

4. What was the main reason you choose to participate in the Residential Neighborhood Program?*

(do not read list, check one response)

- To save money on utility bills
- To save energy in my home
- To help the environment / "green" reasons
- Friends/neighbors/family encouraged me
- To obtain weatherization services or home repairs
- To make home more comfortable
- For the education and information provided
- For the home energy assessment / audit
- For the energy efficiency measures
- Past experience with another energy efficiency program

Specify program and sponsor: _____ *

- Because it was free
- Because it was from Duke Energy
- Other: _____ *
- DK/NS

4a. Were there any other reasons you chose to participate in this program?*

Repeat up to three times or until 'no other reasons' response.

- No other reason
- To save money on utility bills
- To save energy in my home
- To help the environment / "green" reasons
- Friends/neighbors/family encouraged me
- To obtain weatherization services or home repairs
- To make home more comfortable
- For the education and information provided
- For the home energy assessment / audit
- For the energy efficiency measures
- Past experience with another energy efficiency program

Specify program and sponsor: _____ *

- Because it was free
- Because it was from Duke Energy
- Other: _____ *
- DK/NS

5. We are interested in learning what people understood about how the program operated. Please describe what you understood was required of you as a participant in the program and what you would receive in return for your participation.*
(probe for details and fill in responses below)

Details on Energy Efficiency Items Installed: Only ask questions about the measures that were installed in the respondent's home (see page 1 of survey).

Now I'd like to talk about the energy efficiency items that you received for participating in this program.

CFLs

17. I'd like to talk about the compact fluorescent light bulbs, also called CFLs, which you received from this program. Our records indicate that you received [question("value"), id="556"] 13-watt CFLs and [question("value"), id="557"] 18-watt CFLs, is this correct?*

- Yes
- No
- DK/NS

*if no, ask
 enter zero "0" for DK/NS, but try to get at least a minimum number.**

	number
17a. How many 13-watt CFLs did you receive?	<hr/> <hr/>
17a. How many 18-watt CFLs did you receive?	<hr/> <hr/>

18. Next I am going to read six statements. Please tell me which best describes the installation of the CFL light bulbs that were provided to you by this program*
(READ BOLDFACE RESPONSES)

- Did not receive any CFLs
- The auditor installed all of the bulbs and did not leave any extras.**
- The auditor installed some of the bulbs and left some more bulbs, which I installed myself.**
- The auditor installed some of the bulbs and left some extras, which have not been installed.**
- The auditor gave me bulbs and I installed all of them myself.**
- The auditor gave me bulbs and I installed some of them myself, and also have some left over.**
- The auditor gave me bulbs and I have not installed any of them yet.**
- DK/NS

If participant did not receive CFLs, skip to next measure.

If uninstalled CFLs remain, ask q19 and subsequent questions about uninstalled bulbs.

19a. How many 13-watt CFLs do you have which have not been installed yet?*

- 0
- 1 or more *Specify number:* : _____ *
- DK/NS

19b. How many 18-watt CFLs do you have which have not been installed yet?*

- 0
- 1 or more *Specify number:* : _____ *
- DK/NS

Continue with Q20a-Q20g only if they have one or more spare bulbs in q19a or Q19b; otherwise skip ahead to Q21.

20a. What have you done with the remaining CFLs that were not installed?*

(check all that apply)

- Put them in storage / closet / shelf
- Gave them away
- Threw them out / Recycled them
- Other *specify what was done and to how many bulbs:* _____ *
- DK/NS

*If "Gave them away", ask Q20b-c.**

20b. You said you gave away some of the bulbs. To whom did you give them?:

20c. How many did you give away?:

If "threw out / recycled", ask:

20d. How many bulbs did you throw away or recycle?*

If "put them in storage", ask:

20e. How many bulbs that you received from this program do you currently have stored for future use?*

20f. Do you plan on eventually installing and using all of the free CFLs that you were provided through this program?*

- Yes
- No
- Maybe
- DK/NS

If "yes", skip ahead to q20i

If "no" to Q20f, ask Q20g and then SKIP AHEAD TO Q21:

20g. Why not?*

If "maybe" or "DK/NS" to Q20f, ask:

20h. Why are you not sure you will use them all?*

If "Yes, maybe or DKNS" in Q20f

20i. How long do you think it will be before you will have installed all of the free bulbs you received from the Duke Energy program?*

- 1 year or less
- 13 to 24 months (2 years)
- 25 to 36 months (3 years)
- 37 to 48 months (4 years)
- 49 to 60 months (5 years)
- More than 5 years

- Never
 DK/NS

q21. 1st Installed Bulb⁴⁴

INTERVIEWER: record answers for up to three CFLs installed by the program; if they installed fewer than three CFLs, ask about one or two bulbs as appropriate.

