

their electric bill. If this choice were offered to you tomorrow, how likely would you be to choose this option?

- Q14: Suppose your electric provider offered to sell you equipment that enabled you to generate part of your electricity. This would probably be somewhat more expensive than getting all of your electricity from your electric company. If this choice were offered to you today, how likely would you be to purchase such equipment?
- Q15: Suppose your electric provider offered an interruptible or load limiting program where you would specify which major appliances would be controlled and turned off, by the electric provider, when demand is high, and you would receive a reduced rate for the electricity used by those appliances of approximately 10-15%. If this service were offered to you today, how likely would you be to use it?
- Q16: Suppose your electric provider offered a flat guaranteed price per kilowatt hour of electricity for a five-year contract. If this service were offered to you today, how likely would you be to use it?
- Q17: Suppose your electric provider offered an appliance warranty on major appliances no matter where you purchased them. A flat monthly payment would guarantee major appliance repair or replacement at no additional charge. If this service were offered to you today, how likely would you be to use it?

Q18: One way that Entergy could invest in renewable resources, such as wind and solar power, would be to spread the cost of such projects among all customers. Another way is to offer renewable energy programs that allow just those customers who want these resources to pay more for renewable energy. Do you feel that Entergy should invest in renewable energy...

- 1 By spreading the cost to all customers,
- 2 By offering programs which only allocate costs to those who want renewable energy,
- 3 By both methods,
- 4 Or should Entergy not invest in renewable energy?
- 5 Don't know

Q19: When it comes to what you pay for electricity, which is more important to you, the rate you are charged per kilowatt hour of electricity or the total amount of your electric bill each month?

- 1 Rate charged per kilowatt of electricity
- 2 Total amount of electric bill
- 3 Don't know

Q20: Thinking about energy efficiency programs, would you say that Entergy is currently offering about the right amount of programs now, needs to offer a lot fewer programs, somewhat fewer programs, needs to offer somewhat more programs, or needs to offer a lot more programs?

- 1 Offers the right amount
- 2 Needs to offer a lot fewer programs
- 3 Needs to offer somewhat fewer programs
- 4 Needs to offer somewhat more programs
- 5 Needs to offer a lot more programs
- 6 Don't know

Q21: Thinking about renewable energy, such as solar or wind power, would you say that Entergy currently uses about the right amount, needs to use a lot less renewable energy, needs to use somewhat less, needs to use somewhat more, or needs to use a lot more renewable energy?

- 1 Uses about the right amount
- 2 Needs to use a lot less renewable energy
- 3 Needs to use somewhat less renewable energy
- 4 Needs to use somewhat more renewable energy
- 5 Needs to use a lot more renewable energy
- 6 Don't know

Q22: Thinking about low income customers, would you say that Entergy is offering the right amount of programs to make electricity more affordable for low income customers, needs to offer a lot fewer programs, offer somewhat fewer programs, offer somewhat more programs, or offer a lot more programs?

- 1 Offers the right amount
- 2 Needs to offer a lot fewer programs

- 3 Needs to offer somewhat fewer programs
- 4 Needs to offer somewhat more programs
- 5 Needs to offer a lot more programs
- 6 Don't know

Now I will read some statements about different aspects of the service you currently receive from Entergy. For each one please tell me how you would rate Entergy's performance, using a 0 to 10 scale where 0 stands for very poor, 10 stands for excellent, and 5 stands for average. Please feel free to tell me if you don't have an opinion about Entergy's performance on any of these service issues.

Very poor	Average	Excellent	Don't know
0	4 5 6	8 9 10	11

- Q23A: Quickly restoring service after emergencies.
- Q23B: Providing service without interruptions.
- Q23C: Having a bill that is clear and easy to understand.
- Q23D: Caring about your needs as a customer.
- Q23E: The price you are charged for electricity.
- Q23F: Being easy to reach by phone.
- Q23G: Being courteous and helpful when you contact the electric company.
- Q23H: Having enough electricity for the hottest days.

