



Appendix D

Flathead Electric Company 2014 Peak Time Demonstration Project Member Survey Results



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Teri Rayome Kelly, Demand Response Coordinator
Flathead Electric Cooperative, Inc.
121 W 4th ST, Libby MT 59923

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In 2009 Flathead Electric Cooperative had the opportunity to join with Bonneville Power Administration and eleven other utilities in the Pacific Northwest Smart Grid Demonstration Project to investigate the cost effectiveness of smart grid technology. The project was dubbed the Peak Time Demonstration Project and included 341 participants from Flathead’s Libby, Marion and Kila service areas in the height of the project. Flathead’s objectives included completing installation of the advanced metering infrastructure in Northwest Montana, determining member preferences and comparing the cost effectiveness of three program options offered to members who volunteered.

The current pilot project will end September 1, 2014 and Flathead chose to conduct a survey of participants of the project. In May of 2014 Flathead Electric mailed the survey to the remaining 302 participating members of its Peak Program. Of those surveys, 191 or 63% were completed and returned. The survey itself was designed to gather basic information on the dwelling such as square footage, heat source, energy saving structural updates completed during the project, type of home, etc., as well as potential changes in behavior the member could identify.

Flathead also felt it was important to offer the opportunity for feedback from the participating members so comment sections were included and encouraged. Some of the comments are relevant to the questions while others include additional or non-relevant information. All comments were included in the results and follow up calls were done with members as needed to address questions or concerns noted in the comments.

D.1 Method of Evaluation

In order to record and compile results of the survey, Flathead used a simple spreadsheet. The responses to each survey were entered on an individual sheet and then a basic formula was used on a summary sheet that calculated and compiled all responses. Each response was given a “1” in the correlating answer section and then added into the main sheet. In responses for water heater size and thermostat settings, each response was entered on an individual’s sheet and then averaged on the main sheet.

The data was also broken into which equipment group the participant was in as well as what geographical location they were located in. While participants had the opportunity to identify themselves in the survey, this was not required in order to participate. Not all participants chose to answer all of the questions, which is reflected in the results in the Cumulative Survey Results. Although directed to choose only one answer on many of the questions, some participants chose more than one answer. For instance, when asked to choose one type of secondary heat source that was used in the home, the member listed two types of secondary heat source because the member uses multiple heat sources in different parts of the home.



The data in the following table, Table D.1: Method Example, is populated using the individual answers listed on each survey response. Each response asked for one answer, and if the member identified themselves in the survey then the geographical location was also entered. Members were also given the choice to identify which equipment group they were in. The individual sheet was populated in this method. If the member identified themselves as living in Libby, participating in the IHD group, and using electric baseboard heat as their main source of heat, then a number “1” was placed in the corresponding column.

Table D.1. Method Example

My home’s <u>main</u> heating system is: (Check one)	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown
Electric, central forced air							
Electric baseboard	1				1		
Electric heat pump, central forced air							
Electric radiant heating							
Portable electric heater(s)							
Oil, or propane central forced air							
Woodstove, fireplace or pellet							
Other (describe)							

D.2 Calculated Percentages

In addition to the findings in the Cumulative Survey Results, Flathead was interested in individual response results, shown below in Table D.2: Results by Percentage. This data gives us a more general picture of various aspects of the members’ home and life, and what kinds of changes they potentially made that were unrelated to location or group.

For example, the percentage of members using some type of electric heat source as their main source of heat was calculated. One hundred seventeen of the 200 responses received, or 58%, indicated that they used electric heat as their main source of heat. Electric heat on the survey included electric central forced air, baseboard, heat pump, radiant heating and portable electric heaters. The remaining 42% heated their homes by means other than electric heat.



