

34a. Did the information provided explaining the program have any influence at all on your decision to participate in Duke Energy's Appliance Recycling program?\*

- Yes
- No
- DK/NS

35a. Thinking about your entire experience with the Duke Energy Appliance Recycling Program overall, how satisfied are you with the service, using the same scale from 1 to 10?\*

1 = very dissatisfied

...

10 = very satisfied

DK/NS

*If 7 or less ask:*

35b. How could this be improved?\*

35c. What was your FAVORITE thing about participating in the Appliance Recycling program?\*

(answer): \_\_\_\_\_ \*

DK/NS

35d. What was your LEAST favorite thing about participating in the Appliance Recycling program?\*

(answer): \_\_\_\_\_ \*

DK/NS

*(ask q35e for Ohio only)*

35e. If you were rating your overall satisfaction with the Appliance Recycling Program, would you say you were Very Satisfied, Somewhat Satisfied, Neither Satisfied nor Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied?\*

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied
- Refused
- DK/NS

*(ask q35f for Ohio only)*

35f. Why do you give it that rating?\*

36a. Using the same scale from 1 to 10, how satisfied are you with Duke Energy overall?\*

1 = very dissatisfied

...

10 = very satisfied

DK/NS

If 7 or less ask:

36b. How could this be improved?\*

36c. Would you say participating in this program has made you feel more favorable, less favorable, or no different about Duke Energy? \*

- More favorable about Duke Energy
- Less favorable about Duke Energy
- No different about Duke Energy
- DK/NS

37. Based on your participation in the Duke Energy Appliance Recycling Program, have you been inspired to take any additional actions to save energy?\*

- Yes ask: What energy saving actions have you taken? : \_\_\_\_\_ \*
- No
- DK/NS

37a. Using a scale of 1 to 10, where 10 means very much and 1 means very little - to what extent did the Appliance Recycling program from Duke Energy motivate you to take these additional energy saving actions?\*

Very little

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- DK/NS

Very much

37b. Since participating in the program, have you participated in any other Duke Energy energy efficiency programs?\*

- Yes - ask: Which programs? : \_\_\_\_\_ \*
- No
- DK/NS

37c. Have you noticed a reduction in the amount of your electric bill since your appliance(s) was/were removed?\*

- Yes
- No
- DK/NS

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## Demographics

Finally, we have some general demographic questions...

**d18. Do you own or rent your home?\***

- Rent
- Own
- DK/NS

**d18a. Do you pay your own electric bill or is it included in your rent?\***

- Pay bill
- Included in Rent

**d1. In what type of building do you live?\***

- Single-family home, detached construction
- Single family home, factory manufactured/modular
- Single family, mobile home
- Row House
- Two or Three family attached residence-traditional structure
- Apartment (4 + families)---traditional structure
- Condominium---traditional structure
- Other: \_\_\_\_\_
- Refused
- DK/NS

**d2. What year was your residence built?\***

- 1959 and before
- 1960-1979
- 1980-1989
- 1990-1997
- 1998-2000
- 2001-2007
- 2008-present
- DK/NS

**d3. How many rooms are in your home (excluding bathrooms, but including finished basements)?\***

- 1-3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 or more

DK/NS

**d4. Which of the following best describes your home's heating system?\***

*Check all that apply*

- None
- Central forced air furnace
- Electric Baseboard
- Heat Pump
- Geothermal Heat Pump
- Other

**d5. How old is your heating system?\***

- 0-4 years
- 5-9 years
- 10-14 years
- 15-19 years
- 19 years or older
- DK/NS
- Do not have

**d6. What is the primary fuel used in your heating system?\***

- Electricity
- Natural Gas
- Oil
- Propane
- Other: \_\_\_\_\_
- DK/NS

**d7. What is the secondary fuel used in your primary heating system, if any?\***

- Electricity
- Natural Gas
- Oil
- Propane
- Other: \_\_\_\_\_
- None
- DK/NS

**d8. Do you use one or more of the following to cool your home?\***

*(Mark all that apply)*

- None, do not cool the home
- Heat pump for cooling
- Central air conditioning
- Through the wall or window air conditioning unit
- Geothermal Heat pump
- Other *(please specify?)*
- DK/NS

d9. How many window-unit or "through the wall" air conditioner(s) do you use?\*

- None
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8 or more
- DK/NS

d10. What is the fuel used in your cooling system?\*

- Electricity
- Natural Gas
- Oil
- Propane
- Other
- None
- DK/NS

d11. How old is your cooling system?\*

- 0-4 years
- 5-9 years
- 10-14 years
- 15-19 years
- 19 years or older
- DK/NS
- Do not have

d12. What is the fuel used by your water heater?\*

*(Mark all that apply)*

- Electricity
- Natural Gas
- Oil
- Propane
- Other
- No water heater
- DK/NS

d13. How old is your water heater?\*

- 0-4 years
- 5-9 years
- 10-14 years
- 15-19 years

- More than 19 years
- DK/NS

**d14. What type of fuel do you use for indoor cooking on the stovetop or range?\***

*(Mark all that apply)*

- Electricity
- Natural Gas
- Oil
- Propane
- Other
- No stovetop or range
- DK/NS

**d15. What type of fuel do you use for indoor cooking in the oven?\***

*(Mark all that apply)*

- Electricity
- Natural Gas
- Oil
- Propane
- Other
- No oven
- DK/NS

**d16. What type of fuel do you use for clothes drying?\***

*(Mark all that apply)*

- Electricity
- Natural Gas
- Oil
- Propane
- Other
- No clothes dryer
- DK/NS

**d17. About how many square feet of living space are in your home?\***

*(Do not include garages or other unheated areas)*

*Note: A 10-foot by 12 foot room is 120 square feet*

- Less than 500
- 500 to 999
- 1000 to 1499
- 1500 to 1999
- 2000 to 2499
- 2500 to 2999
- 3000 to 3499
- 3500 to 3999
- 4000 or more
- DK/NS

d19. How many levels are in your home (not including your basement)?\*

- One
- Two
- Three

d20. Does your home have a heated or unheated basement?\*

- Heated
- Unheated
- No basement

d21. Does your home have an attic?\*

- Yes
- No

d22. Are your central air/heat ducts located in the attic?\*

- Yes
- No
- N/A

d23. Does your house have cold drafts in the winter?\*

- Yes
- No

d24. Does your house have sweaty windows in the winter?\*

- Yes
- No

d25. Do you notice uneven temperatures between the rooms in your home?\*

- Yes
- No

d26. Does your heating system keep your home comfortable in winter?\*

- Yes
- No

d27. Does your cooling system keep your home comfortable in summer?\*

- Yes
- No

d28. Do you have a programmable thermostat?\*

- Yes
- No

d28b. How many thermostats are there in your home?\*

- 0
- 1
- 2
- 3
- 4 or more
- DK/NS

**d29. What temperature is your thermostat set to on a typical summer weekday afternoon?\***

- Less than 69 degrees
- 69-72 degrees
- 73-78 degrees
- Higher than 78 degrees
- Off
- DK/NS

