

- *I'm switching to CFL bulbs.*
- *I'm turning off outside lights and put lights on a timer, instead of having them on all night.*
- *We caulked around the basement windows.*
- *We got a new heater and air conditioner close to September, 2012, but I'm not sure if it was before or after we began receiving the reports.*
- *We had our furnace serviced.*
- *We now do laundry only about one time per week instead of three to four times per week like we used to.*
- *We purchased a portable infrared heater, so the main heater wouldn't kick on so much; we mostly keep it in the living room.*
- *We put some of our lights on timers, Oct 2012.*
- *We replaced our front and back door to stop a draft about four months ago. We put in all new faucets in March, 2013, because one was leaking.*
- *We use a portable heater in the rooms that need it.*

Questions 22 through 28 were asked after reading the following statement: “*The following questions ask you to tell us if you did anything in a particular category. We may ask you to duplicate some information you already gave us, but please do tell us again because we want to get more details in each category.*” Thus, some of the actions listed below duplicate actions already reported as influenced by the program’s tips and messages. Customers were also asked to rate the influence of the program on the actions taken below, which is shown in Figure 18.

22. Since receiving your first Home Energy Report, did you take any steps to reduce the amount of energy used by your home appliances, such as removing a second refrigerator or upgrading old appliances? What have you done? Anything else?

- *Checking settings for refrigerator and changing by season by reading and following appliance manuals.*
- *I bought a more efficient clothes washer.*
- *I bought a more efficient refrigerator. I use the microwave instead of the oven. I use my space heater less.*
- *I bought a more efficient refrigerator. I unplugged two freezers.*
- *I bought a new dishwasher.*
- *I bought a new dryer.*
- *I bought a new washer, dryer, and freezer.*
- *I bought an Energy Star-rated stove.*
- *I bought an energy-saving stove.*
- *I don't use the microwave anymore, I unplugged it too.*
- *I got a new refrigerator.*

- *I got a new washer and dryer.*
- *I got an Energy Star refrigerator.*
- *I got rid of an old freezer.*
- *I installed a new microwave.*
- *I just unplugged a refrigerator and one big freezer in the basement; the freezer was only about half full, so I didn't really need it. I'm just trying to save money wherever I can.*
- *I pan defrosted the second upright freezer, which will greatly improve its efficiency, I imagine. We replaced the dishwasher with a more energy-efficient model.*
- *I purchased a high efficiency refrigerator.*
- *I purchased a more efficient freezer. I purchased a more efficient microwave.*
- *I purchased a new clothes washer.*
- *I reduced my clothes dryer use.*
- *I reduced my clothes washer use.*
- *I reduced my washer and dryer use.*
- *I removed a second refrigerator.*
- *I replaced old appliances with newer energy efficient appliances; washer/dryer and dishwasher.*
- *I replaced old appliances with newer energy efficient appliances; washing machine and dishwasher.*
- *I run my dishwasher only once a week waiting for a full load. I reduced the number of times per month I do laundry to once a month.*
- *I turn my pool filter off and watch my usage of the hot tub.*
- *I unplugged a second fridge.*
- *I upgraded my dishwasher and microwave.*
- *I upgraded my washing machine and dryer. I unplug the coffee maker and toaster when I'm not using them.*
- *I upgraded the dishwasher and the deep freezer by downsizing and purchasing more energy efficient models. I wait until I have full loads for the dishwasher and laundry.*
- *I use the washer and dryer less. I only do large loads of laundry.*
- *I've been unplugging the coffee maker and microwave when I'm not using them.*
- *I'm using the microwave and toaster oven.*
- *My landlady replaced the dishwasher and refrigerator. We unplug the coffee maker.*
- *New dishwasher.*
- *New replacement dishwasher, deep freezer, washer and dryer.*
- *Removed a refrigerator.*
- *The only appliances I keep plugged in are my deep freezer and refrigerator. I have all major appliances on "6 way" surge protectors which I turn off when not in use, including the washer and dryer.*
- *Took a couple of appliances out that I wasn't using, including a blender and toaster.*

- *Unplugging and turning off more appliances that I am not using.*
- *Unplugging counter-top items when not in use.*
- *Upgraded our microwave.*
- *I use the washing machine less. I don't use the dishwasher. I use the microwave for most cooking.*
- *We bought a new dishwasher.*
- *We bought a new freezer.*
- *We bought an Energy Star-rated clothes dryer.*
- *We bought an Energy Star-rated refrigerator.*
- *We bought an energy-saving fridge.*
- *We got a new refrigerator and it is energy efficient.*
- *We got a new refrigerator that is Energy Star-rated in October or November, 2012. We got a new Energy Star dishwasher in December, 2012.*
- *We got a new, upgraded dishwasher. We unplug the washer and dryer when not in use. I run the dishwasher and laundry machines at night during low demand.*
- *We got an Energy Star washer and dryer and dishwasher.*
- *We got outlet plugs that we can shut off when we aren't using the appliances.*
- *We have upgraded some old appliances, including the refrigerator, washer and dryer.*
- *We installed a new dishwasher.*
- *We installed a new refrigerator.*
- *We purchased a new stove and microwave.*
- *We purchased a new stove, refrigerator, dishwasher and microwave. (N=2)*
- *We reduced our clothes dryer use.*
- *We replaced an old refrigerator, clothes washer, clothes dryer, and dishwasher.*
- *We replaced our refrigerator with a more efficient one. We have turned off two additional refrigerators. We have installed a new furnace and A/C unit that is supposed to be the most efficient model on the market.*
- *We turned up our refrigerator temperature.*
- *We upgraded our dishwasher. We got a new water heater.*
- *We upgraded our fridge, washer, and dryer.*
- *We upgraded our fridge. We bought a new, smaller-capacity washer and dryer.*
- *We upgraded the dishwasher, but don't really use it a lot, we hand wash most of our dishes.*
- *We upgraded the microwave.*
- *We unplugged a second refrigerator in the basement. I replaced a microwave with a model my wife wanted, which was more energy-efficient; the other one was old.*

22f. Did you do anything that might have increased the energy usage by your appliances? An example of increasing your home appliance energy use would be to add another appliance, such as a new freezer. What have you done? Anything else?

- *I bought a second freezer.*
- *I installed a hot tub.*
- *I installed a spa in September, 2012.*
- *I plug in a freezer during winter.*
- *I purchased a beer keg fridge.*
- *I use a space heater. (N=2)*
- *My daughter and her family have moved in with me, so they're using a lot more energy and not unplugging appliances.*
- *My landlord installed a less-efficient refrigerator.*
- *We added an additional freezer, which is Energy Star.*
- *We got a dehumidifier.*
- *We installed a really large TV in my husband's man cave in December of 2012.*
- *We now have more people living in our home.*
- *We replaced an old microwave in January, 2013.*

23. Since receiving your first Home Energy Report did you take any steps to reduce the amount of energy used to cool your home? What have you done? Anything else?