Table D.2. Results by Percentage

<i>Main source of heating:</i>		
Electric - electric central forced air, baseboard, heat pump, radiant heating and portable electric heater		58%
Other - oil or propane forced air, woodstove, fireplace or pellet stove and other non-electric heat		42%
<i>Programmable thermostat in the home:</i>		
YES		50%
NO		44%
No thermostats available		6%
<i>Has the home heating system had changed during the course of the program:</i>		
YES		19%
NO		71%
Unsure		6%
<i>I have changed the way they manage their heat since participating in the Peak Program:</i>		
rarely/never		38%
sometimes/occasionally		26%
most of the time		23%
definitely all the time		13%
<i>Household temperature in winter:</i>		
average daytime temperature		60°F
average nighttime temperature		57°F
Do not have a thermostat		9%
<i>Have a source of electric cooling: including heat pump, central forced air, wall or window unit(s) or other</i>		53%
<i>No source of electric cooling using other methods: such as opening windows at night for air circulation</i>		47%
<i>Household temperature in summer:</i>		
average daytime temperature		64°F
average nighttime temperature		65°F
<i>I have changed the way they manage their cooling since participating in the Peak Program:</i>		
rarely/never		64%
sometimes/occasionally		13%
most of the time		14%
definitely all the time		9%
<i>Type of home:</i>		
House		88%
Duplex/townhouse or apartment		11%
Manufactured or mobile home		4%
<i>Have you made structural upgrades to your home including:</i>		
YES		58%
NO		42%
If YES, type of improvement:		
Attic insulation upgrades		67%
Crawl space insulation upgrades		27%
Window replacement		68%
Manufactured home duct sealing		5%
Other improvements		15%
<i>How many of the following appliances do you own:</i>		
Refrigerator		250
	# of units per household	1.3
Freezer		215
	# of units per household	1.13



Main source of heating:		
Clothes washer		184
	# of units per household	.96
Clothes dryer		182
	# of units per household	.95
Dishwasher		154
	# of units per household	.80
Stove/range		189
	# of units per household	.99
Microwave oven		189
	# of units per household	.99
Hot tub/spa		31
	# of units per household	.16
Made changes in my schedule when using this appliance as a result of participating in the Peak Program for the following appliances		
Dishwasher		48%
Stove/range		12%
Laundry washer/dryer		54%
Remaining appliance including microwave ovens, TVs and hot tubs		7%
Total Number of electric water heaters reported		203
	# of units per household	1.07
Average size for first water heater		45 gallons
Average size for second water heater		50 gallons
Total Number of propane water heaters reported		3
Members that have at least one electric water heater were asked if they would participate in an on-going program to decrease demand at critical peak periods in an effort to reduce costs to Flathead Electric.		
Would participate		88%
Would not participate		9%
Did not answer		5%
Household has made changes in the times we shower (or bathe) as a result of participating in the Peak Program		
YES		25%
NO		75%
Has the household had the Free Home Energy Audit offered by Flathead		
YES		30%
NO		70%
Would participants choose to participate in a similar pilot program again		
YES		97%
NO		3%
Would participants recommend the pilot to a friend or neighbor		
YES		97%
NO		3%
Geographical location of responding participants:		
Libby		63%
Marion/Kila		14%
Unknown		23%
Study group of responding participants:		
Appliance group		38%
Water heater group		33%
In Home Display group		27%
Unknown		2%



D.3 Member Comments and Feedback

Numerous comments were submitted by members and were much appreciated by Flathead as it gave us the opportunity get a general sense of how our members felt about the project. Some of the comments received pertained to other areas of Flathead such as energy audits, usage or rebate questions. In such cases, if the member identified themselves, the information was made available to the appropriate department to enable staff to address those questions or comments.

