

LG&E & KU – Heating and Cooling Source Appliance Survey (May Panel Survey)

Welcome back to the *Energizing Conversations* forum! We value the opinions of our customers, and we're glad that you have agreed to engage with us and provide important feedback. Your input is valuable as we continue to improve your customer experience.

In this month's survey, we would like to learn a little more about the types of different heating and cooling sources and appliances our customers use. Your feedback will help [UTILITY] better understand the current usage of our customers in order to help meet future energy needs.

This survey should take about ten minutes of your time. As a reminder, each time you complete a survey, your name will be entered in the monthly sweepstakes drawing to win one (1) of ten (10) Amazon gifts cards worth \$50.

We look forward to hearing from you.

Sincerely,
Kelsie Violette
Senior Market Research Analyst

Having technical problems? Contact support@energizingconversations.com

All other questions contact marketresearch@lge-ku.com

[TEXT FOR SURVEY LANDING PAGE]

In this month's survey, we would like to learn a little more about the types of different heating and cooling sources and appliances our customers use. Your feedback will help [UTILITY] better understand the current usage of our customers in order to help meet future energy needs.

Please click the "Continue" button to get started.

((REQUIRED)) ((SINGLE MENTION))

Q1. About how many square feet of living space does your residence contain (excluding garages, attics and basements not used for living quarters)?

[1] Under 1,000 sq. ft.

[2] 1,000 – 1,499 sq. ft.

[3] 1,500 – 1,999 sq. ft.

[4] 2,000 – 2,499 sq. ft.

[5] 2,500 – 2,999 sq. ft.

[6] 3,000 or more sq. ft.

[98] Don't know **((EXCLUSIVE)) ((ANCHOR))**

((REQUIRED)) ((SINGLE MENTION)) ((RANDOMIZE 1-7))

Q2. How is your home primarily heated? Please select one.

- [01] Natural gas furnace ((SKIP TO Q4))
- [02] Electric furnace ((SKIP TO Q4))
- [03] Heat pump
- [04] Baseboard ((SKIP TO Q4))
- [05] Wood stove ((SKIP TO Q4))
- [06] Electric space heaters ((SKIP TO Q4))
- [07] LP/Bottled Gas/Propane ((SKIP TO Q4))
- [97] Other ((SPECIFY)) ((EXCLUSIVE)) ((ANCHOR))

((REQUIRED)) ((ASK ONLY IF Q2 = Heat Pump)) ((SINGLE MENTION)) ((RANDOMIZE 1-3))

Q3. Please specify the type of heat pump used to primarily heat your home.

- [01] Heat pump with gas furnace backup
- [02] Heat pump with electric furnace backup
- [03] Heat pump with no furnace backup
- [98] Don't know ((EXCLUSIVE)) ((ANCHOR))

((REQUIRED)) ((NUMERIC; 4 DIGITS; RANGE: 1900-2022))

Q4. Approximately what year was your primary heating system installed?

Please enter a 4-digit year in the box below (e.g. 2022)

- [98] Don't know ((EXCLUSIVE))

((REQUIRED)) ((RANDOMIZE 1-7)) ((MULTIPLE MENTION))

Q5. Do you have other heating equipment that is used on a regular basis? Please select all that apply.

- [01] Natural gas furnace ((SKIP TO Q7))
- [02] Electric furnace ((SKIP TO Q7))
- [03] Heat pump
- [04] Baseboard ((SKIP TO Q7))
- [05] Wood stove ((SKIP TO Q7))
- [06] Electric space heaters ((SKIP TO Q7))
- [07] LP/Bottled Gas/Propane ((SKIP TO Q7))
- [97] Other ((SPECIFY)) ((ANCHOR))
- [98] Don't know ((EXCLUSIVE)) ((ANCHOR))
- [99] None of the above ((EXCLUSIVE)) ((ANCHOR))

((REQUIRED)) ((ASK ONLY IF Q5 = Heat Pump)) ((SINGLE MENTION)) ((RANDOMIZE 1-3))

Q6. Please specify the type of heat pump used on a regular basis.

