	-	-	1 2%	-	1 1%	-
Mean	4.30 RKC	4.36 C	3.20	4.35 C	4.30	-	4.35	4.18	4.21	4.36	3.00	4.33 K	4.36 K	4.43	4.17	4.38	4.36 R	3.57
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	105 100%	83 100%	5 100%	17 100%	105 100%	-	68 100%	22 100%	39 100%	66 100%	3 100%	57 100%	45 100%	28 100%	46 100%	29 100%	91 100%	7 100%
TOP 2 =====	71 68%	59 71%	2 40%	10 59%	71 68%	-	49 72%	13 59%	27 69%	44 67%	2 67%	37 65%	32 71%	16 57%	32 70%	21 72%	65 71%	2 29%
R																		
5 - Very easy	38 36%	31 37%	1 20%	6 35%	38 36%	-	26 38%	6 27%	14 36%	24 36%	-	20 35%	18 40%	10 36%	15 33%	13 45%	36 40%	-
4	33 31%	28 34%	1 20%	4 24%	33 31%	-	23 34%	7 32%	13 33%	20 30%	2 67%	17 30%	14 31%	6 21%	17 37%	8 28%	29 32%	2 29%
3	27 26%	19 23%	1 20%	7 41%	27 26%	-	15 22%	7 32%	10 26%	17 26%	-	16 28%	11 24%	9 32%	12 26%	6 21%	20 22%	5 71%
AQ																		
BOTTOM 2 =====	7 7%	5 6%	2 40%	-	7 7%	-	4 6%	2 9%	2 5%	5 8%	1 33%	4 7%	2 4%	3 11%	2 4%	2 7%	6 7%	-
2	4 4%	3 4%	1 20%	-	4 4%	-	1 1%	2 9%	1 3%	3 5%	-	2 4%	2 4%	3 11%	1 2%	-	4 4%	-
1 - Very difficult	3 3%	2 2%	1 20%	-	3 3%	-	3 4%	-	1 3%	2 3%	1 33%	2 4%	-	-	1 2%	2 7%	2 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	105 100%	83 100%	5 100%	17 100%	105 100%	-	68 100%	22 100%	39 100%	66 100%	3 100%	57 100%	45 100%	28 100%	46 100%	29 100%	91 100%	7 100%
TOP 2 =====	73 70%	61 73%	2 40%	10 59%	73 70%	-	48 71%	15 68%	27 69%	46 70%	1 33%	39 68%	33 73%	17 61%	33 72%	21 72%	64 70%	3 43%
5 - Very easy	34 32%	28 34%	1 20%	5 29%	34 32%	-	22 32%	7 32%	11 28%	23 35%	-	18 32%	16 36%	8 29%	13 28%	12 41%	33 36%	-
4	39 37%	33 40%	1 20%	5 29%	39 37%	-	26 38%	8 36%	16 41%	23 35%	1 33%	21 37%	17 38%	9 32%	20 43%	9 31%	31 34%	3 43%
3	26 25%	18 22%	1 20%	7 41%	26 25%	-	16 24%	5 23%	10 26%	16 24%	1 33%	15 26%	10 22%	10 36%	11 24%	5 17%	22 24%	4 57%
BOTTOM 2 =====	6 6%	4 5%	2 40%	-	6 6%	-	4 6%	2 9%	2 5%	4 6%	1 33%	3 5%	2 4%	1 4%	2 4%	3 10%	5 5%	-
2	5 5%	4 5%	1 20%	-	5 5%	-	3 4%	2 9%	1 3%	4 6%	-	3 5%	2 4%	1 4%	1 2%	3 10%	4 4%	-
1 - Very difficult	1 1%	-	1 20%	-	1 1%	-	1 1%	-	1 3%	-	1 33%	-	-	-	1 2%	-	1 1%	-
Mean	3.95 KC	4.02 C	3.00	3.88	3.95	-	3.96	3.91	3.90	3.98	2.67	3.95 K	4.04 K	3.86	3.93	4.03	4.00	3.43
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity		
	Total	Natural Gas	Electric	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<	\$120K	\$120K+	White	Other
		Furnace	Furnace		(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Arranging for delivery and installation	4.30 RKC	4.36 C	3.20	4.35 C	4.30	-	4.35	4.18	4.21	4.36	3.00	4.33 K	4.36 K	4.43	4.17	4.38	4.36 R	3.57
Performing ongoing maintenance	3.95 KC	4.02 C	3.00	3.88	3.95	-	3.96	3.91	3.90	3.98	2.67	3.95 K	4.04 K	3.86	3.93	4.03	4.00	3.43
Understanding ongoing maintenance costs	3.94	4.00 C	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
Understanding your options	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
Finding the equipment you wanted	3.90 R	3.95	3.40	3.82	3.90	-	3.91	3.68	3.79	3.97	3.00	3.77	4.13 KL	4.14	3.72	3.97	4.00 R	3.14
Making a decision about who to buy from	3.87 K	3.93	3.00	3.82	3.87	-	3.94	3.64	3.92	3.83	2.67	3.89 K	3.91 K	4.21 O	3.65	3.90	3.95	3.43
Paying for/affording the equipment	3.79 K	3.86	3.40	3.59	3.79	-	3.85	3.73	3.85	3.76	2.67	3.79 K	3.87 K	3.71	3.63	4.07	3.84	3.29

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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity		
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K<	\$120K	\$120K+	White	Other
		Furnace	Furnace	/Ductless Heat Pump															
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)		
Arranging for delivery and installation	91 87%	73 88%	3 60%	15 88%	91 87%	-	60 88%	19 86%	34 87%	57 86%	2 67%	49 86%	40 89%	25 89%	39 85%	25 86%	81 89%	4 57%	
Understanding your options	73 70%	58 70%	3 60%	12 71%	73 70%	-	46 68%	15 68%	26 67%	47 71%	1 33%	37 65%	35 78%	21 75%	30 65%	20 69%	67 74%	3 43%	
Performing ongoing maintenance	73 70%	61 73%	2 40%	10 59%	73 70%	-	48 71%	15 68%	27 69%	46 70%	1 33%	39 68%	33 73%	17 61%	33 72%	21 72%	64 70%	3 43%	
Understanding ongoing maintenance costs	71 68% R	59 71%	2 40%	10 59%	71 68%	-	49 72%	13 59%	27 69%	44 67%	2 67%	37 65%	32 71%	16 57%	32 70%	21 72%	65 71%	2 29% R	
Finding the equipment you wanted	70 67% R	57 69%	3 60%	10 59%	70 67%	-	46 68%	12 55%	25 64%	45 68%	1 33%	32 56%	37 82% AL	21 75%	28 61%	19 66%	64 70% R	2 29%	
Making a decision about who to buy from	70 67%	57 69%	2 40%	11 65%	70 67%	-	49 72%	13 59%	29 74%	41 62%	1 33%	39 68%	30 67%	21 75%	28 61%	20 69%	63 69%	4 57%	
Paying for/affording the equipment	63 60%	52 63%	2 40%	9 53%	63 60%	-	45 66%	11 50%	25 64%	38 58%	-	36 63%	27 60%	15 54%	26 57%	20 69%	57 63%	2 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	/Ductless Heat Pump										<\$60K	\$120K	\$120K+		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Paying for/affording the equipment	10 10%	6 7%	1 20%	3 18%	10 10%	-	6 9%	2 9%	4 10%	6 9%	1 33%	5 9%	4 9%	3 11%	6 13%	1 3%	9 10%	-
Making a decision about who to buy from	9 9%	6 7%	2 40%	1 6%	9 9%	-	5 7%	3 14%	3 8%	6 9%	1 33%	5 9%	3 7%	1 4%	5 11%	3 10%	7 8%	1 14%
Understanding ongoing maintenance costs	7 7%	5 6%	2 40%	-	7 7%	-	4 6%	2 9%	2 5%	5 8%	1 33%	4 7%	2 4%	3 11%	2 4%	2 7%	6 7%	-
Understanding your options	6 6%	4 5%	2 40%	-	6 6%	-	4 6%	2 9%	3 8%	3 5%	1 33%	3 5%	2 4%	1 4%	3 7%	2 7%	6 7%	-
Finding the equipment you wanted	6 6%	5 6%	1 20%	-	6 6%	-	3 4%	2 9%	4 10%	2 3%	1 33%	3 5%	2 4%	1 4%	4 9%	1 3%	3 3%	1 14%
Performing ongoing maintenance	6 6%	4 5%	2 40%	-	6 6%	-	4 6%	2 9%	2 5%	4 6%	1 33%	3 5%	2 4%	1 4%	2 4%	3 10%	5 5%	-
Arranging for delivery and installation	2 2%	-	2 40%	-	2 2%	-	1 1%	1 5%	1 3%	1 2%	1 33%	-	1 2%	1 4%	1 2%	-	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	600 100%	396 100%	63 100%	48 100%	344 100%	157 100%	325 100%	228 100%	249 100%	351 100%	22 100%	343 100%	234 100%	149 100%	285 100%	152 100%	503 100%	67 100%
Gas tank-style	359 60% NCD	314 79% ACD	8 13% ABD	16 33% C	249 72% AF	87 55% E	217 67% A	142 62% A	158 63% A	201 57% A	11 50% A	211 62% A	137 59% A	67 45% N	176 62% N	108 71% ANO	299 59% ANO	42 63% ANO
Electric tank-style	194 32% PEB	47 12% PEB	52 83% ABD	26 54% AB	62 18% E	59 38% E	108 33% E	86 38% E	72 29% E	122 35% E	7 32% E	107 31% E	80 34% E	71 48% AOP	89 31% P	30 20% P	167 33% P	19 28% P
Gas tankless	36 6% C	29 7% C	1 2% C	3 6% C	24 7% C	9 6% C	- - C	- - C	17 7% C	19 5% C	1 5% C	21 6% C	13 6% C	8 5% C	14 5% C	12 8% C	29 6% C	6 9% C
Electric heat pump	5 1%	2 1%	-	3 6%	5 1%	-	-	-	1 *%	4 1%	3 14%	-	2 1%	2 1%	3 1%	-	3 1%	-
Electric tankless	2 *%	1 *%	1 2%	-	2 1%	-	-	-	-	2 1%	-	1 *%	1 *%	-	1 *%	1 1%	1 *%	-
Boiler	1 *%	1 *%	-	-	1 *%	-	-	-	1 *%	-	-	-	1 *%	1 1%	-	-	1 *%	-
Other (specify)	3 1%	2 1%	1 2%	-	1 *%	2 1%	-	-	-	3 1%	-	3 1%	-	-	2 1%	1 1%	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.

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q32. Approximately how old is your hot water heater?

BASE = TOTAL RESPONDENTS

	Fuel Type				Age of Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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	553 100%	361 100%	60 100%	42 100%	311 100%	146 100%	325 100%	228 100%	230 100%	323 100%	18 100%	318 100%	217 100%	138 100%	265 100%	138 100%	466 100%	61 100%
Less than 5 years old	149 27%	106 29%	12 20%	11 26%	91 29%	36 25%	149 46% A	-	63 27%	86 27%	7 39%	89 28%	53 24%	39 28%	74 28%	33 24%	130 28%	14 23%
6-10 years old	176 32% F	113 31%	18 30%	16 38%	114 37% F	31 21%	176 54% A	-	83 36%	93 29%	5 28%	98 31%	73 34%	41 30%	84 32%	48 35%	148 32%	20 33%
11-15 years old	143 26%	97 27%	16 27%	11 26%	95 31% F	28 19%	-	143 63% A	52 23%	91 28%	4 22%	78 25%	61 28%	35 25%	70 26%	34 25%	121 26%	14 23%
16-20 years old	64 12% E	33 9%	11 18%	4 10%	7 2%	40 27% AE	-	64 28% A	25 11%	39 12%	2 11%	43 14%	19 9%	15 11%	30 11%	19 14%	53 11%	7 11%
20+ years old	21 4% E	12 3%	3 5%	-	4 1%	11 8% E	-	21 9% A	7 3%	14 4%	-	10 3%	11 5%	8 6%	7 3%	4 3%	14 3%	6 10%
Mean	9.50 GE	9.11	10.77 B	8.82	8.32	11.40 AE	5.48	15.23 AG	9.14	9.76	8.08	9.48	9.65	9.61	9.29	9.70	9.32	10.41
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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%
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%
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%
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%
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%
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%
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income		Ethnicity			
	Total	Natural Gas	Electric	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<	\$120K	\$120K+	White	Other
		Furnace	Furnace		(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Innovative	4 1%	4 2%	-	-	3 1%	1 1%	1 1%	3 1%	2 1%	2 1%	-	4 2%	-	1 1%	2 1%	1 1%	1 1%	3 6%
Fragile	3 1%	2 1%	1 2%	-	2 1%	1 1%	2 1%	1 *%	2 1%	1 *%	-	2 1%	1 1%	-	3 2%	-	2 1%	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	404 100%	255 100%	48 100%	31 100%	220 100%	110 100%	176 100%	228 100%	167 100%	237 100%	11 100%	229 100%	164 100%	99 100%	191 100%	105 100%	336 100%	47 100%
TOP 2 =====	176 44% G	109 43%	15 31%	16 52%	100 45% F	37 34%	60 34%	116 51% G	73 44%	103 43%	5 45%	100 44%	71 43%	33 33%	82 43%	58 55% ANO	142 42%	25 53%
Very likely	78 19%	45 18%	9 19%	4 13%	39 18%	18 16%	24 14%	54 24% G	31 19%	47 20%	1 9%	47 21%	30 18%	12 12%	34 18%	29 28% N	63 19%	12 26%
Likely	98 24% C	64 25% C	6 13%	12 39% C	61 28% F	19 17%	36 20%	62 27%	42 25%	56 24%	4 36%	53 23%	41 25%	21 21%	48 25%	29 28%	79 24%	13 28%
Neither likely nor unlikely	143 35%	89 35%	20 42%	8 26%	75 34%	42 38%	65 37%	78 34%	58 35%	85 36%	3 27%	81 35%	59 36%	38 38%	69 36%	32 30%	122 36%	14 30%
BOTTOM 2 =====	85 21% H	57 22%	13 27%	7 23%	45 20%	31 28%	51 29% AH	34 15%	36 22%	49 21%	3 27%	48 21%	34 21%	28 28% P	40 21%	15 14%	72 21%	8 17%
Unlikely	52 13%	35 14%	9 19%	4 13%	26 12%	22 20%	30 17% H	22 10%	24 14%	28 12%	3 27%	26 11%	23 14%	17 17% P	25 13%	8 8%	42 13%	8 17%
Very unlikely	33 8%	22 9%	4 8%	3 10%	19 9%	9 8%	21 12% H	12 5%	12 7%	21 9%	-	22 10%	11 7%	11 11%	15 8%	7 7%	30 9%	-