The following comments are selected examples of feedback received from members:

<p><i>"I liked the program but we constantly had problems with the in home display not working correctly. Changed the way we wash clothes, use the dryer and run the dishwasher. We tried to use non-peak times as much as we can."</i> Appliance Group</p>
<p><i>"Didn't affect us at all! Nice program!"</i> Water Heater Group</p>
<p><i>"This program is exceptional in getting people to adjust their behavior. I didn't think I would be able to run my household with hot water available only at certain times and cooking mostly at night. I learned how to use the timers on my dishwasher, oven and washing machine and used those off-hours. We set our hot water heater for 5hrs/day during the off-peak hours and got along just fine. And we were very surprised at the check in December for what we saved!"</i> IHD Group</p>
<p><i>"The in-home display didn't do much, unfortunately. But it was good to know when there was a peak time."</i> IHD Group</p>
<p><i>"We never noticed that the hot water heater was off. It is well worth participating in the program."</i> Water Heater Group</p>
<p><i>"I didn't like when my washer/dryer or dishwasher wouldn't work at peak times"</i> Appliance Group</p>
<p><i>"We have not received much information from our in home display. Being retired we have no problem working around peak time. As I understood using portable heaters we are not able to get home energy audit why?"</i> IHD Group</p>
<p><i>"We never really even noticed the difference in the hot water from before the control switch was put in to after. I liked the fact that I was helping to conserve energy. I would be more interested in knowing when the peak times are so that we could be more proactive in conserving our energy."</i> Water Heater Group</p>

D.4 Cumulative Survey Results

Flathead used the simple spreadsheet in Cumulative Survey Results as a tool to record and compile survey responses. The spreadsheet used basic formulas and functions as discussed in the Method of Evaluation section to populate the Cumulative Survey Results, shown below.

My home's <u>main</u> heating system is: (Check one)	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown	Group Total Answered	Location Total Answered		Total	%	%	%
												Libby	Haskill	Unknown
Electric, central forced air	6	9	9	0	15	2	7	24	24	Electric heat	117	69%	10%	21%
Electric baseboard	10	5	6	1	14	2	6	22	22					
Electric heat pump, central forced air	13	24	23	2	45	7	10	62	62					
Electric radiant heating	2	1	1	0	2	1	1	4	4					
Portable electric heater(s)	3	2	0	0	5	0	0	5	5	Other heat - not electric	83	60%	19%	20%
Oil, or propane central forced air	8	11	11	0	20	3	7	30	30					
Woodstove, fireplace or pellet	11	16	8	0	22	6	7	35	35					
Other (describe)	5	4	9	0	8	7	3	18	18					
											Total	% Libby	% Haskill	% Unknown

My home's <u>second</u> heating system is: (Check all that apply)	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown	Group Total Answered	Location Total Answered		Total 2 nd electric heat	%	%	%
												Libby	Haskill	Unknown
Electric, central forced air	3	5	3	1	6	2	4	12	12	Second heat system electric heat	90	59%	16%	26%
Electric baseboard	8	15	8	1	21	5	6	32	32					
Electric heat pump, forced air	1	5	4	0	7	1	2	10	10	Second heat system - not electric	116	66%	16%	17%
Electric radiant heating	2	4	1	0	4	0	3	7	7					
Portable electric heater(s)	6	14	8	1	15	6	8	29	29					
Oil, or propane central forced air	10	9	10	0	24	2	3	29	29					
Woodstove or fireplace	18	17	28	0	38	12	13	63	63					
Other (describe)	10	7	7	0	15	5	4	24	24					
											Total	% Libby	% Haskill	% Unknown



My home has a programmable thermostat: (Check one)								Group Total Answered	Location Total Answered	Program-mable Thermostat	Total	% Libby	% Haskill	% Unknown
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown							
Yes	25	32	36	1	65	12	17	94	94	Yes	94	69%	13%	18%
No	27	30	23	2	47	13	22	82	82	No	82	57%	16%	27%
Do not have a thermostat	3	3	5	0	8	2	1	11	11	Do not have a thermostat	11	73%	18%	9%

My home's heating system has changed during my participation in the Peak Program: (Check one).								Group Total Answered	Location Total Answered	My home's heating system has changed during my participation in the Peak Program	Total	% Libby	% Haskill	% Unknown
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown							
Yes	9	10	14	2	20	4	10	35	34	Yes	35	57%	11%	29%
No	41	48	48	1	89	22	26	138	137	No	138	64%	16%	19%
Unsure	4	4	3	0	8	0	3	11	11	Unsure	11	73%	0%	27%

