

NEW ENGLAND ENERGY ALLIANCE 2013 NEW ENGLAND CONSUMER ENERGY SURVEY

May 2013



About the Survey

- Telephone Interview Dates – April 30- May 9, 2013
 - 599 interviews completed in New England
 - Margin of error is $\pm 4\%$
 - Connecticut – 141
 - Maine – 67
 - Massachusetts – 262
 - New Hampshire – 61
 - Rhode Island – 40
 - Vermont – 28
- Tracking data shown for past surveys conducted in New England in April, 2012, May 2011, April 2010, January 2009, April 2008 and March 2007



What do you think are the *one* or *two* most important issues facing New England today?

Economy	31%
Jobs/Unemployment	31
Taxes	13
Healthcare	11
Education	8
The environment	7
Gun control	7
Politics/corruption	6
Government spending/debt/deficit	5
Housing/Homelessness	4
Crime/Public safety	4
Immigration	3
Cost of gas/energy/fuel	3
Infrastructure	3
Terrorism	2
Cost of living	2
Same sex marriage	2
Poverty	1
Social security/Medicare/Elderly services	1
Foreign affairs	1
Abortion	1
Fishing industry	1
Other	4
Don't know/None	6

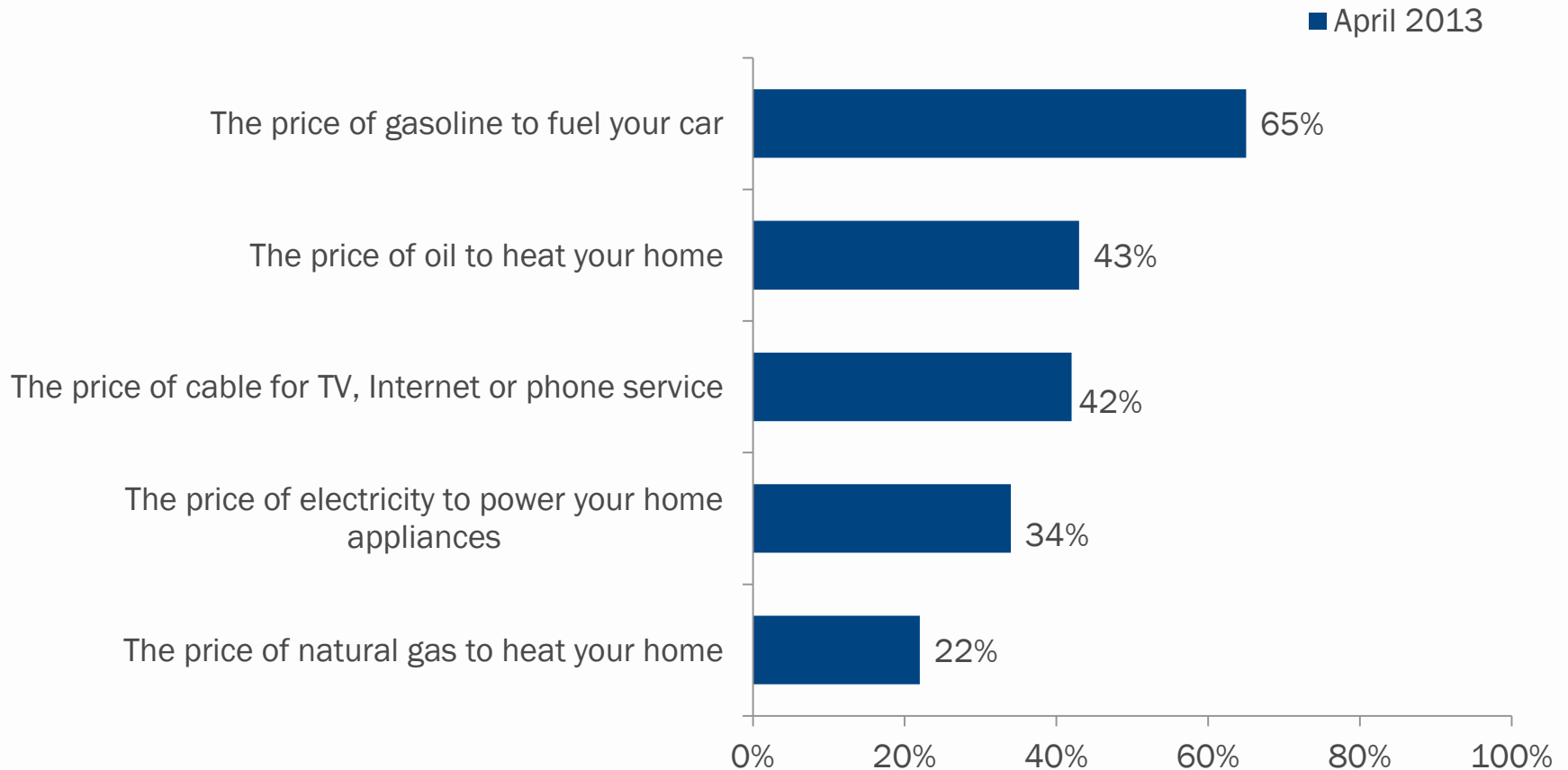


What do you think is the single most important energy-related issue facing New England today?

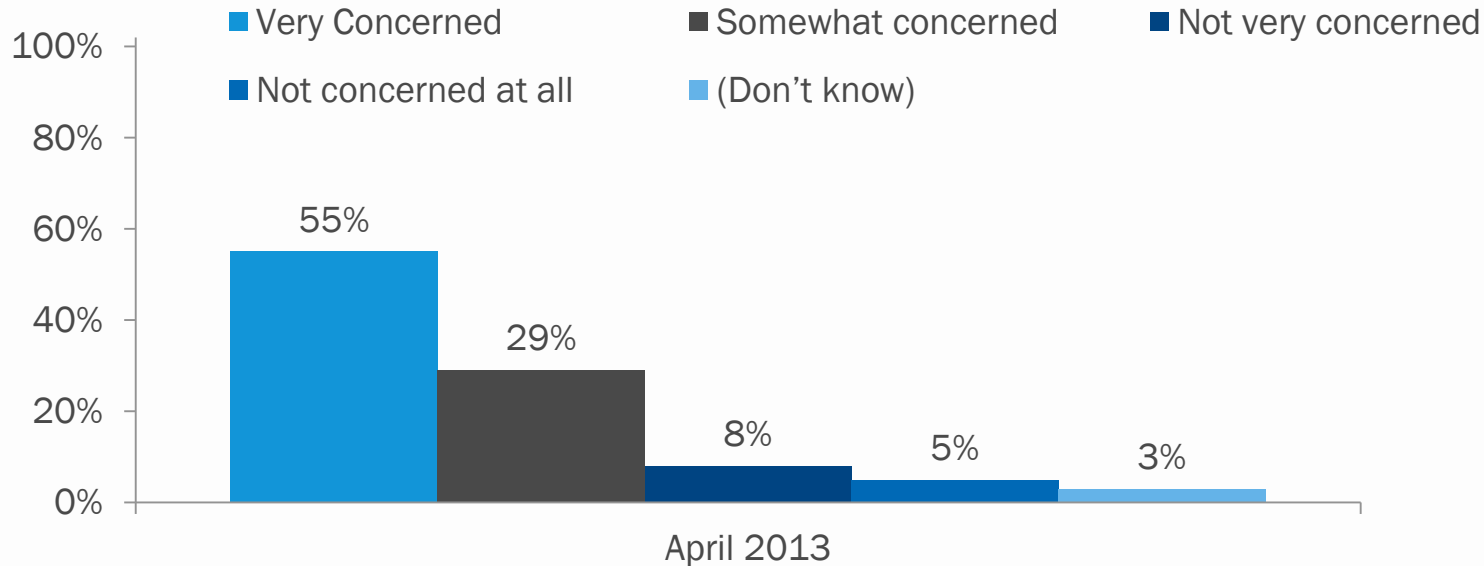
Clean energy/sustainable/green/renewable/alternative	13%
Cost of energy/fuel	11
Cost of gas/gasoline	11
Cost of oil	9
Wind farms/turbines	6
Oil	5
Damage to environment/pollution/climate change	4
Reduce dependence of fossil fuels	4
Energy conservation	4
Availability of energy/having enough	4
Cost of electricity	3
Energy independence	3
Utilize resources in US/too much regulation	2
Home heating	2
Gas/Gasoline	2
Cost to heat home	2
Natural gas	1
Power grid/loss of power during storms	1
Fracking	1
Electricity	1
Taxes on energy/fuel	1
Cost of natural gas	1
Solar/alternative not cost effective/too expensive	1
Other	6
Don't know/None	12



On a scale of 1 to 5, where 1 means no impact at all, and 5 means a significant impact, please tell me how much impact each of the following has on your monthly household budget:



How concerned are you that New England businesses pay over 30% more for electricity than the national average, placing them at a significant competitive disadvantage and potentially costing jobs?



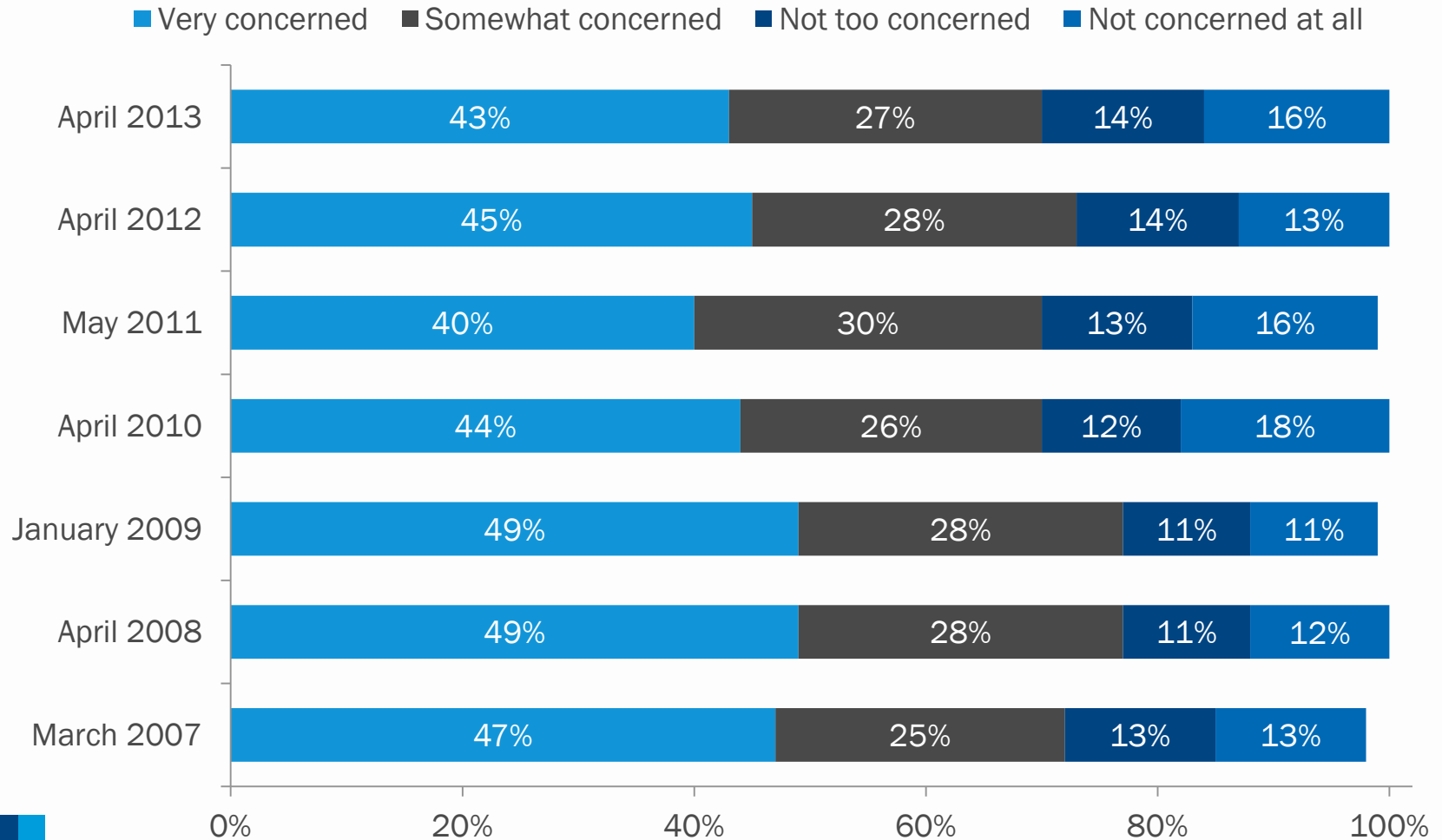
For Reference: The fact that businesses in our region pay over 40% more for electricity than the national average, placing them at a significant competitive disadvantage and potentially costing jobs.*

