

Only one in eight surveyed participants (12.5% or 7 out of 56) already had any low-flow showerheads installed, as seen in Table 53 (the seven participants with previously installed showerheads had a total of eight low-flow showerheads previously installed). Prior to the program, only four respondents (7.1% of 56) had intended to purchase a low-flow showerhead, while another eleven respondents (19.6% of 56) said they “maybe” would have installed a new showerhead before participating in the program, and a large majority of 73.2% (41 out of 56) did not intend to purchase low-flow showerheads. None of the surveyed program participants (0 out of 56) have purchased any additional showerheads since the receiving measures from the program audit.

**Table 53. Showerheads Installed Before the Program and Additional Showerheads Purchased (N=56)**

	Customers (N)	Customers (%)
<b><i>Previously installed showerheads</i></b>		
Already had low-flow showerhead(s) installed	7	12.5%
Did not already have low-flow showerhead(s) installed	48	85.7%
Don't know / not specified	1	1.8%
<b><i>Were you planning on purchasing a low-flow showerhead before participating in the program?</i></b>		
No	41	73.2%
No, already installed in all available showers	0	0.0%
Maybe	11	19.6%
Yes	4	7.1%
Don't know / not specified	0	0.0%
<b><i>Additional showerheads purchased since program</i></b>		
Have not purchased additional showerhead(s)	56	100.0%
Purchased additional showerhead(s)	0	0.0%

**Faucet Aerator Installations**

Table 54 shows that 73 surveyed participants confirmed the installation of 120 faucet aerators provided by the program, which is 79.5% of the 151 installations recorded by auditors; one participant in five who received aerators according to auditor records (19.2% or 14 out of 73) reported that they did not receive any aerators. Two of the aerators (1.7% of 120 aerators confirmed installed) were installed by one of the customers (1.4% of 73 customers).

**Table 54. Measure Installation: Faucet Aerators**

<i>73 participants received faucet aerators according to auditor records</i>	Customer count (N=73)	Measures installed count according to auditor records (N=151)	Confirmed measures installed count (N=120)
Auditor installed aerator(s)	67.1%	68.9%	86.7%
Auditor gave aerator(s) to customer, customer installed them	1.4%	1.3%	1.7%
Auditor gave aerator(s) to customer, customer has NOT installed them	2.7%	2.6%	0.0%
Did not receive aerators	19.2%	17.9%	0.0%
Don't know (assuming auditor record is correct and measure was installed)	9.6%	9.3%	11.7%

The lone respondent who installed two program-provided aerators themselves indicated that the installation was not difficult.

Two respondents reported that the auditor gave them aerators which have not been installed yet: one of these respondents plans to install the two aerators they were provided, and the other respondent does not plan to, explaining “*they won't fit on my faucets.*”

Customers who confirmed the installation of program-provided aerators were asked if any of their aerators have been removed from where they were installed. As indicated in Table 55, only two surveyed participants (3.4% of 59 who confirmed installations) uninstalled one aerator apiece (1.7% of 120 measures confirmed installed).

**Table 55. Removing Program-Provided Faucet Aerators**

	Customers who confirmed installations (N=59)	Confirmed measures installed (N=120)
<i>Have any of the aerators that were installed through the Residential Neighborhood Program since been uninstalled or removed?</i>		
No, all aerators are currently installed	84.7%	86.7%
Yes, one aerator removed	3.4%	1.7%
Yes, two or more aerators removed	0.0%	0.0%
Not sure if aerators installed (did not answer questions about installation)	11.9%	11.7%

The two participants who removed aerators were asked who did so and why; these responses are below.

- *I removed the kitchen aerator because I prefer the spray handle that I had on that faucet before the auditor changed it.*
- *I removed the kitchen aerator because I didn't like its lowered water pressure.*

Surveyed participants answered questions about the usage of program-provided faucet aerators

for 49 kitchen installations and 55 bathroom installations.<sup>17</sup> Table 56 shows that about three-quarters of faucet aerators installed in kitchens involved a single aerator (73.5% or 36 out of 49). Customers confirmed that 42.9% (21 out of 49) of program-provided faucet aerators installed in kitchens replaced other faucet aerators that were already installed. A majority of installations are described as providing lower water flow than before the program aerators were installed (61.2% or 30 out of 49).

**Table 56. Usage of Faucet Aerators in the Kitchen (N=49)**

	Kitchen Installations described (N)	Kitchen Installations described (%)
<b>Program aerators installed in kitchen</b>		
One	36	73.5%
Two	10	20.4%
Three	3	6.1%
<b>Was there an aerator previously installed on this faucet that had to be removed?</b>		
Yes	21	42.9%
No	25	51.0%
Don't know / not specified	3	6.1%
<b>Flow of water after installing program aerator</b>		
Less than the old unit	30	61.2%
About the same as the old unit	17	34.7%
More than the old unit	1	2.0%
Don't know how compares to old unit	1	2.0%

Table 57 shows that only about half of faucet aerators installed in bathrooms involved a single aerator (54.5% or 30 out of 55). Customers confirmed that 36.4% (20 out of 55) of program-provided faucet aerators installed in bathrooms replaced other faucet aerators that were already installed. A majority of installations are described as providing lower water flow than before the program aerators were installed (56.4% or 35 out of 55).

