**2025 – Riverside Public Utilities Customer Survey Draft**

This short survey is intended to help us better understand what you know about our existing programs, interest in future programs, as well as communications preferences. Responses will be accepted until <4 WEEKS FROM SEND DATE>. Thank you for taking part in this survey. We look forward to continuing to serve you.

1. Awareness
   We would like to learn more about what you know about the energy rebates and bill assistance programs RPU offers.

    a. RPU has multiple customer programs which can help you reduce your energy usage or help with pay your bill. Please select the programs below that you're familiar with.
        i. Energy Star rebates
        ii. AC and Heat Pump rebates
        iii. Shade Tree rebates
        iv. Electric Vehicles rebates
        v. Low-income assistance programs
        vi. Essential medical device rate (assistance program)
        vii. None of the above
    b. Have you ever applied for an RPU rebate program? Y/N (if Y, go to Q1.d)
    c. If you have <u>never</u> applied for an RPU rebate program, can you share why? (open)
    d. Have you ever applied for an RPU assistance program? Y/N (If Y, go to Q2)
    e. If you have <u>never</u> applied for an RPU assistance program, can you share why? (open)

2. Rebates
   RPU offers a wide range of rebates that support energy efficiency, and we want to make sure the programs we offer are what the community needs.
   Which of the following energy efficiency rebates interest you? (check all that apply)
        1. Heat Pumps
        2. Air Conditioning
        3. Electric vehicles
        4. Smart home controls (thermostats, irrigation controllers, lighting controls, etc)
        5. Refrigerator collection and recycling
        6. Pool pumps
        7. Other (please specify)
        8. None of the above

3. Home Electricity Use

a. Do you have solar panels? Y/N
b. Do you have battery storage? Y/N
c. Does your home have a heat pump? Y/N
d. Does your home have central air conditioning? Y/N
e. If have a heat pump or central air, do you set you thermostat because of…
    - Comfort
    - Economy – to keep the bill lower
    - Other – open ended

    Why? (open ended)

f. How often do you have your HVAC system serviced?
    - Every 6 months
    - 1 year
    - 2 years
    - only when needed
g. When do you plan on replacing your HVAC system?
    - Within 1 year
    - 1-5 years
    - 6-10 years
    - when needed

4. Would you be interested in a community education center or demonstration location where you could learn more about the latest energy tech and try energy-efficient versions of home appliances? Y/N

5. Communications
   Communication is important to RPU and we work hard to provide regular communications to our customers. Please indicate how you feel we are meeting this goal.

    a. I receive regular communications from RPU about programs, rebates, or service-related issues:

       Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree / Not applicable

    b. I would like to receive more information from RPU:

       Strongly Agree / Agree / Neutral / Disagree / Strongly Disagree / Not applicable

    c. How do you prefer to receive information about the utility? (Check all that apply):

        - Social media
        - Email

- Advertising
- RPU Website
- Community events
- Other (open)

6. Do you have any feedback you'd like to share?
    a. Open ended

7. Would you like to be contacted in the future for additional questions? (If yes, please leave name and phone number) (Are you willing to be contacted?)
    a. Open Ended

8. Which Ward do you live in? (include ward map)
    a. Ward 1
    b. Ward 2
    c. Ward 3
    d. Ward 4
    e. Ward 5
    f. Ward 6
    g. Ward 7