- *I added weather stripping to my French doors.*
- *I adjusted my thermostat. I sealed windows and doors and closed shades. I keep my garage doors closed.*
- *I adjusted the temperature up.*
- *I adjusted the thermostat to save energy.*
- *I adjusted the thermostat.*
- *I am having a new air conditioner installed today.*
- *I am particularly mindful to change filters now.*
- *I am paying more attention to where my thermostat is set.*
- *I bought a more efficient, window-based A/C unit to replace two older units.*
- *I bought thermal shades and keep my curtains closed. I use ceiling fans.*
- *I change the filters regularly.*
- *I close the window draperies during the day.*
- *I closed off one room, so it does not need to be cooled.*
- *I do maintenance on window air conditioner. I use blinds to prevent the light from heating up the house. I close off rooms, so they do not need to be cooled.*
- *I fixed the dehumidifier, it was not running efficiently. I raised the thermostat two degrees higher on the air conditioning. I fixed the seal on the garage door; the garage is heated and cooled.*
- *I got a new central air system, which replaced a 20-year-old system.*

- *I had maintenance performed on my home exhaust fan.*
- *I had the A/C unit cleaned and had vents cleaned also. I insulated my home. I keep the windows closed when I'm using my A/C.*
- *I have been keeping my A/C around 73 or 74, which is higher than before.*
- *I have not used my A/C since receiving the first report.*
- *I have raised the temperature on the thermostat in summer by a couple of degrees.*
- *I have raised the temperature on the thermostat in summer. I have cleaned or replaced the air filters on the cooling unit.*
- *I have raised the temperature on the thermostat in summer.*
- *I have set my A/C higher.*
- *I have window units and don't use central air. I had new windows installed.*
- *I installed a new A/C unit.*
- *I installed a new A/C unit.*
- *I installed a new A/C unit.*
- *I installed a new A/C unit. I added insulation. I caulked windows.*
- *I installed a programmable thermostat. I added a fan in the bedroom.*
- *I installed a programmable thermostat. I installed insulation in the garage.*
- *I installed shades on my window to block the sun.*
- *I installed thermal window curtains.*
- *I insulated the ceiling.*
- *I insulated the crawlspace. We better utilize our ceiling fans.*
- *I keep the temperature steady. I change the filter frequently.*
- *I keep the thermostat at a higher temperature.*
- *I keep the thermostat at a reasonable temperature.*
- *I keep the thermostat at higher temperature.*
- *I keep the thermostat one degree warmer.*
- *I monitor the temperature control.*
- *I only use central air in extreme temperatures.*
- *I open windows in good weather. I use fans to help cool.*
- *I open windows to cool the house more often when I'm home. I use overhead fans.*
- *I put plastic over the windows.*
- *I put up blinds.*
- *I quit using the A/C; I may turn it on for August.*
- *I rarely use the A/C and usually open and closed windows to cool the house.*
- *I replaced an A/C unit and changed the compressor.*
- *I replaced my thermostat with a digital one that can be programmed.*
- *I replaced the thermostat and turned up the temperature.*
- *I set the thermostat more conservatively.*

- *I try not to run the A/C more than is needed.*
- *I turn the cooling off or down when I leave the house for the day.*
- *I turn the temperature up a couple degrees on the air conditioning, especially when I leave the house for a while.*
- *I turn up the temp for the nighttime.*
- *I turned the temperature up a couple degrees on the air conditioning.*
- *I turned up the temp a little. I clean the filter regularly now.*
- *I use a fan to supplement cooling.*
- *I'm just turning the thermostat up. I'm using fans more often.*
- *I'm using smaller fans to help with cooling. I use room darkening shades.*
- *In the afternoon, I'm closing blinds on the sunny side of the house.*
- *In the summer, depending on the outside temperature, I raise the temperature on the thermostat by a couple of degrees.*
- *The A/C is turned off all day for the most part; we use it only at night.*
- *The temperature is usually set at 78 degrees which is higher than what most would have it on.*
- *We adjusted the thermostat and also cool using natural resources such as opening windows more.*
- *We closed off rooms that aren't being used. We close blinds and curtains during the day.*
- *We don't use the air conditioning as often or at least don't keep it as cool.*
- *We don't use the air conditioning as often; instead, we use fans and only use the A/C in extreme heat.*
- *We get the furnace checked and maintained every year.*
- *We got the A/C checked and tuned up two weeks ago.*
- *We had new windows and doors installed.*
- *We have been changing the filter more often.*
- *We installed a new cooling system. I use fans to cool the house sometimes.*
- *We installed a new heating and A/C unit. I put up some new blinds.*
- *We installed blinds to block the sun when it's hot. We adjusted the thermostat to be a little warmer. We installed a ceiling fan with no light.*
- *We replaced a French double door to a single, well-insulated door.*
- *We set our thermostat more conservatively. We installed overhead fans to better circulate air.*
- *We try to cook less in the oven and use the microwave more.*
- *We're using our fans more often, instead of the A/C.*
- *We've been better about keeping the windows open, so we're using the A/C less. We make sure we're using blinds to keep the cool air in and the sun out.*
- *We've raised the temperature by about two degrees.*

- *We've reduced how often we run the A/C units and we've limited the spatial areas that are cooled in the home. We closed in the back porch with durable, non-penetrable plastic sheeting. The porch used to be just closed off with tarp-like plastic.*
- *When it's not too hot, I use fans to help cool the house instead of using the air conditioner.*

23f. Did you do anything that might have increased the energy used to cool your home? An example of something that might increase your energy use is to purchase a larger AC unit, as opposed to a new one of similar size. What have you done? Anything else?

- *I added an upstairs A/C unit.*
- *I installed two A/C window units.*
- *I put air conditioning in a new, all-seasons room; it's like an enclosed deck.*
- *My landlord installed a less-efficient A/C unit.*
- *We put in a second window air conditioner.*

24. Since receiving your first Home Energy Report did you take any steps to reduce the amount of energy used to heat your house? What have you done? Anything else?

- *I added a gas-burning fireplace with a blower in the unheated basement. I change the furnace filters regularly.*
- *I added insulation in the bathroom and laundry room.*
- *I added insulation to the attic and basement. I shut off the registers and closed doors to rooms that are no longer being used.*
- *I added weather stripping around doors and windows. I turn down the thermostat to 64 at night and run it 69 to 70 most days.*
- *I added weather stripping to my French doors.*
- *I added weather stripping. I lower the thermostat temperature in the winter.*
- *I adjusted my thermostat. I sealed windows and doors. I closed my garage doors.*
- *I adjusted my thermostat.*
- *I adjusted the temp down.*
- *I bought a new, energy-efficient furnace.*
- *I bought thermal shades and keep my curtains closed.*
- *I burn wood to supplement heating. I reduced the thermostat temperature by two degrees during winter.*
- *I change my filter frequently.*
- *I change the filter regularly now.*
- *I cover the windows to seal them up. I covered under the doors and garage door to stop drafts. I put an old pillow in the chimney flue to stop drafts.*
- *I cut back on using portable heaters and the electric fireplace.*