**d30. What temperature is your thermostat set to on a typical winter weekday afternoon?\***

- Less than 67 degrees
- 67-70 degrees
- 71-73 degrees
- 74-77 degrees
- 78 degrees or higher
- Off
- DK/NS

**d31. Do You Have a swimming pool, hot-tub or spa?\***

- Yes
- No

**d32. Would a two-degree increase in the summer afternoon temperature in your home affect your comfort..\***

*Read all answers until they reply*

- Not at all
- Slightly
- Moderately, or
- Greatly

**d33. How many people live in this home?\***

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8 or more
- Prefer not to answer



d34. How many of them are teenagers?\*

(age 13-19)

*If they ask why: Explain that teenagers are generally associated with higher energy use.*

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8 or more
- Prefer not to answer

d35. How many persons are usually home on a weekday afternoon?\*

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8 or more
- Prefer not to answer

d36. Are you planning on making any large purchases to improve energy efficiency in the next 3 years?\*

- Yes
- No
- DK/NS

**The following questions are for classification purposes only and will not be used for any other purpose than to help Duke Energy continue to improve service.**

d37. What is your age group?\*

*Read all.*

- 18-34
- 35-49
- 50-59
- 60-64
- 65-74
- Over 74
- Prefer not to answer

d38. Please indicate your annual household income.\*

*Read all.*

- Under \$15,000
- \$15,000-\$29,999
- \$30,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$100,000
- Over \$100,000
- Prefer Not to Answer

We've reached the end of the survey. As I mentioned earlier, we would like to send you \$20 for your time and feedback today. Should we send the \$20 to *{address on file}*, or would a different address be better?\*

*Either way, enter entire address here*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

You should receive your \$20 check in about 4-6 weeks. It will come in an envelope from our company: TecMarket Works.

Thanks again for your time today!

*(politely end call)*

Survey ID\*

*Do you have any comments that you would like to pass on to your supervisor about this survey?*

**TERMINATION SCRIPT:**

**I'm sorry, but since you did not recycle any refrigerators or freezers that you were personally using through Duke Energy's Appliance Recycling Program, you do not qualify to participate in this survey. Thank you for your time.  
Good bye.**

## Appendix I: Household Characteristics and Demographics

One survey respondent who recycled a freezer did not complete the demographic and household questions at the end of the telephone survey. This customer's responses are shown as "missing" for the questions that were not answered.

In what type of building do you live? \* State

		State		Total	
		Ohio	Kentucky		
In what type of building do you live?	Single-family home, detached construction	Count	116	28	144
		% within State	88.5%	93.3%	89.4%
	Single family home, factory manufactured/modular	Count	2	0	2
		% within State	1.5%	0.0%	1.2%
	Single family, mobile home	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Two or Three family attached residence-traditional structure	Count	1	1	2
		% within State	0.8%	3.3%	1.2%
	Apartment (4 + families)---traditional structure	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Condominium---traditional structure	Count	9	1	10
		% within State	6.9%	3.3%	6.2%
	Other: Apartment (2 units per building)	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

What year was your residence built? \* State

			State		Total
			Ohio	Kentucky	
What year was your residence built?	1959 and before	Count	39	14	53
		% within State	29.8%	46.7%	32.9%
	1960-1979	Count	44	7	51
		% within State	33.6%	23.3%	31.7%
	1980-1989	Count	12	4	16
		% within State	9.2%	13.3%	9.9%
	1990-1997	Count	12	3	15
		% within State	9.2%	10.0%	9.3%
	1998-2000	Count	8	2	10
		% within State	6.1%	6.7%	6.2%
	2001-2007	Count	11	0	11
		% within State	8.4%	0.0%	6.8%
	DK/NS	Count	4	0	4
		% within State	3.1%	0.0%	2.5%
	Missing	Count	1	0	0
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

How many rooms are in your home (excluding bathrooms, but including finished basements)?

\* State

			State		Total
			Ohio	Kentucky	
How many rooms are in your home (excluding bathrooms, but including finished basements)?	4	Count	2	1	3
		% within State	1.5%	3.3%	1.9%
	5	Count	19	4	23
		% within State	14.5%	13.3%	14.3%
	6	Count	24	9	33
		% within State	18.3%	30.0%	20.5%
	7	Count	26	3	29
		% within State	19.8%	10.0%	18.0%
	8	Count	24	7	31
		% within State	18.3%	23.3%	19.3%
	9	Count	12	4	16
		% within State	9.2%	13.3%	9.9%
	1-3	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	10 or more	Count	22	2	24
		% within State	16.8%	6.7%	14.9%
	missing	Count	1	0	0
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

Which one of the following best describes your home's heating system?	Ohio (N=131)		Kentucky (N=30)		Total (N=161)	
	Count	Percent	Count	Percent	Count	Percent
Central forced air furnace	105	80.2%	24	80.0%	129	80.1%
Electric baseboard	3	2.3%	0	0.0%	3	1.9%
Heat pump	21	16.0%	6	20.0%	27	16.8%
Geothermal heat pump	2	1.5%	0	0.0%	2	1.2%
Hot water heat / boiler	4	3.1%	1	3.3%	5	3.1%
Radiant ceiling / cable heat	1	0.8%	0	0.0%	1	0.6%
Wood stove / fireplace	2	1.5%	0	0.0%	2	1.2%
Other: listed below	1	0.8%	1	3.3%	2	1.2%
None	0	0.0%	0	0.0%	0	0.0%
Missing	1	0.8%	0	0.0%	0	0.6%
Don't know / not specified	1	0.8%	0	0.0%	0	0.6%

May total to more than 100% because respondents could give multiple responses.

Two respondents mentioned "other" home heating systems; these are listed below.