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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K-\$120K	\$120K+	White	Other
	(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
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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K< \$120K	\$120K+	White	Other
				Heat Pump														
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total Answering	404 100%	255 100%	48 100%	31 100%	220 100%	110 100%	176 100%	228 100%	167 100%	237 100%	11 100%	229 100%	164 100%	99 100%	191 100%	105 100%	336 100%	47 100%
TOP 2 =====	277 69%	182 71%	34 71%	20 65%	155 70%	80 73%	121 69%	156 68%	113 68%	164 69%	8 73%	178 78%	91 55%	77 78%	128 67%	67 64%	226 67%	37 79%
												AM	OP					
5 - Great deal of influence	151 37%	92 36%	24 50%	11 35%	81 37%	46 42%	63 36%	88 39%	52 31%	99 42%	5 45%	103 45%	43 26%	51 52%	74 39%	23 22%	117 35%	26 55%
										I		M		AOP	P			AQ
4	126 31%	90 35%	10 21%	9 29%	74 34%	34 31%	58 33%	68 30%	61 37%	65 27%	3 27%	75 33%	48 29%	26 26%	54 28%	44 42%	109 32%	11 23%
																ANO		
3	83 21%	47 18%	9 19%	6 19%	43 20%	17 15%	31 18%	52 23%	28 17%	55 23%	3 27%	36 16%	44 27%	15 15%	40 21%	25 24%	70 21%	8 17%
													L					
BOTTOM 2 =====	44 11%	26 10%	5 10%	5 16%	22 10%	13 12%	24 14%	20 9%	26 16%	18 8%	-	15 7%	29 18%	7 7%	23 12%	13 12%	40 12%	2 4%
									J				AL				R	
2	23 6%	11 4%	3 6%	4 13%	11 5%	7 6%	10 6%	13 6%	16 10%	7 3%	-	8 3%	15 9%	3 3%	12 6%	7 7%	19 6%	2 4%
									J				L					
1 - No influence	21 5%	15 6%	2 4%	1 3%	11 5%	6 5%	14 8%	7 3%	10 6%	11 5%	-	7 3%	14 9%	4 4%	11 6%	6 6%	21 6%	-
							H						L					
Mean	3.90 M	3.91	4.06	3.81	3.92	3.97	3.83	3.95	3.77	3.99	4.18	4.13 AM	3.55	4.18 AOP	3.88	3.68	3.84	4.30 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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 influence	129	73	18	15	72	33	56	73	44	85	3	83	43	35	63	28	103	19
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K< \$120K	\$120K+	White	Other
		Furnace	Furnace	Heat Pump														
(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 influence	201	124	23	21	114	52	79	122	72	129	5	128	68	53	97	48	162	30
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K< \$120K	\$120K+	White	Other
		Furnace	Furnace	Heat Pump														
(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 influence	137	82	16	17	82	31	62	75	45	92	4	82	51	41	66	28	107	25
	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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$120K	\$120K+	White	Other
		Furnace	Furnace	Heat Pump														
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total Answering	404 100%	255 100%	48 100%	31 100%	220 100%	110 100%	176 100%	228 100%	167 100%	237 100%	11 100%	229 100%	164 100%	99 100%	191 100%	105 100%	336 100%	47 100%
TOP 2 =====	199 49%	133 52%	16 33%	21 68%	125 57%	42 38%	91 52%	108 47%	76 46%	123 52%	6 55%	117 51%	76 46%	48 48%	91 48%	55 52%	161 48%	32 68%
	FC	C		AC	F													AQ
5 - Great deal of influence	89 22%	58 23%	7 15%	11 35%	55 25%	20 18%	42 24%	47 21%	33 20%	56 24%	1 9%	63 28%	25 15%	28 28%	38 20%	21 20%	70 21%	17 36%
				C								KM						Q
4	110 27%	75 29%	9 19%	10 32%	70 32%	22 20%	49 28%	61 27%	43 26%	67 28%	5 45%	54 24%	51 31%	20 20%	53 28%	34 32%	91 27%	15 32%
					F											N		
3	143 35%	86 34%	21 44%	9 29%	72 33%	43 39%	55 31%	88 39%	56 34%	87 37%	5 45%	82 36%	56 34%	37 37%	67 35%	35 33%	126 38%	11 23%
																	R	
BOTTOM 2 =====	62 15%	36 14%	11 23%	1 3%	23 10%	25 23%	30 17%	32 14%	35 21%	27 11%	-	30 13%	32 20%	14 14%	33 17%	15 14%	49 15%	4 9%
	D	D	D			E			J									
2	39 10%	24 9%	7 15%	-	18 8%	13 12%	17 10%	22 10%	19 11%	20 8%	-	20 9%	19 12%	7 7%	22 12%	10 10%	30 9%	2 4%
1 - No influence	23 6%	12 5%	4 8%	1 3%	5 2%	12 11%	13 7%	10 4%	16 10%	7 3%	-	10 4%	13 8%	7 7%	11 6%	5 5%	19 6%	2 4%
	E				E				J									
Mean	3.50 FC	3.56 C	3.17	3.97 ABC	3.69 AF	3.23	3.51	3.50	3.35	3.61 I	3.64	3.61 M	3.34	3.56	3.45	3.53	3.49	3.91 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K< \$120K	\$120K+	White	Other
		Furnace	Furnace	Heat Pump														
(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 influence	49	30	6	5	29	11	22	27	21	28	-	34	15	16	23	9	35	12
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K< \$120K	\$120K+	White	Other
		Furnace	Furnace	Heat Pump														
(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 influence	175	111	22	15	95	51	68	107	54	121	4	122	49	64	83	27	139	26
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity		
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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 equipment	4.21	4.17	4.17	4.68 ABC	4.28	4.08	4.05	4.33 G	4.11	4.28	4.27	4.31 M	4.07	4.21	4.19	4.26	4.18	4.49 Q
Your budget	4.01 PMI	4.07	3.94	4.23	4.10	3.98	3.91	4.09	3.72	4.22 AI	4.18	4.29 AM	3.62	4.36 AOP	4.02 P	3.69	3.94	4.45 AQ
Availability of energy-efficient options	3.97	3.93	3.85	4.45 ABC	4.06 F	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 AQ
Upfront cost	3.90 M	3.91	4.06	3.81	3.92	3.97	3.83	3.95	3.77	3.99	4.18	4.13 AM	3.55	4.18 AOP	3.88	3.68	3.84	4.30 AQ
Ongoing maintenance costs	3.82 M	3.82	3.83	4.10	3.94	3.71	3.77	3.86	3.68	3.92 I	3.91	3.97 M	3.61	3.78	3.82	3.86	3.78	4.19 AQ
Recommendation of an expert (e.g., contractor, plumber, etc.)	3.50 FC	3.56 C	3.17	3.97 ABC	3.69 AF	3.23	3.51	3.50	3.35	3.61 I	3.64	3.61 M	3.34	3.56	3.45	3.53	3.49	3.91 AQ
Overall sales experience	3.09 F	3.09	2.90	3.45 C	3.23 F	2.80	3.05	3.13	2.93	3.21 I	2.82	3.22 M	2.93	3.16	3.08	3.06	3.04	3.60 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
														<\$60K	\$120K	\$120K+		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Condition of current equipment	324 80%	201 79%	36 75%	31 100% ABC	178 81%	86 78%	131 74%	193 85%	130 78%	194 82%	9 82%	189 83%	126 77%	77 78%	150 79%	90 86%	270 80%	40 85%
Availability of energy-efficient options	289 72%	180 71%	31 65%	28 90% ABC	165 75%	71 65%	130 74%	159 70%	116 69%	173 73%	9 82%	173 76%	107 65%	68 69%	137 72%	81 77%	240 71%	36 77%
Your budget	286 71% MI	187 73%	32 67%	24 77%	164 75%	76 69%	124 70%	162 71%	103 62%	183 77%	10 91%	186 81%	90 55%	79 80%	135 71%	66 63%	228 68%	42 89% AQ
Ongoing maintenance costs	279 69%	175 69%	32 67%	25 81%	162 74%	68 62%	120 68%	159 70%	110 66%	169 71%	8 73%	170 74%	101 62%	65 66%	129 68%	78 74%	228 68%	39 83% AQ
Upfront cost	277 69% M	182 71%	34 71%	20 65%	155 70%	80 73%	121 69%	156 68%	113 68%	164 69%	8 73%	178 78%	91 55%	77 78%	128 67%	67 64%	226 67%	37 79%
Recommendation of an expert (e.g., contractor, plumber, etc.)	199 49% FC	133 52% C	16 33%	21 68% AC	125 57% F	42 38%	91 52%	108 47%	76 46%	123 52%	6 55%	117 51%	76 46%	48 48%	91 48%	55 52%	161 48%	32 68% AQ
Overall sales experience	133 33% F	84 33%	12 25%	15 48% C	86 39% F	22 20%	54 31%	79 35%	46 28%	87 37% I	2 18%	88 38% M	43 26%	30 30%	67 35%	35 33%	101 30%	26 55% 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K-120K	\$120K+	White	Other
		Furnace	Furnace	Heat Pump														
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Overall sales experience	106 26% D	67 26% D	15 31% D	4 13% D	49 22% E	37 34% E	51 29% E	55 24% E	56 34% J	50 21% J	3 27% J	54 24% J	49 30% J	23 23% J	51 27% J	31 30% J	90 27% J	8 17% J
Recommendation of an expert (e.g., contractor, plumber, etc.)	62 15% D	36 14% D	11 23% D	1 3% D	23 10% E	25 23% E	30 17% E	32 14% E	35 21% J	27 11% J	- - J	30 13% J	32 20% J	14 14% J	33 17% J	15 14% J	49 15% J	4 9% J
Ongoing maintenance costs	54 13% R	28 11% R	8 17% R	4 13% R	22 10% R	16 15% R	27 15% R	27 12% R	29 17% R	25 11% R	1 9% R	20 9% R	33 20% L	15 15% L	26 14% L	12 11% L	51 15% R	1 2% R
Upfront cost	44 11% R	26 10% R	5 10% R	5 16% R	22 10% R	13 12% R	24 14% R	20 9% R	26 16% J	18 8% J	- - J	15 7% J	29 18% AL	7 7% AL	23 12% AL	13 12% AL	40 12% R	2 4% R
Your budget	36 9% L	16 6% L	7 15% L	1 3% L	11 5% E	13 12% E	20 11% E	16 7% E	23 14% J	13 5% J	1 9% J	9 4% J	26 16% AL	6 6% AL	16 8% AL	14 13% AL	35 10% AL	- - AL
Condition of current equipment	24 6% H	18 7% H	2 4% H	- - H	9 4% H	11 10% H	16 9% H	8 4% H	11 7% H	13 5% H	- - H	10 4% H	14 9% H	7 7% H	13 7% H	3 3% H	23 7% H	- - H
Availability of energy-efficient options	24 6% H	16 6% H	4 8% H	- - H	11 5% H	9 8% H	10 6% H	14 6% H	12 7% H	12 5% H	1 9% H	11 5% H	12 7% H	5 5% H	13 7% H	5 5% H	22 7% H	- - 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	149 100%	106 100%	12 100%	11 100%	91 100%	36 100%	149 100%	-	63 100%	86 100%	7 100%	89 100%	53 100%	39 100%	74 100%	33 100%	130 100%	14 100%
Equipment broke or failed	87 58%	65 61%	7 58%	5 45%	51 56%	26 72%	87 58%	-	32 51%	55 64%	3 43%	55 62%	29 55%	26 67%	44 59%	14 42%	72 55%	11 79%
Equipment was old/time to be replaced	47 32%	31 29%	4 33%	5 45%	28 31%	11 31%	47 32%	-	21 33%	26 30%	1 14%	24 27%	22 42%	16 41%	18 24%	13 39%	40 31%	5 36%
Wanted to improve energy-efficiency	11 7%	7 7%	2 17%	-	6 7%	3 8%	11 7%	-	4 6%	7 8%	1 14%	8 9%	2 4%	3 8%	6 8%	1 3%	10 8%	1 7%
Was part of a home remodeling project	9 6%	7 7%	1 8%	1 9%	7 8%	2 6%	9 6%	-	6 10%	3 3%	1 14%	6 7%	2 4%	1 3%	4 5%	4 12%	9 7%	-
Energy-efficiency rebate or program	4 3%	2 2%	-	-	1 1%	1 3%	4 3%	-	2 3%	2 2%	1 14%	3 3%	-	-	3 4%	1 3%	2 2%	2 14%
Dissatisfied with previous equipment	2 1%	1 1%	1 8%	-	2 2%	-	2 1%	-	-	2 2%	-	2 2%	-	1 3%	1 1%	-	1 1%	1 7%
Equipment was on sale/promotion	2 1%	2 2%	-	-	1 1%	1 3%	2 1%	-	2 3%	-	-	2 2%	-	1 3%	1 1%	-	1 1%	-
Wanted to upgrade technology (e.g., remote control technology, receive alerts, etc.)	1 1%	1 1%	-	-	1 1%	-	1 1%	-	-	1 1%	-	1 1%	-	-	1 1%	-	-	1 7%
Something else (specify:)	20 13%	15 14%	2 17%	2 18%	14 15%	4 11%	20 13%	-	11 17%	9 10%	2 29%	8 9%	10 19%	2 5%	11 15%	7 21%	20 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$120K	\$120K+	White	Other
		Furnace	Furnace	/Ductless Heat Pump														
(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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$120K	\$120K+	White	Other
		Furnace	Furnace	/Ductless Heat Pump														
(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
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
														<\$60K	\$120K	\$120K+		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Total Answering	149 100%	106 100%	12 100%	11 100%	91 100%	36 100%	149 100%	-	63 100%	86 100%	7 100%	89 100%	53 100%	39 100%	74 100%	33 100%	130 100%	14 100%
TOP 2 =====	107 72%	76 72%	9 75%	8 73%	61 67%	30 83%	107 72%	-	44 70%	63 73%	4 57%	64 72%	39 74%	28 72%	48 65%	29 88%	91 70%	11 79%
						E										AO		
5 - Very easy	55 37%	40 38%	2 17%	4 36%	28 31%	16 44%	55 37%	-	23 37%	32 37%	2 29%	30 34%	23 43%	11 28%	24 32%	19 58%	48 37%	4 29%
																ANO		
4	52 35%	36 34%	7 58%	4 36%	33 36%	14 39%	52 35%	-	21 33%	31 36%	2 29%	34 38%	16 30%	17 44%	24 32%	10 30%	43 33%	7 50%
3	34 23%	24 23%	2 17%	3 27%	24 26%	5 14%	34 23%	-	15 24%	19 22%	2 29%	19 21%	13 25%	9 23%	20 27%	4 12%	31 24%	3 21%
BOTTOM 2 =====	8 5%	6 6%	1 8%	-	6 7%	1 3%	8 5%	-	4 6%	4 5%	1 14%	6 7%	1 2%	2 5%	6 8%	-	8 6%	-
2	6 4%	5 5%	1 8%	-	5 5%	1 3%	6 4%	-	4 6%	2 2%	1 14%	5 6%	-	1 3%	5 7%	-	6 5%	-
1 - Very difficult	2 1%	1 1%	-	-	1 1%	-	2 1%	-	-	2 2%	-	1 1%	1 2%	1 3%	1 1%	-	2 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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	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	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	149 100%	106 100%	12 100%	11 100%	91 100%	36 100%	149 100%	-	63 100%	86 100%	7 100%	89 100%	53 100%	39 100%	74 100%	33 100%	130 100%	14 100%
TOP 2 =====	104 70%	73 69%	8 67%	7 64%	62 68%	24 67%	104 70%	-	45 71%	59 69%	3 43%	65 73%	36 68%	30 77%	53 72%	20 61%	91 70%	9 64%
5 - Very easy	53 36% R	39 37%	4 33%	2 18%	33 36%	11 31%	53 36%	-	24 38%	29 34%	-	33 37%	20 38%	14 36%	24 32%	14 42%	48 37%	2 14%
4	51 34% P	34 32%	4 33%	5 45%	29 32%	13 36%	51 34%	-	21 33%	30 35%	3 43%	32 36%	16 30%	16 41% P	29 39% P	6 18%	43 33%	7 50%
3	37 25%	28 26%	2 17%	4 36%	23 25%	11 31%	37 25%	-	15 24%	22 26%	2 29%	19 21%	16 30%	9 23%	14 19%	12 36%	32 25%	4 29%
BOTTOM 2 =====	8 5%	5 5%	2 17%	-	6 7%	1 3%	8 5%	-	3 5%	5 6%	2 29%	5 6%	1 2%	-	7 9%	1 3%	7 5%	1 7%
2	5 3%	3 3%	1 8%	-	4 4%	-	5 3%	-	2 3%	3 3%	1 14%	4 4%	-	-	4 5%	1 3%	4 3%	1 7%
1 - Very difficult	3 2%	2 2%	1 8%	-	2 2%	1 3%	3 2%	-	1 2%	2 2%	1 14%	1 1%	1 2%	-	3 4%	-	3 2%	-
Mean	3.98 K	3.99	3.75	3.82	3.96	3.92	3.98	-	4.03	3.94	3.00	4.03 K	4.02 K	4.13	3.91	4.00	3.99	3.71
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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	/Ductless Heat Pump										<\$60K	\$120K	\$120K+		
(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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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 and installation	4.25 C	4.25 C	3.67	4.27	4.18	4.22	4.25	-	4.21	4.28	3.57	4.27 K	4.30 K	4.28	4.24	4.36	4.25	4.21
Finding the equipment you wanted	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
Understanding your options	4.05 K	4.08	3.75	4.00	3.99	4.14	4.05	-	4.08	4.03	3.29	4.02 K	4.21 K	4.00	4.03	4.21	4.06	4.14
Paying for/affording the equipment	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 ANO	3.99	4.07
Understanding ongoing maintenance costs	3.98 K	3.99	3.75	3.82	3.96	3.92	3.98	-	4.03	3.94	3.00	4.03 K	4.02 K	4.13	3.91	4.00	3.99	3.71
Performing ongoing maintenance	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
Making a decision about who to buy from	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 O	3.77	4.12	3.94	3.93