- *I dropped my winter setting from 68 during the day, 67 at night, to 66 degrees 24/7. I replaced the front and rear doors.*
- *I got a new heater.*
- *I had a fireplace insert installed.*
- *I had a heat pump installed on the furnace; I was told it would help to heat the house.*
- *I had a programmable thermostat installed. I tried to better seal my home shell.*
- *I had new windows installed.*
- *I had the entire guts of my furnace replaced.*
- *I have a new furnace. I added insulation to the attic.*
- *I have lowered the heat temperature by a couple of degrees in winter. I've cleaned or replaced the air filter on the furnace.*
- *I lowered the thermostat by a couple of degrees in winter. (N=3)*
- *I installed a new furnace because the last one was prehistoric. We insulated the attic of our house.*
- *I installed a new furnace in winter, 2012. We caulked around the doors. I turned down the thermostat some.*
- *I installed a new furnace.*
- *I installed a new furnace. I installed outlet and switch gaskets on the outside walls.*
- *I installed a new, energy-efficient furnace. I caulked windows. I insulated.*
- *I installed a new, high-efficiency heating system. I cut off energy to rooms that are not being used. I installed a programmable thermostat.*
- *I installed a programmable thermostat.*
- *I installed a programmable thermostat. I keep the heat at lower setting upstairs when I'm working in basement.*
- *I installed a programmable thermostat. I installed insulation in the garage.*
- *I installed a programmable thermostat. We now keep the temperature lower.*
- *I installed an insulated curtain at the top of the stairs to reduce the amount of space I need to heat. I shut off the upstairs thermostat and I use a programmable space heater.*
- *I installed new Energy Star-rated windows.*
- *I installed strips around the doors to keep the drafts out. I turned the temperature down.*
- *I installed thermal window curtains.*
- *I installed weather stripping around the doors.*
- *I insulated my ceiling.*
- *I keep my temperature lower and wear a sweater.*
- *I keep my windows closed when heating. I installed a programmable thermostat. I use curtains and shades.*
- *I keep the thermostat temperature a little lower than I used to. (N=3)*
- *I knocked down the temperature on the thermostat one degree lower at night when going to bed.*

- *I lowered the temperature and programmed the thermostat.*
- *I lowered the temperature by 14 degrees, 72 was the temperature I used to keep it at.*
- *I lowered the thermostat and bundled up, used space heaters, and closed off bedrooms.*
- *I lowered the thermostat by one degree.*
- *I lowered the thermostat setting more than I have in the past.*
- *I lowered the thermostat. (N=2)*
- *I often use a space heater to avoid turning up the temperature in the whole house.*
- *I open the blinds to let light heat the room. I blocked off rooms to keep from heating them. I adjusted my thermostat.*
- *I open the window draperies during the day. I keep my thermostat at a more consistent temperature.*
- *I put plastic over our windows.*
- *I put plastic over the windows and added weatherization materials. I closed off a room. I insulated the attic.*
- *I put sealing around the windows. I reduce the heat when I leave the house. I use a space heater and lower the temperature for my house.*
- *I put thermal plastic sheeting over the windows. I lowered my thermostat.*
- *I re-caulked my windows.*
- *I reduced our thermostat setting by two degrees.*
- *I repaired door thresholds. I installed plastic over the windows in bedrooms to cut down on drafts.*
- *I replaced my thermostat with a digital one that can be programmed.*
- *I sealed up air leaks.*
- *I sealed windows and doors and put plastic up on windows.*
- *I serviced my new boiler.*
- *I set the thermostat a little higher in summer and lower in winter.*
- *I set the thermostat more conservatively.*
- *I started using space heaters to supplement heating. I wasn't home as much this past winter.*
- *I turn the temp down when we're sleeping.*
- *I turn the thermostat down before I leave for the day.*
- *I turned down the heat by one degree, from 70 to 69.*
- *I turned down the thermostat.*
- *I turned down the thermostat. I cleaned the furnace filter.*
- *I turned off electricity to the heat pump and will turn it back on when it gets very cold; it's too expensive for me to use. I burned a little wood.*
- *I use a space heater.*
- *I use a space heater to supplement heating.*
- *I use an electric ceramic space heater more than the forced air from the furnace.*

- *I use space heaters. I installed new windows.*
- *I used radiator heaters instead of electric space heaters.*
- *In general I keep it at a reasonable temperature and change the filters.*
- *I've been keeping the house a little cooler than I used to by about three degrees.*
- *I've been turning down the temperature on my heater.*
- *I've reduced the heat by two degrees. I fixed the seal on the garage door; the garage is heated and cooled.*
- *I've turned the thermostat down six degrees, from 78 to 72.*
- *I lowered the thermostat.*
- *The house stays very warm; I rarely use the heat and, when it's on, it's at 70 degrees.*
- *The temperature is set at 58 to 64, which is pretty low.*
- *Use thick shades to cut down on window drafts. I use a kerosene space heater and electric fireplace to heat smaller spaces, rather than whole furnace unit to heat large, open spaces. I wear layered clothing and utilize blankets and throws.*
- *We better utilize our ceiling fans. I insulated the crawlspace.*
- *We closed off rooms that aren't being used. We open the blinds and curtains to supply natural heating.*
- *We had our furnace serviced.*
- *We had our furnace tuned up.*
- *We had our heat pump tuned up.*
- *We installed a new furnace and A/C. We added weather stripping to some of our windows.*
- *We installed a new furnace. I keep the heat turned a little lower than I used to, by about two degrees; we just put on a sweater if it gets chilly.*
- *We lowered the temperature of our thermostat by two degrees.*
- *We lowered the thermostat.*
- *We made thermostat adjustments.*
- *We purchased a new furnace. We replaced a double door with a single, well-insulated door.*
- *We reduced our fireplace use.*
- *We reduced our thermostat by one degree.*
- *We set our thermostat more conservatively.*
- *We turn off the heat when it's not needed.*
- *We turned down the thermostat to 66 degrees.*
- *We use an infrared heater to reduce the instances of the main heater kicking on and it's portable, so we would move it where we needed it. We open the blinds to let sun in during the day in winter.*
- *We use the space heater where needed. We try to keep the heat down.*

- *We weatherstripped and caulked our windows and doors and also put plastic over some windows. I reduced the thermostat temperature by one degree during winter.*

24f. Did you do anything that might have increased the energy used to heat your home? An example of a change that would increase the energy used is if you purchased a larger heat pump. What have you done? Anything else?

- *A sensor on my heat pump wasn't working properly, so it was operating inefficiently.*
- *I added a furnace to heat the new all-seasons room.*
- *I added a little electric space heater.*
- *I have the heat turned up a little higher than in the past.*
- *I raised the temperature by one or two degrees, because of a new baby in the house.*
- *I turn the heat up higher now that I have a new furnace.*
- *I use a space heater.*
- *I use an electric fireplace.*
- *My electric fireplace has been used more often this winter because it's been so cold.*
- *My landlord installed a less-efficient furnace.*
- *We added a household member who needs the heat turned up a little warmer.*
- *We bought another dog, so doors get opened more often now.*
- *We keep the heat pretty high in the basement living room where we spend most of our time, so I guess this increases our energy bill.*
- *We set up a man cave for my husband and we have to heat that over the weekends, whereas we were not heating that area before.*
- *We started using a humidifier.*

25. Since receiving your first Home Energy Report did you take any steps to reduce the amount of energy used to light your home? What have you done? Anything else?