I have changed the way I manage my heat since participation in the Peak Program: (Check one).								Group Total Answered	Location Total Answered	I have changed the way I manage my heat since participation in the Peak Program	Total	% Libby	% Haskill	% Unknown
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown							
Definitely all of the time	5	7	12	1	17	5	3	25	25	Definitely all of the time	25	68%	20%	12%
Most of the time	12	9	22	1	31	3	10	44	44	Most of the time	44	70%	7%	23%
Sometimes/Occasionally	15	15	16	1	29	7	11	47	47	Sometimes/Occasionally	47	62%	15%	23%
Rarely/Never	23	30	16	0	43	10	15	69	68	Rarely/ Never	69	62%	14%	22%

If you've changed how you manage your heat, please provide details:								Group Total Answered	Location Total Answered	Provided details or comments for change in heating usage	Total	% Libby	% Haskill	% Unknown
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown							
	16	16	32	2	47	8	11	66	66	Detailed provided	66	71%	12%	17%



During the Summer (Jul-Aug) my thermostat setting during the: (Please fill in the box)	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown	Group Total Answered	Location Total Answered	Average Summer Thermostat Setting	AVG TEM P	% Libby	% Haskill	% Unknown
Daytime is usually set at	65	64	64	68	58	7	22	88	87	Daytime is usually set at	65	32%	4%	12%
Night time heat is usually set at	63	62	63	68	54	6	19	79	79	Night time heat is usually set at	64	29%	3%	10%
Do not have a thermostat	3	9	5	0	11	4	2	17	17	Do not have a thermostat		6%	2%	1%

During the winter (Dec-Feb) my thermostat setting during the: (Please fill in the box)	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown	Group Total Answered	Location Total Answered	Average Winter Thermostat Setting	AVG TEM P	% Libby	% Haskill	% Unknown
Daytime is usually set at	68	69	67	34	106	22	35	168	163	Daytime is usually set at	60	31%	6%	10%
Night time heat is usually set at	65	65	65	34	104	22	34	165	160	Night time heat is usually set at	57	30%	6%	10%
Do not have a thermostat	3	6	4	0	7	4	2	13	13	Do not have a thermostat		2%	1%	1%

My home has thermostat(s) (Check one).	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown	Group Total Answered	Location Total Answered	My home has thermostat(s) (Check one).	Total	% Libby	% Haskill	% Unknown
1	30	39	33	1	64	14	25	103	103	1	103	62%	14%	24%
2	7	9	5	0	17	1	3	21	21	2	21	81%	5%	14%
more than 2	12	11	22	1	31	8	7	46	46	more than 2	46	67%	17%	15%



My home's air conditioning system is a: (Check one)	IHD	DRU	Appliance	Unknown	Libby	Haskell	Unknown	Group Total Answered	Location Total Answered	My home's air conditioning system is a:	Total	% Libby	% Haskell	% Unknown
None	26	26	26	1	47	15	17	79	79	None	79	59%	19%	22%
Heat pump	16	24	27	2	48	8	13	69	69	Heat pump	69	70%	12%	19%
Central forced air	2	3	1	0	3	1	2	6	6	Central forced air	6	50%	17%	33%
Wall or window unit(s)	10	8	7	0	21	0	4	25	25	Wall or window unit(s)	25	84%	0%	16%
Other	2	4	3	0	5	3	1	9	9	Other	9	56%	33%	11%

I have changed the way I manage my home cooling since participation in the Peak Program (Check one).	IHD	DRU	Appliance	Unknown	Libby	Haskell	Unknown	Group Total Answered	Location Total Answered	I have changed the way I manage my home cooling since participation in the Peak Program	Total	% Libby	% Haskell	% Unknown
Definitely all of the time	2	5	6	2	13	0	2	15	15	Definitely all of the time	15	87%	0%	13%
Most of the time	6	5	11	0	15	3	4	22	22	Most of the time	22	68%	14%	18%
Sometimes/Occasionally	5	6	8	0	15	2	2	19	19	Sometimes/Occasionally	19	79%	11%	11%
Rarely/Never	29	40	27	0	58	16	22	96	96	Rarely/ Never	96	60%	17%	23%