- Gas fireplace (Ohio)
- Geothermal forced air furnace (Kentucky)

How old is your heating system? \* State

		State		Total
		Ohio	Kentucky	
0-4 years	Count	37	8	45
	% within State	28.2%	26.7%	28.0%
5-9 years	Count	27	6	33
	% within State	20.6%	20.0%	20.5%
10-14 years	Count	26	8	34
	% within State	19.8%	26.7%	21.1%
15-19 years	Count	11	2	13
	% within State	8.4%	6.7%	8.1%
19 years or older	Count	21	5	26
	% within State	16.0%	16.7%	16.1%
DK/NS	Count	8	1	9
	% within State	6.1%	3.3%	5.6%
Missing	Count	1	0	0
	% within State	0.8%	0.0%	0.6%
Total	Count	131	30	161

**TecMarket Works**

**Appendices**

	% within State	100.0%	100.0%	100.0%
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What is the primary fuel used in your heating system? \* State

			State		Total
			Ohio	Kentucky	
What is the primary fuel used in your heating system?	Electricity	Count	37	5	42
		% within State	28.2%	16.7%	26.1%
	Natural Gas	Count	84	22	106
		% within State	64.1%	73.3%	65.8%
	Oil	Count	5	1	6
		% within State	3.8%	3.3%	3.7%
	Propane	Count	3	1	4
		% within State	2.3%	3.3%	2.5%
	Other: Geothermal	Count	0	1	1
		% within State	0.0%	3.3%	0.6%
	DK/NS	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
Total	Count	131	30	161	
	% within State	100.0%	100.0%	100.0%	



**What is the secondary fuel used in your primary heating system, if any? \* State**

			State		Total
			Ohio	Kentucky	
What is the secondary fuel used in your primary heating system, if any?	Electricity	Count	26	4	30
		% within State	19.8%	13.3%	18.6%
	Natural Gas	Count	0	3	3
		% within State	0.0%	10.0%	1.9%
	Oil	Count	2	0	2
		% within State	1.5%	0.0%	1.2%
	Wood	Count	3	0	3
		% within State	2.3%	0.0%	1.9%
	Other (listed below)	Count	4	0	4
		% within State	3.1%	0.0%	2.5%
	None	Count	94	22	116
		% within State	71.8%	73.3%	72.0%
	DK/NS	Count	1	1	2
		% within State	0.8%	3.3%	1.2%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

Four respondents mentioned "other" secondary sources of heating fuel; these are listed below.

- *Electric Cadet wall heater (Ohio)*
- *Gas fireplace (Ohio)*
- *Geothermal (Ohio)*
- *Heat pump heater as a backup (Ohio)*

Do you use one or more of the following to cool your home?	Ohio (N=131)		Kentucky (N=30)		Total (N=161)	
	Count	Percent	Count	Percent	Count	Percent
Central air conditioning	101	77.1%	21	70.0%	122	75.8%
Heat pump for cooling	20	15.3%	5	16.7%	25	15.5%
Through the wall or window air conditioning	8	6.1%	2	6.7%	10	6.2%
Geothermal heat pump	2	1.5%	1	3.3%	3	1.9%
Fans for cooling	2	1.5%	1	3.3%	3	1.9%
"Central forced air furnace"	1	0.8%	0	0.0%	0	0.6%
None	0	0.0%	1	3.3%	1	0.6%
Missing	1	0.8%	0	0.0%	0	0.6%
Don't know / not specified	1	0.8%	0	0.0%	0	0.6%

May total to more than 100% because respondents could give multiple responses.

How many window-unit or through the wall air conditioner(s) do you use? \* State

		State		Total	
		Ohio	Kentucky		
How many window-unit or through the wall air conditioner(s) do you use?	1	Count	6	1	7
		% within State	4.6%	3.3%	4.3%
	2	Count	2	2	4
		% within State	1.5%	6.7%	2.5%
	3	Count	4	0	4
		% within State	3.1%	0.0%	2.5%
	4	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	None	Count	117	27	144
		% within State	89.3%	90.0%	89.4%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

What is the fuel used in your cooling system?	Ohio (N=131)		Kentucky (N=30)		Total (N=161)	
	Count	Percent	Count	Percent	Count	Percent
Electricity	124	94.7%	27	90.0%	151	93.8%
Natural gas	3	2.3%	1	3.3%	4	2.5%
Oil	0	0.0%	0	0.0%	0	0.0%
Propane	0	0.0%	0	0.0%	0	0.0%
Geothermal	0	0.0%	1	3.3%	1	0.6%
None	0	0.0%	1	3.3%	1	0.6%
Missing	1	0.8%	0	0.0%	1	0.6%
Don't know / not specified	3	2.3%	0	0.0%	3	1.9%

May total to more than 100% because respondents could give multiple responses.

How old is your cooling system? \* State

		State		Total	
		Ohio	Kentucky		
How old is your cooling system?	0-4 years	Count	41	7	48
		% within State	31.3%	23.3%	29.8%
	5-9 years	Count	22	7	29
		% within State	16.8%	23.3%	18.0%
	10-14 years	Count	35	7	42
		% within State	26.7%	23.3%	26.1%
	15-19 years	Count	9	4	13
		% within State	6.9%	13.3%	8.1%
	19 years or older	Count	14	3	17
		% within State	10.7%	10.0%	10.6%
	DK/NS	Count	8	0	8
		% within State	6.1%	0.0%	5.0%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Do not have	Count	1	2	3
		% within State	0.8%	6.7%	1.9%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

What is the fuel used by your water heater?	Ohio (N=131)		Kentucky (N=30)		Total (N=161)	
	Count	Percent	Count	Percent	Count	Percent
Electricity	59	45.0%	8	26.7%	67	41.6%
Natural gas	73	55.7%	22	73.3%	95	59.0%
Oil	0	0.0%	0	0.0%	0	0.0%
Propane	2	1.5%	0	0.0%	2	1.2%
Geothermal	0	0.0%	1	3.3%	1	0.6%
None	0	0.0%	0	0.0%	0	0.0%
Missing	1	0.8%	0	0.0%	1	0.6%
Don't know / not specified	5	3.8%	1	3.3%	6	3.7%

May total to more than 100% because respondents could give multiple responses.

