

# Clean Energy Implementation Plan: Customer Benefits Survey

The Grays Harbor PUD is soliciting customer survey responses in response to the 2019 enacted Clean Energy Transformation Act (“CETA”). This law requires Washington utilities to file a Clean Energy Implementation Plan (“CEIP) and this survey will help us understand the how our customers view their communities, the benefits they want to see from the clean electricity transition and to help shape the future of clean electric energy in our service territory.

Clean energy is electricity that does not produce carbon, or other greenhouse gases, as it is generated. Examples are Hydro, Solar, Wind, Geothermal, Renewable Natural gas or hydrogen, Tidal power, some Biodiesel fuels, or Biomass energy.

Grays Harbor PUD purchases the majority of its power from the Bonneville Power Administration (BPA) and most of that power is carbon-free; typically reported as 98% or more. Grays Harbor PUD contracts for the remaining sources necessary to support additional electricity needs of our customers from various wind, biomass and gas suppliers.

**1. What are the top 3 challenges your community faces today?**

- Access to jobs
- Affordable housing
- Climate change
- Education
- Environmental pollution [air, water, noise]
- Healthcare
- High cost of living [including energy costs]
- Homelessness
- Other (please explain): \_\_\_\_\_

**2. On a scale of 1-10, how concerned are you about climate change?**

Not concerned Very concerned  
1      2      3      4      5      6      7      8      9      10

**3. What potential benefits of a Clean Energy Implementation Plan do you consider the most important? Please choose up to four.**

- Bring innovation and technology to my community
- Create more jobs in my community
- Decrease our reliance on fossil fuels
- Improve the air quality in my region
- Make my community more prepared for natural disasters
- Make my home more comfortable
- Reduce climate change impacts
- Reduce personal energy consumption
- Reduce the environmental impacts of the electric system
- Spend less on my energy bills
- Other (please explain): \_\_\_\_\_

**4. What potential challenges of a Clean Energy Implementation Plan concern you most? Please choose up to three.**

- Increase in costs resulting in potential bill increases
- Potential job losses in industries that depend on fossil fuels
- Potential environmental impact of source materials
- Dependability of variable clean electricity sources like wind and solar
- Construction impacts for new electric infrastructure
- Lack of readily available information on clean electricity programs
- Other (please explain): \_\_\_\_\_

## Clean Electricity Benefits and Priorities

There are many benefits that can come out of this transition to cleaner energy, such as cleaner air, better public health, new jobs, or different ways to meet your electric energy needs. We want to know which benefits are most important to you.

### Public Health

Benefits from clean electricity generation (versus coal or natural gas plants) could include reduced asthma and other diseases from improved air quality.

**5. How important are public health benefits to you?**

- Very important
- Important
- Somewhat important
- Not at all important

**6. What public health benefits would you like to see from cleaner electricity?**

- Please explain: \_\_\_\_\_

### Environment

Benefits from clean electricity could include cleaner air, cleaner water, reduced greenhouse gas emissions and protecting culturally significant resources.

**7. How important are environmental benefits to you?**

- Very important
- Important
- Somewhat important
- Not at all important

**8. What environmental benefits would you like to see from cleaner electricity?**

- Please explain: \_\_\_\_\_

### Economic

Benefits from clean electricity could include more jobs related to clean energy development, training programs and more work for local business in the clean energy market.

**9. How important are economic benefits to you?**

- Very important
- Important
- Somewhat important
- Not at all important

**10. What economic benefits would you like to see from cleaner electricity?**

- Please explain: \_\_\_\_\_

### Affordability

Benefits from clean electricity could include using less electricity by upgrading buildings and appliances or reduced rates tied to the timing of electric use, but will likely result in a rate increase to implement new clean energy programs.

**11. Do you support an increase in utility rates to advance these initiatives?**

- Yes
- No

**12. How important are affordability benefits to you?**

- Very important

- Important
- Somewhat important
- Not at all important

**13. What affordability benefits would you like to see from cleaner electricity?**

- Please explain: \_\_\_\_\_

Clean Electricity Participation

Participation in a Clean Energy Program may include the installation of solar panels, solar panels with battery storage. This participation may include home, business or community facilities.