Following is a brief statement about competition in the electric industry. In the near future, customers, such as you, may have the option to purchase electric service from a number of companies, including your local utility, other utilities, or other companies, either from nearby or around the country. Whoever you choose would use the existing local electric utility lines to get the electricity to your home.

- Q24: Do you think you would be much better off, a little better off, a little worse off, or much worse off if you could choose your electric company?
- 1 Much better
 - 2 Little better
 - 3 Same
 - 4 Little worse
 - 5 Much worse
 - 6 Don't know

- Q25: How do you think competition in the electric industry would affect you personally?
- Q26: What would lead you to change to a new electric supplier?

Under competition, would you expect each of the following aspects of your electric service to get better, stay the same, or get worse than it is today. Feel free to tell me if you don't have an opinion in response to these questions.

- 1 Get better
- 2 Stay the same
- 3 Get worse
- 4 Don't know

- Q27A: The length of time it takes to restore power when there is an outage.
- Q27B: The frequency of outages.
- Q27C: Having enough electricity for the hottest days.
- Q27D: The amount you pay for your electricity.
- Q27E: Receiving helpful and courteous assistance when you contact the electric provider.

- Q28: Overall, what group of Entergy customers do you think consume the most kilowatt hours of electricity; residential, business, or industrial?
- 1 Residential
 - 2 Business
 - 3 Industrial
 - 4 Don't know

Q29: Overall, which of the following do you think accounts for the largest portion of your electric bill; generation of electricity, transmission of electricity, or distribution of electricity?

- 1 Generation of electricity
- 2 Transmission of electricity
- 3 Distribution of electricity
- 4 Don't know

Now I want to ask a few questions concerning your opinions about pollution and the environment.

Q30: What do you think is the most important environmental problem facing the people of Southeast Texas?

Q31: In your opinion, how serious is the threat of global warming; would you say it is not at all serious, not very serious, neither serious nor not serious, somewhat serious, or very serious?

- 1 Not at all serious
- 2 Not very serious
- 3 Neither serious nor not serious
- 4 Somewhat serious
- 5 Very serious
- 6 Don't know

Q32: How serious is air pollution in your area; not at all serious, not very serious, neither serious nor not serious, somewhat serious, or very serious?

- 1 Not at all serious
- 2 Not very serious
- 3 Neither serious nor not serious
- 4 Somewhat serious
- 5 Very serious
- 6 Don't know

Q33: Using a 0 to 10 scale, where 0 stands for not at all important and 10 stands for extremely important, how important is it for Entergy to invest in improved practices to reduce air pollution?

Not at all	Extremely	DK
0 1 2 3 4 5 6 7 8 9 10		11

Q33A: As a way of determining how much value you place on this, please tell me how much more, if anything, you would be willing to pay above your current monthly electric bill to have Entergy invest in improved practices to reduce air pollution. If you are unwilling to pay anymore, just say 0. Please answer in terms of dollars per monthly bill. \$ ____

Now I would like to ask you how much you think each of the following contributes to air pollution in the southeast Texas area. For each item please use a 0 to 10 scale, where 0 stands for not at all and 10 stands for a great deal.

Not at all	Great deal	Don't know
0 1 2 3 4 5 6 7 8 9 10		11

Q34A: Electric generation.

Q34B: Automobiles.

Q34C: Industrial plants.

Q34D: Small businesses.

In this final section we would like you to give your evaluation of Entergy's Southeast Texas Town Meeting. Please answer the following questions about your experience at the Southeast Texas Town Meeting by circling a number on the response scale following each item.

Q35: Overall, the Southeast Texas Town Meeting was...

Generally a waste of time	An extremely valuable experience	Don't know
0..... 1..... 2..... 3..... 4..... 5..... 6..... 7..... 8..... 9..... 10.....		11

How valuable in helping you clarify your positions on the issues were each of the different parts of the Southeast Texas Town Meeting listed below?