Now I'm going to ask you about three of the bulbs you put into light fixtures...

1st Installed Bulb - 18 watt

21. For the first CFL, please tell me about one of the 18-watt bulbs that was installed; that is, the brighter, higher-wattage bulbs that were installed. In which room was this bulb installed?*

- Living/family room
 Dining room
 Kitchen
 Master bedroom
 Bedroom 2
 Bedroom 3 or other bedroom
 Hall
 Closet
 Basement
 Garage
 Bathroom
 Other: _____ *

21a. Are you sure this bulb that was installed by the Residential Neighborhood Program was an 18-watt bulb?*

- Yes, it is an 18-watt bulb
 No, it is a 13-watt bulb
 DK/NS

If "No, it is a 13-watt bulb ", ask them to pick an 18-watt bulb and go back to Q21; if they cannot, then check "No, it is a 13-watt bulb" and continue

If "DK/NS (don't know/not sure)", ask them if there are any installed bulbs that they know for sure are 18-watt bulbs and go back to Q21; if they cannot, then check "DK/NS" and continue.

⁴⁴ Two repetitive survey sections are not shown in this appendix; the versions of Q21 through Q23 shown here are for customers who received both 13-watt and 18-watt CFLs. For computer-assisted survey programming purposes, there are alternate versions of these same questions which are asked for customers who received only one wattage of bulb (a series for 13-watt bulbs and a series for 18-watt bulbs). These alternate versions of the questions are identical to the versions shown in this appendix except for the wattages of bulbs mentioned (customers who only received 13-watt bulbs are not asked about 18-watt bulbs and vice versa).

21b. Was the bulb that was previously installed in this fixture or lamp a standard bulb or a CFL?*

- Standard Incandescent
- CFL
- Other: _____ *
- There was no bulb in the socket
- DK/NS

21c. How many watts was the old bulb that was removed?*

- Less than 44
- 45-70
- 71-99
- 100 or more
- DK/NS

21d. What happened to the old bulb that was removed?*

- Recycled It
- Threw it away
- Stored it
- Auditor took it with them
- Other: _____ *
- DK/NS

21e. On average, approximately how many hours per day is this light used?*

- Less than 1
- 1 to 2
- 3 to 4
- 5 to 10
- 11 to 12
- 13 to 24
- DK/NS

21f. Did the hours of use for this fixture increase, decrease or stay the same since the old bulb was replaced with the CFL?*

- Increased
- Decreased
- Stayed the same
- DK/NS

If Increased ask

21g. How many hours per day more?*

If decreased, ask

21h. How many hours per day less?*

2nd Installed Bulb - 13 watt

22. Please tell me about one of the 13-watt bulbs that was installed; that is, the less-bright, lower-wattage bulbs that were installed. In which room was this bulb installed?*

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Bedroom 2
- Bedroom 3 or other bedroom
- Hall
- Closet
- Basement
- Garage
- Bathroom
- Other: _____ *

22a. Are you sure this bulb that was installed by the Residential Neighborhood Program was an 13-watt bulb?*

- Yes, it is an 13-watt bulb
- No, it is a 18-watt bulb
- DK/NS

If "No, it is an 18-watt bulb", ask them to pick a 13-watt bulb and go back to Q22; if they cannot, then check "No, it is an 18-watt bulb" and continue.

If "DK/NS", ask them if there are any installed bulbs that they know for sure are 13-watt bulbs and go back to Q22; if they cannot, then check "DK/NS" and continue.

22b. Was the bulb that was previously installed in this fixture or lamp a standard bulb or a CFL?*

- Standard Incandescent
- CFL
- Other: _____ *
- There was no bulb in the socket
- DK/NS

22c. How many watts was the old bulb that was removed?*

- Less than 44
- 45-70
- 71-99
- 100 or more
- DK/NS

22d. What happened to the old bulb that was removed?*

- Recycled It
- Threw it away
- Stored it
- Auditor took it with them
- Other: _____ *
- DK/NS

22e. On average, approximately how many hours per day is this light used?*

- Less than 1
- 1 to 2
- 3 to 4
- 5 to 10
- 11 to 12
- 13 to 24
- DK/NS

22f. Did the hours of use for this fixture increase, decrease or stay the same since the old bulb was replaced with the CFL?*

- Increased
- Decreased
- Stayed the same
- DK/NS

If Increased ask

22g. How many hours per day more?*

If decreased, ask

22h. How many hours per day less?*

3rd Installed Bulb - either 18-watt or 13-watt

Note: let customer choose which bulb to discuss, depending upon what they received.