- *Install CFLs (N=82)*
- *Install CFLs and LEDs (N=6)*
- *Install efficient bulbs, type not specified (N=3)*
- *Turn lights off / use less light (N=15)*
- *Install CFLs AND turn lights off / use less light (N=21)*
- *As bulbs go out, I replace them with lower wattage bulbs, both CFLs and incandescent. Our CFL use has gone from 0% to 30%.*
- *We have gone from 10% to 80% CFLs. I have an outdoor light on timer.*
- *I cut down wattage of bulbs used from 75w to 60w.*
- *I installed a solar tube in the kitchen.*
- *I installed additional CFLs. I have a photocell-charged outdoor light.*
- *I installed CFLs and a motion sensor on our outdoor lights.*

- *I now use an outdoor motion detection light. I put up fewer outdoor Christmas lights last year.*
- *I received CFLs from Duke in January or February, 2013. I put a couple of lights on timers.*
- *I replaced a light fixture with an LED. I turn lights off when they're not needed.*
- *I replaced bedroom light fixtures with dimmable switches. I replaced outdoor lights with LEDs.*
- *I replaced most all of the incandescent bulbs with CFLs. I do not use as many lights in the house as I used to. I use lower-watt light bulbs than I used to.*
- *I use LEDs. I don't like that I am being pushed to use the CFLs due to the mercury content that requires Hazmat come in to clean it up.*
- *We bought more CFLs. We removed lights that weren't being used, probably five of them.*
- *We put some of our lights on timers.*
- *We replaced all our incandescent bulbs with CFLs. I added a timer to our most often used light.*
- *We replaced all our incandescent bulbs with CFLs. I put some lights on timers.*

25f. Did you do anything that may have increased the amount of energy used to light your home? An example of increasing energy used to light your home would be adding new inside light fixtures or outdoor flood lights. What have you done? Anything else?

- *For safety, I have my outdoor lights on more hours per day now.*
- *I added a light, which we have on a timer.*
- *I added fixtures in my workshop.*
- *I added one additional outdoor light.*
- *I added one new fixture upstairs.*
- *I had a new wall of outdoor lighting installed.*
- *I installed 14 can lights, but all have CFLs.*
- *I'm using lights more often because of vision problems.*
- *My daughter and her children moved into the home six months ago.*
- *Since my daughter and the grandkids have moved in, they're using more lights.*
- *The Christmas season of having company, cooking, and lights increase our lighting energy consumption.*
- *The man cave adds to our lighting needs.*
- *This winter, we had eight weeks with a grow light on for plants.*
- *We are using more lights than before.*
- *We installed can lights.*
- *We now have more people living in our home.*

26. Since receiving your first Home Energy Report did you take any steps to reduce the amount of energy used by home computers or electronics? What have you done? Anything else?

- *Almost all of the entertainment equipment is now on a power strip. I'll unplug things that I don't use very often, like the microwave and the coffee maker.*
- *Got a power surge box that kills power to chargers and other electronics.*
- *I bought a more efficient television.*
- *I cut down on the amount of TV being watched.*
- *I enable the Energy Star feature on my television.*
- *I got rid of an old computer and got a new laptop.*
- *I have been unplugging chargers.*
- *I have been unplugging electronics when they are not in use.*
- *I have been unplugging things when I am not using them.*
- *I installed a new TV.*
- *I make sure to turn off my computer when I'm not using it, inspired by Daniel Suarez's book "Daemon."*
- *I now completely turn off the computer instead of keeping it in sleep or hibernate mode.*
- *I now remember to shut down electronics not in use, especially the computer.*
- *I now unplug items that have stand-by, like the audio equipment, DVD player, and the TV.*
- *I plugged our computer into a surge protector that we can shut off, so it's not using power when it's off.*
- *I plugged the TVs and computers into a power strip. We got rid of two TVs and also a computer.*
- *I purchased a more energy-efficient TV.*
- *I put my TV and computer on a power strip to turn them off when they're not in use.*
- *I rarely use my television.*
- *I reduced the number of computers in our home.*
- *I reduced the number of electronic items that I own.*
- *I replaced an older TV with a new TV.*
- *I replaced my desktop computer with a tablet.*
- *I shut off my computer at night.*
- *I started using power strips.*
- *I try to be good about turning off and unplugging electronics I'm not using.*
- *I try to turn off the TV more often.*
- *I try to unplug items when they're not being used.*
- *I try to unplug items when they're not being used.*
- *I try to unplug the computers and phone chargers that aren't being used.*

- *I turn computers off when they're not in use.*
- *I turn my electronics off more often.*
- *I turn off electrical items when they're not needed.*
- *I turn off the power strip for all of the entertainment equipment when I'm not using it. I got a more efficient TV. I always turn the TV off when it's not in use.*
- *I turn on the computer only when I am using it, otherwise it is shut off.*
- *I turn the TV off when I'm not watching it; I used to leave it on more.*
- *I unplug electrical items when they're not needed.*
- *I unplug items when they're not being used.*
- *I unplug my computer when I'm not using it.*
- *I unplug my phone chargers.*
- *I unplug the charger when not in use.*
- *I unplug the coffee maker after I use it.*
- *I unplugged a computer that was not being used.*
- *I unplugged a TV in the basement; I wasn't using it.*
- *I unplugged the entire entertainment unit downstairs, which included a TV, video game console, and a DVD player.*
- *I upgraded some things and make sure to turn them off when I'm not using them.*
- *I use sleep mode on the computer and turn it off when I'm done.*
- *I use wireless now.*
- *I'm now using power strips that can be switched off.*
- *I'm turning electronics off more often.*
- *I'm turning off electronics with power strips and unplugging my coffee maker.*
- *I'm turning off my computer, computer screen, and all items with LED light indicators.*
- *I'm using sleep mode for electronics, like my computers and TV. I replaced an older TV with new TV that is Energy Star-rated.*
- *I've been unplugging our laptop.*
- *The television is used much less.*
- *Vampires; I now use power strips for some electrical items.*
- *Vampires; I turn off or unplug items when they're not being used.*
- *We are now unplugging the cell phone chargers.*
- *We bought an efficient LED monitor.*
- *We bought an Energy Star-rated television.*
- *We got outlet plugs that we can shut off when we aren't using the appliances or electronics.*
- *We got rid of our old desktop computers and enable the Energy Star features on our new laptops.*
- *We had a large computer; I got rid of it and now have a laptop.*
- *We installed a new computer.*

- *We installed power strips that may be shut on and off.*
- *We now have less people living in the house.*
- *We reduced our computer use.*
- *We turn our TVs off by surge strips at night. We keep our phone chargers unplugged.*

26f. Did you do anything that may have increased the amount of energy used to power your home computer or electronics? An example would be if you purchased another TV or computer. What have you done? Anything else?