**Wording variations: *50% in 2011, 65% in 2010, 60% in 2009 and 30% in 2008. "...and potentially costing jobs" added 2012*

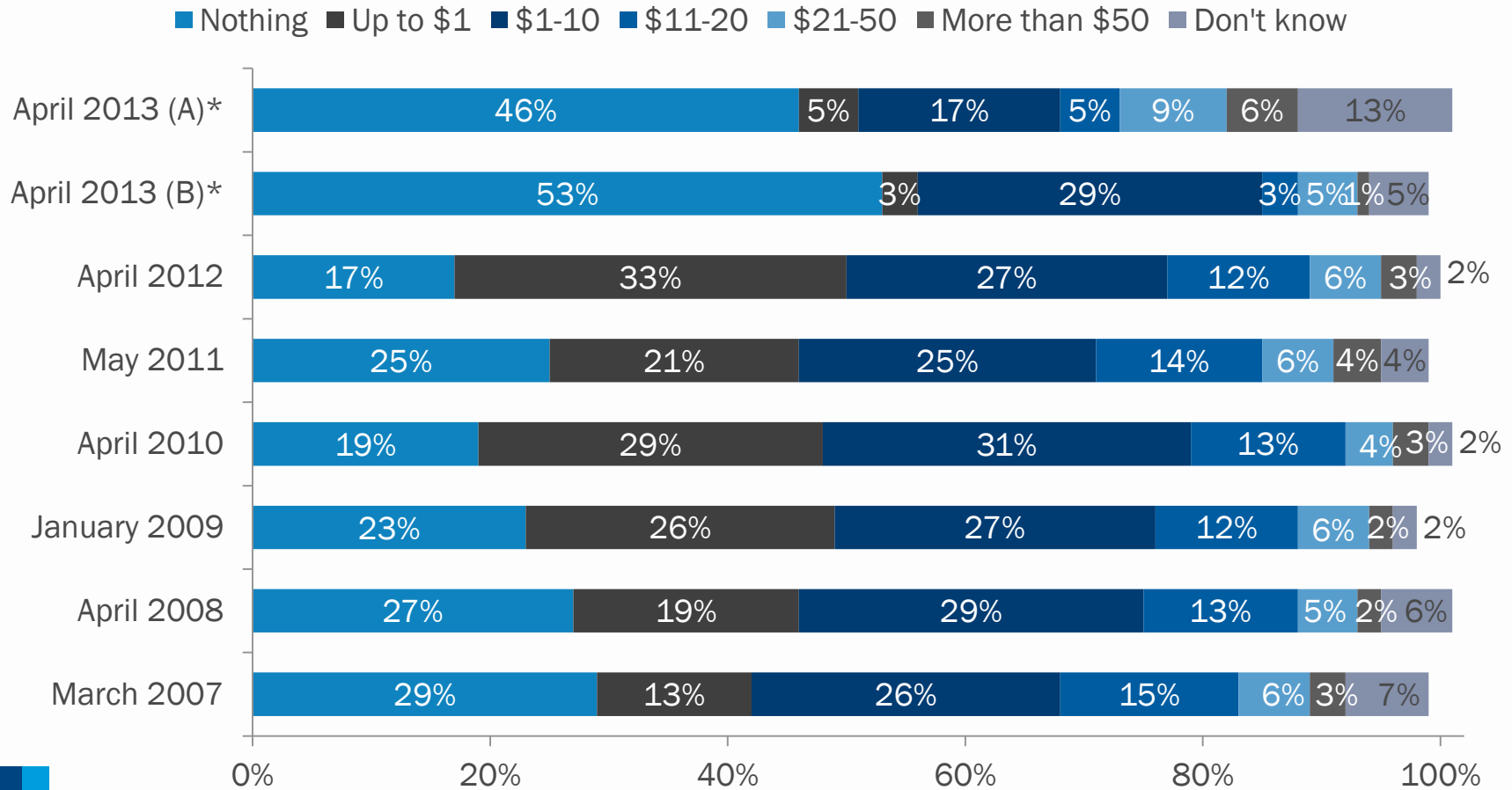
	<u>Mean</u>	<i>1-Not concerned at all</i>	<u>2</u>	<u>3</u>	<u>4</u>	<i>5-Extremely concerned</i>	<i>(Don't know)</i>
April 2012	4.02	6%	5	17	24	47	1
May 2011	4.00	4%	8	17	23	45	2
April 2010	4.16	3%	3	17	26	49	1
January 2009	4.14	4%	5	14	25	51	1
April 2008	3.92	5%	6	21	26	41	1



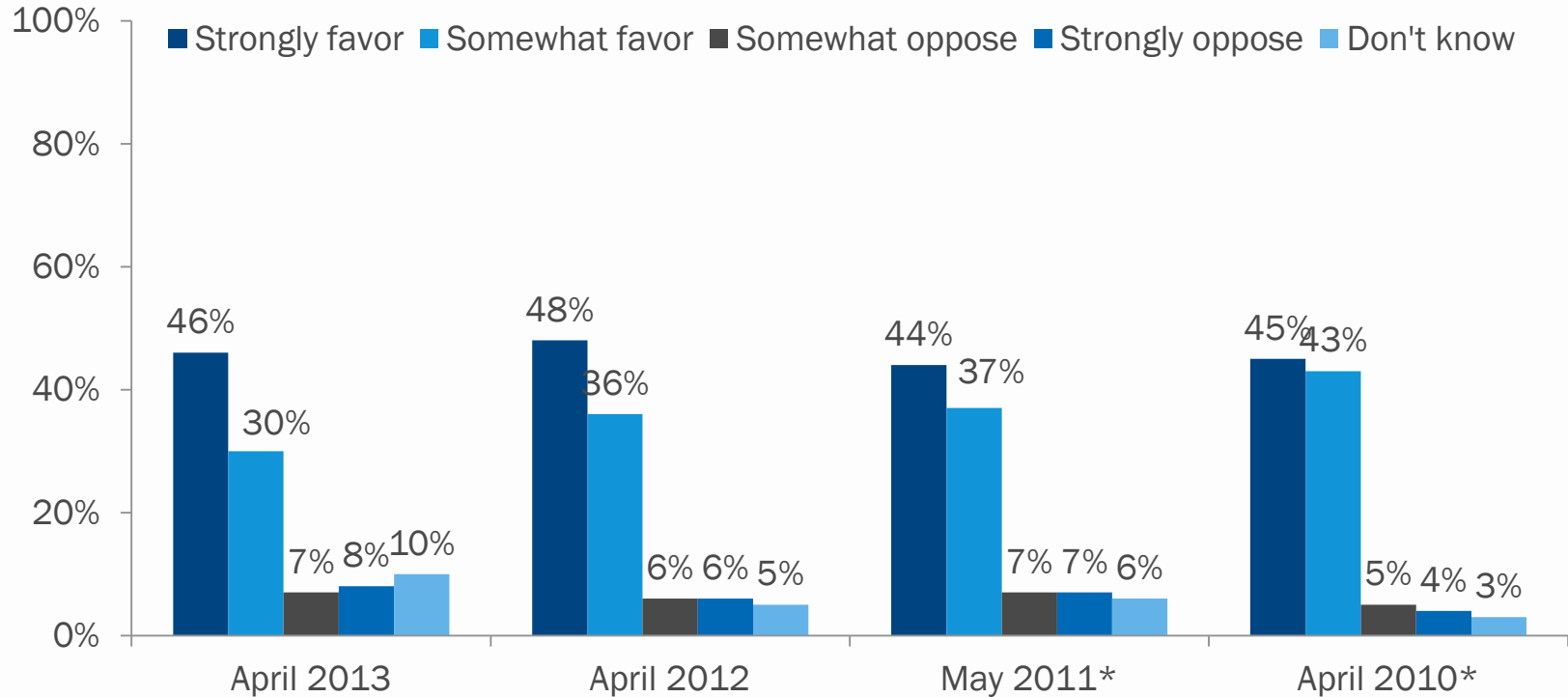
In general, how concerned are you about the effects of global warming or climate change?



VERSION A: About how much more per month would you be willing to pay on your electric bill/**VERSION B:** About how much more per month—beyond the \$5 you already pay—would you be willing to pay on your electric bill) to fund government efforts to limit the effects of global warming by reducing carbon dioxide emissions from power plants



As you may know, electricity sales in New England were opened to competition about a decade ago. As a result, you may have the option to buy electricity from your electric utility company or switch to one of many licensed suppliers that compete on price and service. In general, do you favor or oppose this system?