23. For the third CFL, please choose either a 13-watt or 18-watt bulb that was installed in your home. In which room was this bulb installed?*

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Bedroom 2
- Bedroom 3 or other bedroom
- Hall

- Closet
- Basement
- Garage
- Bathroom
- Other: _____ *

23a. Was this bulb that was installed one of the 13 watt bulbs or one of the 18 watt bulbs?*

- 13 watt
- 18 watt
- DK/NS

If "DK/NS", ask them if they can choose another bulb where they do know the wattage and go back to Q23; if they cannot identify the wattage of any other bulbs, check "DK/NS" and continue.

23b. Was the bulb that was previously installed in this fixture or lamp a standard bulb or a CFL?*

- Standard Incandescent
- CFL
- Other: _____ *
- There was no bulb in the socket
- DK/NS

23c. How many watts was the old bulb that was removed?*

- Less than 44
- 45-70
- 71-99
- 100 or more
- DK/NS

23d. What happened to the old bulb that was removed?*

- Recycled It
- Threw it away
- Stored it
- Auditor took it with them
- Other: _____ *
- DK/NS

23e. On average, approximately how many hours per day is this light used?*

- Less than 1
- 1 to 2
- 3 to 4
- 5 to 10
- 11 to 12
- 13 to 24
- DK/NS

23f. Did the hours of use for this fixture increase, decrease or stay the same since the old bulb was replaced with the CFL?*

- Increased
- Decreased
- Stayed the same
- DK/NS

If Increased ask

23g. How many hours per day more?*

If decreased, ask

23h. How many hours per day less?*

24. How many standard incandescent bulbs do you have in storage to replace bulbs that burn out?*

- None
- One or more (*record number*): _____ *
- DK/NS

If they have one or more incandescent bulbs in storage in Q24, ask Q24a:

24a. If one of the free CFLs that was installed through the Residential Neighborhood Program burns out, will you replace it with an incandescent bulb, another CFL, or some other type of bulb?*

(check all that apply)

- CFL
- Incandescent bulb
- Halogen
- LED
- It depends on which socket burns out (or other factors)
- DK/NS

If "It depends on which socket burns out (or other factors)", ask:

24b. Why do you say that?*

25. Have you removed any of the CFLs that were installed through the Residential Neighborhood Program?*

- Yes

- No
- DK/NS

If Yes to q25, ask 25a, 25b and 25c

25a. How many?*

25b. Why did you remove them?*

(Select all that apply)

- Not bright enough
- Did not like the color of the light
- The light was too bright
- Too slow to start
- Burned out
- Not working properly
- Did not like appearance/shape of the bulbs
- Other specify : _____ *

25c. What are the wattages of the bulbs you removed?*

(Enter the number of bulbs disposed for each wattage – the total number of bulbs should match Q25a)

- # of 13-watt bulbs: _____
- # of 18-watt bulbs: _____
- # of DK/NS bulbs: _____

26. On a scale of 1 to 10 with 1 being very dissatisfied and 10 being very satisfied, please rate your satisfaction with the free CFLs bulbs you received.*

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

If 7 or less

26a. Why were you less than satisfied with the CFLs?*

Q27 bulb descriptions if needed:

Incandescent bulbs are the most common type of light bulb. It features a screw-base and is known for providing bright, warm light instantly.

Halogen light bulbs are similar to incandescent bulbs, but are known to be more energy-efficient than standard incandescent bulbs; they tend to be used in indoor and outdoor flood lighting, indoor recessed lighting, tracked lighting, and in floor and desk lamps.

CFLs, also known as compact fluorescent light bulbs, are energy-saving light bulbs that have a “twisty” shape, like a soft-serve ice cream cone.

LEDs, also known as “light-emitting diodes”, are a type of lighting that uses multiple tiny bulbs, or diodes, that are wired together on one lamp.

27. Currently, there are a number of types of light bulbs available for purchase in the market, like CFL bulbs, Halogen bulbs, standard incandescent bulbs, and LED bulbs among others. Thinking about the next ten light bulbs you will purchase, how many will be...*

Interviewer: read descriptions of the types of bulb if respondents seem unclear on anything about them.

Total MUST equal 10. use DK/NS to balance total if needed

- _____ Standard incandescent light bulbs
- _____ Halogen light bulbs
- _____ CFL light bulbs
- _____ LED light bulbs
- _____ “Other” bulb types
- _____ DK/NS

27a. if “other” is more than Zero, specify what “other” type(s) of bulb.