- 1 Little or no value
- 2 Somewhat valuable
- 3 Very valuable
- 4 Don't know

Q36A: Participating in the group discussions.

Q36B: Meeting and talking to other delegates outside of the group discussion.

Q36C: The session with the PUC Commissioners.

Please indicate whether you agree or disagree with each of the following statements about the discussion groups.

- 1 Agree strongly
- 2 Agree mildly
- 3 Neither agree nor disagree
- 4 Disagree mildly
- 5 Disagree strongly
- 6 Don't know

Q37A: The group leader provided the opportunity for everyone to participate in the discussion.

Q37B: The group leader often tried to influence the group with his or her own views.

Q37C: I discovered that people with views very different from mine often had very good reasons for their views.

Q38: Now think back to the time after you were interviewed by phone but before you came to the Southeast Texas Town Meeting. During that time period, about how much of the time did you spend reading the discussion materials that were delivered to you?

- 1 Just glanced at the materials
 - 2 Read less than half of the materials
 - 3 Read about half of the materials
 - 4 Read more than half of the materials
 - 5 Read most or all of the materials
 - 6 No answer
-

Q39: Did you think the discussion materials were mostly balanced, or that they clearly favored some positions over others?

- 1 Mostly balanced
 - 2 Favored some positions over others
 - 3 Don't know
-

Q40: Thinking about the Southeast Texas Town Meeting as a whole, do you believe that there was a fair discussion of the issues or do you think some positions were favored over others?

- 1 Fair discussion
 - 2 Some positions favored over others
 - 3 Don't know
-

RENTOWN: Do you own or rent your home?

- 1 Own
 - 2 Rent
 - 3 Refused
-

HOMETYPE: Which of the following best describes your home?

- 1 Single-family house [SKIPTO WHOPAYS]
- 2 Apartment complex
- 3 Multi-family dwelling (duplex, triplex, quadraplex)
- 4 Mobile home [SKIPTO WHOPAYS]
- 5 Condominium

- 6 Other [SKIPTO WHOPAYS]
- 7 Refused [SKIPTO WHOPAYS]

INCLUDED: Is your electric bill included as a part of your rent or lease agreement?

- 1 Yes [SKIPTO SCHOOL]
- 2 No
- 3 Don't know [SKIPTO SCHOOL]

WHOPAYS: Who, in your household, pays the electric bill?

- 1 Respondent
- 2 Someone else
- 3 Refused

SCHOOL: What is the highest grade of school you have had the opportunity to complete?

- 1 Less than high school
- 2 Some high school
- 3 High school graduate
- 4 Some college
- 5 College graduate
- 6 Graduate school
- 7 Trade or technical school
- 8 Refused

AGE: Which of the following categories best represents your age?

- 1 18-25
- 2 26-35
- 3 36-45
- 4 46-55
- 5 56-65
- 6 Over 65
- 7 Refused

WORKOUT: Are you employed outside of the home?

- 1 Yes
- 2 No
- 3 Refused

INCOME: For statistical purposes only, could you tell me which of the following categories best represents your total family income last year?

- 1 Less than \$15,000
- 2 \$15,000 to about 25,000
- 3 \$25,000 to about 35,000
- 4 \$35,000 to about 50,000
- 5 \$50,000 to about 75,000
- 6 \$75,000 to about 100,000
- 7 More than \$100,000
- 8 Refused

PEOPLE: How many people live in your household?

- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 More than 5 (Specify:_____)

7 Refused

ETHNIC: In order to make sure that all ethnic groups are represented in our sample, could you tell me if you are Hispanic, African American, Asian, Non-Hispanic White, Native American, or part of some other ethnic group?

- 1 Hispanic
 - 2 African American
 - 3 Asian
 - 4 Non-Hispanic White
 - 5 Native American
 - 6 Other
 - 7 Refused
-

GENDER:

- 1 Male
 - 2 Female
-

COUNTY: County Number.