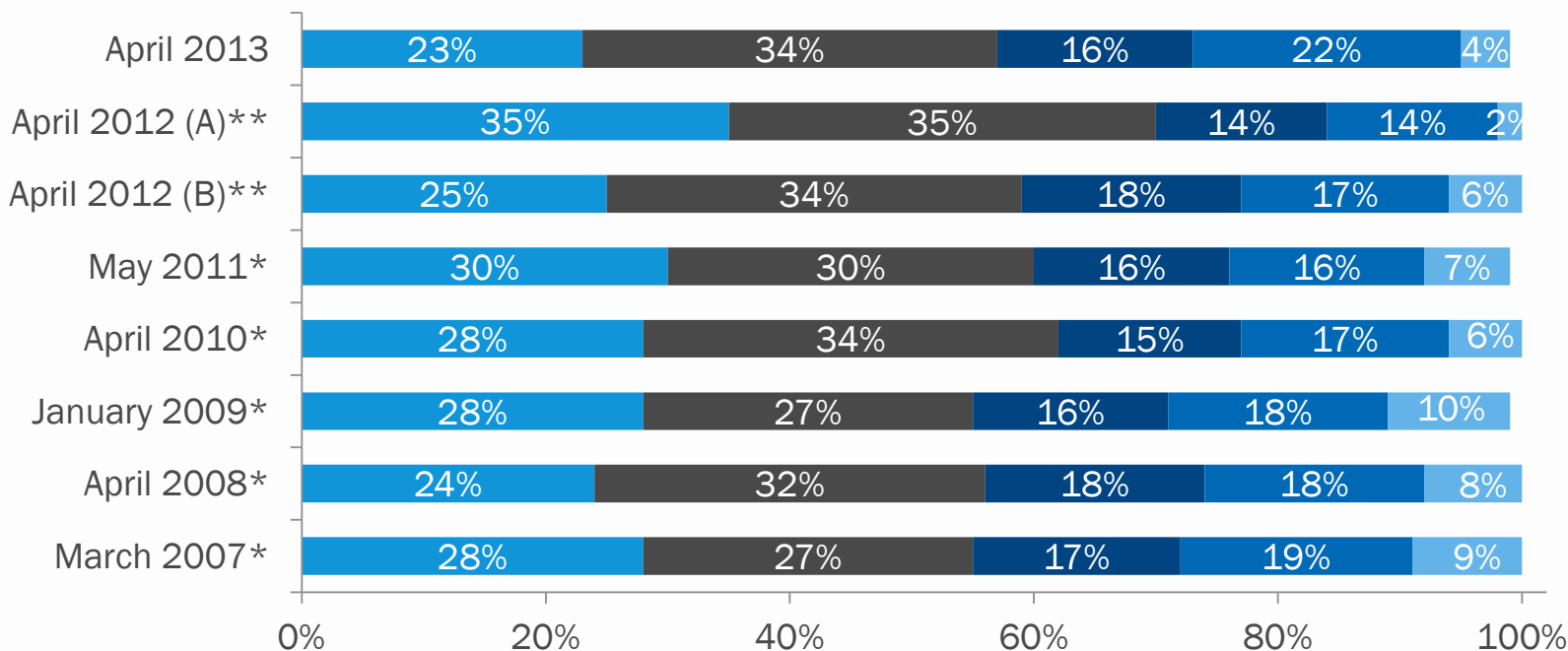


**Wording difference: As you may know, electricity restructuring has been in place for more than ten years in many New England states. Rather than having regulated utility companies responsible for both producing and delivering power, privately-owned generating companies can now compete based on price and consumers have the choice from whom to purchase their electricity. Distribution of electricity over wires to homes and businesses is still the responsibility of regulated electric utilities. Under this system, consumers can switch electricity suppliers whenever they wish—and about 20% of New Englanders have done so.*



On the issue of renewing the licenses of existing nuclear energy plants, supporters say nuclear plants are safer and operating better than ever, and that they don't contribute to global warming. Opponents say the technology in these facilities is outdated, and these older plants are too dangerous to continue operating.

■ Strongly favor ■ Somewhat favor ■ Somewhat oppose ■ Strongly oppose ■ Don't know

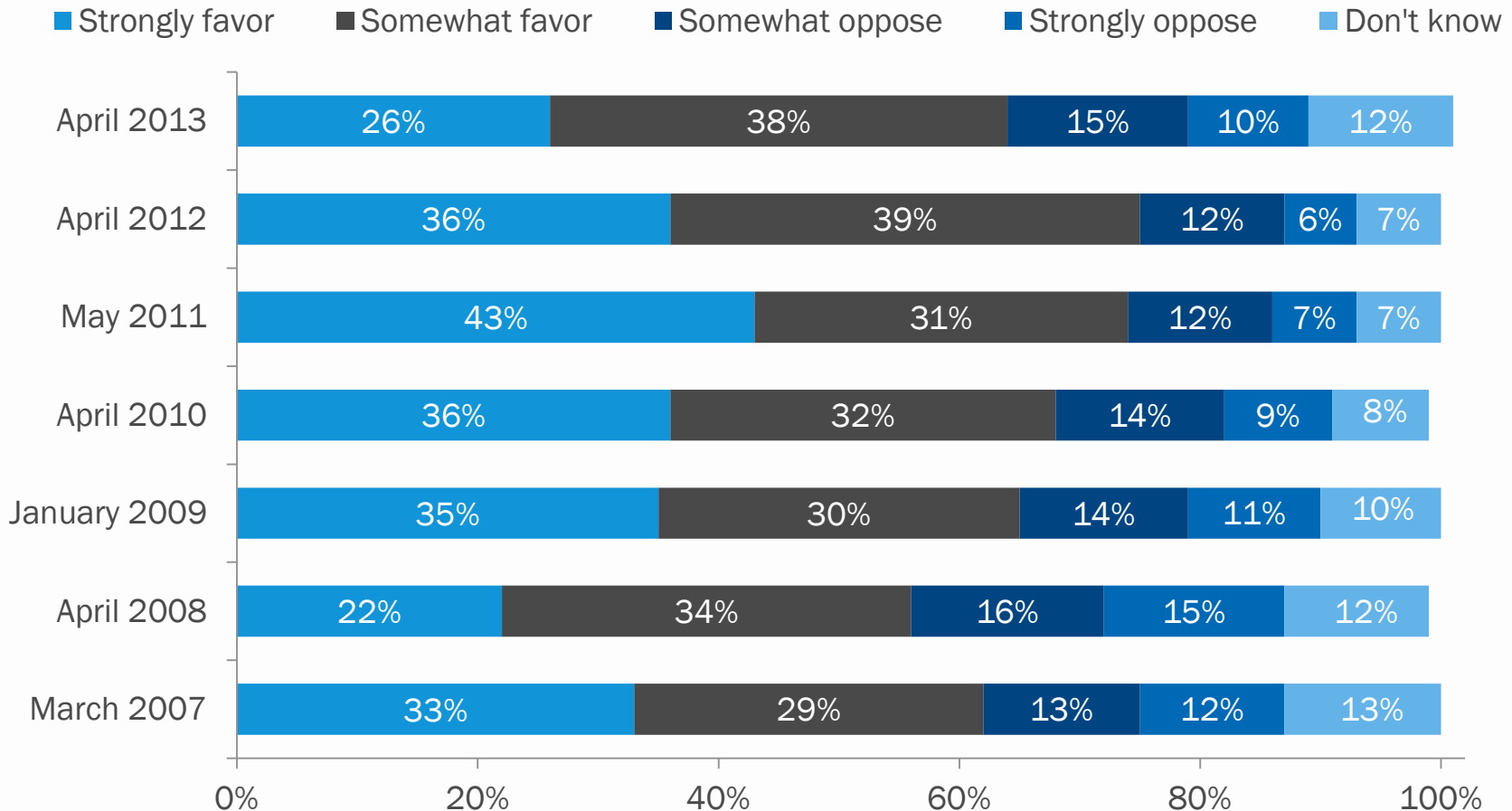


Wording difference: On the issue of renewing the licenses of existing nuclear energy plants, supporters point to the fact that nuclear plants are operating better than ever, must meet rigorous regulatory inspection requirements to gain renewal, and that they don't contribute to global warming. Opponents say that the technology in these facilities is outdated, these plants are prone to mechanical failure and leaks as they get older, and that we need to be even more vigilant after what has happened in Japan. Based on this information would you strongly favor, somewhat favor, somewhat oppose, or strongly oppose renewing licenses for existing nuclear energy plants in New England?

***Wording difference: [VERSION A: existing nuclear energy plants][VERSION B: existing nuclear energy plants like Vermont Yankee and the Pilgrim plant in Massachusetts]*



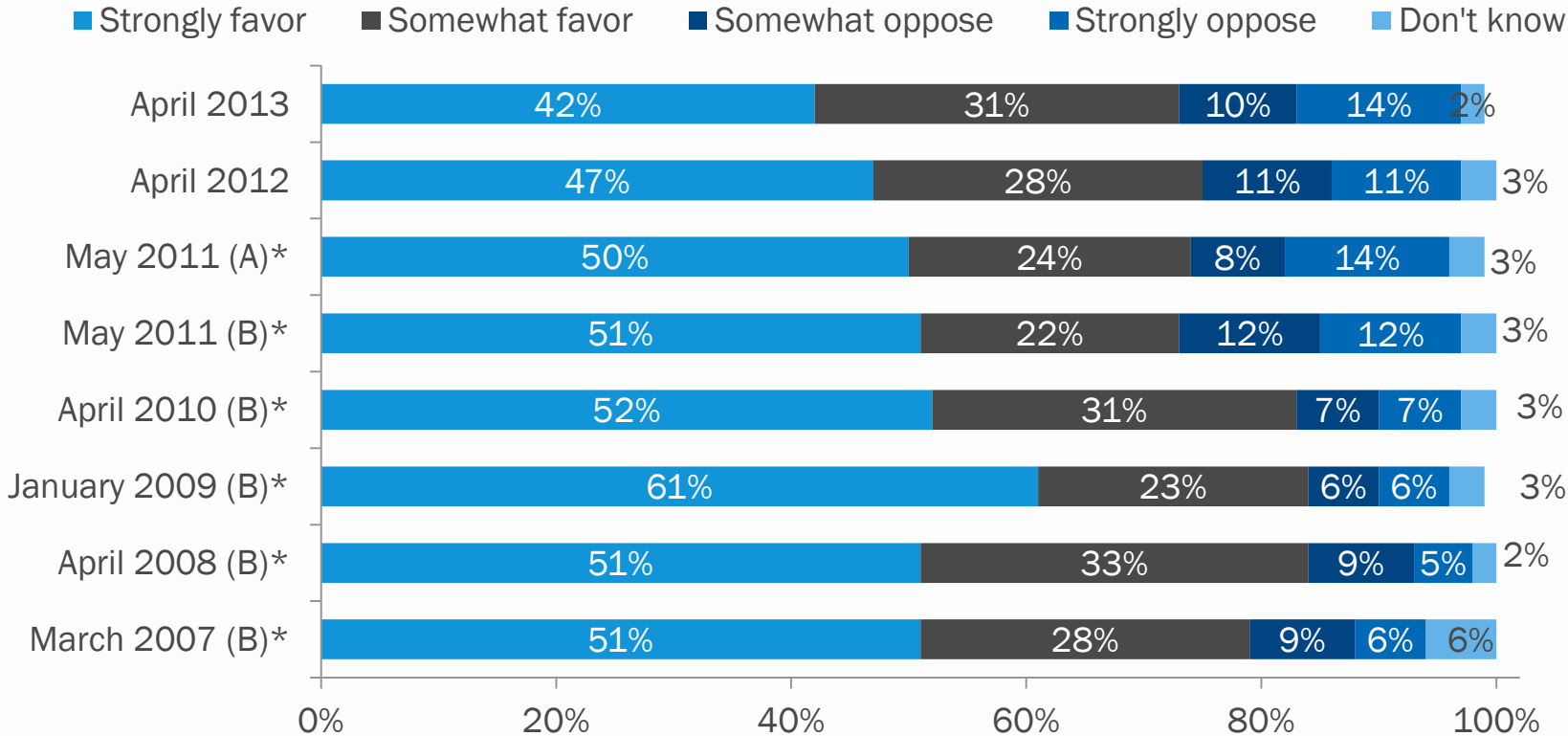
On the issue of liquefied natural gas (LNG) terminals, supporters say LNG currently supplies up to 30%* of the region's natural gas on a cold winter day, and has a proven track record of safety all over the world. Opponents point to safety concerns like vulnerability to a terrorist threat.