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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$120K	\$120K+	White	Other
		Furnace	Furnace	/Ductless Heat Pump														
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Arranging for delivery and installation	120 81%	86 81%	7 58%	9 82%	71 78%	29 81%	120 81%	-	52 83%	68 79%	4 57%	73 82%	43 81%	32 82%	60 81%	28 85%	104 80%	12 86%
Understanding your options	110 74%	78 74%	8 67%	8 73%	63 69%	29 81%	110 74%	-	49 78%	61 71%	3 43%	67 75%	40 75%	30 77%	54 73%	25 76%	96 74%	11 79%
Finding the equipment you wanted	110 74%	74 70%	10 83%	9 82%	64 70%	27 75%	110 74%	-	47 75%	63 73%	4 57%	68 76%	38 72%	31 79%	54 73%	23 70%	94 72%	11 79%
Paying for/affording the equipment	107 72%	76 72%	9 75%	8 73%	61 67%	30 83%	107 72%	-	44 70%	63 73%	4 57%	64 72%	39 74%	28 72%	48 65%	29 88%	91 70%	11 79%
Understanding ongoing maintenance costs	104 70%	73 69%	8 67%	7 64%	62 68%	24 67%	104 70%	-	45 71%	59 69%	3 43%	65 73%	36 68%	30 77%	53 72%	20 61%	91 70%	9 64%
Making a decision about who to buy from	102 68%	71 67%	8 67%	7 64%	59 65%	25 69%	102 68%	-	43 68%	59 69%	4 57%	61 69%	37 70%	30 77%	47 64%	24 73%	88 68%	10 71%
Performing ongoing maintenance	102 68%	72 68%	9 75%	6 55%	61 67%	25 69%	102 68%	-	44 70%	58 67%	4 57%	62 70%	36 68%	29 74%	49 66%	23 70%	86 66%	11 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	Heat Pump										<\$60K	\$120K	\$120K+		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Making a decision about who to buy from	12 8%	9 8%	1 8%	-	9 10%	1 3%	12 8%	-	3 5%	9 10%	2 29%	6 7%	4 8%	-	10 14%	1 3%	11 8%	1 7%
Performing ongoing maintenance	9 6%	7 7%	1 8%	-	6 7%	2 6%	9 6%	-	4 6%	5 6%	2 29%	6 7%	1 2%	1 3%	4 5%	4 12%	9 7%	-
Paying for/affording the equipment	8 5%	6 6%	1 8%	-	6 7%	1 3%	8 5%	-	4 6%	4 5%	1 14%	6 7%	1 2%	2 5%	6 8%	-	8 6%	-
Understanding ongoing maintenance costs	8 5%	5 5%	2 17%	-	6 7%	1 3%	8 5%	-	3 5%	5 6%	2 29%	5 6%	1 2%	-	7 9%	1 3%	7 5%	1 7%
Finding the equipment you wanted	7 5%	6 6%	1 8%	-	5 5%	2 6%	7 5%	-	3 5%	4 5%	1 14%	4 4%	2 4%	1 3%	4 5%	1 3%	7 5%	-
Understanding your options	6 4%	3 3%	2 17%	-	5 5%	-	6 4%	-	2 3%	4 5%	1 14%	5 6%	-	2 5%	3 4%	1 3%	5 4%	-
Arranging for delivery and installation	5 3%	3 3%	2 17%	-	4 4%	1 3%	5 3%	-	2 3%	3 3%	1 14%	3 3%	1 2%	1 3%	3 4%	-	5 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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%
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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	/Ductless Heat Pump										<\$60K	\$120K	\$120K+		
(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
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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	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 and repair service	126	86	11	11	79	27	66	56	50	76	3	80	43	28	53	43	111	9
	21%	22%	17%	23%	23%	17%	20%	25%	20%	22%	14%	23%	18%	19%	19%	29%	22%	14%
Fixed monthly fee on energy bill	67	47	7	4	40	17	41	22	30	37	6	31	30	18	35	13	52	11
	11%	12%	11%	8%	12%	11%	13%	10%	12%	11%	29%	9%	13%	12%	12%	9%	10%	17%
Energy-efficient equipment	57	33	8	4	30	15	27	28	17	40	3	33	21	14	29	14	47	8
	10%	8%	13%	8%	9%	10%	8%	12%	7%	11%	14%	10%	9%	9%	10%	9%	9%	12%
Convenience of PSE managing equipment	46	34	5	4	28	14	27	16	14	32	1	32	13	13	23	10	37	7
	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	7	3	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%	1%	2%	5%	1%	1%	2%	1%	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%

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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	/Ductless Heat Pump										<\$60K	\$120K	\$120K+		
(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 energy bill	193	132	17	13	105	57	99	81	78	115	5	108	80	57	86	45	164	18
	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 managing equipment	15	12	1	1	12	2	7	7	2	13	-	12	3	2	7	6	14	1
	3%	3%	2%	2%	3%	1%	2%	3%	1%	4%		4%	1%	1%	2%	4%	3%	2%
	I									I								
Energy-efficient equipment	10	7	1	1	7	1	7	3	7	3	-	6	4	1	7	2	6	2
	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 and repair service	7	5	1	1	5	2	2	3	2	5	1	2	4	-	3	4	5	1
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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%
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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	Heat Pump										<\$60K	\$120K	\$120K+		
(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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	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 and repair service	106	80	8	7	72	20	51	47	47	59	4	71	31	23	50	33	89	12
	18%	20%	13%	15%	21%	13%	16%	21%	19%	17%	19%	21%	13%	15%	18%	22%	18%	18%
					F							M						
Energy-efficient equipment	56	42	5	1	30	18	30	22	22	34	3	33	20	15	31	10	46	6
	9%	11%	8%	2%	9%	11%	9%	10%	9%	10%	14%	10%	9%	10%	11%	7%	9%	9%
	D	D																
Convenience of PSE managing equipment	49	38	3	6	34	13	29	16	16	33	2	34	13	13	21	14	40	8
	8%	10%	5%	13%	10%	8%	9%	7%	6%	9%	10%	10%	6%	9%	7%	9%	8%	12%
												M						
Fixed monthly fee on energy bill	43	31	5	2	23	15	21	20	17	26	4	21	18	9	23	10	35	3
	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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
														<\$60K	\$120K	\$120K+		
(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 energy bill	189	142	15	9	113	52	102	74	76	113	6	116	67	52	90	42	160	20
	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 managing equipment	13	10	2	1	11	2	8	4	3	10	2	7	4	-	7	6	11	2
	2%	3%	3%	2%	3%	1%	2%	2%	1%	3%	10%	2%	2%		2%	4%	2%	3%
Inclusive maintenance and repair service	6	4	1	1	4	2	4	1	2	4	-	5	1	1	3	2	4	2
	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 equipment	5	5	-	-	5	-	4	1	2	3	1	2	2	2	2	1	2	2
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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%
TOP 2 =====	77	37	23	8	42	25	48	25	33	44	3	43	31	18	38	21	58	10
	13%	9%	37% ABD	17%	12%	16%	15%	11%	13%	13%	14%	13%	13%	12%	13%	14%	12%	15%
Very interested	32	16	8	4	15	12	15	14	11	21	2	18	12	9	16	7	27	1
	5% R	4%	13% B	8%	4%	8%	5%	6%	4%	6%	10%	5%	5%	6%	6%	5%	5%	2%
Interested	45	21	15	4	27	13	33	11	22	23	1	25	19	9	22	14	31	9
	8%	5%	24% ABD	8%	8%	8%	10% H	5%	9%	7%	5%	7%	8%	6%	8%	9%	6%	14%
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% AM	22%	16%	19%	22%	17%	19%	35% AQ
BOTTOM 2 =====	399	283	26	26	230	102	210	164	173	226	9	223	166	102	184	103	348	33
	67% RKC	71% CD	41%	54%	67%	65%	65%	72%	70%	65%	43%	65% K	71% K	68%	65%	69%	69% R	50%
Uninterested	148	106	14	5	82	42	87	53	72	76	5	84	59	34	72	39	126	12
	25% D	27% D	22%	10%	24%	27%	27%	23%	29% J	22%	24%	25%	25%	23%	25%	26%	25%	18%
Very uninterested	251	177	12	21	148	60	123	111	101	150	4	139	107	68	112	64	222	21
	42% KC	45% C	19%	44% C	43%	38%	38%	49% G	41%	43%	19%	41% K	46% K	46%	39%	43%	44% R	32%