- *I bought a new computer. (N=5)*
- *Added a new, energy-efficient TV December, 2012.*
- *An additional person, who is a teenager, moved into the house, so the computer is now being used constantly.*
- *I added a tablet and an old laptop is nearly done.*
- *I added a television.*
- *I added another computer six to eight months ago.*
- *I added one laptop computer.*
- *I bought a larger TV.*
- *I bought an additional computer and two more televisions.*
- *I bought an iPad.*
- *I got a bigger TV, it's an Energy Star flatscreen; I'm not sure if it consumes less energy than my previous tube-style TV or not.*
- *I have a 46-inch HDTV.*
- *I have four kids with computer needs and chargers; we seem to adding to their collection constantly.*
- *I purchased three more laptops.*
- *I purchased an additional television.*
- *I'm using the computer more, but my home is now equipped with wireless. I have college grads who have returned home.*
- *I'm watching TV more and now have cable boxes and the DVR running all the time.*
- *My daughter and her children moved into the home six months ago.*
- *My husband retired and my son lost his job, so they are home using power all the time as of the end of 2012.*
- *My son purchased a new computer with a very large monitor that tends to stay on a lot as of December, 2012.*
- *My two children have added laptops.*
- *The family staying in my home brought in more electronics and computers.*
- *We bought a larger television.*
- *We bought a vibrating chair.*
- *We bought an additional laptop and phones, plus a Kindle.*

- *We bought two Kindles.*
- *We now have more people living in our home.*

27. Since receiving your first Home Energy Report did you take any steps to reduce the amount of energy used to heat the hot water in your home? What have you done? Anything else?

- *Reduced temperature of water heater (N=15)*
- *Installed new water heater (N=11)*
- *I added a water heater thermal expansion tank.*
- *I bought a more efficient clothes washer.*
- *I bought a new clothes washer.*
- *I bought a new washer. I installed a low flow showerhead.*
- *I bought a new washing machine.*
- *I bought a water heater insulation blanket. My sons moved out, so there is less water being used now.*
- *I do less laundry.*
- *I had a new water heater installed. I put insulating wrap on my water pipes. I reduced the temperature of my water heater.*
- *I installed a new water heater and changed from gas to electric.*
- *I installed a new water heater. I wrapped the hot water pipes.*
- *I installed blanket around my water heater.*
- *I insulated the water heater.*
- *I minimized my clothes washer use.*
- *I only run the dishwasher every three days. I use the washing machine less frequently.*
- *I plan to purchase water heater jacket.*
- *I purchased a more efficient washing machine. I use cold water for washing clothes.*
- *I purchased a new water heater. My husband might have lowered the temperature on the water heater, but I'm not sure.*
- *I reduced the hot water temperature setting. I installed low flow faucets.*
- *I reduced the hot water temperature setting. I wash clothes at a lower temperature. We bought an Energy Star-rated washer and water heater.*
- *I replaced the filter on the water heater.*
- *I replaced the water heater a year and half ago and covered the pipes with a thermal cover.*
- *I turned down the temperature. I wrapped the water heater and pipes in the basement.*
- *I turned down the temperature. I'm using cold water more often when I do the laundry.*
- *I use cold water to wash clothes. I reduced the hot water temperature.*
- *I use cold water to wash clothes. (N=2)*

- *I use cold water to wash clothes. I am more conscious about turning off the faucet when it's not needed.*
- *I use warm water, not hot, for showers. I wash more laundry in cold water rather than warm. I replaced my water heater.*
- *I wrapped the water heater and pipes.*
- *I'm taking cooler showers.*
- *Our kids take shorter showers now.*
- *We had the water heater inspected.*
- *We reduced the water temperature to 120 to 125 degrees. I replaced showerheads to low flow, 1.5 gallons per minute.*
- *We replaced outdated pipes. We bought a new tankless water heater.*

27f. Did you do anything that may have increased the amount of energy used to heat the hot water in your home? An example of something that would increase the amount of energy used is to turn up your hot water tank's temperature. What have you done? Anything else?

- *An additional person moved into the household who uses water, heat, electric, and has an aquarium.*
- *I do an extra load of laundry due to a baby in the house.*
- *I increased the temperature of our water heater.*
- *I installed new showerheads, which are variable and adjustable.*
- *I ran a water line to the garage with electric heat tape on it.*
- *I turned up the temperature a little bit; the water was too cold.*
- *Since my family moved in, they've been using a lot of hot water.*
- *The young adults in the house, who moved back from college, are taking longer showers.*
- *We had a kid return from college.*
- *We installed an above ground pool.*
- *We now have more people living in our home.*
- *We turned up the heat, but we have an on demand water heater.*

Table 41. Do you have a pool?

| Count Percent | Read MyHER (N=240) | Throw it away (N=9) | Total (N=249) |
|----------------------------|-----------------------|------------------------|------------------|
| Yes, have a pool | 25 10.4% | 1 11.1% | 26 10.4% |
| No, do not have a pool | 214 89.2% | 8 88.9% | 222 89.2% |
| Don't know / not specified | 1 0.4% | 0 0% | 1 0.4% |

28a. Did you make any changes to your pool's heating or filtering systems to make it more efficient? What have you done? Anything else?

- *I changed the filter two years ago.*
- *I installed a timer on my pool pump.*

Appendix L: Improving Aspects of the Program

Customers were asked to rate their satisfaction with various aspects of the MyHER program, and if they gave ratings of “7” or less on a 10-point scale, they were asked how these aspects of the program could be improved. These verbatim suggestions are listed below.

29. The reports are easy to understand: how could this be improved?

22 respondents rated this aspect of the program a “7” or less and 12 of them gave suggestions for improving this aspect.

- *I am confused about how you get the information used in the reports; I don't read the entire thing because I see that we use so much more energy than other people and I get frustrated. I don't know how we can save more energy.*
- *I could read it more closely.*
- *I don't understand anything about them. I kind of glance at them and throw them away. I'm saving all I can. I should look at them closer next time.*
- *I needed someone to explain the scales to me and how to read charts, as I have vision problems.*
- *I'd like to know more details about what type of houses I'm being compared to, such as are they using blinds or do they have new windows?*
- *I'd like to see more charts or graphs; those are effective to me.*
- *Provide more clarity in the home comparisons.*
- *Provide more information about the relative energy efficiency of new versus old furnaces, water heaters, and other appliances.*
- *The reports need simple, bulleted points.*
- *The reports should be more to the point. The graph and detail should be just the graphs without all that other information below them.*
- *The words and terminology should be simplified.*
- *Use larger print; I am visually impaired.*

30. The energy saving tips in the report provided new ideas that I was not previously considering: how could this be improved?

125 respondents rated this aspect of the program a “7” or less, and 70 of them gave suggestions for improving this aspect.

- *Provide new(er) tips. (N=7)*
- *Provide newer tips and don't repeat them.*
- *Provide newer tips that I haven't heard about.*
- *Provide newer tips that I haven't read about or seen on the news; they are good reminders though. It does help to be reminded of the tips.*

- *Provide newer tips that I haven't read or seen on the news.*
- *Provide newer tips that I haven't seen or read before.*
- *Provide some newer tips. I was a contractor before I retired, so I knew a lot of the tips given.*
- *I was already aware of some tips.*
- *I knew a lot of the tips, so maybe some different tips.*
- *I knew a lot of the tips, so provide newer tips that I haven't read about or seen on TV.*
- *I knew all the tips because I'm an environmentalist.*
- *I knew many of the tips and had actually done many of them before we started getting the reports. Get newer tips.*
- *I knew most of the tips, so more recent tips.*
- *I already know about all those tips, they don't have an impression on me because I see that information everywhere, like on TV, radio, and billboards.*
- *I already know the general tips and make the tips specific to my home.*
- *I already know the tips from working at Lowe's.*
- *I am already aware of those small ways to save energy; it's the same old information I've been hearing all my life.*
- *I am already educated in heating and air and this information is common knowledge.*
- *I am previously educated, so I already knew all this information.*
- *I'm an electrician, I'm already educated in regards to home energy efficiency. Perhaps if there were more detailed or developed tips, something other than things which are mostly common knowledge.*
- *I've seen so many of them before, but they're good reminders.*
- *Include a greater variety and freshness of the tips offered.*
- *Most of the tips I have already been trying or do not pertain to me.*
- *Most of those tips they offer are common knowledge to most people. Maybe, have some more developed or personalized tips.*
- *Newer ideas would be good. We already do a lot of the things on the report.*
- *Provide different tips and a greater variety of tips.*
- *Provide different tips.*
- *The reports should provide more tips instead of just two. If there were a wider variety of tips, I might actually get inspired to change some things in my home to be more efficient. The little changes, where I might save just a dollar or two monthly, have no influence on me at all.*
- *The tips are good, but should go beyond the average; we already do all these things.*
- *The tips are just a reminder of things I do already.*
- *The tips are too generic, but I understand why they are, to appeal to a wider audience.*

- *The tips were probably things I was already doing, so I didn't really think about them. Perhaps, the reports could have more highly-developed tips for the people who already seem to possess a good grasp and education concerning energy efficiency.*
- *Give information and details on how to make these improvements.*
- *I already know what to do or what needs to be done.*
- *I am pretty maxed-out as far as what I can do to save energy.*
- *I can't really even remember what they were, so they were not influential.*
- *I don't read them because I'm not interested in doing anything different in my home.*
- *I don't really read them.*
- *I don't really remember them.*
- *I don't recall all of the tips.*
- *I don't recall what all the tips were.*
- *I haven't read the tips, but I already do all that is available.*
- *I might agree, if the tips made sense. Keeping the drafts out is what's most important.*
- *I prefer the tips I receive to be better-tailored to my mobile home that sits on a slab.*
- *I think you could save me money by not sending the reports.*
- *I would consider them more if the reports came less often, like only coming annually; it's coming too much.*
- *I would like to see tips that talk about LEDs as an option, tips for companies researched by Duke for rebates on energy-efficient products, and tips should talk about energy tax credits.*
- *I've looked into geothermal energy lately. I'm already educated and aware of the small things I can do to conserve energy. Perhaps, some more complex or developed tips would be more helpful for me.*
- *It would be helpful if the tips section provided examples of specific improvements my neighbors had made and the resulting savings.*
- *Make the tips more prominent.*
- *Offer some more inexpensive and easy solutions, like pulling the shades.*
- *Offer tips that would be more applicable to an older home.*
- *Please increase the number of tips on each report.*
- *Provide education. Too many homeowners don't understand what it takes to heat and cool their home. They believe anything a builder says. Even an insulated home may be insufficiently insulated.*
- *Provide more information about geothermal energy.*
- *Provide tips about how landscaping can help home energy efficiency.*
- *Some tips applied, some didn't because I was already doing them; I don't recall specifics.*
- *Supply graph data that shows the potential energy savings resulting from the energy-saving tips.*

- *The condo was built in 2010, so I haven't been concerned about the tips, as I feel the home is very efficient.*
- *The design and layout of the report should be made more visually interesting.*
- *The reports need to fill in the variables, such as temperature, time at home, and so forth.*
- *The tips in the report should be more applicable to my home.*
- *The tips need to be simple, bulleted comments.*
- *The tips should be specifically tailored for the homes they're sent to.*

31. I find the reports useful: how could this be improved?

65 respondents rated this aspect of the program a "7" or less, and 35 of them gave suggestions for improving this aspect.

- *Better educate people about energy efficiency.*
- *I already know about most of the tips.*
- *I could read it more closely.*
- *I could use them less.*
- *I don't know, it doesn't make me want to read it, it just gets looked over with the junk mail.*
- *I don't read them completely, so I don't know what I'm missing that might be useful.*
- *I don't think that you can improve the report; it's all just common sense.*
- *I don't understand what the average home is. What is the definition? I see my energy use and the energy use for the average home, but it doesn't mean anything to me. Is there someone home all day at the average home? How many people live in the average home?*
- *I don't use them and I probably never will. We've done a lot to get the house tight in terms of insulation, windows, and doors. So, we're efficient in some areas, but we added a spa to the house and are retired, so we are using more power than we used to.*
- *I haven't been paying attention to the reports. After this phone call, I certainly will be paying closer attention. I don't know how you can get other people to pay closer attention right away.*
- *I haven't followed through on any actions or suggestions. The report didn't move me to make any changes.*
- *I like to see how my usage compares throughout the year, but I don't really use the reports for anything.*
- *I live in a small trailer and the report needs to be more specific to my type of home.*
- *I'd like to see more specific information pertaining to my home.*
- *Improvements are not possible because my home is more efficient than the efficient home.*
- *Include more comparative data showing costs.*
- *Include newer tips. Include a gas report because you're only showing my electricity usage.*

- *Make these reports as simple as possible, so people of any education can understand them.*
- *My energy usage is already as low as I can get. Maybe, show me some new ideas, different ways to save money.*
- *My home is not similar to the homes being used as a comparison.*
- *Provide better tips or give more specific information about how much energy is being used by certain items, but that is probably cost-prohibitive.*
- *Provide families more education about energy efficiency.*
- *Provide more education.*
- *Quit sending them.*
- *Reduce the costs associated with the reports by making them paperless and sending them electronically.*
- *Since the home was built in 2010, it is very efficient. So, I don't really read the tips, but I do enjoy the comparison and the chart that shows how much energy we are using over time.*
- *The report is nice to look at, but not something I can't live without because I'm using my bills as monitor.*
- *The report itself is useful, but making people adhere to energy-efficient habits is difficult.*
- *The report should elaborate more on the use of energy-efficient light bulbs.*
- *The reports would be more useful if I read them more often.*
- *The reports would be more useful if they included the number and ages of people living in each home.*
- *The tips are good reminders. The timing of these reports would be better if they directly following billing.*
- *They need to be more accurate, maybe more personalized.*
- *They're interesting to read, but I don't have the money right now to do the more costly tips, so I don't really use the reports for anything.*
- *We read the reports, but we're too old to do much to the home anymore.*

32. I enjoy receiving and reading the reports: how could this be improved?

73 respondents rated this aspect of the program a "7" or less, and 36 of them gave suggestions for improving this aspect.

- *Emphasize the home comparison data.*
- *Give me extra time in my day.*
- *I don't know, it doesn't make me want to read it, it just gets looked over with the junk mail.*
- *I don't know. I have no ideas for improvement. A lot of the tips are available from other sources.*

- *I enjoy reading the reports, as long as we're efficient. The reports are very helpful.*
- *I enjoy the reports, but they are not something I wait around and look forward to reading.*
- *I guess I would prefer them to be more useful. I don't do anything with them, so they almost seem to be a waste.*
- *I haven't found them useful, I'd kind of glance at them, and I should look at them.*
- *I really can't do much about the reports; I'm physically disabled and am limited by finances.*
- *I really can't think of anything. Our house is so new and all the appliances and electronics are very new. But, since we're retired, we're home most of the time, which is why we use more energy than the average home.*
- *I think the comparison of my home's energy use to the average home is inaccurate; they should be more accurate.*
- *I would enjoy the reports if they pertained more to me and if I owned the home instead of just renting it.*
- *I would prefer the envelope design to appear more friendly and less formal.*
- *I'd enjoy the reports more if they were sent by email and better integrated with the online billing and payment system.*
- *I'd like to see more graphs.*
- *I'd like to see more pertinent information.*
- *I'd prefer to get the report less often; getting the report just two times a year would be better.*
- *I'm paying more than the average, so seeing the numbers doesn't make me happy.*
- *It is the same thing every month; provide a more specific breakdown of my electricity use.*
- *It just has to do with me, not the reports.*
- *Just try to include more detail on the usage comparisons, instead of just being vague.*
- *Make the reports simpler.*
- *Offer incentives to read the reports.*
- *Provide information about tax incentives for home improvements and a list of contractors for energy audits.*
- *Quit sending them.*
- *Reduce the costs associated with the reports by making them paperless and sending them electronically.*
- *Send the report less often.*
- *The reports should include more comparative data.*
- *The reports should offer encouragement rather than nagging.*
- *The reports tell us that we're using so much more power than the average home that I dread reading them.*

- *The tips are old and I don't like seeing that we use so much more power than the surrounding homes. Our home is in the middle of a newer subdivision, so being compared to those newer homes is annoying. My husband has COPD, so we have a constant power drain, so he can breathe, which is more important than being energy-efficient.*
- *There's too much repetitive information. I was very excited to get the energy reports but, after reading them, there just weren't any new tips.*
- *They could elaborate a little more.*
- *They don't really do anything for me because I know all the tips.*
- *They need to be more accurate, maybe more personalized.*
- *You can't; I won't ever enjoy receiving or read the reports.*

33. I find the graphics helpful in understanding how my energy usage compares to others like me: how could this be improved?

42 respondents rated this aspect of the program a “7” or less, and 24 of them gave suggestions for improving this aspect.

- *Add how much time a person spends at home, like full-time workers versus retired, at-home folks.*
- *Eliminate this section; I don't like being compared to others.*
- *I don't run the heat or A/C as much as most people because I have a one-hour commute to and from work every day to a job with long hours; I don't think the comparison is very accurate because of that.*
- *I don't think that our home compares to other homes in the area. Our home burned down in 2009 and then was rebuilt in 2010-2011 so everything in the home is energy efficient and better than up to code. Also we use more power than other home because we have a 105 year woman living here and so we keep it warmer than we normally would and keep a lot more lights on because she is legally blind.*
- *I don't think that the comparison is accurate because we have a sprinkler system and a pool. The report should include the number of people living the home as a part of the comparison.*
- *I don't think the comparison is accurate because we have an older home with a newer subdivision that has gone up around the house. My husband has COPD, so we are constantly using more power to run his oxygen machine.*
- *I don't use them because I don't care how my home compares with other people's homes.*
- *I prefer bar graphs rather than line graphs.*
- *I prefer numbers rather than graphs.*
- *I talked to others and their reports are also skewed.*
- *I think there are factors in the comparisons that are not included that, if were included, would change the results.*

- *I would like to know what are 'similar' types of homes.*
- *I would suggest more clarity in the data presented.*
- *I'm not really interested in what others do; what they spend is their problem.*
- *I'm not sure that it's accurate because I'm one guy living in a smaller home alone.*
- *Include a checklist of energy efficiency actions made by neighbors in my community.*
- *It would help if I read it more often.*
- *Our home is in an unincorporated area, but the zip code places us in a large city. The reality is that our area is very rural, so comparing us to someone in the city is unrealistic.*
- *Quit sending them.*
- *Stress the water heaters more.*
- *The comparison needs to be better; I'd like to understand better what we're being compared to.*
- *The graphs are effective and they adequately convey their point.*
- *The house comparisons need to be more accurate. I live in a small trailer, so compare me to another trailer.*
- *We have an all-electric house and the reports said that we use gas heat; I called to get that changed, but I'm not sure that they fixed it.*

34. I find the graphics helpful in understanding how my energy usage changes over the seasons: how could this be improved?

32 respondents rated this aspect of the program a "7" or less, and 9 of them gave suggestions for improving this aspect.

- *I don't find graphics useful.*
- *I don't need a graphic to tell me what's what.*
- *I don't need a report to let me know the obvious.*
- *I don't pay no mind to the graphics; it's just a waste of paper.*
- *I don't understand why my energy use isn't lower with new equipment and only one person.*
- *I know my usage changes over the seasons; it's not telling me anything I don't already know.*
- *It comes down to the fact that I don't own my home.*
- *Quit sending them.*
- *You really can't improve the graphics. We rarely run the A/C in summer and almost always run the heater in winter. I just use my common sense to know that we use more power in winter than in summer. I don't need a stupid graph to show me what I already know.*

35. Overall I am satisfied with the reports: how could this be improved?

31 respondents rated their satisfaction with the program overall a "7" or less, and 17 of them gave suggestions for improvement.

- *Add more information to the reports, less simplified.*
- *Fix the numbers.*
- *I don't really look at them. They're just trash to me now. I don't understand them. I'm just uneducated. I don't have a computer. These are confusing.*
- *I don't think the comparison is accurate because we have an older home with a newer subdivision that has gone up around the house. My husband has COPD, so we are constantly using more power to run his oxygen machine.*
- *I don't understand why my energy use isn't lower with new equipment and only one person.*
- *I wish they would just come less often.*
- *I'd like more specific information and breakdowns of where comparisons come in.*
- *It's all about the comparisons.*
- *Make the comparisons more accurate and send the reports only two times per year.*
- *Quit sending them.*
- *Send them out less, quarterly or just twice a year. We don't really use the reports for anything and it's very unlikely that we ever will. The reports might help other people, but I'd rather have lower rates than unneeded and unwanted advice.*
- *Tell me something new.*
- *The report is nice to look at, but not something I can't live without because I'm using my bills as monitor.*
- *The reports are not simple enough.*
- *The reports need some additional comparisons and fresher tips, but I still like the reminders. I would like more information about blinds and window coverings to save energy.*
- *The tips section should focus more on average income, low-cost improvement suggestions, and cost benefits.*
- *They need to be more specific to the individual.*

37. Overall satisfaction with Duke Energy: how could this be improved?

63 respondents rated their satisfaction with Duke Energy overall a "7" or less, and 55 of them gave suggestions for improvement.

- *An electrical cable to my house was severed and they were good about coming out and trying to get me at least some electricity, but storms in the area put off the work I needed to get done to get hot water and a source of heat; this is when I got the space heater. It took too long to get the work done and I almost considered going to a contractor. They*

also never told me when they were going to do the work; they just did the work without my signature. Also, I had some billing issues, but they were resolved. Duke Energy representatives were very friendly, but the company's a little bureaucratic.

- *Cost of energy is too high.*
- *Customer service could be improved.*
- *Cut down on some of their waste; for instance, repair crews each drive their own trucks and why can't they drive together?*
- *Decrease the power outages.*
- *Duke changed my gas and electric meter and I don't know why. They sent me some literature that informed me that I would be financially responsible for problems with their lines and then sent information on purchasing insurance; I do not like that. I feel intimidated.*
- *Duke could be faster about fixing power outages.*
- *Duke could make it easier to find out what their policies are about budget billing and setting up a payment plan.*
- *Duke Energy needs to be more customer-friendly on the phones and quit jacking up the prices.*
- *Duke Energy tree trimming contractors butchered one of our trees when trimming away from the wire. They need to be more careful with who they hire.*
- *Duke recently switched my gas meter; when I called to find out why they were changing it, no knew why it was being done and they just guessed why. I found out why through another source and the Duke employees were wrong about why they switched my meter.*
- *Duke should cut unnecessary costs, such as logo redesign, and pass those savings on to their customers.*
- *Duke used to have sales on appliances, lights, and things and I wanted to be notified via email, or on the bill, about these sales.*
- *Duke's price increases are too frequent and the homeowners are footing the bill for Duke's needed improvements and upgrades.*
- *During power outages, one side of the street loses electricity and the other doesn't; I am on the side that loses electricity.*
- *Free home energy inspections would be nice.*
- *I am being charged too much. I have a small house and am paying more than \$200 a month.*
- *I don't always see the meter person when they come by, but they give people anxiety regarding safety. I'd like there to be some way that they were more identifiable by dress, uniform, logoed hat, or t-shirt with logo. These days, somebody just coming right up into your yard, you never know what's going on. I'd worry for their safety.*
- *I get a call from Duke occasionally with similar information to what the report gives, but speaking with a live person will provide the opportunity for more personal discussion.*

- *I get my bills online, but I can't pay my bill online because I need the account number, which I misplaced. When I called Duke to get my account number, they wouldn't give it to me over the phone. I have no way of getting my account number, so I have to pay over the phone every month.*
- *I had one mishap, I had 'estimated' billing because of a dog in the yard. When Duke said they came to read meter, they really didn't, and gave me too high a bill. Later, it was shown that my use was far less than Duke estimate and was resolved with credits to my account.*
- *I work with a charity and the surcharges were very high after our energy was turned off. I would be interested in a program that could help reduce the charity's surcharges.*
- *I would be more satisfied if Duke could reduce the number of power outages.*
- *I would have said an '8' or a '9' because I've never had any problems with service or difficulties with my bill. My problem is with the tree trimmers. We got something in the mail about Duke coming around to trim our trees that stated that their trimmers are 'arborist-trained,' but they absolutely massacred the three trees in our yard, so badly that we'll probably have to call someone to cut the rest of the trees down this summer. They looked almost dead last summer and I doubt that they'll make it through this summer.*
- *I would like Duke Energy to provide a local, on-site customer service location.*
- *I would like to see my rates go down, instead of up. I'm on a fixed income and if the rates go up just a little, it's money out of my pocket. It's a lot to worry about.*
- *I would prefer lower energy rates.*
- *I'd like to pay my bill with a credit card over the phone without a service charge.*
- *I'm happy around here, but I don't agree with other things like the Carolinas.*
- *I've been in my home for 15 years and, since then, an outside meter was installed for gas, but the electric is still inside; I currently call in the reading. I would also like to have electric meter installed outside. My neighbor has had an outside electric meter installed and I have called about two things: one, when I call in my reading for electric, which is in my house, I have experienced problems with the Duke employees who have argued with me on my readings, zero versus nine versus one, which means I end up paying wrong amount. I end up paying too much or too little each time; and two, I have requested change a few times over the last few years and have yet to have the outside electric meter installed.*
- *Improve customer service by making it more helpful and friendly, less devious, and with no hidden charges.*
- *It can be cheaper.*
- *Keep the prices down.*
- *Lower energy rates and provide more accurate repair time estimates when there are power outages.*
- *Lower the rates; I am on a fixed income.*
- *Lower the rates.*

- *Make efforts to keep rate increases to a minimum.*
- *Personalize and regionalize your services more. Duke Energy needs to realize that we're not North Carolina; we are northern Kentucky, more Cincinnati. For example, we lost power because a transformer blew and I called Duke about it. I was told that someone would call me back, but no one did. I got e-mail at 4:00 a.m. letting us know that the power was back on.*
- *Power outages; our street, our side, is always affected and it takes longer for their service to be put back on.*
- *Produce fewer publications; it is a waste of money and energy.*
- *Provide incentives and discounts for senior citizens and timely bill payment. Also, make sure customer service representatives speak English.*
- *Read the energy meters more frequently to eliminate inaccurate estimations.*
- *Reduce my bill.*
- *Reduce prices comparable to Owen County.*
- *Reduce the cost of energy.*
- *Reduce the rates.*
- *Since Duke Energy is a monopoly we don't really have a choice about who we get power from. I think I'd like them more if there was someone else to compare them to.*
- *Since Duke took over, the rates went up and service went down. I'd like to see the rates go down and the service go up.*
- *The company is too greedy. Pay the CEOs less, lower the rates, and pay your workers more because most of them are doing a great job. Duke doesn't need to advertise how great they are and how much they care, so save some money by cutting advertisement and lower the rates.*
- *The rates are too high.*
- *There should be numerous inspectors available at all times.*
- *They need to give you more notice if they are going to shut off your power.*
- *We had some issues last year; I don't want to be specific.*
- *We lose power frequently, which is less of a problem at the house, but we live on a farm and need the electrical fence for the cows. CG and E was faster at getting our power back on. The last time we lost power at the farm, it was off for days, not hours. Duke Energy recently replaced the transformer and I hope that their efforts will stop the power from going out in the future for as long or as often.*
- *Well, I heard that they were trying to raise the rates again; I don't want that to happen.*