**14. How important are clean electricity participation to you?**

- Very important
- Important
- Somewhat important
- Not at all important

**15. What benefits would you like to see from cleaner electricity?**

- Please explain: \_\_\_\_\_

Accessibility

Benefits from clean electricity could include assistance paying utility bills and in conserving electricity through home weatherization or other actions.

**16. How important are accessibility benefits to you?**

- Very important
- Important
- Somewhat important
- Not at all important

**17. What accessibility benefits would you like to see from cleaner electricity?**

- Please explain: \_\_\_\_\_

Energy Resiliency

Benefits from clean electricity could include the ability to generate your own electricity after a major emergency or natural disaster.

**18. How important are energy resiliency benefits to you?**

- Very important
- Important
- Somewhat important
- Not at all important

**19. What energy resiliency benefits would you like to see from cleaner electricity?**

- Please explain: \_\_\_\_\_

Comfort and satisfaction

Benefits from clean electricity could include feeling comfortable in your home due to weatherization improvements, having a sense of self-sufficiency or a sense of helping address environmental challenges in your community.

**20. How important are comfort and satisfaction benefits to you?**

- Very important
- Important
- Somewhat important

- Not at all important

**21. What comfort and satisfaction benefits would you like to see from cleaner electricity?**

- Please explain: \_\_\_\_\_

**22. When you think about the clean electricity future, which values are most important to help your community thrive?** Please rank the options below in order of more important to less important (1 being the most important).

- \_\_\_\_\_ Public health
- \_\_\_\_\_ Environment
- \_\_\_\_\_ Economic
- \_\_\_\_\_ Affordability
- \_\_\_\_\_ Clean Electricity Participation
- \_\_\_\_\_ Accessibility
- \_\_\_\_\_ Energy Resiliency
- \_\_\_\_\_ Comfort and Satisfaction

**23. Are there other values or benefits not previously listed that are part of your vision for an equitable and clean electricity future in your community?**

- Please share: \_\_\_\_\_

Access to Customer Programs

Grays Harbor PUD is working to increase participation in our existing energy programs, such as energy efficiency upgrades, including weatherization and utility bill assistance.

**24. How can we help you (and others) participate in clean energy programs?**

Select all that apply.

- Help me understand if I qualify for programs
- Help me understand the benefits of participating in clean electricity programs
- Design programs for people who rent their homes
- Provide (or increase) financial incentives for customers to participate
- Simplify the application process
- Reduce or remove up-front costs, if applicable
- Other (please explain): \_\_\_\_\_

**About You**

Please tell us about yourself to help us understand whom we are hearing from. This is for informational purposes only and will remain anonymous.

**25. Are you a Grays Harbor PUD customer?**

- Yes, I purchase electricity at home or work from Grays Harbor PUD.
- No.

**26. What ZIP code do you live in?** \_\_\_\_\_

**27. What age group are you in?**

- 18-25
- 26-35
- 36-45
- 46-65
- 65+

**28. What language(s) do you speak at home?**

- English
- Spanish
- Other \_\_\_\_\_

**29. Including yourself, how many people currently live in your household?**

- 1
- 2
- 3
- 4
- 5
- 6 or more

**30. Which category best describes your 2020 total household income before taxes?**

Please include the combined income of people living in your home.

- Less than \$25,000
- Between \$25,000 and \$74,999
- Between \$75,000 and \$124,999
- Between \$125,000 and \$199,999
- Over \$200,000
- Prefer not to answer

**31. Do you own or rent your home?**

- Own
- Rent
- Other (roommate, in transition) \_\_\_\_\_

**Thank You**

Thank you for sharing your clean energy priorities with us. We look forward to reviewing your input to help us understand the benefits our customers want to see from the clean electricity transition and inform the types of programs we develop to benefit our customers as we implement Grays Harbor PUD's first Clean Energy Implementation Plan (CEIP). For future information, refer to the PUD's website at [www.ghpud.org](http://www.ghpud.org).