28. Did you have any CFLs installed in your home before receiving CFL bulbs from the Residential Neighborhood Program?*

- Yes
- No
- DK/NS

If yes to Q28, ask Q28a to Q28c:

28a. How many?*

28b. Where did you get the CFLs you were using in your home before receiving the bulbs from the Residential Neighborhood Program?*

(Do not read list, check all that apply)

- Assistance office (CAP Agency, Energy Assistance Program)
- Another Duke Energy program *Ask: What program?:*

_____ *

A program from a company other than Duke Energy *Ask: What program?:*

_____ *

Purchased at a store *Ask: What store?:*

_____ *

Some other way *Ask: What way?:*

[] DK/NS

28c. How many years have you been using CFLs?*

- Never used until recently (first time user)
- 1 year or less (but not first time)
- 1 to 2 years
- 2 to 3 years
- 3 to 4 years
- 4 or more years
- Other *specify*: _____ *
- DK/NS

28d. Do you currently have any CFL bulbs in storage to replace bulbs that burn out?*

- None
- One or more *record number*: _____ *
- DK/NS

28e. How many of these spare CFL bulbs that you currently have in storage are CFLs that you received from the Residential Neighborhood Program? Please include any spare bulbs the auditor left behind, and any bulbs installed by you or the auditor that may have been removed.*

- None
- One or more *record number*: _____ *
- DK/NS

29a. Were you planning on buying CFLs for your home before you received light bulbs from the Residential Neighborhood Program?*

- Yes
- No
- Maybe
- DK/NS
- No, already have them installed in all available sockets

29b. Have you purchased any additional CFLs since receiving some from the Residential Neighborhood Program?*

- Yes 29c. How Many?: _____ *
- No
- DK/NS

30. Before you received the free CFLs from the Residential Neighborhood Program, did you have any LED light bulbs installed in your home?*

- Yes
- No
- DK/NS

If yes to Q30, ask Q30a, b, c and d

30a. How many?*

30b. Where did you get the LEDs were you using in your home before receiving CFLs from the Residential Neighborhood Program?*

(Do not read list, check all that apply)

Assistance office (CAP Agency, Energy Assistance Program)

Another Duke Energy program : _____ *

A program from a company other than Duke Energy : _____ *

Purchased at a store : _____ *

Some other way : _____ *

DK/NS

30c. How many years have you been using LEDs?*

Have never used LED light bulbs at all

Never used until recently (first time user)

1 year or less (but not first time)

1 to 2 years

2 to 3 years

3 to 4 years

4 or more years

Other: _____ *

DK/NS

30d. Do you have any LED bulbs in storage to replace bulbs that burn out?*

None

One or more *record number*: _____ *

DK/NS

31. Were you planning on buying LEDs for your home before you received the CFL bulbs from the Residential Neighborhood Program?*

Yes

No

No, already have LEDs installed in all available sockets

Maybe

Don't Know

LFS. Low-flow Showerhead

LFS-1. Did you or the auditor install any low-flow showerheads provided through the program?*

Yes, I installed

Yes, auditor installed

TecMarket Works

Appendices

- No, I received a showerhead, but it has not been installed yet
- No, I did not receive a showerhead
- DK/NS

If "No" or "DK/NS" skip to next measure.

If "yes, I installed"

LFS-1a. Was it easy to install?*

- Yes
- No
- DK/NS

If "no, I received but did not install"

LFS-1b. Do you plan on using this item?*

- Yes
- No
- DK/NS

If "no" or "DK/NS"

LFS-1c. Why not?*

If "yes, I installed" or "yes, auditor installed" in LFS-1, ask LFS-2 to LFS-4:

LFS-2a. How many low-flow showerheads did you receive from the Residential Neighborhood Program?*

- 1
- 2
- 3 or more: _____ *

LFS-2b. Have any of the low-flow showerheads that were installed through the Residential Neighborhood Program since been uninstalled or removed?*

- Yes, one uninstalled
- Yes, two uninstalled
- No, all showerheads are still currently installed
- other: _____ *
- DK/NS

If "yes" to LFS-2b, ask LFS-2c-d:

LFS-2c. Why were the low-flow showerheads removed?*

LFS-2d. Who removed them?*

Interviewer: answer LFS-2e., based on previous responses (# of units installed in 2a, minus units removed in 2b).

This is not a question for participant.