If you've changed how you manage your cooling, please provide details:	IHD	DRU	Appliance	Unknown	Libby	Haskell	Unknown	Group Total Answered	Location Total Answered	I have changed the way I manage my home cooling since participation in the Peak Program	Total	% Libby	% Haskell	% Unknown
	6	9	12	0	23	2	2	27	27	Responded	27	85%	7%	7%



My home is a: (Check one).	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown	Group Total Answered	Location Total Answered	My home is a:	Total	% Libby	% Haskill	% Unknown
Trailer/Mobile Home	3	3	6	1	9	2	2	13	13	Trailer/Mobile Home	13	69%	15%	15%
Manufactured Home	4	3	0	0	5	0	2	7	7	Manufactured Home	7	71%	0%	29%
Apartment/Condominium	1	0	0	0	0	0	1	1	1	Apartment/Condominium	1	0%	0%	100%
Duplex/Town-home	0	1	0	0	0	0	1	1	1	Duplex/Townhome	1	0%	0%	100%
House	46	55	57	1	105	24	30	159	159	House	159	66%	15%	19%

My home's square footage is approximately (Check one)	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown	Group Total Answered	Location Total Answered	My home's square footage is approximately	Total	% Libby	% Haskill	% Unknown
Less than 1,000 sq. ft.	5	7	1	0	7	2	4	13	13	Less than 1,000 sq. ft.	13	54%	15%	31%
1,000 – 1,499 sq. ft.	16	17	8	1	26	5	11	42	42	1,000 – 1,499 sq. ft.	42	62%	12%	26%
1,500 – 1,999 sq. ft.	11	19	23	1	40	5	9	54	54	1,500 – 1,999 sq. ft.	54	74%	9%	17%
2,000 – 2,499 sq. ft.	11	11	18	1	28	6	7	41	41	2,000 – 2,499 sq. ft.	41	68%	15%	17%
2,500 – 2,999 sq. ft.	5	4	6	0	9	2	4	15	15	2,500 – 2,999 sq. ft.	15	60%	13%	27%
3,000 – 3,499 sq. ft.	2	3	7	0	6	5	1	12	12	3,000 – 3,499 sq. ft.	12	50%	42%	8%
More than 3,500 sq. ft.	2	1	1	0	1	2	1	4	4	More than 3,500 sq. ft.	4	25%	50%	25%

My home has had the following structural energy upgrades (Check all that apply)	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown	Group Total Answered	Location Total Answered	My home has had the following structural energy upgrades	Total	% Libby	% Haskill	% Unknown
Insulation upgrade - attic	24	26	22	2	46	10	18	74	74	Insulation upgrade - attic	74	62%	14%	24%
Insulation upgrade – crawl space	11	12	6	1	22	3	5	30	30	Insulation upgrade – crawl space	30	73%	10%	17%
Window replacement	24	26	23	2	51	5	19	75	75	Window replacement	75	68%	7%	25%



Manufactured home duct sealing	3	2	1	0	2	2	2	6	6	Manufactured home duct sealing	6	33%	33%	33%
Other	6	4	7	0	12	1	4	17	17	Other	17	71%	6%	24%
Unsure	3	12	5	1	14	1	6	21	21	Unsure	21	67%	5%	29%