*40% in 2010 and 2011, "building new LNG terminals" in years prior to 2012

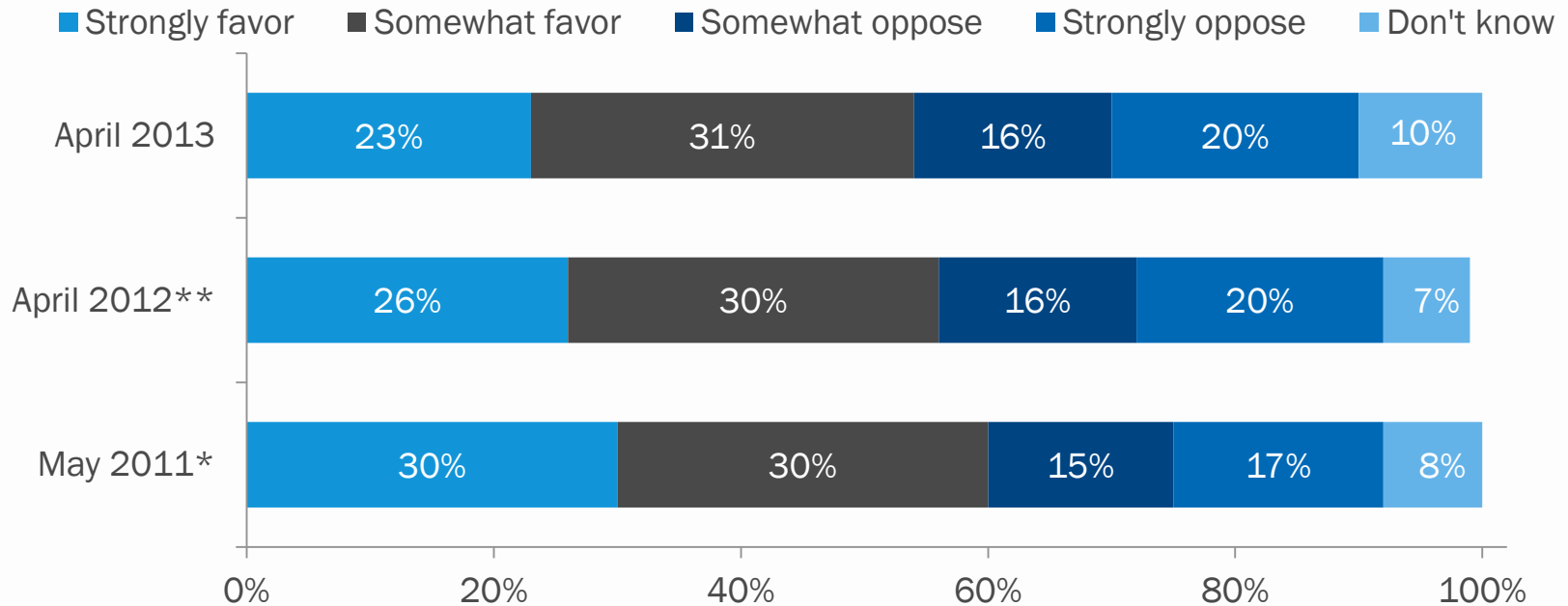


On the issue of wind farms, supporters say these facilities don't emit greenhouse gases, and are a viable source of electricity. Opponents say wind farms are ugly, expensive, and unreliable because they only operate about 30% of the time.



**Wording difference: On the issue of [VERSION A: off-shore wind farms/VERSION B: large wind farms], supporters point to the fact these facilities don't emit greenhouse gases, that the wind is free and unlimited, and that new advances in technology make this a more viable source of electricity. Opponents say [VERSION A: off-shore wind farms/VERSION B: large wind farms] are ugly, that they are expensive even with taxpayer subsidies, and they only operate about 30% of the time and therefore require fossil fuel plants as back-up. Based on this information would you strongly favor, somewhat favor, somewhat oppose, or strongly oppose building [VERSION A: off-shore wind farms/VERSION B: large wind farms]?*

As you may know, smart meters are digital devices in homes that wirelessly transmit electricity usage information to utilities. Opponents say smart meters are too costly, an invasion of privacy and emit electromagnetic frequencies that can be potentially harmful to one's health. Supporters say smart meters could allow consumers to use electricity more wisely, potentially save money, and improve power restoration during storms.

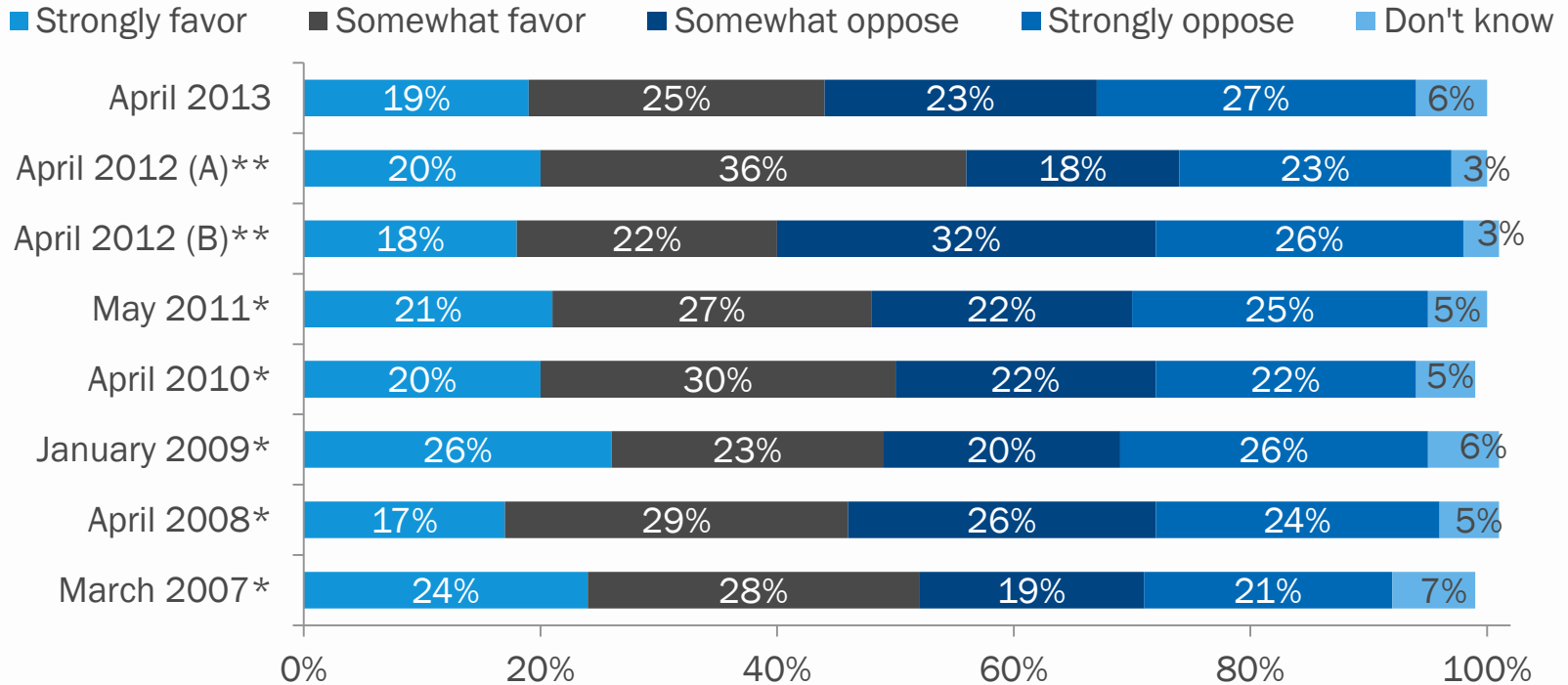


**Wording difference: On the issue of smart meters, those opposed to them say that they are expensive, only tell homeowners what they already know about their use of electricity and are an intrusion on privacy. Supporters point out that smart meters will make the electricity grid much more efficient and provide information to homeowners and businesses that allow them to save money and help protect the environment. Based on this information do you strongly favor, somewhat favor, somewhat oppose, or strongly oppose the installation of smart meters?*

***Wording difference: ...an invasion of privacy and emit electromagnetic frequencies that can be harmful to one's health. Supporters say smart meters allow consumers to control their electricity usage, save money, and help the environment.*



On the issue of new technology coal plants, supporters say these plants reduce greenhouse gas emissions compared to old coal technology, and that coal is a low-cost, domestic source of fuel. Opponents say new technology coal plants still produce a lot of greenhouse gases, and the process of mining coal damages the environment.

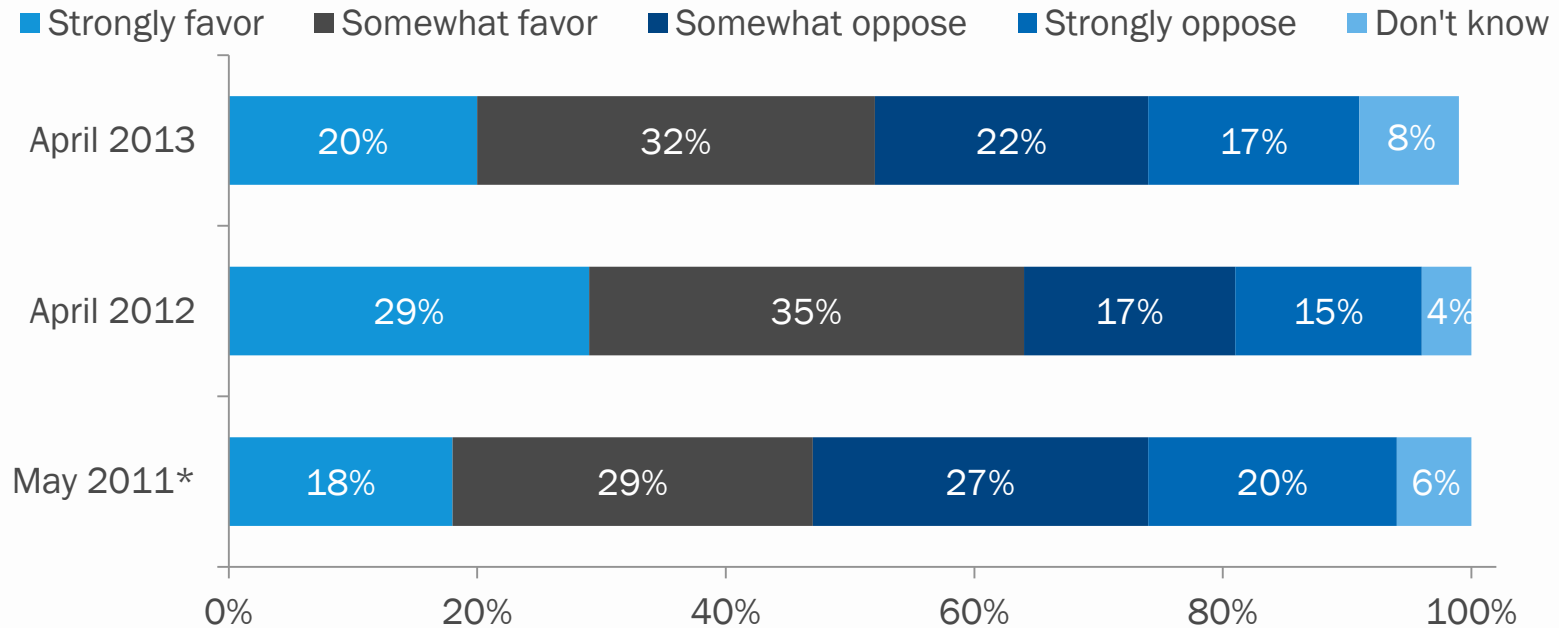


*Wording difference: On the issue of clean coal plants, supporters point to the fact that clean coal plants reduce greenhouse gas emissions by about 50% from existing coal technology, that coal is a low cost, domestic source of fuel, and that they are easy to build and operate. Opponents say clean coal plants still produce considerable amounts of greenhouse gases, and that mining coal damages the environment. Based on this information would you strongly favor, somewhat favor, somewhat oppose, or strongly oppose building clean coal plants?