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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity		
	Total	Natural Gas	Electric	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K< \$120K	\$120K+	White	Other
		Furnace	Furnace															
(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

Pacific Market Research - February 2016

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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%
Inclusive maintenance and repair service	80	48	10	15	55	16	40	34	32	48	2	47	31	14	38	27	68	9
	13%	12%	16%	31%	16%	10%	12%	15%	13%	14%	10%	14%	13%	9%	13%	18%	14%	14%
Energy-efficient equipment	76	49	10	3	36	26	43	27	34	42	2	43	31	23	36	16	61	9
	13%	12%	16%	6%	10%	17%	13%	12%	14%	12%	10%	13%	13%	15%	13%	11%	12%	14%
Convenience of PSE managing equipment	33	21	3	5	18	11	18	12	6	27	2	22	9	10	14	9	27	4
	6%	5%	5%	10%	5%	7%	6%	5%	2%	8%	10%	6%	4%	7%	5%	6%	5%	6%
Fixed monthly fee on energy bill	26	13	7	2	9	13	16	10	8	18	1	12	13	5	15	5	21	3
	4%	3%	11%	4%	3%	8%	5%	4%	3%	5%	5%	4%	6%	3%	5%	3%	4%	5%
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%

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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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 energy bill	186	124	16	16	110	44	101	71	83	103	9	108	69	52	86	45	155	18
	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%
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 equipment	10	6	2	-	7	1	6	3	5	5	-	8	2	2	6	1	5	2
	2%	2%	3%		2%	1%	2%	1%	2%	1%		2%	1%	1%	2%	1%	1%	3%
Inclusive maintenance and repair service	8	7	-	1	6	2	3	4	1	7	2	5	1	1	3	4	4	3
	1%	2%		2%	2%	1%	1%	2%	*%	2%	10%	1%	*%	1%	1%	3%	1%	5%
Convenience of PSE managing equipment	6	5	1	-	4	2	3	2	-	6	-	5	1	-	3	3	5	1
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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%
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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	2.44	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
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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	589 100%	393 100%	63 100%	48 100%	342 100%	156 100%	320 100%	226 100%	245 100%	344 100%	19 100%	340 100%	229 100%	147 100%	280 100%	149 100%	495 100%	65 100%
TOP 2 =====	233 40%	155 39%	28 44%	17 35%	136 40%	62 40%	125 39%	92 41%	104 42%	129 38%	8 42%	139 41%	85 37%	48 33%	117 42%	62 42%	194 39%	28 43%
Definitely yes	78 13%	49 12%	12 19%	4 8%	46 13%	19 12%	35 11%	39 17%	28 11%	50 15%	3 16%	49 14%	26 11%	23 16%	32 11%	22 15%	61 12%	14 22%
Probably yes	155 26% N	106 27%	16 25%	13 27%	90 26%	43 28%	90 28%	53 23%	76 31%	79 23%	5 26%	90 26%	59 26%	25 17%	85 30%	40 27%	133 27%	14 22%
Possibly	191 32%	126 32%	21 33%	16 33%	106 31%	53 34%	107 33%	70 31%	73 30%	118 34%	10 53%	107 31%	74 32%	53 36%	91 33%	44 30%	154 31%	24 37%
BOTTOM 2 =====	165 28% K	112 28%	14 22%	15 31%	100 29%	41 26%	88 28%	64 28%	68 28%	97 28%	1 5%	94 28% K	70 31% K	46 31%	72 26%	43 29%	147 30%	13 20%
Probably not	110 19% KD	80 20% D	9 14%	4 8%	70 20%	23 15%	59 18%	42 19%	48 20%	62 18%	1 5%	61 18% K	48 21% K	30 20%	46 16%	32 21%	96 19%	9 14%
Definitely not	55 9%	32 8%	5 8%	11 23% ABC	30 9%	18 12%	29 9%	22 10%	20 8%	35 10%	-	33 10%	22 10%	16 11%	26 9%	11 7%	51 10%	4 6%

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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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	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

Pacific Market Research - February 2016

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K<	\$120K+	White	Other
		Furnace	Furnace	Heat Pump														
(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% N	29%	19%	23%	27%	27%	30% H	21%	30%	24%	26%	26%	27%	16%	31% N	27% N	26%	27%
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% ALM	30%	31%	34%	30%	31%	32%	29%
BOTTOM 2 =====	166	118	18	14	99	50	83	68	66	100	1	98	67	45	78	41	140	18
	31% K	30%	29%	30%	29%	32%	28%	33%	30%	31%	5% K	31% K	32% K	35%	30%	28%	31%	29%
Probably not	109	82	13	5	70	29	56	42	47	62	1	62	46	28	52	29	88	14
	20% K	21% D	21%	11%	20%	19%	19%	20%	21%	19%	5% K	20% K	22% K	22%	20%	20%	19%	23%
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
 Pacific Market Research - February 2016

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K<	\$120K+	White	Other
		Furnace	Furnace	/Ductless Heat Pump														
(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%
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 agree	183	118	21	20	115	42	103	68	77	106	5	100	77	57	76	45	153	19
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	Heat Pump										<\$60K	\$120K	\$120K+		
(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 agree	278	197	26	18	166	73	152	103	116	162	9	151	118	72	129	71	230	34
	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.

Pacific Market Research - February 2016

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K-120K	\$120K+	White	Other
		Furnace	Furnace	Heat Pump														
(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 agree	174	116	21	14	102	46	92	68	74	100	7	99	67	40	82	48	145	17
	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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	Heat Pump										<\$60K	\$120K	\$120K+		
(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 agree	142	101	10	8	75	44	81	52	59	83	6	87	49	31	74	32	123	12
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	/Ductless Heat Pump										<\$60K	\$120K	\$120K+		
(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 agree	136	93	11	11	78	36	79	47	59	77	6	83	47	30	63	39	114	16
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	Heat Pump										<\$60K	\$120K	\$120K+		
(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%
										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 agree	177	127	15	12	105	47	101	61	82	95	8	100	68	40	72	60	144	23
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K< \$120K	\$120K+	White	Other
		Furnace	Furnace	/Ductless Heat Pump														
(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 agree	229	156	21	13	121	66	129	85	90	139	9	134	85	60	110	55	199	20
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	Heat Pump										<\$60K	\$120K	\$120K+		
(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 agree	71	46	9	7	37	25	32	32	27	44	5	49	17	16	34	19	60	8
	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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source /Ductless	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K-120K	\$120K+	White	Other
		Furnace	Furnace	Heat Pump														
(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% AM	65%	60%	58%	68% N	62%	64%	66%
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 agree	170	120	16	12	94	54	92	62	73	97	3	92	75	49	68	49	147	18
	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

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity		
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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 want 24-hour customer service and same day repairs.	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
The maintenance and repair service offered through a leasing program keeps equipment working and gives customers added peace-of-mind.	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
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.	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
Puget Sound Energy is a trusted energy advisor and will help customers get the equipment and services they need.	3.74	3.72	3.73	3.71	3.71	3.75	3.74	3.73	3.66	3.79 I	3.77	3.71	3.78	3.80	3.77	3.62	3.76	3.73
Replacing space and water heat equipment before the end of their useful life helps prevent emergencies and is safer for homeowners.	3.69	3.70	3.67	3.58	3.69	3.68	3.68	3.69	3.59	3.76 I	3.91	3.70	3.65	3.62	3.74	3.66	3.69	3.73

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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity		
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$60K<	\$120K	\$120K+	White	Other
		Furnace	Furnace	/Ductless Heat Pump															
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)		
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	3.68	3.72	3.67	3.50	3.68	3.73	3.65	3.71	3.58	3.75 I	4.05 AM	3.69	3.64	3.63	3.75	3.61	3.68	3.75	
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	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	
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.	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	
Equipment leasing is unnecessary. Banks and stores provide financing so people can purchase and maintain the equipment they need.	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	

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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	/Ductless Heat Pump										<\$60K	\$120K	\$120K+		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
If something breaks, I want 24-hour customer service and same day repairs.	519 87%	346 87%	53 84%	40 83%	303 88%	130 83%	286 88%	193 85%	217 87%	302 86%	17 77%	287 84%	214 91%	128 86%	248 87%	131 86%	433 86%	59 88%
The maintenance and repair service offered through a leasing program keeps equipment working and gives customers added peace-of-mind.	431 72%	283 71%	48 76%	34 71%	248 72%	112 71%	225 69%	171 75%	175 70%	256 73%	15 68%	242 71%	174 74%	111 74%	206 72%	105 69%	361 72%	49 73%
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.	420 70%	271 68%	48 76%	37 77%	248 72%	102 65%	224 69%	160 70%	175 70%	245 70%	15 68%	234 68%	170 73%	104 70%	197 69%	110 72%	349 69%	51 76%
Puget Sound Energy is a trusted energy advisor and will help customers get the equipment and services they need.	391 65% P	251 63%	43 68%	32 67%	219 64%	103 66%	207 64%	153 67%	149 60%	242 69%	14 64%	221 64%	156 67%	103 69%	195 68%	84 55%	333 66%	41 61%
Replacing space and water heat equipment before the end of their useful life helps prevent emergencies and is safer for homeowners.	384 64%	250 63%	41 65%	30 63%	221 64%	95 61%	207 64%	147 64%	154 62%	230 66%	18 82%	224 65%	141 60%	87 58%	194 68%	94 62%	320 64%	44 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless 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)
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	379 63%	256 65%	40 63%	24 50%	211 61%	105 67%	200 62%	145 64%	151 61%	228 65%	17 77%	218 64%	144 62%	83 56%	192 67%	95 63%	317 63%	45 67%
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	349 58%	230 58%	35 56%	27 56%	200 58%	89 57%	189 58%	131 57%	142 57%	207 59%	14 64%	198 58%	137 59%	86 58%	167 59%	87 57%	290 58%	44 66%
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.	311 52%	201 51%	39 62%	28 58%	192 56%	73 46%	159 49%	124 54%	130 52%	181 52%	12 55%	167 49%	132 56%	75 50%	146 51%	81 53%	253 50%	42 63%
Equipment leasing is unnecessary. Banks and stores provide financing so people can purchase and maintain the equipment they need.	197 33%	119 30%	23 37%	18 38%	110 32%	48 31%	109 34%	73 32%	83 33%	114 32%	9 41%	117 34%	70 30%	48 32%	94 33%	51 34%	167 33%	18 27%

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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	Heat Pump										<\$60K	\$120K	\$120K+		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
Equipment leasing is unnecessary. Banks and stores provide financing so people can purchase and maintain the equipment they need.	125 21%	80 20%	14 22%	12 25%	68 20%	36 23%	64 20%	52 23%	50 20%	75 21%	4 18%	75 22%	46 20%	29 19%	62 22%	30 20%	106 21%	15 22%
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	77 13%	50 13%	7 11%	7 15%	42 12%	22 14%	44 14%	29 13%	33 13%	44 13%	1 5%	46 13%	30 13%	23 15%	36 13%	17 11%	68 14%	6 9%
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.	60 10%	39 10%	3 5%	7 15%	31 9%	18 11%	37 11%	19 8%	29 12%	31 9%	1 5%	42 12% M	17 7%	14 9%	29 10%	16 11%	51 10%	5 7%
Replacing space and water heat equipment before the end of their useful life helps prevent emergencies and is safer for homeowners.	46 8%	26 7%	6 10%	6 13%	29 8%	8 5%	26 8%	19 8%	22 9%	24 7%	1 5%	27 8%	18 8%	13 9%	23 8%	9 6%	36 7%	5 7%
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	38 6%	22 6%	2 3%	4 8%	18 5%	10 6%	22 7%	15 7%	21 8%	17 5%	-	25 7%	13 6%	9 6%	17 6%	12 8%	33 7%	3 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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	/Ductless Heat Pump										<\$60K	\$120K	\$120K+		
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	
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.	38 6%	24 6%	5 8%	3 6%	21 6%	11 7%	20 6%	16 7%	15 6%	23 7%	1 5%	22 6%	15 6%	14 9%	14 5%	10 7%	31 6%	4 6%
The maintenance and repair service offered through a leasing program keeps equipment working and gives customers added peace-of-mind.	33 6%	20 5%	4 6%	3 6%	18 5%	9 6%	21 6%	10 4%	15 6%	18 5%	1 5%	18 5%	13 6%	8 5%	16 6%	8 5%	28 6%	2 3%
Puget Sound Energy is a trusted energy advisor and will help customers get the equipment and services they need.	32 5%	18 5%	5 8%	4 8%	20 6%	7 4%	17 5%	14 6%	18 7%	14 4%	-	22 6%	10 4%	6 4%	18 6%	8 5%	26 5%	3 4%
If something breaks, I want 24-hour customer service and same day repairs.	10 2%	4 1%	1 2%	1 2%	4 1%	2 1%	7 2%	3 1%	5 2%	5 1%	-	7 2%	3 1%	5 3%	3 1%	2 1%	10 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.