<sup>17</sup> Customers confirmed 120 aerators installed (including seven customers who did not recall the installation of a total of 14 aerators, thus auditor records are assumed correct for these customers). Customers who did not recall whether installations occurred did not answer detailed questions about installations, and two of the installed aerators were removed by participants. Thus the total number of aerator installations described by participants is 104 (120 confirmed installed minus two removed and fourteen not asked).

**Table 57. Usage of Faucet Aerators in the Bathroom (N=55)**

	Bathroom Installations described (N)	Bathroom Installations described (%)
<b>Program aerators installed in bathrooms</b>		
One	30	54.5%
Two	22	40.0%
Three	3	5.5%
<b>Was there an aerator previously installed on this faucet that had to be removed?</b>		
Yes	20	36.4%
No	30	54.5%
Don't know / not specified	5	9.1%
<b>Flow of water after installing program aerator</b>		
Less than the old unit	31	56.4%
About the same as the old unit	18	32.7%
More than the old unit	3	5.5%
Don't know how compares to old unit	3	5.5%

Forty-nine participants who confirmed that had program-provided faucet aerators rated their satisfaction with the aerators on a ten-point scale where “10” is the most satisfied. As seen previously in Table 24, the mean satisfaction rating for the program showerheads is quite high at 9.22, and only 12.2% (6 out of 49) gave ratings of “7” or lower.

The six customers with ratings of “7” or lower were asked the reason for their relatively low satisfaction with the aerators; these responses are listed below. Four of these six customers complain about the lower water flow of their new faucet aerators compared to their water flow before the program, however only one of these customers removed their program-provided aerator (the only other customer who removed a program aerator rated their satisfaction with the measures at “9” out of 10, and still has two other program-provided aerators installed).

- *I don't like how it runs in the kitchen; it doesn't have a lot of pressure and runs really slow now.*
- *I don't like the water pressure of the faucet anymore.*
- *It takes longer to fill the sink and the water pressure is too low.*
- *The flow isn't as forceful as it used to be.*
- *The water has a little split end on it. The water doesn't run smoothly.*
- *I prefer the spray handle that I had on the faucet before the auditor changed it. [This customer uninstalled the only program aerator they received.]*

Table 58 shows information about participants' previously installed aerators and intentions to purchase additional aerators. About half of participants surveyed (48.0% or 24 out of 50) said they already had aerators installed before participating in the program, but only 4.0% (2 out of 50) said they intended to purchase aerators before receiving them from the program (though one participant, or 2.0% of 50, reported that they already have aerators on every faucet). None of the

surveyed participants have purchased additional aerators since participating in the Residential Neighborhoods program.

**Table 58. Faucet Aerators Installed Before the Program and Additional Aerators Purchased (N=50)**

	Customers (N)	Customers (%)
<b>Previously installed aerators</b>		
Already had low-flow showerhead(s) installed	24	48.0%
Did not already have low-flow showerhead(s) installed	22	44.0%
Don't know / not specified	4	8.0%
<b>Were you planning on purchasing faucet aerators before participating in the program?</b>		
No	46	92.0%
No, already installed in all available showers	1	2.0%
Maybe	1	2.0%
Yes	2	4.0%
Don't know / not specified	0	0.0%
<b>Additional showerheads purchased since program</b>		
Have not purchased additional showerhead(s)	50	100.0%
Purchased additional showerhead(s)	0	0.0%

Twenty-four participants reported having faucet aerators installed in their homes before participating in the program: five of these participants had only one aerator before the program, 17 participants had two aerators installed before the program, and two participants had three aerators apiece. In total, there were 45 aerators installed across the 24 participant households that confirmed having aerators before the program.

### Door Sweep Installations

As seen in Table 59, the 71 surveyed participants confirmed the installation of 107 door sweeps provided by the program, which is 90.7% of the 118 installations recorded by auditors.<sup>18</sup> None of the door sweeps (0% of 100) were installed by the customers themselves.

<sup>18</sup> The 57 participants who confirmed that the auditor installed door sweeps should have received 100 sweeps according to auditor records, however the customers claimed to have 103 sweeps installed. Ten customers (17.5% of 57) reported a different number of sweeps installed than auditor records: seven said they received one more door sweep than program records and three said they received one less. In addition, two customers did not know if they received door sweeps, and according to program records these customers should have received four door sweeps. Thus the total confirmed installed is 103 confirmed and corrected by customers plus four where auditor records are assumed correct equals 107 door sweeps.

**Table 59. Measure Installation: Door Sweeps**

<i>71 participants received door sweeps according to auditor records</i>	<b>Customer count (N=71)</b>	<b>Measures installed count according to auditor records (N=118)</b>	<b>Confirmed measures installed count (N=107)</b>
Auditor installed doorsweep(s)	80.3%	81.4%	96.3%
Auditor gave doorsweep(s) to customer, customer installed them	0.0%	0.0%	0.0%
Auditor gave doorsweep(s) to customer, customer has NOT installed them	0.0%	0.0%	0.0%
Did not receive doorsweep(s)	16.9%	15.3%	0.0%
Don't know (assuming auditor record is correct and measure was installed)	2.8%	3.4%	3.7%

Customers who confirmed the installation of program-provided door sweeps were asked if any of their door sweeps have been removed from where they were installed. As indicated in Table 60, three surveyed participants (5.1% of 59 who confirmed installations) reported that a combined five program-installed door sweeps were removed (4.7% of 107 measures confirmed installed).

**Table 60. Removing Program-Provided Door Sweeps**

	<b>Customers with confirmed installation percent (N=59)</b>	<b>Confirmed measures installed percent (N=107)</b>
<i>Have any of the door sweeps that were installed through the Residential Neighborhood Program since been uninstalled or removed?</i>		
No, all door sweeps are currently installed	91.5%	90.7% installed
Yes, one door sweep removed (one remains installed)	1.7%	0.9% installed 0.9% removed
Yes, two door sweeps removed (none remain installed)	3.4%	3.7% removed
Not sure if door sweeps installed (did not answer questions about installation)	3.4%	3.7% assume installed

The three customers whose combined five door sweeps that were removed were asked who removed them and why. These responses are listed below; four of the sweeps that were removed were uninstalled by landlords and the fifth sweep came loose and was removed by the customer.

- *My landlord said that it was messing up the doors somehow, so he removed both of them.*
- *The landlord removed both of them; I don't know why.*
- *The door sweep on the front door came loose, so I removed it.*

Fifty-six participants who confirmed that they currently have program-provided door sweeps installed in their homes rated their satisfaction with the sweeps on a ten-point scale where "10" is the most satisfied. As seen previously in Table 24, the mean satisfaction rating for the program door sweeps is very high at 9.63, and only 3.6% (2 out of 56) gave ratings of "7" or lower.

The two customers with ratings of “7” or lower both rated their satisfaction with this measure at “5” out of 10, and they were asked the reason for their relatively low satisfaction with the door sweeps; these responses are listed below. Both of these customers report that these door sweeps are still installed in their homes.

- *It is not fitting well; it's up too high. You can still see through to the outdoors under the door. I had to put a rug underneath the door to block the drafts.*
- *I can't put my rug in front of the door anymore.*

About one in four surveyed participants (22.8% or 13 out of 57) already had door sweeps installed before participating in the Residential Neighborhoods program, as seen in Table 61 (these 13 participants with previously installed door sweeps had a total of 21 doors with sweeps previously installed). Prior to the program, nine respondents (15.8% of 57) say they intended to purchase and install door sweeps, while another five respondents (8.8% of 57) said they “maybe” would have installed door sweeps before participating in the program, while a large majority of 75.4% (43 out of 57) did not intend to purchase any door sweeps. None of the surveyed program participants (0 out of 57) have purchased any additional door sweeps since receiving measures from the program audit.

**Table 61. Door Sweeps Installed Before the Program and Additional Door Sweeps Purchased (N=57)**

	Customers (N)	Customers (%)
<b>Previously installed door sweeps</b>		
Already had door sweep installed – one door	5	8.8%
Already had door sweep installed – two doors	8	14.0%
Did not already have door sweep(s) installed	42	73.7%
Don't know / not specified	2	3.5%
<b>Were you planning on purchasing door sweep before participating in the program?</b>		
No	43	75.4%
No, already installed on all available doors	0	0.0%
Maybe	5	8.8%
Yes	9	15.8%
Don't know / not specified	0	0.0%
<b>Additional door sweeps purchased since program</b>		
Have not purchased additional door sweep(s)	57	100.0%
Purchased additional door sweep(s)	0	0.0%

### Vinyl Weather Stripping for Doors Installations

As seen in Table 62, the 63 surveyed participants confirmed the installation of vinyl weather stripping on 84 doors, which is 84.0% of the 100 installations recorded by auditors.<sup>19</sup> Vinyl

<sup>19</sup> The 42 participants who confirmed that the auditor installed vinyl weather stripping for doors should have received vinyl weather stripping for 68 doors according to auditor records, however the customers claimed to have 80 doors weather stripped by the program. Fifteen customers (35.7% of 42) reported a different number of doors