**Wording difference: On the issue of [VERSION A: clean coal plants] [VERSION B: coal plants], supporters say this technology reduces greenhouse gas emissions compared to old coal technology, and coal is a low-cost, domestic source of fuel. Opponents say cleaner coal plants still produce a lot of greenhouse gases, and mining coal damages the environment.



On the issue of new above-ground electricity transmission lines, supporters say new lines could bring New England consumers affordable clean electricity generated by renewable facilities in Canada. Opponents say transmission lines are difficult to site, hurt the environment and can pose health risks.

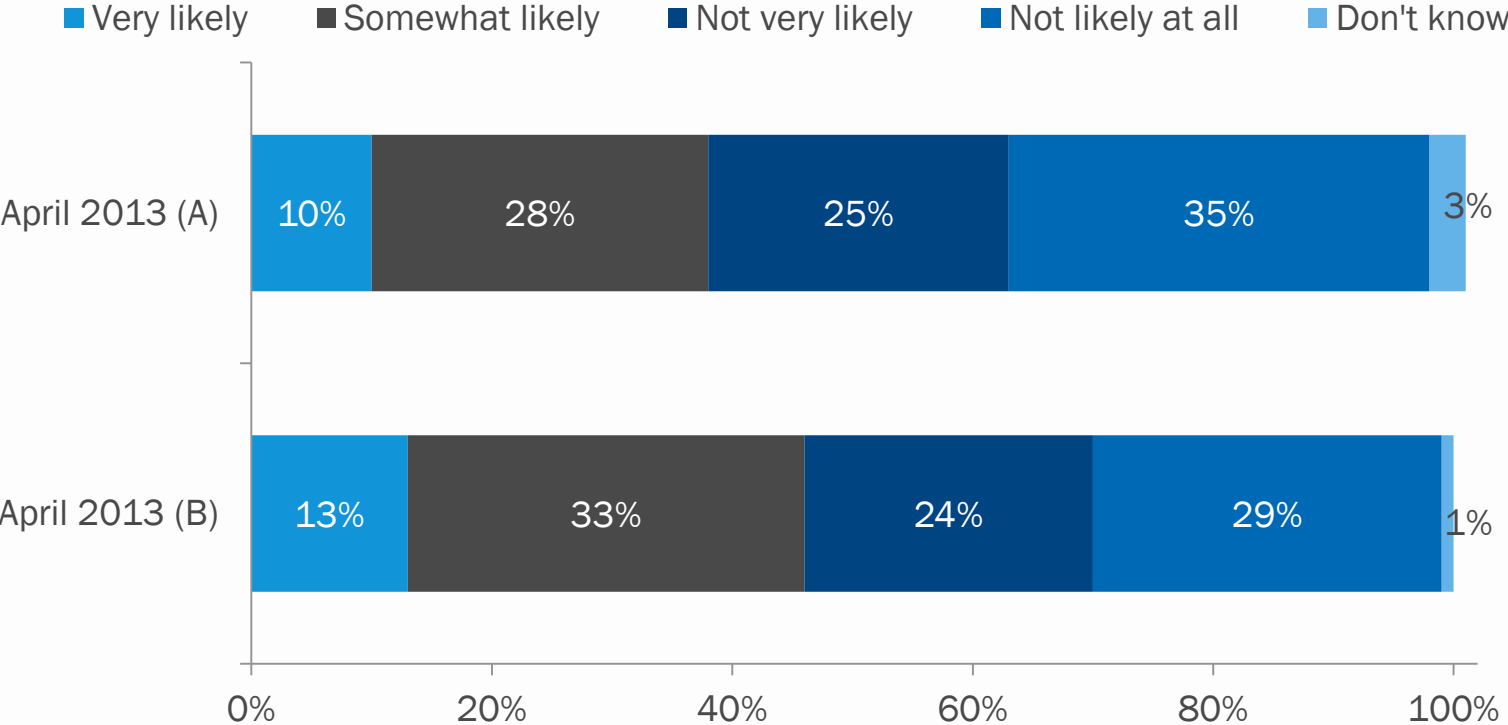


**Wording difference: On the issue of new above-ground electricity transmission lines, supporters say new lines could bring in affordable electricity generated by hydro and wind facilities in Canada or neighboring regions. Opponents say transmission lines are ugly, require rights of way through many communities, pose health risks, and their expensive construction could be avoided if we built wind generating facilities closer to where they are needed in New England. Based on this information would you strongly favor, somewhat favor, somewhat oppose, or strongly oppose building new above-ground electricity transmission lines?*

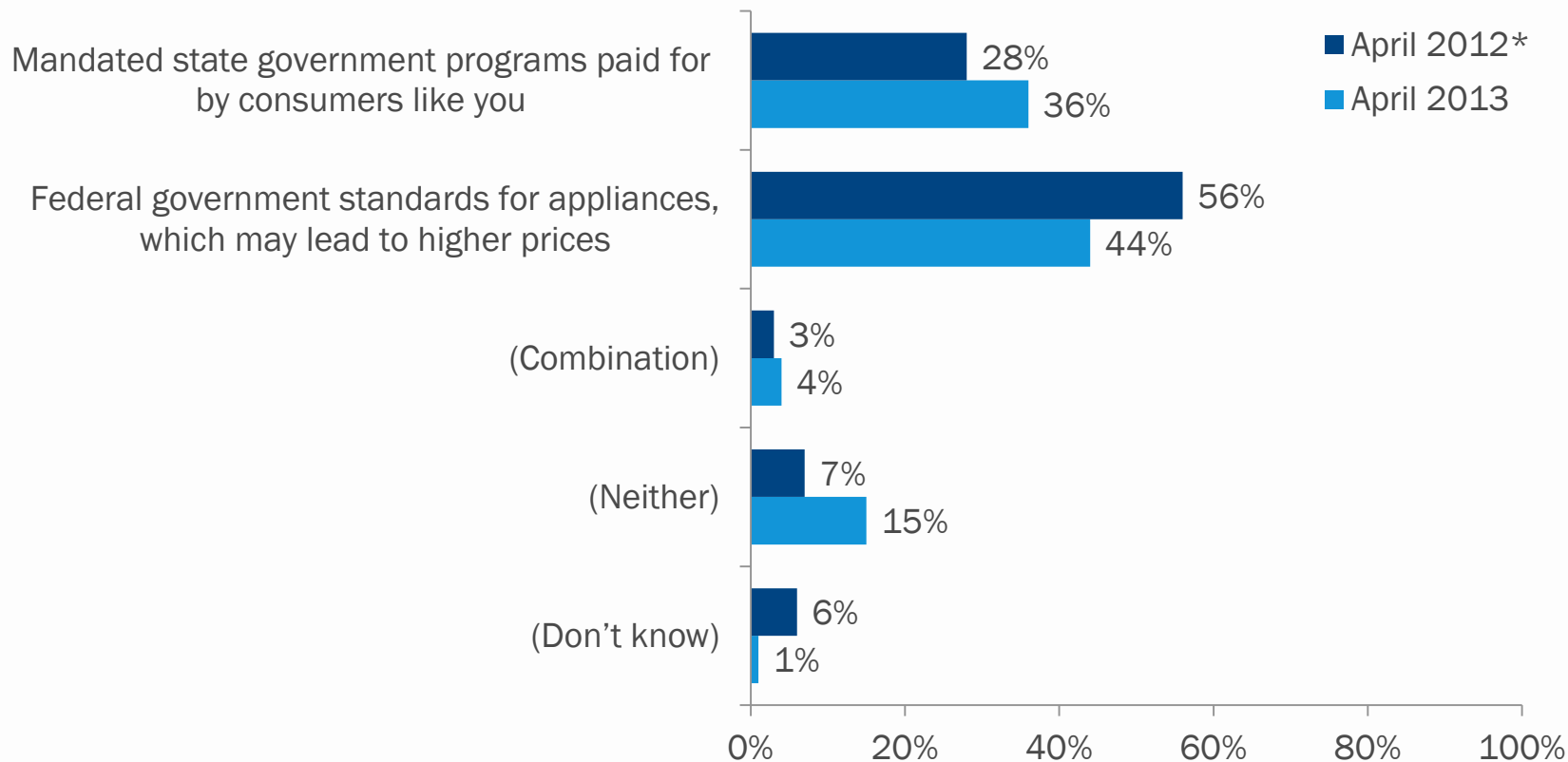
*** Wording difference: On the issue of new above-ground electricity transmission lines, supporters say new lines could bring in affordable electricity generated by hydro and wind facilities in Canada. Opponents say transmission lines are ugly, and can pose health risks.*



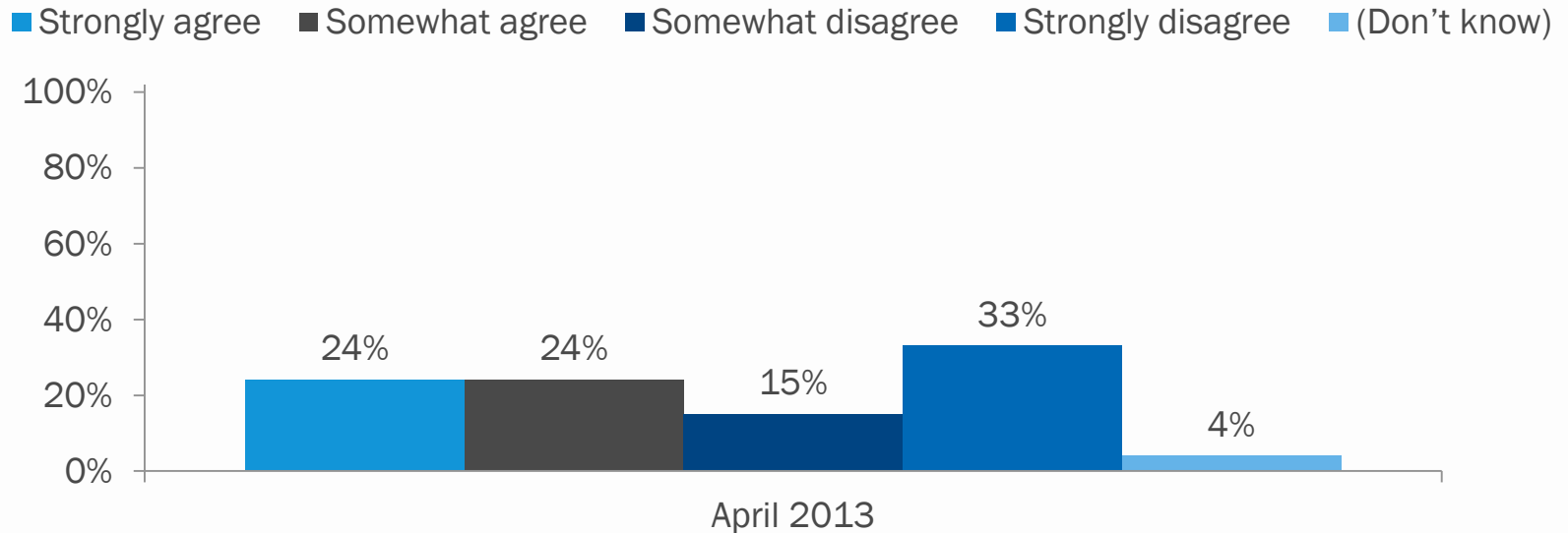
Some utilities are offering consumers the option to purchase (VERSION A: all of their electricity from wind farms for an extra \$40 per month/VERSION B: half of their electricity from wind farms for an extra \$20 per month). How likely would you be to sign-up for such a program: very likely, somewhat likely, not very likely or not likely at all?