How old is your water heater? \* State

			State		Total
			Ohio	Kentucky	
How old is your water heater?	0-4 years	Count	26	7	33
		% within State	19.8%	23.3%	20.5%
	5-9 years	Count	36	8	44
		% within State	27.5%	26.7%	27.3%
	10-14 years	Count	26	8	34
		% within State	19.8%	26.7%	21.1%
	15-19 years	Count	10	3	13
		% within State	7.6%	10.0%	8.1%
	More than 19 years	Count	15	2	17
		% within State	11.5%	6.7%	10.6%
	DK/NS	Count	17	2	19
		% within State	13.0%	6.7%	11.8%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
Total	Count	131	30	161	
	% within State	100.0%	100.0%	100.0%	

What type of fuel do you use for indoor cooking on the stovetop or range?	Ohio (N=131)		Kentucky (N=30)		Total (N=161)	
	Count	Percent	Count	Percent	Count	Percent
Electricity	102	77.9%	24	80.0%	126	78.3%
Natural gas	29	22.1%	6	20.0%	35	21.7%
Oil	0	0.0%	0	0.0%	0	0.0%
Propane	0	0.0%	0	0.0%	0	0.0%
None	0	0.0%	0	0.0%	0	0.0%
Missing	1	0.8%	0	0.0%	1	0.6%
Don't know / not specified	1	0.8%	0	0.0%	1	0.6%

May total to more than 100% because respondents could give multiple responses.

What type of fuel do you use for indoor cooking in the oven?	Ohio (N=131)		Kentucky (N=30)		Total (N=161)	
	Count	Percent	Count	Percent	Count	Percent
Electricity	105	80.2%	25	83.3%	130	80.7%
Natural gas	25	19.1%	5	16.7%	30	18.6%
Oil	0	0.0%	0	0.0%	0	0.0%
Propane	0	0.0%	0	0.0%	0	0.0%
None	0	0.0%	0	0.0%	0	0.0%
Missing	1	0.8%	0	0.0%	1	0.6%
Don't know / not specified	1	0.8%	0	0.0%	1	0.6%

May total to more than 100% because respondents could give multiple responses.

What type of fuel do you use for clothes drying?	Ohio (N=131)		Kentucky (N=30)		Total (N=161)	
	Count	Percent	Count	Percent	Count	Percent
Electricity	107	81.7%	25	83.3%	132	82.0%
Natural gas	22	16.8%	5	16.7%	27	16.8%
Oil	0	0.0%	0	0.0%	0	0.0%
Propane	0	0.0%	0	0.0%	0	0.0%
None	3	2.3%	0	0.0%	3	1.9%
Missing	1	0.8%	0	0.0%	1	0.6%
Don't know / not specified	0	0.0%	0	0.0%	0	0.0%

May total to more than 100% because respondents could give multiple responses.

About how many square feet of living space are in your home? \* State

		State		Total	
		Ohio	Kentucky		
About how many square feet of living space are in your home?	500 to 999	Count	4	1	5
		% within State	3.1%	3.3%	3.1%
	1000 to 1499	Count	21	3	24
		% within State	16.0%	10.0%	14.9%
	1500 to 1999	Count	27	9	36
		% within State	20.6%	30.0%	22.4%
	2000 to 2499	Count	13	4	17
		% within State	9.9%	13.3%	10.6%
	2500 to 2999	Count	14	3	17
		% within State	10.7%	10.0%	10.6%
	3000 to 3499	Count	11	0	11
		% within State	8.4%	0.0%	6.8%
	3500 to 3999	Count	3	1	4
		% within State	2.3%	3.3%	2.5%
	4000 or more	Count	4	0	4
		% within State	3.1%	0.0%	2.5%
	DK/NS	Count	33	9	42
		% within State	25.2%	30.0%	26.1%
Missing	Count	1	0	1	
	% within State	0.8%	0.0%	0.6%	
Total	Count	131	30	161	
	% within State	100.0%	100.0%	100.0%	

**Do you own or rent your home? \* State**

			State		Total
			Ohio	Kentucky	
Do you own or rent your home?	Rent	Count	10	0	10
		% within State	7.6%	0.0%	6.2%
	Own	Count	121	30	151
		% within State	92.4%	100.0%	93.8%
Total	Count	131	30	161	
	% within State	100.0%	100.0%	100.0%	

**Do you pay your own electric bill or is it included in your rent? \* State**

<i>Base: 10 respondents who rent their homes</i>			State	Total
			Ohio	
Do you pay your own electric bill or is it included in your rent?	Pay bill	Count	10	10
		% within State	100.0%	100.0%
Total	Count	10	10	10
	% within State	100.0%	100.0%	100.0%

**How many levels are in your home (not including your basement)? \* State**

			State		Total
			Ohio	Kentucky	
How many levels are in your home (not including your basement)?	One	Count	62	13	75
		% within State	47.3%	43.3%	46.6%
	Two	Count	63	17	80
		% within State	48.1%	56.7%	49.7%
	Three	Count	5	0	5
		% within State	3.8%	0.0%	3.1%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

**Does your home have a heated or unheated basement? \* State**

			State		Total
			Ohio	Kentucky	
Does your home have a heated or unheated basement?	Heated	Count	96	26	122
		% within State	73.3%	86.7%	75.8%
	Unheated	Count	13	4	17
		% within State	9.9%	13.3%	10.6%
	No basement	Count	21	0	21
		% within State	16.0%	0.0%	13.0%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

**Does your home have an attic? \* State**

			State		Total
			Ohio	Kentucky	
Does your home have an attic?	Yes	Count	103	22	125
		% within State	78.6%	73.3%	77.6%
	No	Count	27	8	35
		% within State	20.6%	26.7%	21.7%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%



**Are your central air/heat ducts located in the attic? \* State**

			State		Total
			Ohio	Kentucky	
Are your central air/heat ducts located in the attic?	Yes	Count	15	1	16
		% within State	11.5%	3.3%	9.9%
	No	Count	88	21	109
		% within State	67.2%	70.0%	67.7%
	Not applicable	Count	27	8	35
		% within State	20.6%	26.7%	21.7%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

**Does your house have cold drafts in the winter? \* State**

			State		Total
			Ohio	Kentucky	
Does your house have cold drafts in the winter?	Yes	Count	31	7	38
		% within State	23.7%	23.3%	23.6%
	No	Count	99	23	122
		% within State	75.6%	76.7%	75.8%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

**Does your house have sweaty windows in the winter? \* State**

			State		Total
			Ohio	Kentucky	
Does your house have sweaty windows in the winter?	Yes	Count	16	9	25
		% within State	12.2%	30.0%	15.5%
	No	Count	114	21	135
		% within State	87.0%	70.0%	83.9%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
Total	Count	131	30	161	
	% within State	100.0%	100.0%	100.0%	