- [1] Heat pump with gas furnace backup
- [2] Heat pump with electric furnace backup
- [3] Heat pump with no furnace backup
- [98] Don't know ((EXCLUSIVE)) ((ANCHOR))

((REQUIRED)) ((SINGLE MENTION))

Q7. Do you have an air conditioner in your home?

- [1] Yes
- [2] No ((SKIP TO Q10))

((REQUIRED)) ((ASK ONLY IF Q7 = 1)) ((SINGLE MENTION))

Q8. Which of the following types of air conditioners and how many units do you have?

Please select one response for each type of unit.

((FORCE AN ANSWER FOR EACH TYPE))

Central air

Number of Units **((NUMERIC TEXT BOX; RANGE 1-6))**

Do not have this type of unit **((EXCLUSIVE))**

Heat pump

Number of Units **((NUMERIC TEXT BOX; RANGE 1-6))**

Do not have this type of unit **((EXCLUSIVE))**

Window or wall mounted air conditioner

Number of Units **((NUMERIC TEXT BOX; RANGE 1-6))**

Do not have this type of unit **((EXCLUSIVE))**

Heat pump mini split

Number of Units **((NUMERIC TEXT BOX; RANGE 1-6))**

Do not have this type of unit **((EXCLUSIVE))**

((REQUIRED)) ((ASK ONLY IF Q7 = 1)) ((IF 'DO NOT HAVE THIS TYPE OF UNIT' SELECTED FOR ALL TYPES SKIP TO Q10)) ((SINGLE MENTION))

Q9. Approximately what year was your air conditioner installed? If you have multiple units, list the approximate year of each unit.

Please select one response for each unit shown.

((DISPLAY EACH TYPE OF UNIT SELECTED IN Q8; FORCE AN ANSWER FOR EACH TYPE))

Central air

((LIST TO EQUAL 'NUMBER OF UNITS' ANSWERED IN Q8; UP TO 6 UNITS))

Unit #1

Year Installed: **((NUMERIC TEXT BOX; RANGE 1900-2022))**

Don't know **((EXCLUSIVE))**

Heat pump

((LIST TO EQUAL 'NUMBER OF UNITS' ANSWERED IN Q8; UP TO 6 UNITS))

Unit #1

Year Installed: **((NUMERIC TEXT BOX; RANGE 1900-2022))**

Don't know **((EXCLUSIVE))**

Window or wall mounted air conditioner

((LIST TO EQUAL 'NUMBER OF UNITS' ANSWERED IN Q8; UP TO 6 UNITS))

Unit #1

__ Year Installed: ((NUMERIC TEXT BOX; RANGE 1900-2022))
 __ Don't know ((EXCLUSIVE))

Heat pump mini split

((LIST TO EQUAL 'NUMBER OF UNITS' ANSWERED IN Q8; UP TO 6 UNITS))

Unit #1

__ Year Installed: ((NUMERIC TEXT BOX; RANGE 1900-2022))
 __ Don't know ((EXCLUSIVE))

((REQUIRED)) ((RANDOMIZE))

Q10. Does your household own any of the following appliances? And which, if any, of the following appliances are high efficiency?

	[1] Yes, not high efficiency	[2] Yes, high efficiency	[3] No	[4] Don't Know
A. Clothes Dryer ((SINGLE MENTION))				
B. Clothes Washer ((SINGLE MENTION))				
C. Dishwasher ((SINGLE MENTION))				
D. Refrigerator ((SINGLE MENTION))				
E. Water heater ((SINGLE MENTION))				

END OF SURVEY

[TEXT END PAGE]

Thank you for your feedback in this important survey. Your name will be entered into the monthly sweepstakes drawing for a chance to win one (1) of ten (10) \$50 Amazon gift cards. The drawing for the monthly sweepstakes will be approximately a week after the close of the survey. The winners will be posted on energizingconversations.com.

Each month we will report some key findings from the survey from the previous month. Here are some key findings from the last month's study on Advanced Meter Infrastructure communications:

- ✓ [Insert finding #1]
- ✓ [Insert finding #2]

This information has been shared with management.

Be sure to look for your next survey invitation in your inbox in June.

Thank you!

[INCLUDE FINISH BUTTON THAT AUTOMATICALLY REDIRECTS TO www.lge-ku.com/energy-efficiency-tips]