Some people say the only way to really reduce electricity and natural gas use is with state-mandated energy efficiency programs, like home energy audits and insulation programs. Others say federal government energy efficiency standards for appliances—like the Energy Star ratings—can result in just as much reduction in energy usage, even though it may result in higher appliance prices for consumers. Which one of these two approaches do you think is the better option?



Would you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: I would make the choice to purchase all of my electricity from renewable resources to protect the environment, even if it means paying \$30 more per month on my electric bill.

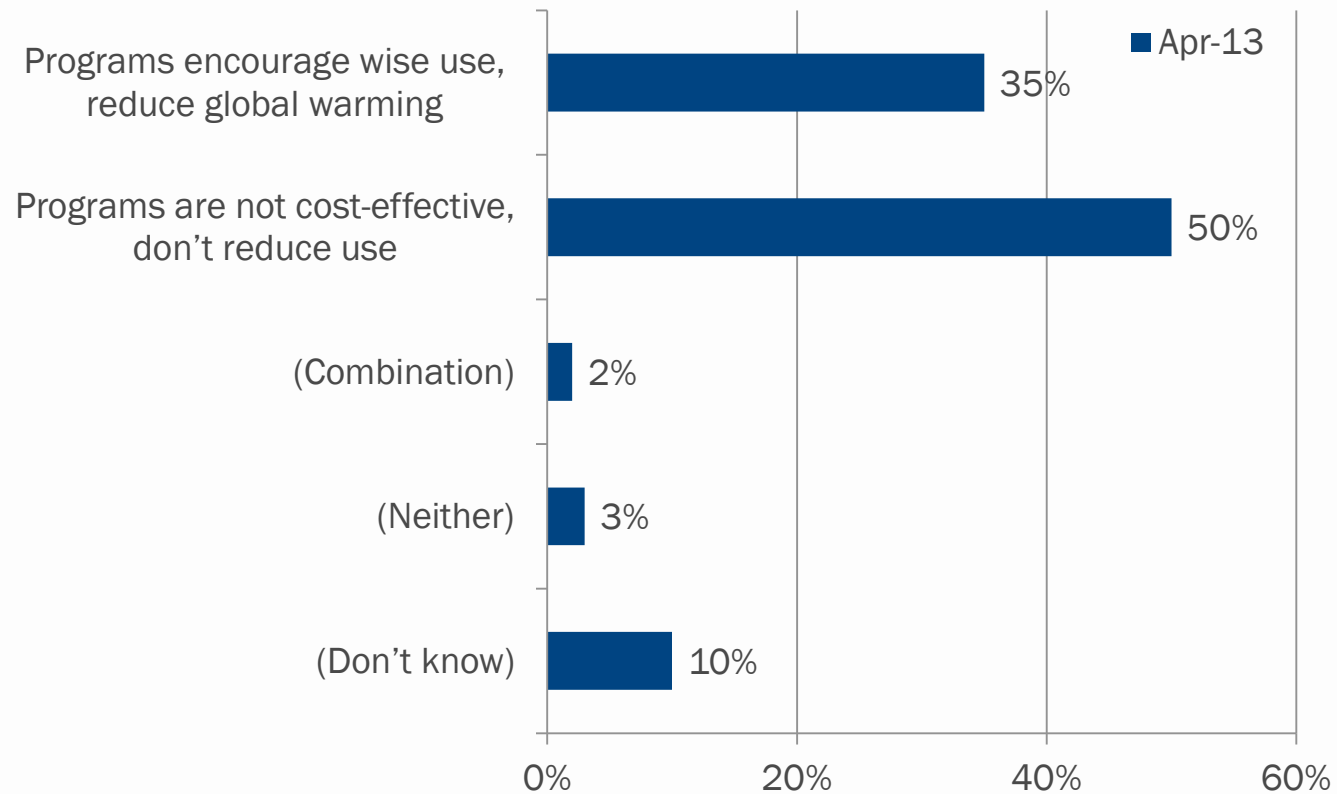


For Reference: I would purchase so called “green electricity” which is produced by renewable sources like wind facilities, solar collectors and bio-mass farms to protect the environment even if it means paying about 25%* more for electricity.

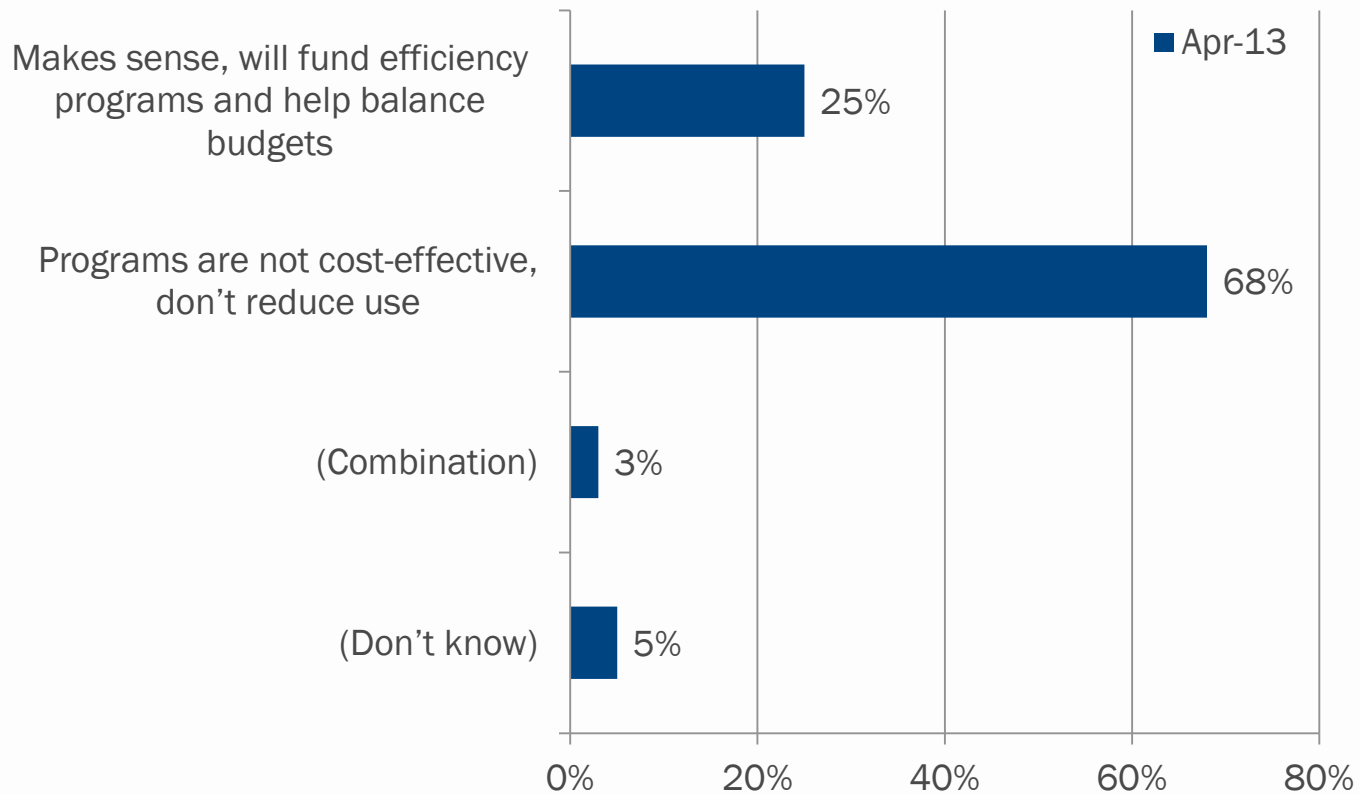
*Added version: I would make the choice to purchase all of my electricity from renewable resources to protect the environment, even if it means paying about [VERSION A: \$30 more per month] [VERSION B: \$360 more per year] for my electricity.

	<u>Mean</u>	<u>1-Strongly disagree</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5-Strongly agree</u>	<u>(Don't know)</u>
April 2012 (A)*	3.04	24%	10	26	20	21	-
April 2012 (B)*	2.83	30%	13	22	13	21	1
May 2011	2.86	28%	13	20	17	20	1
April 2010	3.05	26%	9	22	17	25	1