*LFS-2e. Number of low-flow showerheads provided by the program which are currently installed in the home**

- 0
- 1
- 2

If "one" in LFS-2e., ask LFS-3a:

LFS-3a. Typically how many showers per week are taken using this showerhead?*

- 0 to 4
- 5 to 10
- 11 to 15
- 16 to 20
- 21 or more
- DK/NS

If "two" in LFS-2e., ask LFS-3b-c:

LFS-3b. Typically how many showers per week are taken using the showerhead that gets used most often?*

- 0 to 4
- 5 to 10
- 11 to 15
- 16 to 20
- 21 or more
- DK/NS

If "two" in LFS-2e., ask LFS-3b-c:

LFS-3c. And how many showers per week are typically taken using the second showerhead?*

- 0 to 4
- 5 to 10
- 11 to 15
- 16 to 20
- 21 or more
- DK/NS

If "one" in LFS-2e., ask LFS-3d:

LFS-3d. Would you estimate that the amount of water coming out of this showerhead is...*

- Less than it was with the old showerhead
- About the same as with the old showerhead
- More than with the old showerhead

If "two" in LFS-2e., ask LFS-3e-f:

LFS-3e. For the showerhead that gets used most often, would you estimate that the amount of water coming out of this showerhead is...*

- Less than it was with the old showerhead
- About the same as with the old showerhead

More than with the old showerhead

LFS-3f. For the second showerhead, would you estimate that the amount of water coming out of this showerhead is...*

- Less than it was with the old showerhead
- About the same as with the old showerhead
- More than with the old showerhead

Everyone continues with LFS-4:

LFS-4. On a scale from 1-10, with 1 indicating that you were very dissatisfied, and 10 indicating that you were very satisfied, please rate your satisfaction with the low-flow showerhead(s).*

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

If 7 or less in LFS-4, ask LFS-4a:

LFS-4a. Why were you less than satisfied with the low-flow showerhead?*

LFS-4b. Did you have any low-flow showerheads installed in your home before participating in the Residential Neighborhood Program?*

Yes

LFS-4c. How many? : _____ *

No

DK/NS

LFS-4d. Were you planning on buying a new low-flow showerhead for your home before participating in the Residential Neighborhood Program?*

Yes

No

Maybe

DK/NS

No, already have them installed in all showers

LFS-4e. Have you purchased any additional low-flow showerheads since participating in the Residential Neighborhood Program?*

Yes

LFS-4f. How many? : _____ *

No

DK/NS

FA. Faucet Aerators

FA-1. Did you or the auditor install any faucet aerators provided through the program?*

- Yes, I installed
- Yes, auditor installed
- No, I received aerator(s) but they have not been installed yet
- No, I did not receive aerator(s)
- DK/NS

If "No" or "DK/NS", skip to next measure.

If "yes, I installed"

FA-1a. Was it easy to install?*

- Yes
- No
- DK/NS

If "no, I received but did not install"

FA-1b. Do you plan on using this item?*

- Yes
- No
- DK/NS

If "no" or "DK/NS"

FA-1c. Why not?*

If "yes, I installed" or "yes, auditor installed" in FA-1, ask FA-2a, FA-3a and FA-4a (and any applicable follow-up questions), then continue from FA-5:

FA-2a. How many aerators were installed on faucets in your kitchen?*

- 0
- 1
- 2
- 3
- DK/NS

If "one or more" in FA-2a, ask FA-2b-g:

FA-2b. Did the faucets in your kitchen already have aerators on them that had to be removed before installing the aerators provided by the Residential Neighborhood Program?*

- Yes
- No
- DK/NS

If YES in FA-2b and "two" or "three" in FA-2a then ask:

FA-2c. How many old aerators were removed?*

FA-2d. Have any of the kitchen aerators that were installed through the Residential Neighborhood Program since been uninstalled or removed?*

- Yes, one uninstalled
- Yes, two uninstalled
- Yes, three uninstalled
- No, all kitchen aerators are still currently installed
- DK/NS

If "yes" to FA-2d, ask FA-2e-f

FA-2e. Why were the kitchen aerators removed?*

FA-2f. Who removed them?*

FA-2g. Would you estimate that the amount of water coming out of your kitchen faucets with newly-installed aerators is...*

- Less than before installing the aerator
- About the same as before installing the aerator
- More than before installing the aerator
- DK/NS

FA-3a. How many aerators were installed on faucets in your bathroom(s)?*

- 0
- 1
- 2
- 3
- DK/NS

If "one or more" in FA-3a, ask FA-3b-g:

FA-3b. Did the faucets in your bathroom already have aerators on them that had to be removed before installing the aerators provided by the Residential Neighborhood Program?*

- Yes
- No
- DK/NS

If YES to 3b and "two" or "three" in FA-3a then ask:

FA-3c. How many old aerators were removed?