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q76. Gender

BASE = TOTAL RESPONDENTS

	Fuel Type				Age of Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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%
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.

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q77. What is your current age?

BASE = TOTAL RESPONDENTS

	Fuel Type				Age of Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas	Electric	Air Source	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	\$60K<			White	Other
		Furnace	Furnace	Heat Pump										<\$60K	\$120K	\$120K+		
(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.

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 Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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	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 \$30,000	29	13	5	3	12	8	18	9	10	19	2	20	7	29	-	-	26	2
	5%	3%	8%	6%	4%	5%	6%	4%	4%	6%	9%	6%	3%	19%			5%	3%
														A				
\$30,000 to less than \$60,000	112	68	15	8	56	35	57	46	33	79	3	49	60	112	-	-	91	16
	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 \$90,000	169	106	14	17	94	40	93	65	64	105	8	91	70	-	169	-	142	14
	29%	27%	23%	36%	28%	26%	29%	29%	26%	31%	36%	27%	31%		59%		29%	22%
															A			
\$90,000 to less than \$120,000	116	87	14	6	68	38	65	42	57	59	1	78	37	-	116	-	101	13
	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.

Perkins Coie/Puget Sound Energy Equipment Leasing Survey

Q79. How would you describe your race or ethnicity?

BASE = TOTAL RESPONDENTS

	Fuel Type				Age of Heating Equip.		Age of Hot Water Equip.		Gender		Age			Income			Ethnicity	
	Total	Natural Gas Furnace	Electric Furnace	Air Source /Ductless Heat Pump	<16Yrs	16+Yrs	<11Yrs	11+Yrs	Male	Female	18-34	35-64	65+	<\$60K	\$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	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% ABC	85%	88%	87%	85%	85%	86%	73%	83%	93% AKL	85%	87%	86%	100%	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 Latina	11	7	2	-	6	3	7	3	3	8	-	10	1	4	5	2	-	4
	2%	2%	3%		2%	2%	2%	1%	1%	2%		3%	*%	3%	2%	1%		6%
	M											M						
Black or African American	6	1	3	-	4	-	4	2	2	4	-	6	-	3	1	2	-	6
	1%	*%	5%		1%		1%	1%	1%	1%		2%		2%	*%	1%		9%
																		A
American Indian or Native Alaskan	4	3	-	1	4	-	1	2	3	1	1	2	1	1	3	-	-	2
	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 Pacific Islander	1	1	-	-	-	1	1	-	-	1	-	1	-	-	1	-	-	1
	*%	*%				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.

Pacific Market Research - February 2016

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

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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

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 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

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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

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)			
	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob	
Total	/Like		/Unlike	/Like		/Unlike	/Inter		/Uninter	/Inter		/Uninter	/Inter		Yes		Not		
	(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.

Pacific Market Research - February 2016

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)			
	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob	
	Total	/Like	/Unlike	Total	/Like	/Unlike	Total	/Inter	/Uninter	Total	/Inter	/Uninter	Total	/Inter	/Uninter	Yes		Not	
(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

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)			
	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not	
	(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

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)			
	V.Like		V.Unlike	V.Like		V.Unlike	V.Inter		Neutral	V.Uninter		V.Inter		Neutral	V.Uninter		Def/Prob		
	Total	/Like	Neither	/Unlike	/Like	Neither	/Unlike	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	Yes	Possibly	Def/Prob
(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.

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)			
	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	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%
													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.

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)			
	V.Like		V.Unlike	V.Like		V.Unlike	V.Inter		Neutral	V.Uninter		V.Inter	V.Uninter		V.Inter	V.Uninter		Def/Prob	
	Total	/Like	Neither	/Unlike	/Like	Neither	/Unlike	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	Yes	Possibly	Def/Prob
	(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														
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.

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)			
	V.Like		V.Unlike	V.Like		V.Unlike	V.Inter		Neutral	V.Uninter		V.Inter	V.Uninter		V.Inter	V.Uninter		Def/Prob	
	Total	/Like	Neither	/Unlike	/Like	Neither	/Unlike	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	Yes	Possibly	Def/Prob
	(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% P	26% P	16%	21%	19%	19%
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.

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)			
	V.Like		V.Unlike	V.Like		V.Unlike	V.Inter		Neutral	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	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 and repair service	2	1	-	1	-	1	-	-	1	1	1	-	1	-	-	2	1	-	1
	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.

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)			
	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	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.

Pacific Market Research - February 2016

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
	(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 and repair service	18	2	5	4	3	5	7	9	3	6	5	2	11	1	4	13	4	6	8
	82%	67%	83%	80%	75%	83%	100% A	90%	75%	75%	83%	67%	85%	100% A	80%	81%	80%	86%	80%
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% AOP	20%	63% O	80%	43%	50%
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% F	50%	50%	38%	67%	67%	31%	100% AOP	40%	44%	80% S	43%	30%
Fixed monthly fee on energy bill	9	1	2	1	2	1	4	6	-	3	3	1	5	1	1	7	3	4	2
	41%	33%	33%	20%	50%	17%	57%	60%	-	38%	50%	33%	38%	100% AOP	20%	44%	60%	57%	20%
Energy-efficient equipment	7	1	-	3	2	-	3	4	1	2	2	1	4	-	-	7	3	1	3
	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.

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	Yes	(R)
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 (baseboard, wall heater, floor heat or ceiling heat)	48	-	-	-	16	16	3	12	10	24	1	1	44	6	6	34	11	10	25
	8%				9%	11%	4%	8%	6%	9%	1%	1%	12%	8%	5%	9%	11%	6%	7%
	KL					G							AKL						
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 ("mini split")	6	-	-	-	3	-	1	2	2	2	1	-	5	1	2	3	2	2	2
	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.

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	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	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	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.

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	Yes	(R)
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.

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
	(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

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	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob	
	Total	/Like	/Unlike	/Like	/Neither	/Unlike	/Inter		/Uninter	/Inter		/Uninter	/Inter		/Uninter	Yes		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	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 unlikely	143	-	143	-	28	67	17	35	55	53	25	50	68	19	39	85	19	42	82
	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

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
	(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

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
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 influence	168	72	63	33	43	47	29	51	41	76	45	40	83	30	38	100	33	44	91
	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.

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)			
	Total	V.Like		V.Unlike		V.Like	V.Unlike		V.Inter	Neutral	V.Uninter	V.Inter	V.Uninter		V.Inter	V.Uninter		Def/Prob	
		/Like	Neither	/Unlike	/Like		Neither	/Unlike					/Inter	Neutral		/Uninter	/Inter	Neutral	/Uninter
(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 influence	159	72	58	29	52	40	16	52	37	70	44	37	78	22	44	93	31	45	83
	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.

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		Neutral	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 influence	201	79	70	52	54	56	36	50	58	93	42	48	111	30	39	132	36	44	121
	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.

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Def/Prob	
		/Like	/Neither	/Unlike	/Like	/Neither	/Unlike	/Inter		/Uninter	/Inter		/Uninter	/Inter		/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	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 influence	159	77	60	22	49	41	18	47	42	70	38	43	78	25	44	90	25	51	83
	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.

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob		
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	Yes	Possibly
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 influence	75	34	27	14	22	23	12	28	17	30	23	15	37	13	22	40	16	21	38
	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.

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	Yes	(R)	Not
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 influence	57	30	16	11	15	17	7	22	10	25	17	11	29	11	11	35	12	16	29
	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.

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
	(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% AIJ	75%	72%	88% AM	80%	71%	85% P	88% AP	72%	87% AS	85% AS	70%
5 - A great deal of influence	203	86	74	43	53	52	36	56	57	90	47	52	104	34	51	118	38	60	105
	51%	55%	52%	45%	49%	50%	49%	53%	48%	52%	52%	50%	52%	57%	61% P	47%	54%	55%	49%
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% J	27%	20%	36% M	30% M	19%	28%	27%	25%	34% S	30%	21%
3	55	16	22	17	17	17	11	9	19	27	6	15	34	3	9	43	6	12	37
	14% NK	10%	15%	18%	16%	16%	15%	8%	16%	16%	7%	14%	17% K	5%	11% N	17% N	8%	11%	17% Q
BOTTOM 2	35	13	12	10	8	9	6	4	10	21	5	6	24	6	1	28	3	4	28
=====	9% ROH	8%	8%	10%	7%	9%	8%	4%	8%	12% H	5%	6%	12%	10% O	1%	11% O	4%	4%	13% QR
2	20	9	5	6	5	2	4	2	5	13	2	4	14	4	1	15	3	3	14
	5% O	6%	3%	6%	5%	2%	5%	2%	4%	8% H	2%	4%	7% K	7%	1% O	6% O	4%	3%	6%
1 - No influence	15	4	7	4	3	7	2	2	5	8	3	2	10	2	-	13	-	1	14
	4% R	3%	5%	4%	3%	7%	3%	2%	4%	5%	3%	2%	5%	3%		5%		1%	6% 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
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.

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	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob	
	Total	/Like	/Unlike	/Like	/Unlike	/Unlike	/Inter		/Uninter	/Inter		/Uninter	/Inter		/Uninter	Yes		Not	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
Condition of current equipment	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 R	4.12	4.36 R
Your budget	4.16	4.25	4.15	4.02	4.16	4.10	4.15	4.35 J	4.11	4.08	4.31	4.22	4.06	4.28	4.48 AP	4.02	4.37 S	4.36 S	3.99
Upfront cost	4.11 D	4.22 D	4.15 D	3.89	4.09	4.08	4.05	4.26	4.06	4.05	4.26 M	4.16	4.01	4.33 P	4.25 P	4.01	4.34 S	4.20	3.99
Availability of energy-efficient options	4.11 GD	4.29 AD	4.12 D	3.79	4.24 G	4.08 G	3.74	4.12	4.06	4.13	4.10	4.16	4.08	4.13	4.30 P	4.04	4.07	4.26	4.05
Ongoing maintenance costs	4.05 GD	4.22 D	4.08 D	3.72	4.19 G	3.96 G	3.63	4.15	3.97	4.04	4.13	4.09	3.99	4.08	4.31 AP	3.95	4.20	4.14	3.95
Recommendation of an expert (e.g., contractor, HVAC technician)	3.67 D	3.87 ACD	3.62	3.42	3.75 G	3.62	3.44	3.78	3.63	3.63	3.79	3.66	3.62	3.75	3.88 P	3.58	3.79	3.78	3.58
Overall sales experience	3.20 GD	3.50 ACD	3.10	2.84	3.28 G	3.21 G	2.85	3.30	3.19	3.13	3.25	3.29	3.12	3.27	3.35	3.13	3.42 S	3.32	3.06

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.

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)			
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
Condition of current equipment	336 85%	136 87%	122 85%	78 81%	92 84%	89 85%	59 81%	89 84%	98 83%	149 87%	76 84%	89 86%	171 85%	53 88%	71 86%	212 84%	66 93%	85 78%	185 86%
																	AR		
Availability of energy-efficient options	309 78%	133 85%	111 78%	65 68%	92 84%	77 73%	47 64%	79 75%	92 78%	138 80%	68 75%	83 80%	158 79%	47 78%	65 78%	197 78%	55 77%	91 83%	163 75%
	GD	D		FG															
Your budget	306 77%	128 82%	109 76%	69 72%	84 77%	79 75%	56 77%	93 88%	89 75%	124 72%	80 88%	83 80%	143 71%	51 85%	73 88%	182 72%	62 87%	93 85%	151 70%
							AIJ				AM			P	AP		AS	AS	
Upfront cost	299 76%	126 80%	110 77%	63 66%	82 75%	78 74%	53 73%	88 83%	89 75%	122 71%	75 82%	84 81%	140 70%	52 87%	67 81%	180 71%	63 89%	90 83%	146 68%
	S	D					J				M	M		AP		AS	S		
Ongoing maintenance costs	296 75%	131 83%	109 76%	56 58%	88 81%	73 70%	43 59%	78 74%	88 75%	130 76%	67 74%	82 79%	147 73%	46 77%	69 83%	181 72%	57 80%	85 78%	154 71%
	GD	AD	D		G										P				
Recommendation of an expert (e.g., contractor, HVAC technician)	241 61%	113 72%	79 55%	49 51%	71 65%	56 53%	36 49%	70 66%	68 58%	103 60%	60 66%	63 61%	118 59%	39 65%	54 65%	148 58%	47 66%	70 64%	124 57%
		ACD			G														
Overall sales experience	152 38%	77 49%	47 33%	28 29%	43 39%	39 37%	22 30%	44 42%	48 41%	60 35%	37 41%	42 40%	73 36%	23 38%	32 39%	97 38%	33 46%	42 39%	77 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.