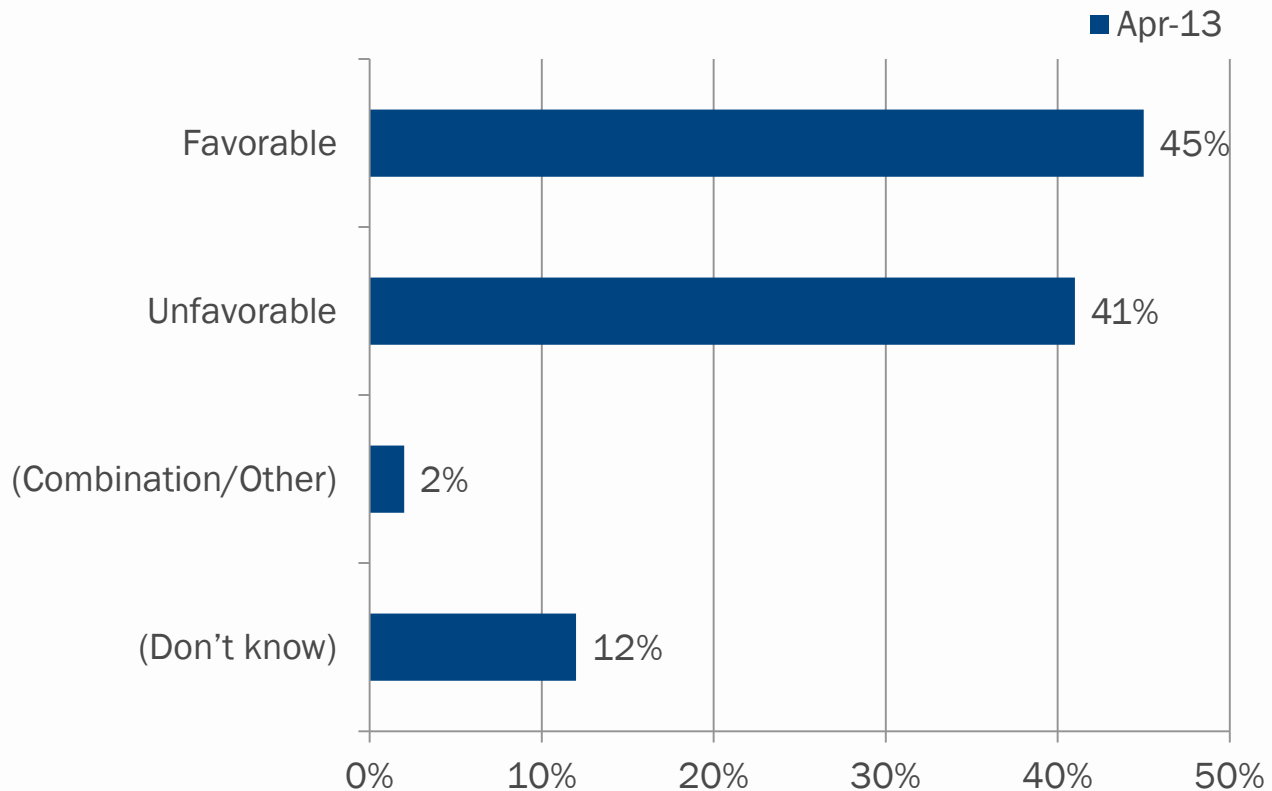
In some states, a surcharge is paid by all electricity customers to fund energy efficiency programs for some customers. To date, the New England states have spent over a billion dollars on such programs and plan to spend an additional \$5 billion over the next seven years. Some people say these programs help encourage the wise use of electricity and reduce global warming. Others say these programs are not cost-effective, and do little to reduce electricity usage or help global warming. Which of these positions is closer to your own?



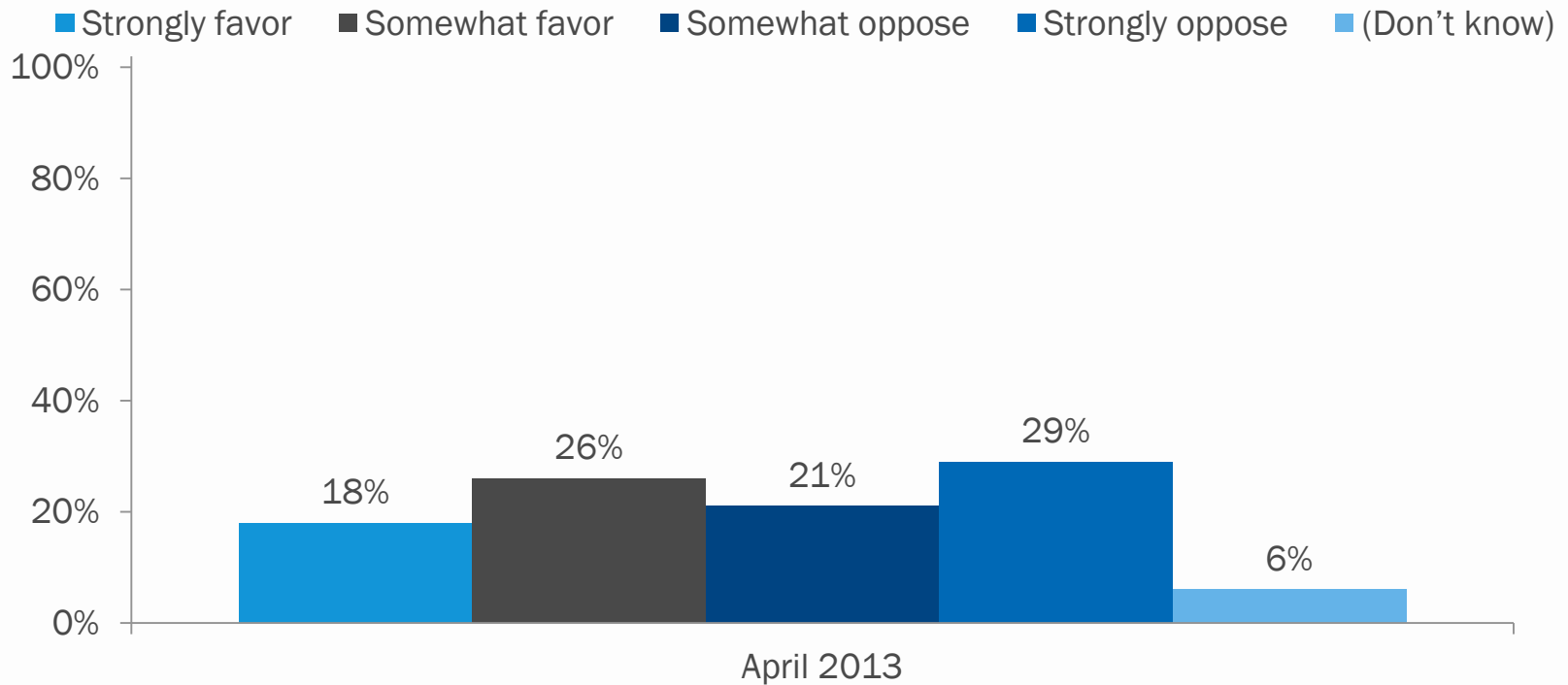
There have been serious proposals in some New England states to impose a new tax on the generation of electricity that could total hundreds of millions of dollars each year. Some people say this new tax makes sense, since the money can fund energy efficiency programs and even help balance state budgets. Others say this taxation doesn't make any sense, because it will increase the cost of electricity to homeowners and businesses and hurt local economies. Which of these positions is closer to your own?



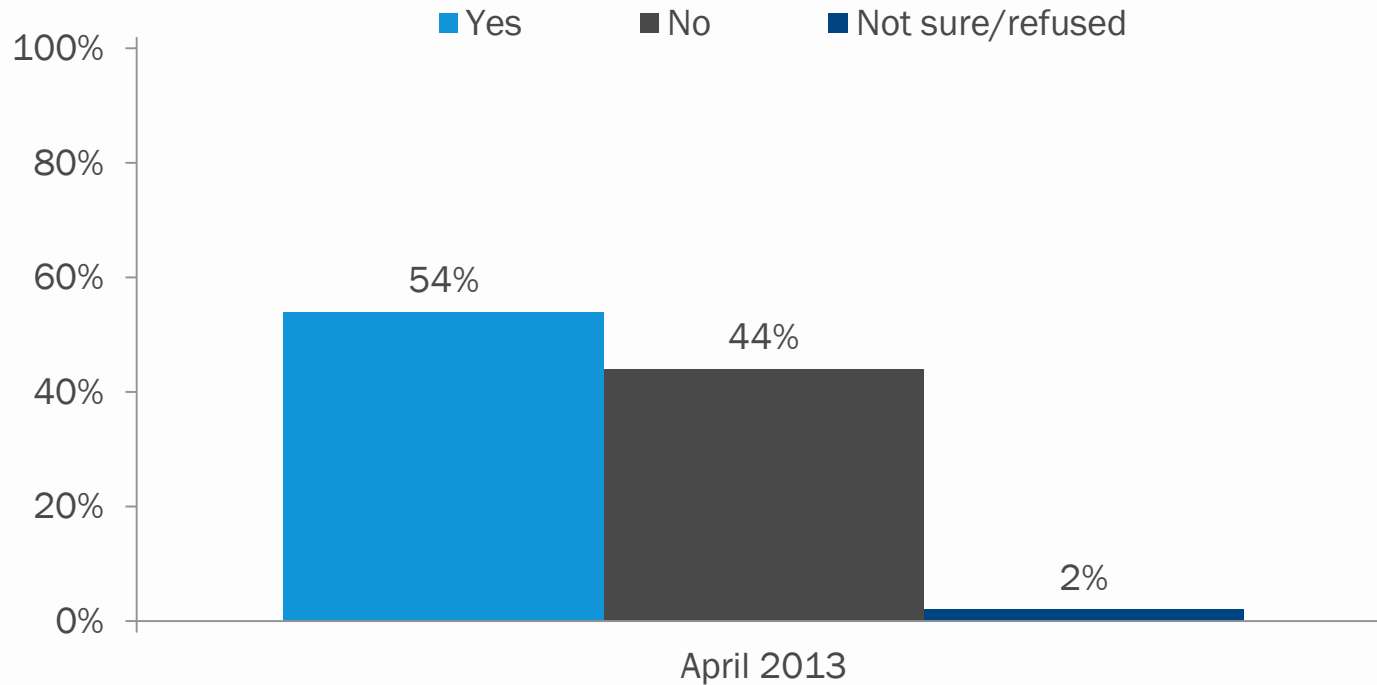
As you may know, a technique known as "fracking" uses pressurized liquids—like water—to extract energy resources from rock formations. In the United States, it has mostly been used to extract natural gas from underground shale formations in places like North Dakota, Pennsylvania and Ohio. From this description, do you generally have a favorable or unfavorable opinion of "fracking"?



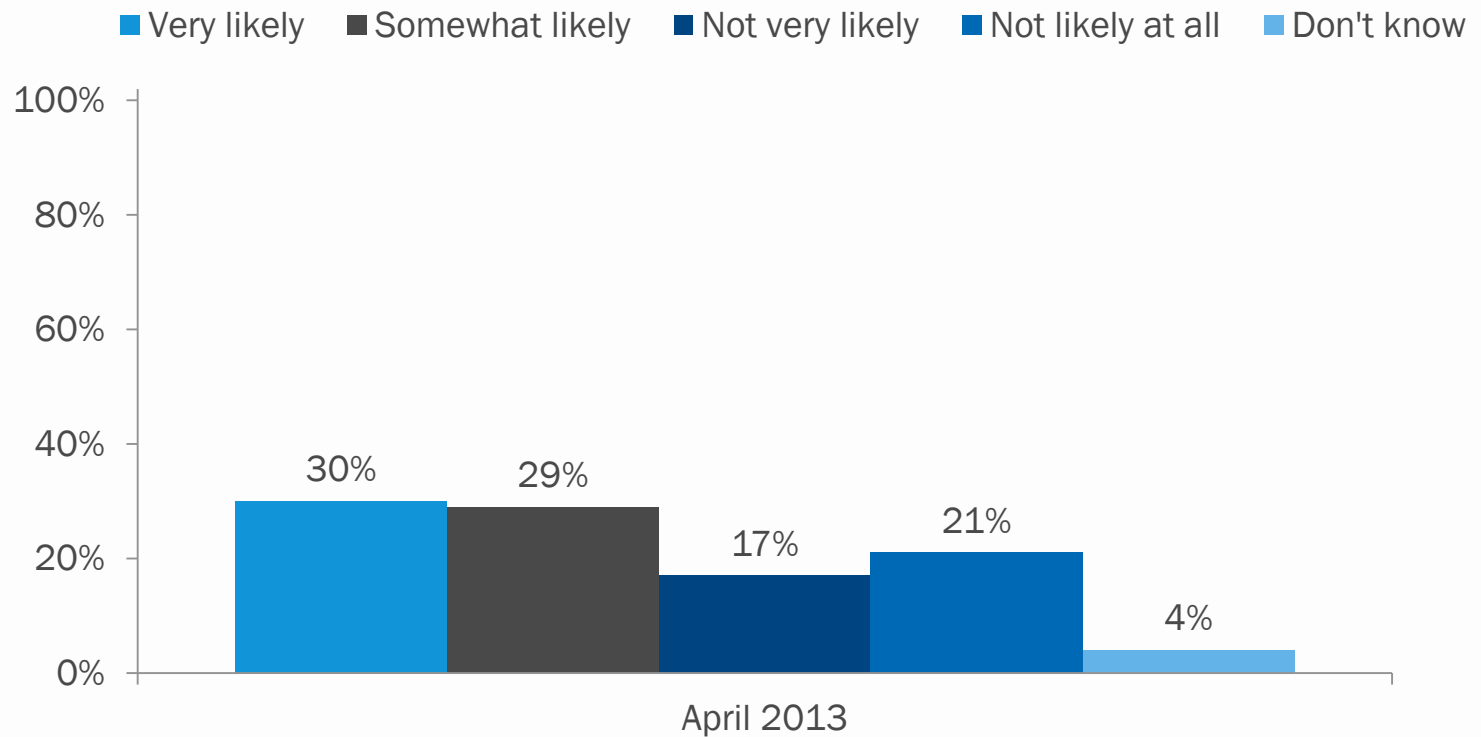
Some people say that 'fracking' has dramatically increased the supply of natural gas in the United States, lowered energy costs and revitalized the economies of many states by adding hundreds of thousands of new jobs. Others say 'fracking' can potentially lead to groundwater contamination and allow previously trapped carbon dioxide to escape contributing to global warming. Based on this information, would you strongly favor, somewhat favor, somewhat oppose or strongly oppose the use of 'fracking' to produce some or all natural gas or electricity supplied to New England?