**Do you notice uneven temperatures between the rooms in your home? \* State**

			State		Total
			Ohio	Kentucky	
Do you notice uneven temperatures between the rooms in your home?	Yes	Count	67	12	79
		% within State	51.1%	40.0%	49.1%
	No	Count	63	18	81
		% within State	48.1%	60.0%	50.3%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
Total	Count	131	30	161	
	% within State	100.0%	100.0%	100.0%	

**Does your heating system keep your home comfortable in winter? \* State**

			State		Total
			Ohio	Kentucky	
Does your heating system keep your home comfortable in winter?	Yes	Count	119	28	147
		% within State	90.8%	93.3%	91.3%
	No	Count	11	2	13
		% within State	8.4%	6.7%	8.1%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
Total	Count	131	30	161	
	% within State	100.0%	100.0%	100.0%	

**Does your cooling system keep your home comfortable in summer? \* State**

			State		Total
			Ohio	Kentucky	
Does your cooling system keep your home comfortable in summer?	Yes	Count	115	28	143
		% within State	87.8%	93.3%	88.8%
	No	Count	15	2	17
		% within State	11.5%	6.7%	10.6%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
Total	Count	131	30	161	
	% within State	100.0%	100.0%	100.0%	

**Do you have a programmable thermostat? \* State**

			State		Total
			Ohio	Kentucky	
Do you have a programmable thermostat?	Yes	Count	81	21	102
		% within State	61.8%	70.0%	63.4%
	No	Count	49	9	58
		% within State	37.4%	30.0%	36.0%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
Total	Count	131	30	161	
	% within State	100.0%	100.0%	100.0%	

**How many thermostats are there in your home? \* State**

			State		Total
			Ohio	Kentucky	
How many thermostats are there in your home?	1	Count	119	30	149
		% within State	90.8%	100.0%	92.5%
	2	Count	4	0	4
		% within State	3.1%	0.0%	2.5%
	3	Count	2	0	2
		% within State	1.5%	0.0%	1.2%
	4 or more	Count	4	0	4
		% within State	3.1%	0.0%	2.5%
	DK/NS	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

**What temperature is your thermostat set to on a typical summer weekday afternoon? \* State**

			State		Total
			Ohio	Kentucky	
What temperature is your thermostat set to on a typical summer weekday afternoon?	Less than 69 degrees	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	69-72 degrees	Count	25	5	30
		% within State	19.1%	16.7%	18.6%
	73-78 degrees	Count	86	19	105
		% within State	65.6%	63.3%	65.2%
	Higher than 78 degrees	Count	10	2	12
		% within State	7.6%	6.7%	7.5%
	Off	Count	5	4	9
		% within State	3.8%	13.3%	5.6%
	DK/NS	Count	3	0	3
		% within State	2.3%	0.0%	1.9%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

**What temperature is your thermostat set to on a typical winter weekday afternoon? \* State**

		State		Total
		Ohio	Kentucky	
Less than 67 degrees	Count	13	4	17
	% within State	9.9%	13.3%	10.6%
67-70 degrees	Count	58	18	76
	% within State	44.3%	60.0%	47.2%
71-73 degrees	Count	31	5	36
	% within State	23.7%	16.7%	22.4%
What temperature is your thermostat set to on a typical winter weekday afternoon? 74-77 degrees	Count	15	2	17
	% within State	11.5%	6.7%	10.6%
78 degrees or higher	Count	5	1	6
	% within State	3.8%	3.3%	3.7%
DK/NS	Count	8	0	8
	% within State	6.1%	0.0%	5.0%
Missing	Count	1	0	1
	% within State	0.8%	0.0%	0.6%
Total	Count	131	30	161
	% within State	100.0%	100.0%	100.0%

**Do You Have a swimming pool, hot-tub or spa? \* State**

		State		Total
		Ohio	Kentucky	
Yes	Count	20	4	24
	% within State	15.3%	13.3%	14.9%
Do You Have a swimming pool, hot-tub or spa? No	Count	110	26	136
	% within State	84.0%	86.7%	84.5%
Missing	Count	1	0	1
	% within State	0.8%	0.0%	0.6%
Total	Count	131	30	161
	% within State	100.0%	100.0%	100.0%

**Would a two-degree increase in the summer afternoon temperature in your home affect your comfort \* State**

			State		Total
			Ohio	Kentucky	
Would a two-degree increase in the summer afternoon temperature in your home affect your comfort	Not at all	Count	44	11	55
		% within State	33.6%	36.7%	34.2%
	Slightly	Count	34	10	44
		% within State	26.0%	33.3%	27.3%
	Moderately, or	Count	34	5	39
		% within State	26.0%	16.7%	24.2%
	Greatly	Count	18	4	22
		% within State	13.7%	13.3%	13.7%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

How many people live in this home? \* State

			State		Total
			Ohio	Kentucky	
1	Count		29	5	34
	% within State		22.1%	16.7%	21.1%
2	Count		46	15	61
	% within State		35.1%	50.0%	37.9%
3	Count		23	3	26
	% within State		17.6%	10.0%	16.1%
4	Count		16	4	20
	% within State		12.2%	13.3%	12.4%
How many people live in this home? 5	Count		10	1	11
	% within State		7.6%	3.3%	6.8%
6	Count		5	1	6
	% within State		3.8%	3.3%	3.7%
7	Count		1	0	1
	% within State		0.8%	0.0%	0.6%
Prefer not to answer	Count		0	1	1
	% within State		0.0%	3.3%	0.6%
Missing	Count		1	0	1
	% within State		0.8%	0.0%	0.6%
Total	Count		131	30	161
	% within State		100.0%	100.0%	100.0%



How many of them are teenagers? \* State

			State		Total
			Ohio	Kentucky	
How many of them are teenagers?	0	Count	105	26	131
		% within State	80.2%	86.7%	81.4%
	1	Count	14	1	15
		% within State	10.7%	3.3%	9.3%
	2	Count	7	1	8
		% within State	5.3%	3.3%	5.0%
	3	Count	4	0	4
		% within State	3.1%	0.0%	2.5%
	4	Count	0	1	1
		% within State	0.0%	3.3%	0.6%
	Prefer not to answer	Count	0	1	1
		% within State	0.0%	3.3%	0.6%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

How many persons are usually home on a weekday afternoon? \* State

			State		Total
			Ohio	Kentucky	
0	Count		17	0	17
	% within State		13.0%	0.0%	10.6%
1	Count		47	9	56
	% within State		35.9%	30.0%	34.8%
2	Count		44	12	56
	% within State		33.6%	40.0%	34.8%
3	Count		14	2	16
	% within State		10.7%	6.7%	19.9%
4	Count		5	2	7
	% within State		3.8%	6.7%	4.3%
5	Count		1	2	3
	% within State		0.8%	6.7%	1.9%
7	Count		1	0	1
	% within State		0.8%	0.0%	0.6%
Prefer not to answer	Count		1	3	4
	% within State		0.8%	10.0%	2.5%
Missing	Count		1	0	1
	% within State		0.8%	0.0%	0.6%
Total	Count		131	30	161
	% within State		100.0%	100.0%	100.0%

**Are you planning on making any large purchases to improve energy efficiency in the next 3 years? \* State**

			State		Total
			Ohio	Kentucky	
Are you planning on making any large purchases to improve energy efficiency in the next 3 years?	Yes	Count	29	8	37
		% within State	22.1%	26.7%	23.0%
	No	Count	90	20	110
		% within State	68.7%	66.7%	68.3%
	DK/NS	Count	11	2	13
		% within State	8.4%	6.7%	8.1%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

**What is your age group? \* State**

			State		Total
			Ohio	Kentucky	
What is your age group?	18-34	Count	9	1	10
		% within State	6.9%	3.3%	6.2%
	35-49	Count	23	5	28
		% within State	17.6%	16.7%	17.4%
	50-59	Count	32	7	39
		% within State	24.4%	23.3%	24.2%
	60-64	Count	12	4	16
		% within State	9.2%	13.3%	9.9%
	65-74	Count	19	3	22
		% within State	14.5%	10.0%	13.7%
	Over 74	Count	32	10	42
		% within State	24.4%	33.3%	26.1%
	Prefer not to answer	Count	3	0	3
		% within State	2.3%	0.0%	1.9%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
Total	Count	131	30	161	

	% within State	100.0%	100.0%	100.0%
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Please indicate your annual household income \* State

			State		Total
			Ohio	Kentucky	
Please indicate your annual household income	Under \$15,000	Count	4	1	5
		% within State	3.1%	3.3%	3.1%
	\$15,000-\$29,999	Count	14	3	17
		% within State	10.7%	10.0%	10.6%
	\$30,000-\$49,999	Count	12	6	18
		% within State	9.2%	20.0%	11.2%
	\$50,000-\$74,999	Count	22	2	24
		% within State	16.8%	6.7%	14.9%
	\$75,000-\$100,000	Count	13	2	15
		% within State	9.9%	6.7%	9.3%
	Over \$100,000	Count	13	3	16
		% within State	9.9%	10.0%	9.9%
	Prefer Not to Answer	Count	52	13	65
		% within State	39.7%	43.3%	40.4%
	Missing	Count	1	0	1
		% within State	0.8%	0.0%	0.6%
	Total	Count	131	30	161
		% within State	100.0%	100.0%	100.0%

## Appendix J: Ohio Participants' Reasons for Program Satisfaction Ratings

Survey respondents in Ohio were asked to rate their satisfaction with the Appliance Recycling Program on a five-point Likert scale; the distribution of responses to this question can be found in Figure 15. After giving their satisfaction rating for the program, respondents were then asked why they gave the rating they did. These verbatim responses are categorized and listed below.

One hundred and twenty-five Ohio customers (95.4% of 131) rated their overall satisfaction with the program as "very satisfied":

### Recycled one refrigerator (N=60)

- *Because it was really convenient, pretty much hassle-free, and I haven't thought about it since I cashed the check. It was very easy.*
- *Because of the safety and the reputation of the company; I wouldn't have let somebody in that I didn't know anything about. I'm a widow and I live alone in my home. I don't let just anybody in. I knew I'd be safe with Duke. I've been dealing with them for many years now.*
- *It was easy and hassle-free.*
- *Everything was so efficient: 'bang-bang-bang,' just like they said it would happen.*
- *Everything went as promised. It is a very generous service to provide.*
- *I am happy that someone would take care of taking my refrigerator away.*
- *I actually got money and didn't have to pay.*
- *I got paid when they did all the labor.*
- *I like the idea that they're recycling, reusing parts where possible. I got an incentive out of it, and they came and took it away.*
- *I like the whole process; it was easy. The crew came on the scheduled date and time, they answered all the questions I had, they were efficient and weren't here long. I also like the recycling aspect as well. Americans just throw away too many things.*
- *I really liked the convenience and the idea of it. And, the whole recycling thing I liked.*
- *I think it's really important that Duke Energy is recycling these appliances and it's a great service to provide for the community. I don't know of anybody else providing this service.*
- *I was amazed at how quickly they got it. It was efficient.*
- *I was just glad to get rid of it. It saved me the problem of trying to get rid of it.*
- *I was very satisfied because everything went as described, there were no problems, it was convenient, and the collection team arrived on time and was quite pleasant.*
- *I was very satisfied because everything went quite smoothly with no delays.*
- *I was very satisfied because I didn't have to exert much effort, the program offered a monetary incentive, picked up the unit, and recycled it properly.*
- *I was very satisfied because I enjoyed getting an incentive check for recycling an inefficient refrigerator.*
- *I was very satisfied because I felt comfortable knowing the collection team was working on behalf of Duke and that the appliance would be recycled properly.*

- *I was very satisfied because I was happy to get rid of the refrigerator at no cost.*
- *I was very satisfied because it was an easy way to get rid of the appliance.*
- *I was very satisfied because it was easy to participate, and they paid me for the appliance.*
- *I was very satisfied because it's a good program. I appreciated receiving a check for recycling a useless old appliance.*
- *I was very satisfied because of the convenience and ease of participation.*
- *I was very satisfied because of the convenience of participation. A lady who works for my auto mechanic signed me up and everything went very smoothly.*
- *I was very satisfied because of the convenience of the program.*
- *I was very satisfied because of the convenience of the program, but I would have liked more information about what happens to the recycled appliances.*
- *I was very satisfied because of the convenience of the service, which took care of something that needed to be done. I also appreciated the monetary incentive.*
- *I was very satisfied because of the ease of participation and the monetary incentive.*
- *I was very satisfied because of the ease of participation and the professionalism of the collection crew, though they could have picked up the units a bit sooner and offered a slightly higher monetary incentive.*
- *I was very satisfied because taking old inefficient refrigerators out of service is a 'win-win' for everyone involved.*
- *I was very satisfied because the collection team picked up the appliance on time and I received a check. Everything went smoothly and as promised.*
- *I was very satisfied because the entire process went so smoothly.*
- *I was very satisfied because the entire process went so well.*
- *I was very satisfied because the program did everything it said it would.*
- *I was very satisfied because the program paid us to recycle an appliance, though we disliked having to call twice and wait around all day for the collection team that never arrived, due to the customer service representative neglecting to properly process our first pick-up appointment.*
- *I was very satisfied because the program was convenient.*
- *I was very satisfied because the program was so convenient.*
- *I was very satisfied because the whole process was so easy. The crew came and got the refrigerator and were gone in like five minutes.*
- *I was very satisfied because we properly recycled an old appliance and the collection team was very professional.*
- *I was very satisfied, but wish they would have informed their customers as to who won the contest for recycling the oldest refrigerator.*
- *I was very satisfied with the monetary incentive I received for getting rid of my old appliance.*
- *It was all very positive. It was getting recycled, I got money for it, and I didn't have to do anything with it.*
- *It was an easy process. Nothing to it really.*
- *It was easy to do and they gave me money for the refrigerator.*
- *It was easy, simple, convenient, and I got cash back.*
- *It was extremely convenient and easy for me. They made it real easy for me.*

- *It was helpful.*
- *It was very convenient, easy to schedule, and we received a rebate check; it's a nice incentive.*
- *It was very easy.*
- *It went smoothly. We didn't have to keep calling people. It was reliable. We got money for it.*
- *I just called up and everything was set up on the first call. I didn't have to go out of my way to get everything done and it all went smoothly.*
- *I just needed to get rid of the refrigerator, so I gave the money back to the company.*
- *The ease of everything and the convenience; it was like clockwork.*
- *The entire experience was just fine from the phone call to the scheduling. Everything was as I expected it to be.*
- *The money; I got rid of it and I got money for it.*
- *The person I made the appointment with, and the people who came to pick up the refrigerator, were friendly and efficient. The program worked as advertised.*
- *They came when they said they were coming and we got the money. It all worked like clockwork.*
- *They gave me a call beforehand and came on time. They did what they said they would. Reliable.*
- *We need to recycle as much as we can.*
- (N=2)

**Recycled one freezer (N=53)**

- *I liked everything about the service. The people were friendly and it was effortless.*
- *I was very satisfied with everything about the program.*
- *This program recycles people's freezers and also gives them some money.*
- *They make it so easy for you; it's a no-brainer as far as I was concerned.*
- *Duke Energy is a reputable company to take charge of recycling these old inefficient appliances. I also liked the cash rebate incentive.*
- *Everything about the program was easy and the people were very friendly. When I tried recycling our dehumidifier through another organization there were a few problems.*
- *Everything came together like they said it would, from the signing up for the program to the pick-up day and getting the check in the mail, all elements were followed through perfectly. I especially liked that there was absolutely no inconvenience to me.*
- *Everything included in the program was done right. The pickup team were here on time, and I liked the cash incentive.*
- *Everything was easy to do and I felt good about recycling the freezer. The website was easy to use and I liked that people kept in touch. They made one call to confirm the appointment, one call the night before, and one call around the collection time to let us know that they were running 'late', which was just towards the end of the block of time they gave us, so not really late at all.*
- *Everything was fast and efficient. There were no problems.*
- *Everything was very efficient. The guys who came and picked up the freezer were nice guys and they got the freezer out very quickly.*
- *Everything worked exactly as planned.*

- *Everything worked out fine. It came at the right time for somebody to remove it and everything worked out fine.*
- *Everything worked out perfectly. The call was easy and then they came and took the freezer and I got a check for it.*
- *I got something for nothing.*
- *I had no problems with the program. I had tried to donate the freezer to Goodwill and St. Vincent De Paul and they wouldn't take it.*
- *I just liked the fact that Duke Energy offers this program to get rid of these old freezers properly, in an earth-responsible method. I also like that they sent a pick-up team to my house and picked up the freezer for me at no cost and then they even gave me some money for it.*
- *I like that Duke is willing to take the initiative to help their customers figure out best way to dispose of their old appliances. I like how this program saves energy and helps the community.*
- *I like that the appliances are a being recycled. It was great to have such nice people come and get the freezer so quickly.*
- *I like that the appliances are being mostly recycled instead of going to some landfill. I liked that they came and got my freezer and gave me \$30 for it. I probably would have needed to spend that much or more to get someone to come and take it away.*
- *I liked getting paid for doing almost nothing, and I got the freezer removed from the house.*
- *I liked that it was such an easy program to participate in. I would recommend the program to others.*
- *I liked the convenience of it: that you were willing to pick it up, that it was responsibly recycled, they worked with my schedule to pick it up, and the guys who picked it up were very accommodating.*
- *I really didn't know what else to do with the freezer. The collection team was very nice and it was difficult for them to get the freezer out of the basement so I really appreciated their help.*
- *I think it was done quite efficiently.*
- *I thought it was easy using the online sign up with scheduling for the pick-up. I thought that the \$30 dollar incentive was another big factor that made this a great program. The pick-up team was very good too, they were fast and courteous.*
- *I was just happy to get rid of the freezer. It had been taking up space in the basement unplugged for a while. I'm looking into moving into a smaller house so I would have eventually had to get rid of it somehow and I really didn't know what I was going to do about it.*
- *I was paid to let someone remove the freezer we weren't using.*
- *I would recommend it to anybody. I like Duke Energy; this was a great program for people like me, who are older, and need help with removing appliances.*
- *It fulfilled everything I was looking for.*
- *It is just a good program because it gets people to get rid of their old inefficient appliances instead of passing them on to other people.*
- *It was easy.*



- *It was easy for me to have my freezer taken away, all I had to do was call to make the appointment and Duke took care of the rest. I really liked that the pick-up was free and I received an incentive for the freezer on top of the free pick-up. I have no complaints about the program at all.*
- *It was easy to do. I just called and someone came to get the freezer, and they gave me money for the freezer that I wasn't even using anymore.*
- *It was fairly easy to schedule, we got paid for doing it, I didn't have to hire a truck, it saved me money, and was fairly simple.*
- *It was such a good experience. It wasn't a problem. It was all done exactly the way they said it would be done, which made this a very good experience.*
- *It's a good program because it helped me get the big old freezer out of the house easily. I would have let them come and take the freezer away for free.*
- *It's a great program because it gets people like us to get rid of something that we aren't using or don't need to be using. The convenience of someone coming to the house really helped us decide to get rid of the freezer that was just sitting in the garage taking up space.*
- *Overall, the service was great.*
- *That someone came out to the house to pick up the freezer. I hadn't been using it and have been storing blankets in it for the last five years.*
- *The convenience of the home pick-up.*
- *The convenience of the home pick-up, and recycling the freezer was good for the environment.*
- *The drivers were exceptional and I was very happy to get rid of something that we weren't using.*
- *The entire program is a 'win-win': it's very easy to participate, and I really did not have to do anything. Also, to add an incentive along with free pick-up, that was great. I thought it was all awesome.*
- *The entire program was very convenient.*
- *The entire program was very easy for me. I had to do no work as far as paperwork or moving the freezer or any of my other furniture. The pick-up team did a nice job. I'm also very satisfied because I got a check for my old freezer.*
- *The entire program was very easy to take advantage of. I like that it was free to have the freezer taken away.*
- *The program did what it was supposed to do. Someone came out and picked up the freezer to be recycled.*
- *The program saved me money. I didn't have to pay someone to help me get rid of the freezer.*
- *They took care of it in good time and called ahead before the collection team arrived. There were no problems at any time.*
- *I am very, very satisfied. Now I know about this service and know that I will be able to use it in the future. I would recommend this program to other people.*
- *We recycle as much as we can and we think that's the way to go. Don't just dump it someplace.*

- *We tried to give the freezer away to friends and family, but no one was interested in it, so we weren't really sure what to do with it until we got the insert in our bill. I was happy to have somewhere to get rid of the freezer, and they even came to get it.*

**Recycled multiple units (N=12)**

- *Because the program was so effortless on our part and we got rid of these old, crappy appliances that came with our house. We brought our own and didn't need them.*
- *Everything went well with the program. Everyone was nice and the guys had both freezers out of the basement in about 15 minutes.*
- *I am very satisfied with this program because I did not have to move either of the appliances at all. The pick-up team did a very good job. I also liked the convenience of signing up and scheduling for the appliance pick-up online. The cash incentive was an extra perk as well.*
- *I had no problems doing it.*
- *I thought that it was a good program.*
- *I was very satisfied because it was convenient, they gave us a payment, and everything went exactly as it was described.*
- *I was very satisfied because it's a great service that helped me get rid of appliances I wasn't using.*
- *I was very satisfied because of the ease of participation and the monetary incentive.*
- *I was very satisfied because recycling the appliances is a good idea. Getting rid of the appliances has saved on energy costs. Also, participating in the program precluded me from having to put the units out curbside for pick up.*
- *It's a great program that we were able to do twice. Once to get rid of an old refrigerator that we didn't use and once to get rid of the house's main refrigerator when it stopped working well. The guys who came to get them were nice even though they had some trouble getting the appliances out.*
- *The program recycled the appliances and gave me money. Everything was so easy, setting up the appointment and then having someone do all the heavy lifting.*
- *When I called, it was simple, they set up a date, they called and confirmed it, and they came when I could be home. I was very satisfied.*

Six Ohio customers (4.6% of 131) rated their overall satisfaction with the program as “satisfied”:

**Recycled one refrigerator (N=4)**

- *I was excited to get rid of the refrigerator so easily because I knew that getting it out of the house was going to be hard work and expensive.*
- *I was somewhat satisfied because it was nice to get rid of the inefficient refrigerator, but other appliance recycling programs offer more monetary incentive.*
- *I was somewhat satisfied because of the small amount of money they offered.*
- *I was somewhat satisfied because three weeks was a long time to wait for pick up.*

**Recycled one freezer (N=1)**

- *It was just something that I needed to do. I needed to clean out the space and I knew about the program for a long time. I did it so someone else could use the freezer or sell it off for parts.*

**Recycled multiple units (N=1)**

- *It was good to get the freezers picked up.*

### Appendix K: Regression Table

Unit	Slope	Intercept	Raw Savings	Weather Normalized Savings	Change
1	0.0017	2.3086		876	-10
2	0.0248	-1.0486		278	0
3	0.0223	1.1387		850	-120
4	0.2588	-13.3680		824	-1132
5	-0.0703	9.2774		2019	+479
6	-0.0027	4.1082		1561	+135
7	0.0163	-0.4211		260	0
8	0.0084	4.3236		1741	-53
9	-0.0195	3.5321		909	+141
10	0.0173	0.2077		444	-80
11	-0.0491	6.2254		1422	+457
12	0.2033	-10.8524		576	-777
13	-0.0059	1.7441		564	+83
14	0.0326	-0.6218		410	-179
15	0.0074	0.2581		278	0
16	0.0003	1.7197		634	-4
17	-0.0027	2.2385		824	+75
18	0.0021	0.2067		128	0
19	-0.0049	1.2289		353	+12
20	-0.0080	5.7009		2077	+207
21	0.0007	3.9239		1445	+14
22	-0.0075	7.3815		2549	+43
23	0.0676	-1.9489		627	-374
24	0.0036	2.0887		899	+41
25	0.0405	-0.8755		475	-213
26	0.0485	-1.1351		539	-294
27	0.0023	3.1540		1290	+83
28	0.0097	0.0590		260	0
29	-0.0225	4.6077		1243	+154
30	0.0015	1.4762		612	+36
31	-0.0073	3.3718		1175	+132
32	0.1230	-4.0926		969	-787

### Appendix L: DSMore Table

Technology ↓	Impacts →	Product code	State	EM&V gross savings (kWh/unit)	EM&V gross kW (coincident peak/unit)	EM&V gross kW (non-coincident peak/unit)	Unit of measure	Combined spillover less freeridership adjustment	EM&V net savings (kWh/unit)	EM&V net kW (coincident peak/unit)	EM&V net kW (non-coincident peak/unit)	EM&V load shape (yes/no)	EUL (whole number)
Refrigerator			OH & KY	485	0.0516	0.0516	refrigerator	14.6%	414	0.0441	0.0441	no	5
Freezer			OH & KY	665	0.0872	0.0872	freezer	46.3%	357	0.0468	0.0468	no	5
<b>Program wide</b>				<b>528</b>	<b>0.0601</b>	<b>0.0601</b>		<b>22.2%</b>	<b>411</b>	<b>0.0468</b>	<b>0.0468</b>		<b>5</b>