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 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		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 24% OB	25 16%	35 24%	36 38% ABC	23 21%	23 22%	28 38% AEF	25 24%	27 23%	44 26%	23 25%	18 17%	55 27% L	14 23%	12 14%	70 28% O	13 18%	19 17%	64 30% QR	
Recommendation of an expert (e.g., contractor, HVAC technician)	38 10% O	10 6%	13 9%	15 16% B	9 8%	12 11%	11 15%	12 11%	7 6%	19 11%	10 11%	6 6%	22 11%	7 12% O	2 2%	29 11% O	6 8%	6 6%	26 12% R	
Your budget	35 9% ROH	13 8%	12 8%	10 10%	8 7%	9 9%	6 8%	4 4%	10 8%	21 12% H	5 5%	6 6%	24 12%	6 10% O	1 1%	28 11% O	3 4%	4 4%	28 13% QR	
Ongoing maintenance costs	31 8%	9 6%	9 6%	13 14% B	7 6%	9 9%	11 15%	6 6%	9 8%	16 9%	6 7%	6 6%	19 9%	2 3%	4 5%	25 10% N	3 4%	5 5%	23 11% QR	
Availability of energy-efficient options	22 6% O	6 4%	9 6%	7 7%	5 5%	4 4%	8 11%	6 6%	6 5%	10 6%	5 5%	4 4%	13 6%	4 7%	1 1%	17 7% O	4 6%	4 4%	14 6%	
Upfront cost	20 5% QO	5 3%	7 5%	8 8%	5 5%	8 8%	4 5%	3 3%	4 3%	13 8%	3 3%	3 3%	14 7%	1 2%	1 1%	18 7% NO	1 1%	2 2%	17 8% QR	
Condition of current equipment	14 4% C	5 3%	1 1%	8 8% C	3 3%	3 3%	5 7%	3 3%	4 3%	7 4%	1 1%	4 4%	9 4%	2 3%	2 2%	10 4%	1 1%	4 4%	9 4%	

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.

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		Def/Prob		
	Total	/Like	Neither	/Unlike	/Like	Neither	/Unlike	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	Yes	Possibly	Def/Prob
(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 to be replaced	47	-	-	-	14	11	2	10	11	26	4	3	40	-	8	39	5	12	30
	45%				50%	92% AE	67%	43%	46%	45%	31%	23%	51% L		42%	49%	42%	40%	48%
Equipment broke or failed	38	-	-	-	11	3	1	8	8	22	5	5	28	7	4	27	3	12	23
	36%				39%	25%	33%	35%	33%	38%	38%	38%	35%	100% AOP	21%	34%	25%	40%	37%
Wanted to improve energy-efficiency	29	-	-	-	9	3	1	7	6	16	4	2	23	3	3	23	5	11	13
	28%				32%	25%	33%	30%	25%	28%	31%	15%	29%	43%	16%	29%	42%	37%	21%
Energy-efficiency rebate or program	13	-	-	-	3	2	-	3	5	5	1	1	11	1	1	11	3	8	2
	12% S				11%	17%		13%	21%	9%	8%	8%	14%	14%	5%	14%	25%	27% S	3%
Was part of a home remodeling project	7	-	-	-	-	-	-	1	2	4	1	1	5	-	3	4	1	2	4
	7%							4%	8%	7%	8%	8%	6%		16%	5%	8%	7%	6%
Wanted to upgrade technology (e.g., remote control technology, receive alerts, etc.)	5	-	-	-	-	-	-	-	3	2	1	1	3	1	2	2	1	2	2
	5%								13%	3%	8%	8%	4%	14%	11%	3%	8%	7%	3%
Equipment was on sale/promotion	4	-	-	-	-	1	1	1	1	2	1	-	3	-	-	4	1	-	3
	4%					8%	33%	4%	4%	3%	8%		4%			5%	8%		5%
Dissatisfied with previous equipment	2	-	-	-	1	-	-	-	-	2	-	-	2	1	-	1	-	1	1
	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.

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		Neutral	V.Uninter		V.Inter	V.Uninter		V.Inter	V.Uninter		Def/Prob	
	Total	/Like	Neither	/Unlike	/Like	Neither	/Unlike	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	Yes	Possibly	Def/Prob
	(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.

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	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob	
	Total	/Like	/Unlike	/Like	/Unlike	/Unlike	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	Yes		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.

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	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	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.

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	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob	
	Total	/Like	/Unlike	/Like	/Unlike	/Unlike	/Inter		/Uninter	/Inter		/Uninter	/Inter		/Uninter	Yes		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	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
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.

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.

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	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob	
	Total	/Like	/Unlike	/Like	/Unlike	/Unlike	/Inter		/Uninter	/Inter		/Uninter	/Inter		/Uninter	Yes		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.

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%
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.

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 and installation	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
Performing ongoing maintenance	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
Understanding ongoing maintenance costs	3.94	-	-	-	4.11 F	3.42	4.33	3.83	3.63	4.12 I	3.85	3.62	4.01	4.14	3.53	4.03	3.42	3.93	4.05
Understanding your options	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
Finding the equipment you wanted	3.90 Q	-	-	-	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
Making a decision about who to buy from	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
Paying for/affording the equipment	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

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.

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 and installation	91 87%	-	-	-	24 86%	11 92%	3 100%	21 91%	21 88%	49 84%	11 85%	11 85%	69 87%	7 100%	16 84%	68 86%	10 83%	28 93%	53 84%
							AE						AP						
Understanding your options	73 70%	-	-	-	20 71%	7 58%	2 67%	17 74%	15 63%	41 71%	10 77%	7 54%	56 71%	4 57%	11 58%	58 73%	9 75%	20 67%	44 70%
Performing ongoing maintenance	73 70%	-	-	-	22 79%	7 58%	3 100%	16 70%	14 58%	43 74%	7 54%	8 62%	58 73%	5 71%	10 53%	58 73%	7 58%	21 70%	45 71%
							AEF												
Understanding ongoing maintenance costs	71 68%	-	-	-	21 75%	6 50%	2 67%	15 65%	13 54%	43 74%	9 69%	5 38%	57 72%	6 86%	8 42%	57 72%	7 58%	20 67%	44 70%
							OL						L	O		O			
Finding the equipment you wanted	70 67%	-	-	-	18 64%	7 58%	2 67%	15 65%	14 58%	41 71%	8 62%	7 54%	55 70%	3 43%	11 58%	56 71%	4 33%	21 70%	45 71%
							Q						Q			Q		Q	Q
Making a decision about who to buy from	70 67%	-	-	-	17 61%	8 67%	2 67%	16 70%	13 54%	41 71%	9 69%	7 54%	54 68%	4 57%	12 63%	54 68%	7 58%	19 63%	44 70%
Paying for/affording the equipment	63 60%	-	-	-	16 57%	8 67%	2 67%	11 48%	13 54%	39 67%	4 31%	7 54%	52 66%	2 29%	10 53%	51 65%	4 33%	19 63%	40 63%
							K						K			N		Q	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.

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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
Paying for/affording the equipment	10 10%	-	-	-	3 11%	1 8%	-	5 22%	1 4%	4 7%	2 15%	2 15%	6 8%	1 14%	1 5%	8 10%	3 25%	3 10%	4 6%
Making a decision about who to buy from	9 9%	-	-	-	1 4%	3 25%	-	2 9%	4 17%	3 5%	2 15%	1 8%	6 8%	1 14%	1 5%	7 9%	2 17%	3 10%	4 6%
Understanding ongoing maintenance costs	7 7%	-	-	-	1 4%	2 17%	-	3 13%	2 8%	2 3%	2 15%	-	5 6%	-	1 5%	6 8%	2 17%	1 3%	4 6%
Understanding your options	6 6%	-	-	-	2 7%	1 8%	1 33%	2 9%	2 8%	2 3%	1 8%	1 8%	4 5%	-	2 11%	4 5%	2 17%	1 3%	3 5%
Finding the equipment you wanted	6 6%	-	-	-	2 7%	1 8%	-	2 9%	1 4%	3 5%	1 8%	1 8%	4 5%	-	2 11%	4 5%	1 8%	2 7%	3 5%
Performing ongoing maintenance	6 6%	-	-	-	1 4%	2 17%	-	2 9%	2 8%	2 3%	1 8%	-	5 6%	-	1 5%	5 6%	2 17%	2 7%	2 3%
Arranging for delivery and installation	2 2%	-	-	-	1 4%	-	-	1 4%	-	1 2%	1 8%	-	1 1%	-	1 5%	1 1%	1 8%	-	1 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.

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
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.

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		Neutral	V.Uninter		V.Inter	V.Uninter		V.Inter	V.Uninter		Def/Prob	
	Total	/Like	Neither	/Unlike	/Like	Neither	/Unlike	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	Yes	Possibly	Def/Prob
	(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.

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		Neutral	V.Uninter		V.Inter	V.Uninter		V.Inter	V.Uninter		Def/Prob	
	Total	/Like	Neither	/Unlike	/Like	Neither	/Unlike	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	Yes	Possibly	Def/Prob
	(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%
						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%	1%	3%	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.

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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
Innovative	4 1%	2 2%	2 2%	-	2 1%	2 1%	-	3 2%	1 1%	-	3 4%	1 1%	-	1 2%	3 4%	-	3 4%	1 1%	-
Fragile	3 1%	3 3%	-	-	3 2%	-	-	2 2%	-	1 1%	-	2 3%	1 *%	1 2%	-	2 1%	2 2%	-	1 *%
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.

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	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob	
	Total	/Like	/Unlike	/Like	/Unlike	/Unlike	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	Yes		Not	
	(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 unlikely	143	25	67	13	-	143	-	38	45	60	22	30	91	16	32	95	25	36	82
	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

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
	(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 influence	151	43	49	22	64	58	29	55	38	58	34	30	87	22	33	96	34	40	77
	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.

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		Neutral	V.Uninter		V.Inter	V.Uninter		V.Inter	V.Uninter		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	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 influence	129	38	39	21	63	46	20	42	34	53	32	22	75	20	34	75	27	33	69
	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

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob		Def/Prob
		/Like		/Unlike													/Like	/Unlike	
(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 influence	201	50	60	35	89	74	38	65	49	87	36	33	132	25	43	133	45	43	113
	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.

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	Yes	(R)
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 influence	137	41	44	13	74	46	17	48	32	57	31	21	85	23	35	79	29	33	75
	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.

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
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 influence	89	26	25	12	42	31	16	34	17	38	24	12	53	16	19	54	20	24	45
	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.

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
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 influence	49	17	10	7	23	18	8	19	11	19	13	5	31	8	6	35	13	12	24
	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.

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)			
	V.Like		V.Unlike	V.Like		V.Unlike	V.Inter		Neutral	V.Uninter		V.Inter	V.Uninter		V.Inter	V.Uninter		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	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 influence	175	47	57	28	75	61	39	64	47	64	39	36	100	27	39	109	45	41	89
	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.

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		Neutral	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)
Condition of current equipment	4.21 G	4.23	4.29	4.01	4.31 G	4.24 G	3.93	4.33 I	4.03	4.24	4.20	4.01	4.27 L	4.30	4.27	4.17	4.37	4.16	4.17
Your budget	4.01	4.17	4.12	3.97	4.04	3.96	4.05	4.27 AIJ	3.98	3.85	4.28 AM	4.18 M	3.88	4.21	4.23 P	3.91	4.28 AS	4.15 S	3.86
Availability of energy-efficient options	3.97 GD	4.09 D	4.03 D	3.59	4.23 AFG	3.92 G	3.49	4.08	3.87	3.95	4.05	3.85	3.98	4.19 P	4.09	3.89	4.04	4.02	3.92
Upfront cost	3.90	4.08 D	4.04	3.71	3.94	3.90	3.80	4.17 AIJ	3.76	3.80	4.21 AM	3.95	3.79	4.09	4.06	3.81	4.15 S	4.09 S	3.73
Ongoing maintenance costs	3.82 G	4.05 D	3.96	3.63	3.99 G	3.84 G	3.46	3.94	3.69	3.83	4.11 AM	3.85	3.73	4.19 AP	4.10 AP	3.67	3.90	4.00 S	3.72
Recommendation of an expert (e.g., contractor, plumber, etc.)	3.50 G	3.71 D	3.49	3.24	3.74 AFG	3.43 G	3.12	3.73 AIJ	3.35	3.45	3.74	3.41	3.46	3.68	3.56	3.45	3.67	3.58	3.41
Overall sales experience	3.09 GD	3.28 D	3.04	2.71	3.26 G	3.12 G	2.72	3.27 J	3.11	2.95	3.24	3.00	3.08	3.25	3.21	3.03	3.33 S	3.15	2.99

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.

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)			
	Total	V.Like	V.Unlike		V.Like	V.Unlike		V. Inter	Neutral	V.Uninter	V. Inter	V.Uninter		V. Inter	V.Uninter		Def/Prob		
		/Like	Neither	/Unlike		/Like	Neither					/Unlike	/Inter		Neutral	/Uninter	/Inter	Neutral	/Uninter
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	
Condition of current equipment	324 80%	86 82%	93 83%	49 70%	147 84%	117 82%	60 71%	101 83%	84 73%	139 83%	59 78%	57 73%	208 85%	44 83%	62 79%	218 80%	68 84%	78 81%	178 78%
			D		G														
Availability of energy-efficient options	289 72%	80 76%	78 70%	42 60%	146 83%	96 67%	47 55%	92 76%	79 69%	118 70%	56 74%	52 67%	181 72%	42 79%	56 72%	191 70%	58 72%	72 75%	159 70%
		G	D		AFG														
Your budget	286 71%	82 78%	84 75%	49 70%	124 70%	99 69%	63 74%	98 81%	81 70%	107 64%	62 82%	60 77%	164 66%	42 79%	63 81%	181 66%	63 78%	75 78%	148 65%
								AJ			AM	M		P	AP		S	S	
Ongoing maintenance costs	279 69%	83 79%	83 74%	40 57%	134 76%	98 69%	47 55%	91 75%	71 62%	117 70%	58 76%	54 69%	167 67%	44 83%	59 76%	176 64%	58 72%	75 78%	146 64%
		G	AD	D	G	G		I						AP	P			S	
Upfront cost	277 69%	80 76%	82 73%	45 64%	119 68%	98 69%	60 71%	97 80%	71 62%	109 65%	62 82%	53 68%	162 65%	40 75%	59 76%	178 65%	63 78%	72 75%	142 63%
								AIJ			ALM						S	S	
Recommendation of an expert (e.g., contractor, plumber, etc.)	199 49%	64 61%	52 46%	27 39%	108 61%	66 46%	25 29%	72 60%	48 42%	79 47%	43 57%	34 44%	122 49%	31 58%	38 49%	130 48%	47 58%	47 49%	105 46%
		G	ACD		AFG	G		AIJ											
Overall sales experience	133 33%	39 37%	34 30%	16 23%	68 39%	47 33%	18 21%	49 40%	38 33%	46 27%	32 42%	19 24%	82 33%	23 43%	27 35%	83 30%	34 42%	31 32%	68 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.

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)			
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
Overall sales experience	106 26% O	22 21%	29 26%	28 40% ABC	40 23%	32 22%	34 40% AEF	29 24%	27 23%	50 30%	20 26%	19 24%	67 27%	14 26%	13 17%	79 29% O	17 21%	24 25%	65 29%
Recommendation of an expert (e.g., contractor, plumber, etc.)	62 15% E	12 11%	17 15%	14 20%	17 10%	25 17% E	20 24% E	15 12%	18 16%	29 17%	10 13%	10 13%	42 17%	10 19%	9 12%	43 16%	11 14%	12 13%	39 17%
Ongoing maintenance costs	54 13% NOK	9 9%	11 10%	12 17%	17 10%	18 13%	19 22% E	13 11%	18 16%	23 14%	4 5%	8 10%	42 17% K	1 2%	5 6%	48 18% NO	10 12%	8 8%	36 16% R
Upfront cost	44 11% QRKH	7 7%	9 8%	11 16%	14 8%	18 13%	12 14%	6 5%	15 13% H	23 14% H	2 3%	6 8%	36 14% K	3 6%	6 8%	35 13%	3 4%	4 4%	37 16% QR
Your budget	36 9% QLB	4 4%	11 10%	5 7%	13 7%	16 11%	7 8%	6 5%	11 10%	19 11% H	3 4%	2 3%	31 12% KL	4 8%	4 5%	28 10%	3 4%	4 4%	29 13% QR
Condition of current equipment	24 6% E	4 4%	6 5%	8 11%	4 2%	9 6%	11 13% E	3 2%	9 8%	12 7%	2 3%	7 9%	15 6%	-	3 4%	21 8%	2 2%	6 6%	16 7%
Availability of energy-efficient options	24 6% E	5 5%	6 5%	8 11%	3 2%	8 6%	13 15% AEF	7 6%	8 7%	9 5%	6 8%	4 5%	14 6%	2 4%	3 4%	19 7%	3 4%	5 5%	16 7%

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.

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
	(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 failed	87	25	10	16	-	-	-	13	22	52	15	20	52	9	13	65	9	24	54
	58%	61%	53%	80%				65%	50%	61%	63%	56%	58%	45%	46%	64%	53%	52%	63%
				A															
Equipment was old/time to be replaced	47	15	8	4	-	-	-	4	12	31	7	13	27	10	9	28	7	16	24
	32%	37%	42%	20%				20%	27%	36%	29%	36%	30%	50%	32%	28%	41%	35%	28%
Wanted to improve energy-efficiency	11	5	-	-	-	-	-	1	3	7	3	2	6	4	1	6	1	7	3
	7%	12%						5%	7%	8%	13%	6%	7%	20%	4%	6%	6%	15%	3%
																		S	
Was part of a home remodeling project	9	3	1	1	-	-	-	1	2	6	1	3	5	1	2	6	1	2	6
	6%	7%	5%	5%				5%	5%	7%	4%	8%	6%	5%	7%	6%	6%	4%	7%
Energy-efficiency rebate or program	4	2	-	-	-	-	-	-	2	2	-	1	3	2	1	1	-	2	2
	3%	5%							5%	2%		3%	3%	10%	4%	1%		4%	2%
Dissatisfied with previous equipment	2	2	-	-	-	-	-	-	1	1	-	1	1	2	-	-	1	1	-
	1%	5%							2%	1%		3%	1%	10%			6%	2%	
Equipment was on sale/promotion	2	1	-	-	-	-	-	-	-	2	1	-	1	-	-	2	-	1	1
	1%	2%								2%	4%		1%		2%			2%	1%
Wanted to upgrade technology (e.g., remote control technology, receive alerts, etc.)	1	1	-	-	-	-	-	-	1	-	-	1	-	1	-	-	-	1	-
	1%	2%							2%			3%		5%				2%	
Something else (specify:)	20	6	2	2	-	-	-	3	9	8	3	5	12	1	5	14	2	7	11
	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.

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
	(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.

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		
	(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.

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
	(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.

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
	(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%	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.

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
	(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.

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.

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.

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 and installation	4.25	4.27	4.16	4.05	-	-	-	4.35	4.02	4.34 I	4.13	4.14	4.33	4.35	4.25	4.23	4.12	4.24	4.28
Finding the equipment you wanted	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
Understanding your options	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
Paying for/affording the equipment	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
Understanding ongoing maintenance costs	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
Performing ongoing maintenance	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
Making a decision about who to buy from	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

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.

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 and installation	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%
Understanding your options	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%
Finding the equipment you wanted	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%
Paying for/affording the equipment	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%
Understanding ongoing maintenance costs	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%
Making a decision about who to buy from	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%
Performing ongoing maintenance	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%

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

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
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
Making a decision about who to buy from	12 8%	3 7%	-	2 10%	-	-	-	3 15%	3 7%	6 7%	4 17%	1 3%	7 8%	1 5%	2 7%	9 9%	3 18%	5 11%	4 5%
Performing ongoing maintenance	9 6%	3 7%	1 5%	-	-	-	-	3 15%	1 2%	5 6%	3 13%	1 3%	5 6%	-	3 11%	6 6%	3 18%	3 7%	3 3%
Paying for/affording the equipment	8 5%	1 2%	2 11%	1 5%	-	-	-	4 20%	-	4 5%	4 17%	-	4 4%	-	1 4%	7 7%	3 18%	2 4%	3 3%
Understanding ongoing maintenance costs	8 5%	3 7%	1 5%	1 5%	-	-	-	3 15%	3 7%	2 2%	3 13%	1 3%	4 4%	-	3 11%	5 5%	3 18%	2 4%	3 3%
Finding the equipment you wanted	7 5%	-	2 11%	1 5%	-	-	-	2 10%	-	5 6%	1 4%	-	6 7%	-	2 7%	5 5%	1 6%	1 2%	5 6%
Understanding your options	6 4%	-	1 5%	1 5%	-	-	-	1 5%	1 2%	4 5%	1 4%	3 8%	2 2%	1 5%	3 11%	2 2%	1 6%	3 7%	2 2%
Arranging for delivery and installation	5 3%	2 5%	-	-	-	-	-	1 5%	1 2%	3 4%	2 8%	-	3 3%	1 5%	1 4%	3 3%	1 6%	2 4%	2 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.

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
	(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

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
	(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

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)
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 and repair service	126	21	33	22	39	34	21	35	33	58	20	34	72	11	30	85	23	33	70
	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 energy bill	67	23	15	10	19	9	13	29	20	18	20	20	27	15	11	41	23	14	30
	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 equipment	57	16	15	7	21	15	6	20	17	20	12	13	32	11	12	34	12	15	30
	10%	10%	10%	7%	12%	10%	7%	13%	10%	7%	11%	10%	9%	14%	10%	9%	12%	9%	9%
Convenience of PSE managing equipment	46	15	21	4	12	16	5	17	18	11	15	13	18	12	13	21	12	16	18
	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.

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
	(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 energy bill	193	50	40	34	58	44	26	30	47	116	17	31	145	16	36	141	25	43	125
	32%	32%	28%	35%	33%	31%	31%	20%	27%	42%	15%	24%	41%	21%	30%	35%	24%	27%	37%
	NK	LH								AH	I		AK			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 managing equipment	15	4	2	2	6	2	2	4	2	9	2	2	11	-	2	13	3	2	10
	3%	3%	1%	2%	3%	1%	2%	3%	1%	3%	2%	2%	3%		2%	3%	3%	1%	3%
Energy-efficient equipment	10	5	-	2	6	1	2	5	2	3	4	1	5	5	2	3	3	4	3
	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 and repair service	7	4	2	-	3	1	-	-	3	4	-	2	5	2	2	3	1	3	3
	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.

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		Neutral	V.Uninter		V.Inter	V.Uninter		V.Inter	V.Uninter		Def/Prob	
	Total	/Like	Neither	/Unlike	/Like	Neither	/Unlike	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	/Inter	Neutral	/Uninter	Yes	Possibly	Def/Prob
	(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

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
	(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

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	Yes	(R)
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 and repair service	106	19	30	16	33	23	18	33	28	45	23	27	56	12	23	71	18	33	55
	18%	12%	21%	17%	19%	16%	21%	22%	16%	16%	21%	21%	16%	16%	19%	18%	17%	21%	16%
			B																
Energy-efficient equipment	56	18	14	8	17	16	8	17	17	22	14	11	31	8	11	37	8	18	30
	9%	11%	10%	8%	10%	11%	9%	11%	10%	8%	13%	9%	9%	10%	9%	9%	8%	11%	9%
Convenience of PSE managing equipment	49	18	17	3	18	16	2	20	14	15	15	16	18	11	17	21	14	16	19
	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 energy bill	43	14	7	7	13	6	8	15	15	13	14	11	18	8	8	27	13	8	22
	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.

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
(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 energy bill	189	51	46	31	51	48	23	39	46	104	17	41	131	15	36	138	25	46	118
	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 managing equipment	13	3	3	1	3	3	2	3	5	5	3	3	7	2	2	9	5	2	6
	2%	2%	2%	1%	2%	2%	2%	2%	3%	2%	3%	2%	2%	3%	2%	2%	5%	1%	2%
Inclusive maintenance and repair service	6	3	2	1	3	-	-	2	2	2	2	2	2	1	2	3	2	1	3
	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 equipment	5	1	-	3	-	3	2	2	-	3	1	-	4	1	-	4	1	1	3
	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.

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		Neutral	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%
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
 Pacific Market Research - February 2016

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
	(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
 Pacific Market Research - February 2016

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	Yes	(R)
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 and repair service	80	15	25	8	22	24	10	21	22	37	10	20	50	13	22	45	12	27	41
	13%	10%	17%	8%	13%	17%	12%	14%	13%	14%	9%	16%	14%	17%	18%	11%	12%	17%	12%
			BD																
Energy-efficient equipment	76	24	19	8	23	18	13	21	23	32	16	21	39	15	29	32	16	25	35
	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 managing equipment	33	11	11	2	8	13	1	12	11	10	9	11	13	9	11	13	9	11	13
	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 energy bill	26	11	4	3	5	6	4	8	9	9	7	3	16	12	4	10	7	9	10
	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.

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob		
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	Yes	Possibly
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 energy bill	186	47	42	33	57	46	23	45	49	92	23	41	122	16	45	125	31	45	110
	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 equipment	10	3	-	3	3	2	3	2	5	3	2	4	4	1	2	7	2	5	3
	2%	2%		3%	2%	1%	4%	1%	3%	1%	2%	3%	1%	1%	2%	2%	2%	3%	1%
Inclusive maintenance and repair service	8	3	3	1	3	-	2	2	4	2	2	3	3	2	4	2	1	4	3
	1%	2%	2%	1%	2%		2%	1%	2%	1%	2%	2%	1%	3%	3%	1%	1%	3%	1%
Convenience of PSE managing equipment	6	1	1	1	1	1	1	1	-	5	1	-	5	-	-	6	1	-	5
	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.

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)								
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob 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%
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
 Pacific Market Research - February 2016

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)			
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(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	
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
 Pacific Market Research - February 2016

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)																				
	Total	V.Like			V.Unlike			V.Like	V.Unlike			V.Inter	V.Uninter			V.Inter	V.Uninter			Def/Prob	
	(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

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	Def/Prob						
	Total /Like	Neither /Unlike	/Like	Neither /Unlike	/Inter	/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
 Pacific Market Research - February 2016

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)																				
	Total	V.Like			V.Unlike			V.Inter			V.Uninter			V.Inter			V.Uninter			Def/Prob	
	(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				G		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
 Pacific Market Research - February 2016

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 /Like	V.Unlike /Unlike	V.Like /Like	V.Unlike /Unlike	V.Inter /Inter	V.Uninter /Uninter	V.Inter /Inter	V.Uninter /Uninter	V.Inter /Inter	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not						
Total	(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
 Pacific Market Research - February 2016

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)																		
	Total	V.Like			V.Unlike			V.Inter	V.Uninter			V.Inter	V.Uninter			Def/Prob		Def/Prob	
	(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 agree	183	38	56	31	49	46	29	24	59	100	19	37	127	16	31	136	14	40	129
	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.

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)																		
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(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 agree	278	82	71	48	78	67	37	71	91	115	54	74	149	40	62	175	51	90	136
	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.

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)																		
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(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 agree	174	38	49	29	47	48	29	30	59	85	21	43	110	17	37	120	17	45	112
	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.

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)																		
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(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 agree	142	34	31	31	31	43	19	24	38	80	11	38	93	12	27	103	19	28	95
	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.

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)			
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(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 agree	136	34	32	23	36	34	19	14	40	81	13	32	90	9	28	98	7	30	98
	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.

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)																		
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(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 agree	177	40	51	27	47	43	25	26	48	102	16	31	129	16	29	131	16	40	120
	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.

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)																		
	Total	V.Like			V.Unlike			V.Inter	Neutral			V.Uninter			V.Uninter			Def/Prob	
	(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 agree	229	50	55	39	55	58	35	23	69	136	17	50	161	13	43	172	10	54	164
	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.

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)																				
	Total	V.Like			V.Unlike			V.Inter			V.Uninter			V.Inter			V.Uninter			Def/Prob	
	(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 agree	71	19	24	12	11	26	9	6	24	41	5	21	45	2	22	47	3	15	53		
	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.

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)																		
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(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 agree	170	43	39	36	42	40	37	22	53	95	17	39	114	12	36	122	10	36	124
	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.

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)			
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
If something breaks, I want 24-hour customer service and same day repairs.	4.26 SJ	4.33	4.21	4.16	4.41 AFG	4.17	4.22	4.46 AJ	4.31 J	4.12	4.50 ALM	4.26	4.18	4.51 AOP	4.27	4.21	4.59 ARS	4.32 S	4.13
The maintenance and repair service offered through a leasing program keeps equipment working and gives customers added peace-of-mind.	3.83 SPMJ	3.92	3.82	3.73	3.90	3.83	3.69	4.23 AIJ	3.90 J	3.57	4.25 ALM	3.95 M	3.66	4.19 AP	4.02 AP	3.71	4.34 ARS	4.01 AS	3.59
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.	3.79 SMJD	3.90 D	3.78	3.58	3.91 FG	3.71	3.69	4.03 AIJ	3.85 J	3.60	4.16 ALM	3.78	3.67	3.96 P	3.97 AP	3.69	4.14 ARS	3.87 S	3.63
Puget Sound Energy is a trusted energy advisor and will help customers get the equipment and services they need.	3.74 SMJ	3.91 ACD	3.59	3.69	3.78	3.65	3.72	4.06 AIJ	3.78 J	3.54	4.18 ALM	3.76	3.60	4.00 AP	3.91 AP	3.64	4.16 ARS	3.85 S	3.56
Replacing space and water heat equipment before the end of their useful life helps prevent emergencies and is safer for homeowners.	3.69 SMJGD	3.89 ACD	3.71 D	3.47	3.81 G	3.65	3.47	4.00 AIJ	3.76 J	3.47	4.10 ALM	3.80 M	3.52	4.09 AOP	3.75	3.59	4.20 ARS	3.88 AS	3.44
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	3.68 SMJ	3.84 ACD	3.59	3.59	3.74	3.60	3.56	4.07 AIJ	3.70 J	3.45	4.11 ALM	3.73 M	3.53	3.96 AP	3.81 P	3.59	4.17 ARS	3.83 AS	3.46

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.

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)																		
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
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	3.56 SPMJG	3.75 ACD	3.51	3.38	3.70 FG	3.45	3.31	3.89 AIJ	3.67 J	3.30	4.07 ALM	3.63 M	3.37	3.91 AP	3.74 P	3.43	4.02 ARS	3.73 AS	3.33
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.	3.53 SPMJ	3.62	3.59	3.39	3.65 G	3.55	3.34	4.10 AIJ	3.69 AJ	3.11	4.13 ALM	3.71 AM	3.28	4.12 AOP	3.74 AP	3.35	4.24 ARS	3.75 AS	3.20
Equipment leasing is unnecessary. Banks and stores provide financing so people can purchase and maintain the equipment they need.	3.18 OKLHI QR	3.18	3.10	3.20	3.12	3.23	3.25	2.85	2.97	3.49 AHI	2.86	2.93	3.37 AKL	3.09	2.93	3.27 O	2.63	2.96 Q	3.45 AQR

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.

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	Def/Prob						
	Total /Like	Neither	Neither	Neither	Neutral	Neutral	Neutral	Neutral	Neutral	Neutral	Yes	Possibly	Not						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	
If something breaks, I want 24-hour customer service and same day repairs.	519 87%	137 87%	118 83%	81 84%	165 94%	114 80%	72 85%	144 95%	147 85%	225 82%	105 95%	107 83%	304 85%	75 97%	98 81%	343 86%	100 97%	144 90%	272 81%
	S			AFG			AIJ			ALM			AOP			ARS		S	
The maintenance and repair service offered through a leasing program keeps equipment working and gives customers added peace-of-mind.	431 72%	118 75%	102 71%	66 69%	133 76%	102 71%	56 66%	136 90%	129 75%	164 60%	97 88%	97 75%	235 66%	68 88%	92 76%	269 67%	95 92%	130 81%	204 61%
	SMJ						AIJ	J		ALM	M		AOP			ARS		AS	
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.	420 70%	115 73%	105 73%	57 59%	135 77%	91 64%	58 68%	122 81%	129 75%	166 61%	97 88%	89 69%	231 65%	62 81%	93 77%	262 66%	82 80%	125 78%	210 63%
	SJD	D	D		F		AJ	J		ALM			AP	P		AS		AS	
Puget Sound Energy is a trusted energy advisor and will help customers get the equipment and services they need.	391 65%	113 72%	83 58%	63 66%	120 68%	87 61%	55 65%	124 82%	120 70%	145 53%	94 85%	93 72%	202 56%	60 78%	89 74%	240 60%	86 83%	119 74%	184 55%
	SMJ	C						AIJ	J		ALM	M		AP	P		AS		AS
Replacing space and water heat equipment before the end of their useful life helps prevent emergencies and is safer for homeowners.	384 64%	110 70%	94 66%	50 52%	126 72%	87 61%	41 48%	122 81%	112 65%	147 54%	91 83%	86 67%	204 57%	64 83%	78 64%	239 60%	91 88%	121 76%	169 51%
	SMJGD	D	D		FG		AIJ	J		ALM	M		AOP			ARS		AS	
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	379 63%	112 71%	78 55%	58 60%	118 67%	84 59%	47 55%	125 83%	109 63%	142 52%	90 82%	89 69%	197 55%	60 78%	86 71%	230 58%	88 85%	117 73%	171 51%
	SMJ	AC						AIJ	J		ALM	M		AP	P		ARS		AS

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.

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	Def/Prob						
	Total /Like	Neither /Unlike	Total /Like	Neither /Unlike	Neutral /Inter	Neutral /Uninter	Neutral /Inter	Neutral /Uninter	Neutral /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)	
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	349 58%	103 66%	79 55%	50 52%	112 64%	75 52%	41 48%	110 73%	104 60%	132 48%	85 77%	78 60%	183 51%	54 70%	77 64%	215 54%	78 76%	106 66%	162 49%
	SMJ	D		FG			AIJ	J		ALM			AP			AS		S	
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.	311 52%	90 57%	77 54%	45 47%	104 59%	73 51%	37 44%	124 82%	99 58%	87 32%	89 81%	78 60%	143 40%	63 82%	75 62%	172 43%	91 88%	103 64%	116 35%
	SPMJ			G			AIJ	J		ALM	M		AOP	AP		ARS	AS		
Equipment leasing is unnecessary. Banks and stores provide financing so people can purchase and maintain the equipment they need.	197 33%	46 29%	42 29%	31 32%	55 31%	49 34%	32 38%	31 21%	40 23%	125 46%	22 20%	25 19%	149 42%	21 27%	25 21%	150 38%	11 11%	32 20%	153 46%
	OKLHI	QR								AHI			AKL		O		Q	AQR	

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.

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)			
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)
Equipment leasing is unnecessary. Banks and stores provide financing so people can purchase and maintain the equipment they need.	125 21% SJ	29 18%	30 21%	17 18%	43 24%	27 19%	16 19%	49 32% AJ	41 24% J	34 12%	34 31% AM	30 23%	60 17%	16 21%	34 28% P	74 19%	41 40% ARS	38 24% S	45 13%
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	77 13% OKLHI R	16 10%	15 10%	17 18%	17 10%	20 14%	15 18%	11 7%	9 5%	57 21% AHI	4 4%	8 6%	65 18% AKL	6 8%	7 6%	64 16% NO	8 8%	9 6%	60 18% AQR
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.	60 10% OKLHI QRN	17 11%	11 8%	12 13%	17 10%	12 8%	13 15%	4 3%	4 2%	51 19% AHI	4 4%	1 1%	54 15% AKL	1 1%	3 2%	55 14% NO	2 2%	3 2%	54 16% AQR
Replacing space and water heat equipment before the end of their useful life helps prevent emergencies and is safer for homeowners.	46 8% RNKLB Q	4 3%	10 7%	10 10%	8 5%	16 11% E	7 8%	7 5%	7 4%	32 12% HI	2 2%	4 3%	40 11% KL	1 1%	7 6%	38 10% N	2 2%	3 2%	41 12% AQR
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	38 6% NKLHI QR	7 4%	9 6%	7 7%	9 5%	13 9%	9 11%	2 1%	4 2%	32 12% AHI	1 1%	3 2%	34 9% KL	1 1%	4 3%	33 8% NO	1 1%	3 2%	34 10% AQR

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.

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	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob	
	Total	/Like	/Neither	/V.Unlike	/V.Like	/Neither	/V.Unlike	/V.Inter	Neutral	/V.Uninter	/V.Inter	Neutral	/V.Uninter	/V.Inter	Neutral	/V.Uninter	Yes	Possibly	Not
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	
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. QOKLI	38 6%	8 5%	7 5%	8 8%	10 6%	9 6%	8 9%	5 3%	5 3%	28 10%	2 2%	2 2%	34 9%	3 4%	1 1%	34 9%	2 2%	7 4%	29 9%
The maintenance and repair service offered through a leasing program keeps equipment working and gives customers added peace-of-mind. QOHI	33 6%	5 3%	9 6%	7 7%	7 4%	7 5%	10 12%	1 1%	3 2%	29 11%	-	-	33 9%	-	1 1%	32 8%	1 1%	-	32 10%
Puget Sound Energy is a trusted energy advisor and will help customers get the equipment and services they need. QRNHI	32 5%	4 3%	9 6%	6 6%	9 5%	13 9%	5 6%	1 1%	4 2%	27 10%	-	5 4%	27 8%	1 1%	3 2%	28 7%	1 1%	1 1%	30 9%
If something breaks, I want 24-hour customer service and same day repairs. I	10 2%	1 1%	1 1%	3 3%	-	3 2%	4 5%	1 1%	1 1%	8 3%	-	1 1%	9 3%	-	1 1%	9 2%	-	1 1%	9 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.

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		Neutral	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	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

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)			
	Total	V.Like	Neither	V.Unlike	V.Like	Neither	V.Unlike	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	V.Inter	Neutral	V.Uninter	Def/Prob	Possibly	Def/Prob
		(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	Yes	(R)
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.

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)			
	Total	V.Like /Like	Neither	V.Unlike /Unlike	V.Like /Like	Neither	V.Unlike /Unlike	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	V.Inter /Inter	Neutral	V.Uninter /Uninter	Def/Prob Yes	Possibly	Def/Prob Not
	(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 \$30,000	29	5	7	4	5	5	6	4	9	16	2	7	20	2	5	22	3	5	21
	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 \$60,000	112	23	27	18	26	33	21	25	36	51	20	23	69	15	22	75	18	31	63
	19%	15%	19%	20%	15%	24%	25%	17%	21%	19%	18%	18%	20%	19%	19%	19%	18%	20%	19%
\$60,000 to less than \$90,000	169	42	37	28	51	40	23	48	52	69	35	36	98	25	38	106	36	51	82
	29%	27%	26%	30%	29%	29%	28%	33%	30%	26%	32%	28%	28%	32%	32%	27%	36%	32%	25%
\$90,000 to less than \$120,000	116	40	30	17	31	29	17	33	31	52	29	22	65	13	25	78	19	35	62
	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.

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)			
	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	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 Latina	11	3	-	3	2	3	1	5	1	5	1	3	7	2	2	7	3	3	5
	2%	2%		3%	1%	2%	1%	3%	1%	2%	1%	2%	2%	3%	2%	2%	3%	2%	1%
Black or African American	6	1	1	1	2	2	1	3	2	1	1	1	4	1	1	4	1	2	3
	1%	1%	1%	1%	1%	1%	1%	2%	1%	*%	1%	1%	1%	1%	1%	1%	1%	1%	1%
American Indian or Native Alaskan	4	1	3	-	1	2	-	-	2	2	-	1	3	-	1	3	-	1	3
	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 Pacific Islander	1	-	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1	-
	*%			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.