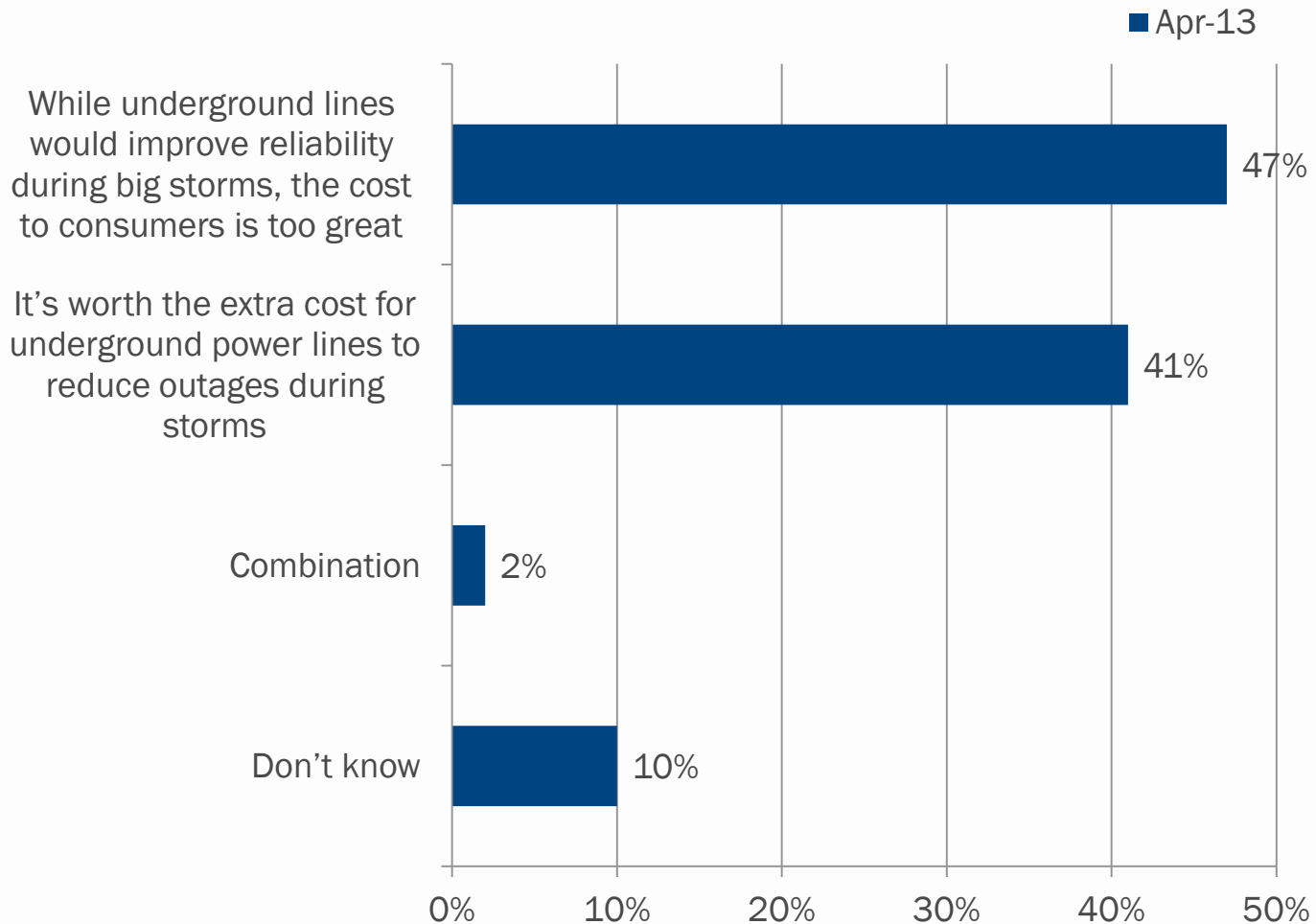
Recent storms—such as Hurricane Sandy and the Blizzard of 2013—caused widespread power outages in New England. In some cases, electric utilities took several days to restore power to customers. First of all, did your home or business ever lose power during either of these storms?



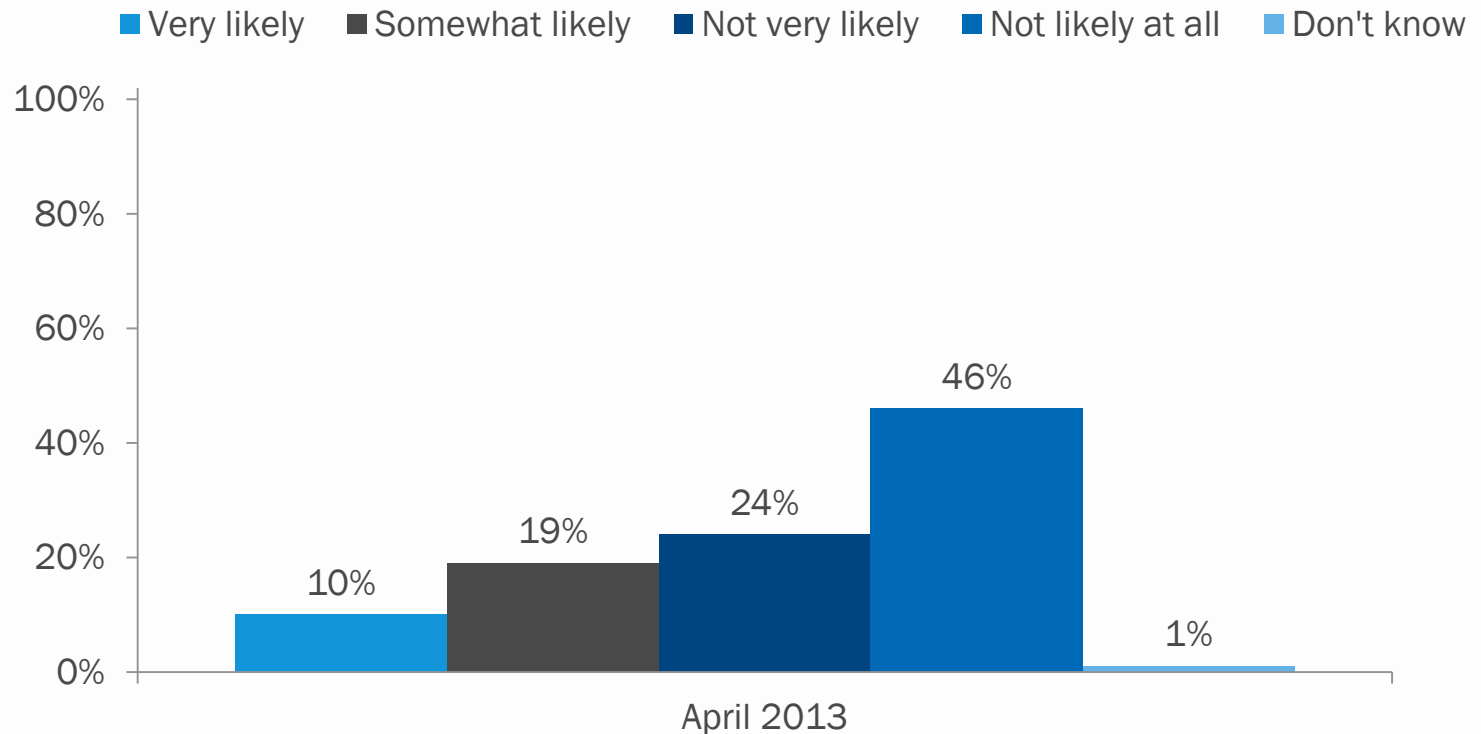
As you may know, utilities have taken measures to respond more effectively to power outages. There are also new technologies under development that would help the power grid recover more quickly from major storms. Many of these new technologies are costly. How likely would you be to pay an extra \$5 on your monthly electric bill to implement these new technologies and insure that power would be restored more quickly after major storms: very likely, somewhat likely, not very likely, not likely at all or not likely at all?



At least one New England governor has called for utilities to estimate the cost of burying power lines underground to reduce outages during storms. Some utility industry sources have estimated that installation of underground power lines is five to six times more expensive than above-ground power lines. Which of the following statements is closer to your view on this issue:



Hybrid electric vehicles such as the Chevy Volt can cost \$40,000 or more, but can save the average driver about \$1,500 per year in fuel savings compared to conventional new vehicles. These electric vehicles are also eligible for a \$7,500 federal income tax credit. When planning a new vehicle purchase, how likely would you be to buy an electric vehicle like the Chevy Volt?



Demographics

Gender:	Female	51%	Less than high school (1-11)	2%
	Male	49	Graduated high school (12)	19
Age:	18-25	4%	Some college/Tech./Voc.	20
	26-35	9	Graduated college	34
	36-45	27	Completed graduate/professional school	23
	46-55	22	(Don't know/Refused)	2
	56-64	16	Democrat	30%
	65+	22	Republican	18
	(Refused)	2	(Independent/Unenrolled)	33
HHI:	\$0-19,999	7%	(Other)	17
	\$20-34,999	8	(Don't know/Refused)	2
	\$35-49,999	10		
	\$50-\$74,999	14		
	\$75-\$99,999	13		
	\$100-\$150,000	15		
	Over \$150,000	14		
	(Refused/Don't know)	19		