How many of the following appliances are in your home? (If non please list "0")	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown	Group Total Answered	Location Total Answered	How many of the following appliances are in your home?	Total	% Libby	% Haskill	% Unknown
Refrigerators	71	81	93	5	162	38	50	250	250	Refrigerators	250	65%	15%	20%
Freezers	59	69	84	3	144	29	40	215	213	Freezers	215	67%	13%	19%
Clothes washers	54	62	65	3	122	26	36	184	184	Clothes washers	184	66%	14%	20%
Clothes dryers	53	61	65	3	122	26	34	182	182	Clothes dryers	182	67%	14%	19%
Dishwashers	46	41	64	3	99	25	30	154	154	Dishwashers	154	64%	16%	19%
Stoves/ranges	54	64	68	3	125	27	37	189	189	Stoves/ranges	189	66%	14%	20%
Microwave ovens	55	63	67	4	124	27	38	189	189	Microwave ovens	189	66%	14%	20%
Hot tubs/spas	9	9	13	0	18	8	5	31	31	Hot tubs/spas	31	58%	26%	16%

I have made changes in my schedule when using this appliance as a result of participating in the Peak Program. (Check one for each appliance)	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown	Group Total Answered	Location Total Answered	I have made changes in my schedule when using this appliance as a result of participating in the Peak Program.	Total	% Libby	% Haskill	% Unknown
Dishwasher										Dishwasher				
Yes	21	15	48	1	59	11	16	85	86	Yes	85	69%	13%	19%
No	18	33	15	1	38	13	16	67	67	No	67	57%	19%	24%
Unsure	2	1	0	1	2	0	2	4	4	Unsure	4	50%	0%	50%



Stove/range										Stove/range				
Yes	8	6	6	1	13	3	5	21	21	Yes	21	62%	14%	24%
No	37	54	50	2	93	19	31	143	143	No	143	65%	13%	22%
Unsure	2	1	2	0	4	0	1	5	5	Unsure	5	80%	0%	20%
Laundry washer/dryer										Laundry washer/dryer				
Yes	28	15	50	2	63	10	22	95	95	Yes	95	66%	11%	23%
No	21	44	12	1	50	14	14	78	78	No	78	64%	18%	18%
Unsure	2	1	0	0	2	0	1	3	3	Unsure	3	67%	0%	33%
Microwave oven										Microwave oven				
Yes	4	2	4	1	5	2	4	11	11	Yes	11	45%	18%	36%
No	39	56	51	2	101	19	28	148	148	No	148	68%	13%	19%
Unsure	1	1	0	0	1	0	1	2	2	Unsure	2	50%	0%	50%

Personal computer										Personal computer				
Yes	3	2	5	0	5	1	4	10	10	Yes	10	50%	10%	40%
No	40	53	51	3	97	20	30	147	147	No	147	66%	14%	20%
Unsure	1	1	1	0	2	0	1	3	3	Unsure	3	67%	0%	33%

Large screen TV										Large screen TV				
Yes	3	2	3	0	5	1	2	8	8	Yes	8	63%	13%	25%
No	28	46	42	2	78	19	21	118	118	No	118	66%	16%	18%
Unsure	1	1	2	0	3	0	1	4	4	Unsure	4	75%	0%	25%
Regular TV										Regular TV				
Yes	5	1	4	1	6	1	4	11	11	Yes	11	55%	9%	36%
No	29	50	42	2	80	17	26	123	123	No	123	65%	14%	21%
Unsure	2	1	0	0	1	0	2	3	3	Unsure	3	33%	0%	67%



Hot tub/spa										Hot tub/spa				
Yes	1	2	1	1	1	2	2	5	5	Yes	5	20%	40%	40%
No	6	9	10	0	16	5	4	25	25	No	25	64%	20%	16%
Unsure	0	1	0	0	0	0	1	1	1	Unsure	1	0%	0%	100%