FA-3d. Have any of the bathroom aerators that were installed through the Residential Neighborhood Program since been uninstalled or removed?*

- Yes, one uninstalled
- Yes, two uninstalled
- Yes, three uninstalled
- No, all bathroom aerators are still currently installed
- DK/NS

If "yes" to FA-2d, ask FA-2e-f

FA-3e. Why were the bathroom aerators removed?*

FA-3f. Who removed them?*

FA-3g. Would you estimate that the amount of water coming out of your bathroom faucets with newly-installed aerators is...*

- Less than before installing the aerator
- About the same as before installing the aerator
- More than before installing the aerator
- DK/NS

FA-4a. How many aerators were installed on faucets in your home in places other than the kitchen and bathroom?*

- 0
- 1
- 2
- 3
- DK/NS

If "one or more" in FA-4a, ask FA-4b to h:

FA-4b. In which room(s) was this (were these) aerator(s) installed?*

FA-4c. Did the faucets located in rooms other than bathrooms and the kitchen already have aerators on them that had to be removed before installing the aerators provided by the Residential Neighborhood Program?*

- Yes
- No
- DK/NS

if Yes:

FA-4d. How many old aerators were removed?*

FA-4e. Have any of the aerators that were installed someplace other than a bathroom or kitchen been uninstalled or removed?*

- Yes, one uninstalled
- Yes, two uninstalled
- Yes, three uninstalled
- No, all aerators are still currently installed
- DK/NS

If "yes" to FA-4e, ask FA-4f-g:

FA-4f. Why were the aerators removed?*

FA-4g. Who removed them?*

FA-4h. Would you estimate that the amount of water coming out of these faucets with newly-installed aerators is...*

- Less than before installing the aerator
- About the same as before installing the aerator
- More than before installing the aerator
- DK/NS

FA-5. On a scale from 1-10, with 1 indicating that you were very dissatisfied, and 10 indicating that you were very satisfied, please rate your satisfaction with the faucet aerators.*

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

If 7 or less in LFS-4, ask LFS-4a:

FA-5a. Why were you less than satisfied with the aerator(s)?*

FA-5b. Did you have any faucet aerators installed in your home before you received some from the Residential Neighborhood Program?*

- Yes
- No
- DK/NS

If YES, ask:

FA-5c. How many aerators were in your home, and in which rooms were they located?*

FA-5d. Were you planning on buying any faucet aerators for your home before you received some from the Residential Neighborhood Program?*

- Yes
- No
- Maybe
- DK/NS
- No, already have them installed in all available faucets

FA-5e. Have you purchased any additional faucet aerators since receiving aerators from the Residential Neighborhood Program?*

- Yes
- No
- DK/NS

If YES, ask:

FA-5f. How many?*

FIS. Foam Insulation Spray

FIS-1. Did you or the auditor install any foam insulation spray provided through the program?*

- Yes, I installed
- Yes, auditor installed
- No, I received foam insulation spray but it has not been installed yet
- No, I did not receive foam insulation spray
- DK/NS

If "No, I did not receive" or "DK/NS" skip to next measure.

if "Yes, I installed" in FIS-1, ask FIS-1a

FIS-1a. Was it easy to install?*

- Yes
- No
- DK/NS

If "no, I received but did not install" in FIS-1, ask FIS-1b:

FIS-1b. Do you plan on using the foam insulation spray?*

- Yes
- No
- DK/NS

If "no" or "DK/NS" in FIS-1b, ask FIS-1c:

FIS-1c. Why not?*

If "yes, I installed" or "yes, auditor installed" in FIS-1, ask QFIS-2a-QFIS-3e:

FIS-2a. Where in your home was the foam insulation spray used?*

FIS-2b. Do you know how much foam insulation spray was used?*

Yes *specify:* _____ *

No or DK/NS

FIS-2c. Did the installer from the Residential Neighborhood Program leave you with any extra foam insulation spray that was not installed at the time?*

Yes

No

DK/NS

FIS-2d. Has any of the foam insulation spray provided by the Residential Neighborhood Program been removed from where it was installed?*

Yes

No, all installations are still in place

DK/NS

If "yes" to QFIS-2d, ask QFIS-2e-g:

FIS-2e. How much of the foam insulation spray was removed? Would you say . . .*

All of it,

Most of it,

Some of it, or

Only a small portion?

DK/NS

FIS-2f. Why was the foam insulation spray removed?*

FIS-2g. Who removed it?*

FIS-3. On a scale from 1-10, with 1 indicating that you were very dissatisfied, and 10 indicating that you were very satisfied, please rate your satisfaction with the foam insulation spray.*

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

If 7 or less in QFIS-3, ask QFIS-3a:

FIS-3a. Why were you less than satisfied with the foam insulation spray?*

FIS-3b. Did you have foam insulation spray installed in your home before participating in the Residential Neighborhood Program?*

- Yes
- No
- DK/NS

FIS-3c. Were you planning on buying any foam insulation spray for your home before participating in the Residential Neighborhood Program?*

- Yes
- No
- Maybe
- DK/NS
- No, already installed every place possible

FIS-3d. Have you purchased any additional foam insulation spray since participating in the Residential Neighborhood Program?*

- Yes
- No
- DK/NS

If YES, ask:

FIS-3e. How many cans did you purchase?*

WSD. Vinyl Weather Stripping – Doors

WSD-1. Did you or the auditor install any foam vinyl weather stripping tape, provided through the program, around doors?*

If participant is uncertain about what this is, explain that it is a foam "spongy" peel and stick tape that goes around doors.