My home has ___ water heaters. (List how many waters heaters of each type)								Group Total Answered	Location Total Answered	My home has ___ water heaters. (List how many waters heaters of each type)	Total & AVG Capacity			
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown					% Libby	% Haskill	% Unknown
Propane	2	0	1	0	3	0	0	3	3	Propane	3	100%	0%	0%
Electric	58	68	74	3	131	31	40	203	202	Electric	203	65%	15%	20%
Water heater capacity (gallons):	48	50	52	30	49	52	50	179	151	Water heater capacity (gallons):	45	110%	116%	111%
If you have more than one water heater please list additional capacity for each water heater below								Group Total Answered	Location Total Answered	If you have more than one water heater please list ad capacity below	Total	% Libby	% Haskill	% Unknown
Water heater capacity (gallons):	49	53	48	0	49	42	80	149	171	Water heater capacity (gallons):	50	99%	84%	161%
2nd Water heater count	8	4	9	0	15	5	1	21	21	2nd Water heater count	21	0%	0%	0%

My household has made changes in the times we shower (or bathe) as a result of participating in the Peak Program (Check one).								Group Total Answered	Location Total Answered	My household has made changes in the times we shower (or bathe) as a result of participating in the Peak Program	Total			
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown					% Libby	% Haskill	% Unknown
Yes	14	18	14	1	35	3	9	47	47	Yes	47	74%	6%	19%
No	41	47	51	4	82	24	31	143	137	No	143	57%	17%	22%



What other If you have at least one electric water heater in your home are you interested in participating in an ongoing program to decrease demand at critical peak periods in an effort to reduce costs to Flathead electric? (Check one)								Group Total Answered	Location Total Answered	If you have at least one electric water heater in your home are you interested in participating in an ongoing program?	Total	% Libby	% Haskill	% Unknown
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown							
Yes	42	58	61	3	103	24	35	164	162	Yes	164	63%	15%	21%
No	9	6	2	1	10	2	6	18	18	No	18	56%	11%	33%

My home has had a Free Home Energy Audit thru Flathead Electric								Group Total Answered	Location Total Answered	My home has had a Free Home Energy Audit thru Flathead Electric	Total	% Libby	% Haskill	% Unknown
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown							
Yes	13	17	20	2	26	12	14	52	52	Yes	52	50%	23%	27%
No	39	43	36	2	83	14	20	120	117	No	120	69%	12%	17%

Which option did you participate in: (Check one)								Group Total Answered	Location Total Answered	Which option did you participate in:	Total	% Libby	% Haskill	% Unknown
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown							
In Home Display	56	0	3	2	35	6	18	61	59	In Home Display	61	57%	10%	30%
Water Heater Control Switch	0	67	1	1	41	10	18	69	69	Water Heater Control Switch	69	59%	14%	26%
Smart Grid Enabled Appliances	1	0	60	1	44	11	7	62	62	Smart Grid Enabled Appliances	62	71%	18%	11%



Would you choose to participate in a similar pilot program again? (Check one)								Group Total Answered	Location Total Answered	Would you choose to participate again?	Total	% Libby	% Haskill	% Unknown
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown							
Yes	53	62	61	4	110	26	42	180	178	Yes	180	61%	14%	23%
No	3	3	0	0	4	0	1	6	5	No	6	67%	0%	17%

If you chose "yes" and the program were offered again which option would you choose? (Check one)								Group Total Answered	Location Total Answered	If you chose "yes" and the program were offered again which option would you choose?	Total	% Libby	% Haskill	% Unknown
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown							
In Home Display	37	12	22	2	44	8	21	73	73	In Home Display	73	60%	11%	29%
Water Heater Control Switch	14	43	18	2	45	10	19	77	74	Water Heater Control Switch	77	58%	13%	25%
Smart Grid Enabled Appliance	6	8	46	1	43	12	6	61	61	Smart Grid Enabled Appliance	61	70%	20%	10%

Would you recommend this program to a friend or neighbor? (Check one)								Group Total Answered	Location Total Answered	Would you recommend this program to a friend or neighbor?	Total	% Libby	% Haskill	% Unknown
	IHD	DRU	Appliance	Unknown	Libby	Haskill	Unknown							
Yes	51	62	63	4	110	26	42	180	178	Yes	180	61%	14%	23%
No	2	4	0	0	4	1	1	6	6	No	6	67%	17%	17%