- Yes, I installed
- Yes, auditor installed
- No, I received weather stripping tape for doors, but it has not been installed yet

- No, I did not receive weather stripping tape for doors
 DK/NS

If "No, I did not receive" or "DK/NS" skip to next measure.

If "yes, I installed" in WSD-1, ask WSD-1a:

WSD-1a. Was it easy to install?*

- Yes
 No
 DK/NS

If "no, I received but did not install" in WSD-1, ask WSD-1b:

WSD-1b. Do you plan on using this item?*

- Yes
 No
 DK/NS

If "no" or "DK/NS" in WSD-1b, ask WSD-1c:

WSD-1c. Why not?*

If "yes, I installed" or "yes, auditor installed" in WSD-1, ask WSD-2a-WSD-3f:

WSD-2a. How many doors in your home were weather stripped with the foam vinyl tape provided by the Residential Neighborhood Program?*

- One or more *specify number of doors:*
-

- None
 DK/NS

WSD-2b. Has the foam vinyl tape provided by the Residential Neighborhood Program been removed from any of the doors where it was installed?*

- Yes
 No, all installations are still in place
 DK/NS

If "yes" to WSD-2b, ask WSD-2c-e:

WSD-2c. How many doors had the foam vinyl weather stripping tape installed but then removed?*

WSD-2d. Why was the weather stripping tape removed?*

WSD-2e. Who removed it?*

WSD-3. On a scale from 1-10, with 1 indicating that you were very dissatisfied, and 10 indicating that you were very satisfied, please rate your satisfaction with weather stripping tape for doors.*

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

If 7 or less in WSD-3, ask WSD-3a:

WSD-3a. Why were you less than satisfied with the weather stripping tape for doors?*

WSD-3b. Did you have any weather stripping tape installed around doors in your home before you received some from the Residential Neighborhood Program?*

- Yes
 No
 DK/NS

If YES, ask:

WSD-3c. For how many doors?*

WSD-3d. Were you planning on buying any weather stripping tape for your home's doors before you received some from the Residential Neighborhood Program?*

- Yes
 No
 Maybe
 DK/NS
 No, already have tape installed around all available doors

WSD-3e. Have you purchased any additional weather stripping tape for doors since receiving some from the Residential Neighborhood Program?*

- Yes
 No
 DK/NS

If YES, ask:

WSD-3f. For how many doors?*

WW. Vinyl Weather Stripping – HVAC window units

WW-1. Did you or the auditor install any foam vinyl weather stripping tape, provided through the program, around window air conditioning units?*

If participant is uncertain about what this is, explain that it is a foam "spongy" peel and stick tape that goes around their air conditioners.

- Yes, I installed
- Yes, auditor installed
- No, I received weather stripping tape for window A/C but it has not been installed yet
- No, I did not receive weather stripping tape for window A/C
- DK/NS

If "No, I did not receive" or "DK/NS" skip to next measure.

If "yes, I installed" in WW-1, ask WW-1a:

WW-1a. Was it easy to install?*

- Yes
- No
- DK/NS

If "no, I received but did not install" in WW-1, ask WW-1b:

WW-1b. Do you plan on using this item?*

- Yes
- No
- DK/NS

If "no" or "DK/NS" in WW-1b, ask WW-1c:

WW-1c. Why not?*

If "yes, I installed" or "yes, auditor installed" in WW-1, ask WW-2a-WW-3f:

WW-2a. How many windows in your home with A/C units were weather stripped with the foam vinyl tape provided by the Residential Neighborhood Program?*

- One or more, specify number of windows:

-
- None
 - DK/NS

WW-2b. Has the foam vinyl tape provided by the Residential Neighborhood Program been removed from any of the window A/C units where it was installed?*

- Yes
- No, all installations are still in place
- DK/NS

If "yes" to WW-2b, ask WW-2c-e:

WW-2c. How many window A/C units had the foam vinyl weather stripping tape installed but then removed?*

WW-2d. Why was the weather stripping tape removed?*

WW-2e. Who removed it?*

WW-3. On a scale from 1-10, with 1 indicating that you were very dissatisfied, and 10 indicating that you were very satisfied, please rate your satisfaction with the weather stripping tape for window air conditioning units.*

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

If 7 or less in WW-3, ask WW-3a:

WW-3a. Why were you less than satisfied with the weather stripping tape for window air conditioning units?*

WW-3b. Did you have any weather stripping tape installed around windows with A/C units in your home before you received some from the Residential Neighborhood Program?*

- Yes
 No
 DK/NS

If YES, ask:

WW-3c. For how many A/C units?*

WW-3d. Were you planning on buying any weather stripping tape for your home's windows with A/C units before you received some from the Residential Neighborhood Program?*

- Yes
 Maybe
 No
 DK/NS
 No, already have tape installed around all available windows

WW-3e. Have you purchased any additional weather stripping tape for windows with A/C units since receiving some from the Residential Neighborhood Program?*

- Yes
 No
 DK/NS

If YES, ask:

WW-3f. For how many A/C units?*

WK. HVAC Winter Kit for Wall/Window Unit

WK-1. Did you or the auditor install the winter kit for wall or window air conditioning units that was provided through the program?*

- Yes, I installed
- Yes, auditor installed
- No, I received the kit but it has not been installed yet
- No, I did not receive the winter kit for A/C units
- DK/NS

If "No, I did not receive" or "DK/NS" skip to next measure.

if "Yes, I installed" in WK-1, ask WK-1a

WK-1a. Was it easy to install?*

- Yes
- No
- DK/NS

If "no, I received but did not install" in WK-1, ask WK-1b-c:

WK-1b. How many kits did you receive? (if needed: That is, how many wall or window air conditioning units did the auditor leave you winter insulation kits for?)*

- one
- two
- three
- DK/NS

WK-1c. Do you plan on using this item/these items?*

- Yes
- No
- DK/NS

If "no" or "DK/NS" in WK-1c, ask WK-1d:

WK-1d. Why not?*

If "yes, I installed" or "yes, auditor installed" in WK-1, ask WK-2a to WK-3g

WK-2a. How many wall or window air conditioning units in your home were winterized using the kit provided by the Residential Neighborhood Program?*

One or more winterized using kit *specify number of units:* _____ *

- None
- DK/NS

WK-2b. Has the winter kit for wall or window air conditioning units provided by the Residential Neighborhood Program been removed from any of the A/C units where it was installed?*

- Yes
- No, all installations are still in place
- DK/NS

If "yes" to WK-2b, ask WK-2c-e:

WK-2c. How many window A/C units had the winter kit installed but then removed?*

WK-2d. Why was it removed?*

WK-2e. Who removed it?*

WK-2f. Are any of the window or wall units winterized with the kit removable? In other words, is the A/C unit permanently attached, or can it be taken out of the wall or window in winter?*

One or more removable units, *specify number of units:* _____ *

- None are removable / all are permanently installed *SKIP TO WK-3a*
- DK/NS *SKIP TO WK-3a*

If "one or more" to WK-2f, ask WK-2g

WK-2g. In previous years, have you removed any A/C units from walls or windows for the winter, or do you leave the units in place all year round?*

- Always removed units during winter
- Sometimes removed units during winter, sometimes left them in
- Always left units in place during winter
- DK/NS

If "one or more" to WK-2f, ask WK-2h

WK-2h. Which of the following statements best describes the situation with your wall or window A/C units during the most recent winter?

*(READ RESPONSES)**

- I left the units in place through the winter, and would have done so whether or not I participated in the Residential Neighborhood Program.
- I took the units out for the winter, and would have done so whether or not I participated in the Residential Neighborhood Program.

- I left the units in place through the winter, though if I had not participated in the Residential Neighborhood Program, I probably would have taken them out for the winter.
- I took the units out for winter, though if I had not participated in the Residential Neighborhood Program, I probably would have left them in place for the winter.
- DK/NS (*Do Not Read*)

WK-3a. On a scale from 1-10, with 1 indicating that you were very dissatisfied, and 10 indicating that you were very satisfied, please rate your satisfaction with the winter kit for wall or window air conditioning units.*

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

If 7 or less in WK-3a, ask WK-3b:

WK-3b. Why were you less than satisfied with the winter kit for wall or window air conditioning units?*

WK-3c. Did you have a winter kit for wall or window air conditioning units installed in your home before you received one by participating in the Residential Neighborhood Program?*

- Yes
- No
- DK/NS

If YES, ask:

WK-3d. For how many A/C units?*

WK-3e. Were you planning on buying a new winter kit for wall or window air conditioning units for your home before you received one by participating in the Residential Neighborhood Program?*

- Yes
- No
- Maybe
- DK/NS
- No, already installed every place possible

WK-3f. Have you purchased any additional winter kits for wall or window air conditioning units since participating in the Residential Neighborhood Program?*

- Yes
- No
- DK/NS

If YES, ask: