

Attachment B

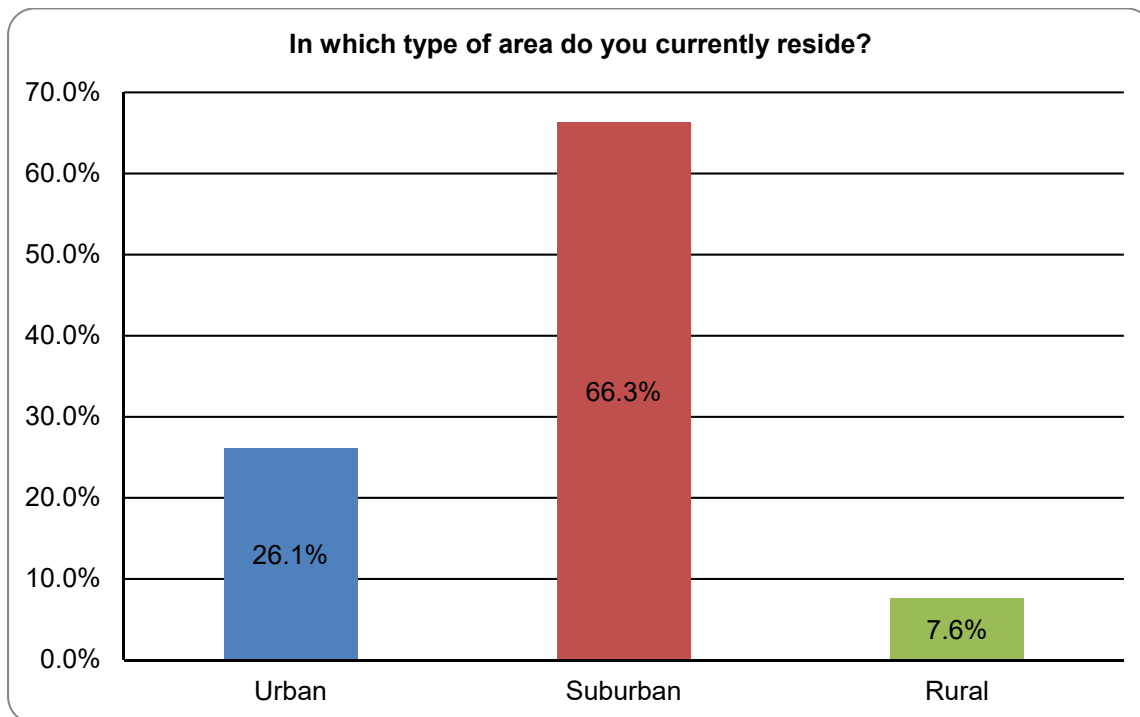
Community Solar Participants Survey Summary Report

10/02/2019

Q1. In which type of area do you currently reside?

Response Rate: 100% (N=92) Question Type: Choose one

Urban	26.1%
Suburban	66.3%
Rural	7.6%
Total Responses	92

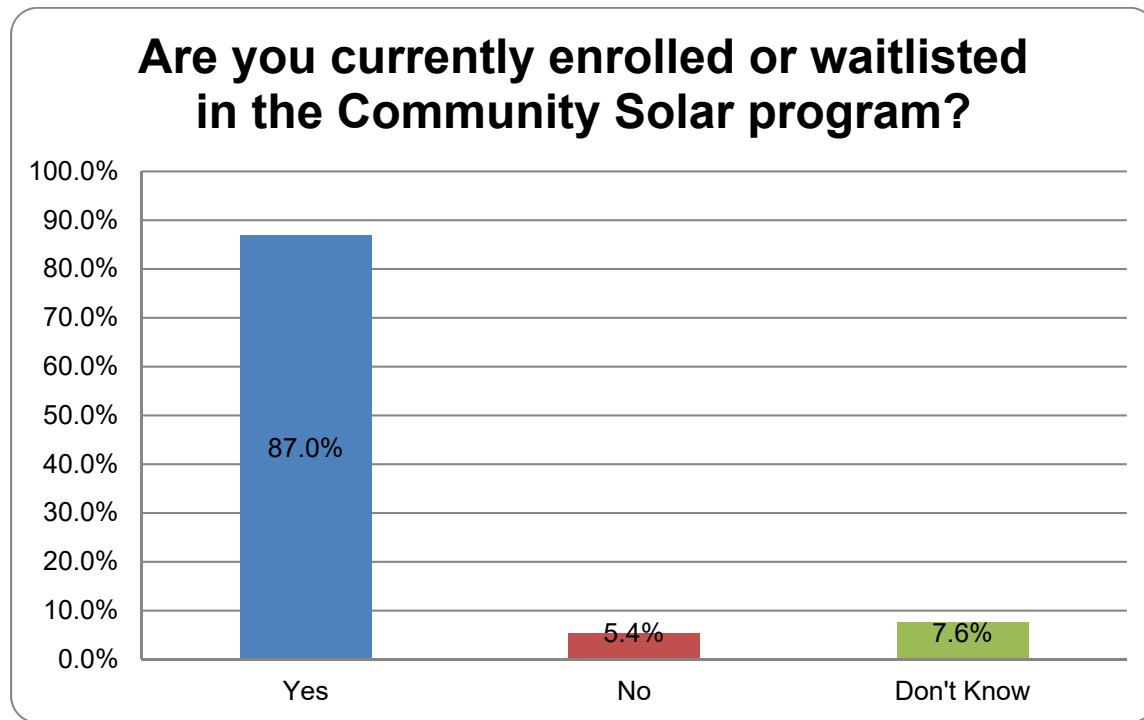


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Q2. Currently Enrolled

Response Rate: 100% (N=92) Question Type: Choose one

Yes	87.0%
No	5.4%
Don't Know	7.6%
Total Responses	92

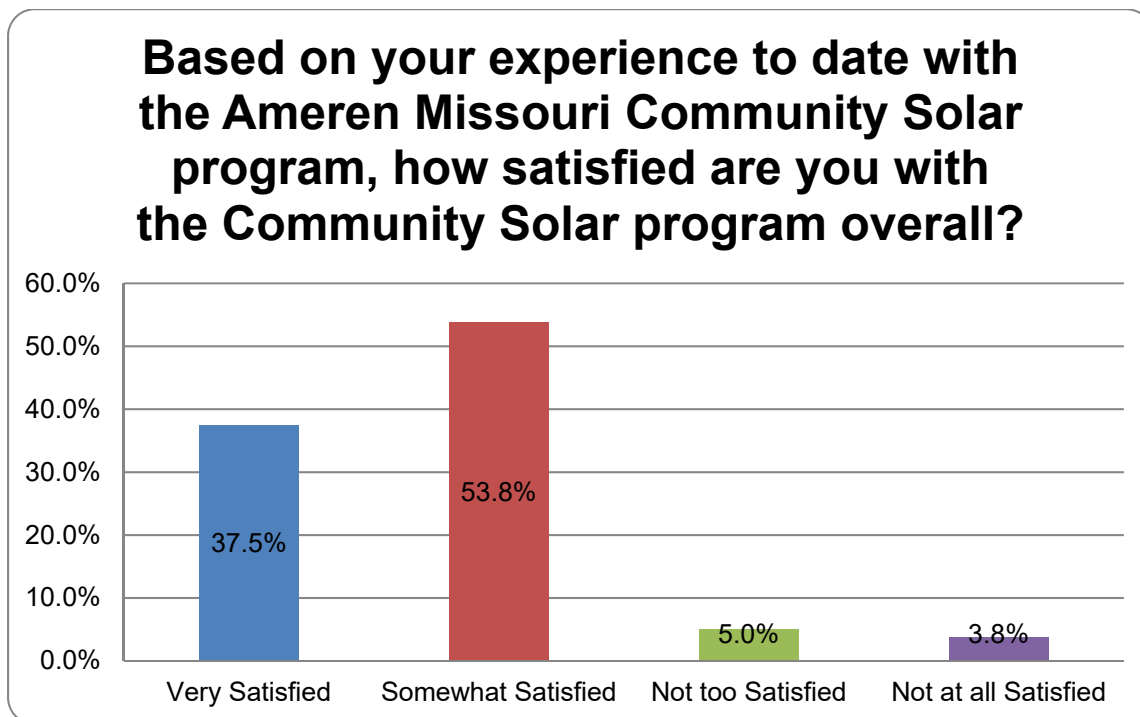


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Q3. Based on your experience to date with the Ameren Missouri Community Solar program, how satisfied are you with the Community Solar program overall?

Response Rate: 87% (N=80) Question Type: Choose one

Very Satisfied	37.5%
Somewhat Satisfied	53.8%
Not too Satisfied	5.0%
Not at all Satisfied	3.8%
Total Responses	80



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Base

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Q4. Thinking about the various aspects of the Community Solar program, how satisfied are you with the following:

Question Type:

Single-Scale

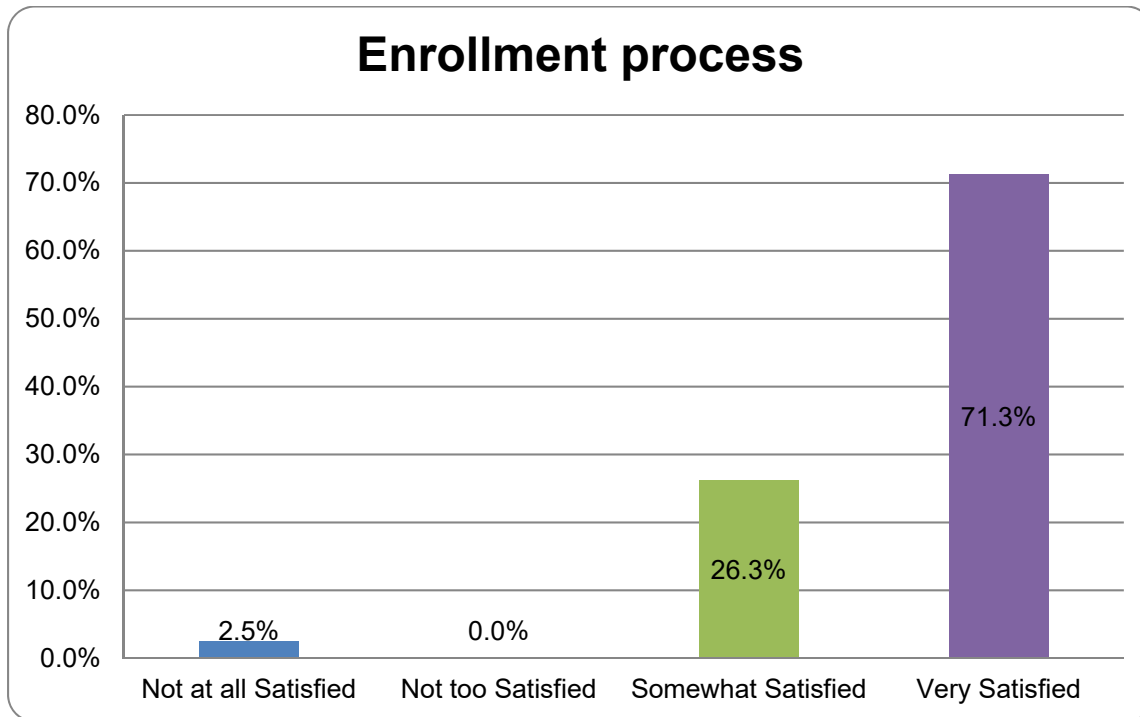
	Answer Group 1 (Choose one)				Total Responses	Mean
	Not at all Satisfied	Not too Satisfied	Somewhat Satisfied	Very Satisfied		
Enrollment process	2 2.5%	0 0.0%	21 26.3%	57 71.3%	80	3.7
Length of time to complete construction of solar facility	4 5.0%	6 7.5%	36 45.0%	34 42.5%	80	3.3
Pricing	2 2.5%	6 7.5%	47 58.8%	25 31.3%	80	3.2
Increase fees due to rate cases including the portion of your usage not covered by community solar rates and the facility charge	4 5.0%	21 26.3%	42 52.5%	13 16.3%	80	2.8
Ability to transfer your subscription	0 0.0%	7 8.8%	41 51.3%	32 40.0%	80	3.3
Communications from Ameren Missouri	8 10.0%	18 22.5%	23 28.8%	31 38.8%	80	3.0
Total	20	58	210	192	480	3.2

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Q5. Enrollment process

Response Rate: 87% (N=80) Question Type: Choose one

Not at all Satisfied	2.5%
Not too Satisfied	0.0%
Somewhat Satisfied	26.3%
Very Satisfied	71.3%
Total Responses	80

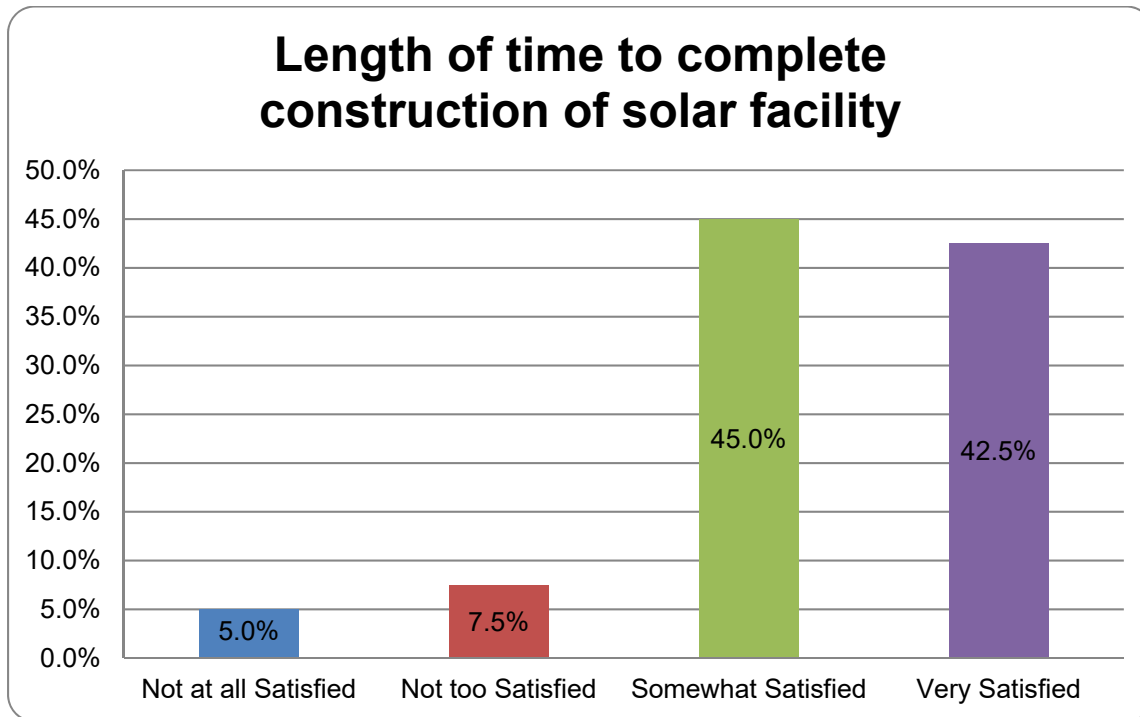


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Q6. Length of time to complete construction of solar facility

Response Rate: 87% (N=80) Question Type: Choose one

Not at all Satisfied	5.0%
Not too Satisfied	7.5%
Somewhat Satisfied	45.0%
Very Satisfied	42.5%
Total Responses	80

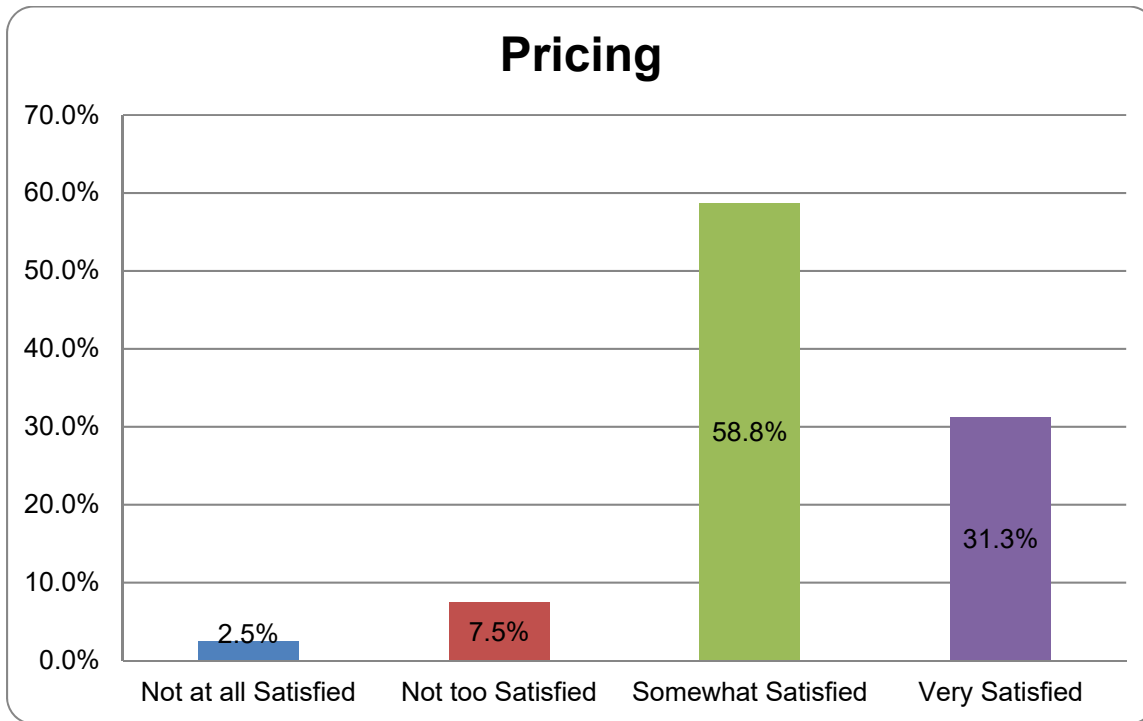


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Q7. Pricing

Response Rate: 87% (N=80) Question Type: Choose one

Not at all Satisfied	2.5%
Not too Satisfied	7.5%
Somewhat Satisfied	58.8%
Very Satisfied	31.3%
Total Responses	80

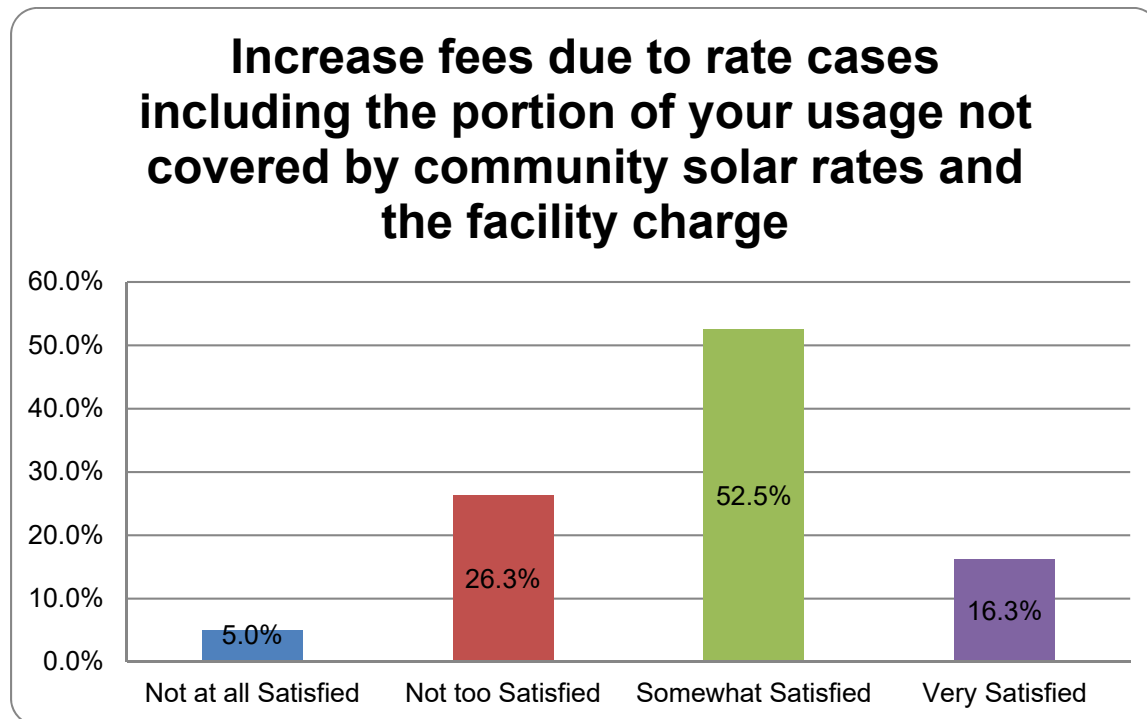


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Q8. Increase fees due to rate cases including the portion of your usage not covered by community solar rates and the facility charge

Response Rate: 87% (N=80) Question Type: Choose one

Not at all Satisfied	5.0%
Not too Satisfied	26.3%
Somewhat Satisfied	52.5%
Very Satisfied	16.3%
Total Responses	80

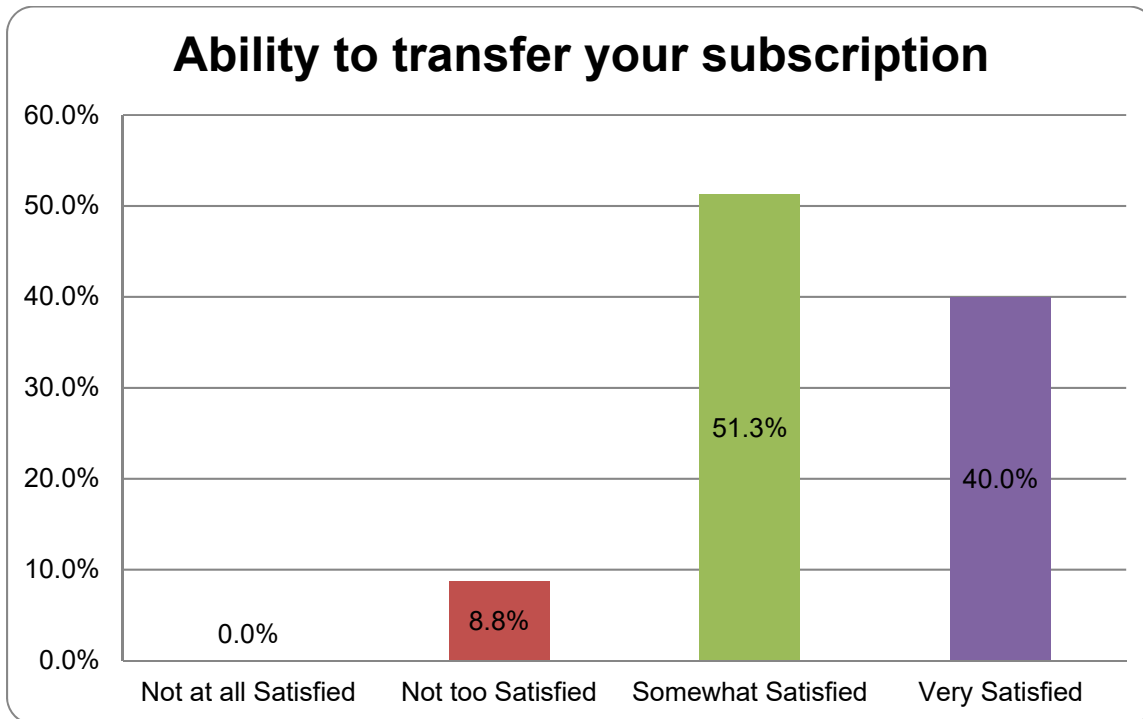


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Q9. Ability to transfer your subscription

Response Rate: 87% (N=80) Question Type: Choose one

Not at all Satisfied	0.0%
Not too Satisfied	8.8%
Somewhat Satisfied	51.3%
Very Satisfied	40.0%
Total Responses	80

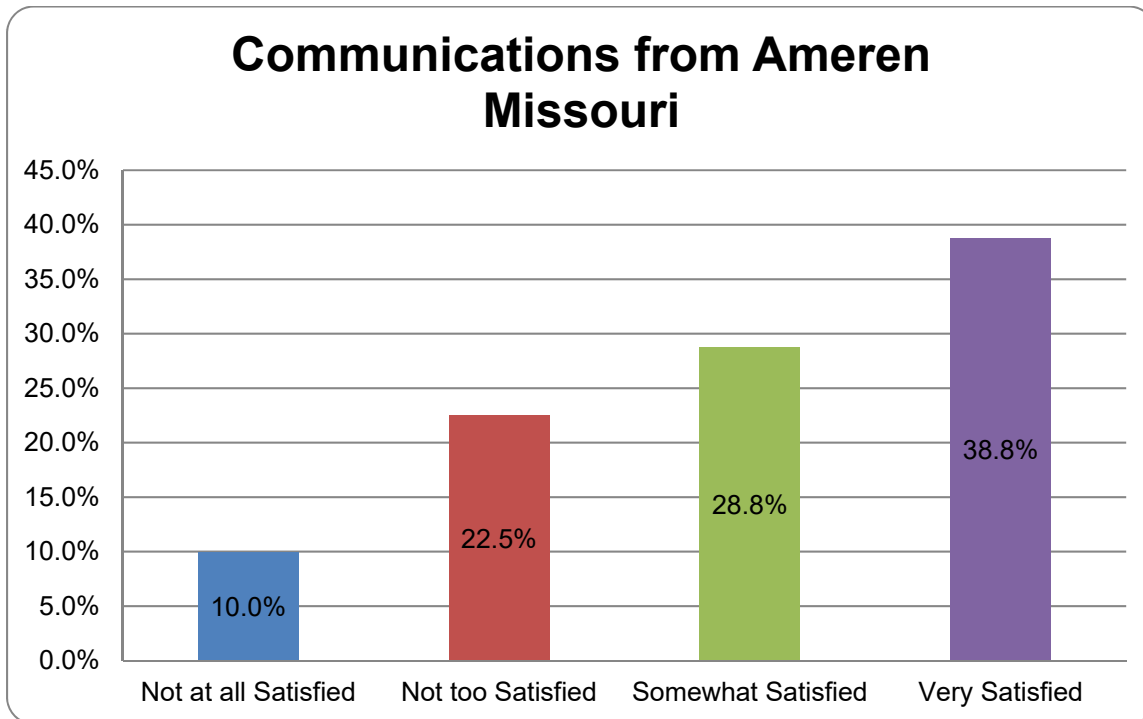


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Q10. Communications from Ameren Missouri

Response Rate: 87% (N=80) Question Type: Choose one

Not at all Satisfied	10.0%
Not too Satisfied	22.5%
Somewhat Satisfied	28.8%
Very Satisfied	38.8%
Total Responses	80



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Q11. Thinking about terms outlined in the following aspects of the community solar program, please indicate if you feel the terms are:

Question Type:

Single-Scale

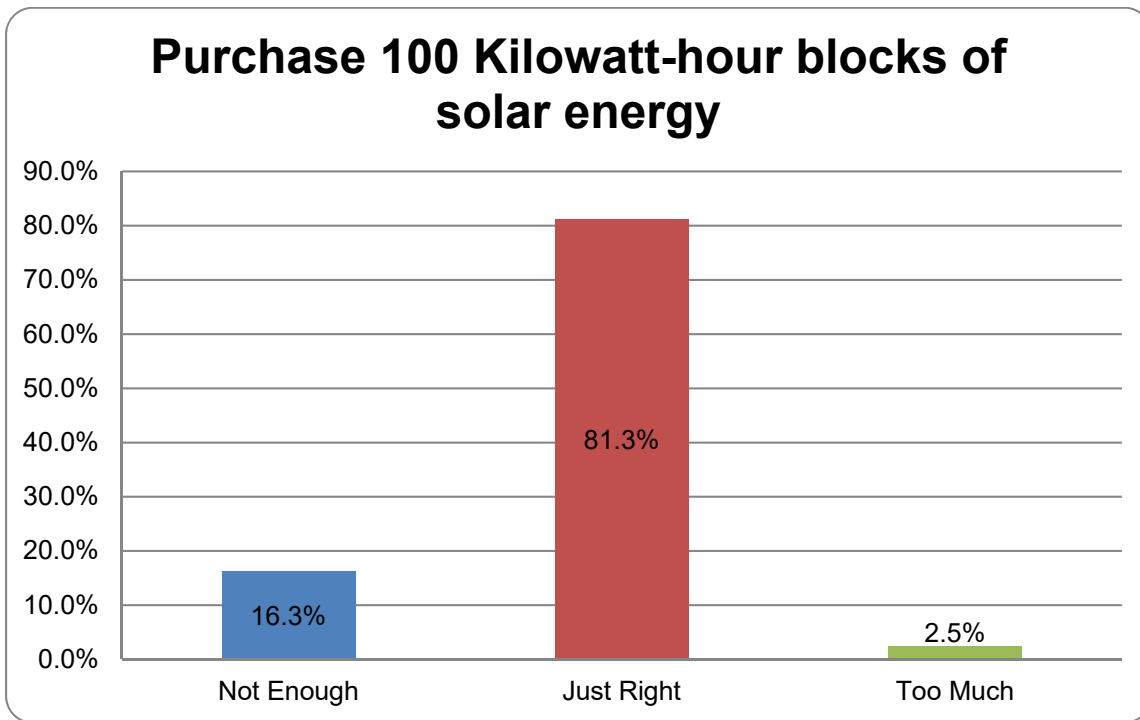
	Answer Group 1 (Choose one)			Total Responses
	Not Enough	Just Right	Too Much	
Purchase 100 Kilowatt-hour blocks of solar energy	13 16.3%	65 81.3%	2 2.5%	80
The rate for the solar energy block is applied to up to half of your average usage	28 35.0%	49 61.3%	3 3.8%	80
The Community Solar program rate is locked in for up to 25 years	4 5.0%	66 82.5%	10 12.5%	80
Non-refundable \$25/block participation fee	2 2.5%	61 76.3%	17 21.3%	80
A 2 year commitment period	4 5.0%	66 82.5%	10 12.5%	80
\$.03 per kWh over standard rate for the block enrolled	6 7.5%	56 70.0%	18 22.5%	80
Total	57	363	60	480

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Q12. Purchase 100 Kilowatt-hour blocks of solar energy

Response Rate: 87% (N=80) Question Type: Choose one

Not Enough	16.3%
Just Right	81.3%
Too Much	2.5%
Total Responses	80

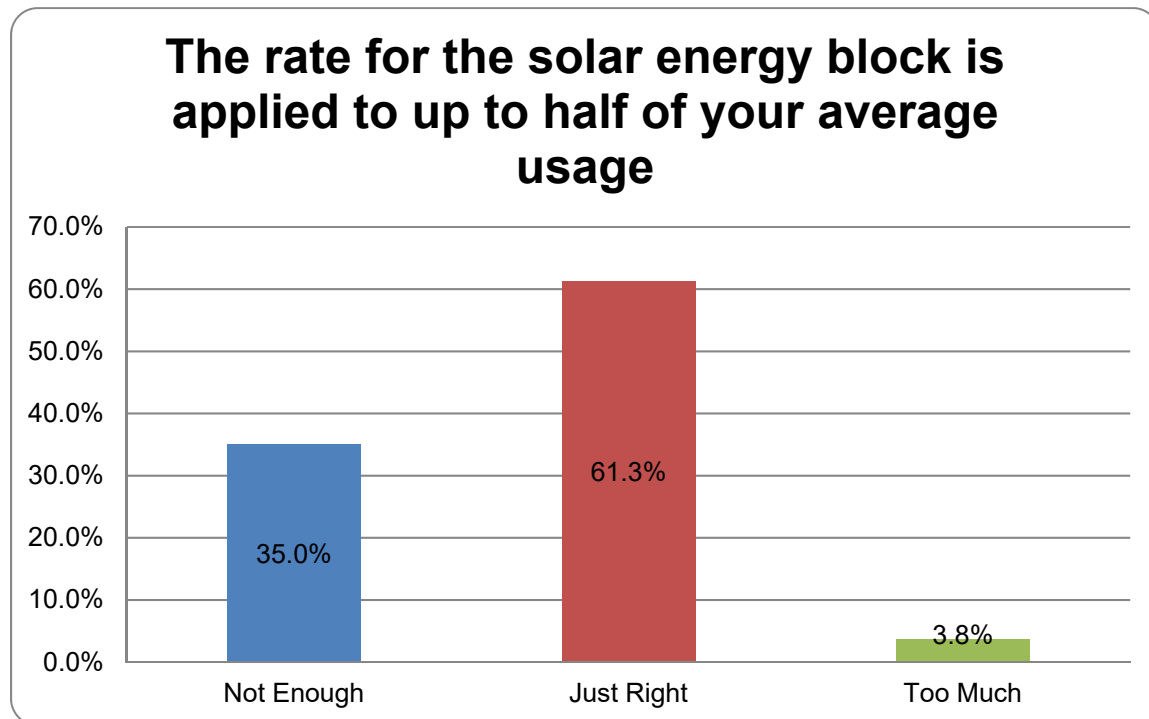


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Q13. The rate for the solar energy block is applied to up to half of your average usage

Response Rate: 87% (N=80) Question Type: Choose one

Not Enough	35.0%
Just Right	61.3%
Too Much	3.8%
Total Responses	80

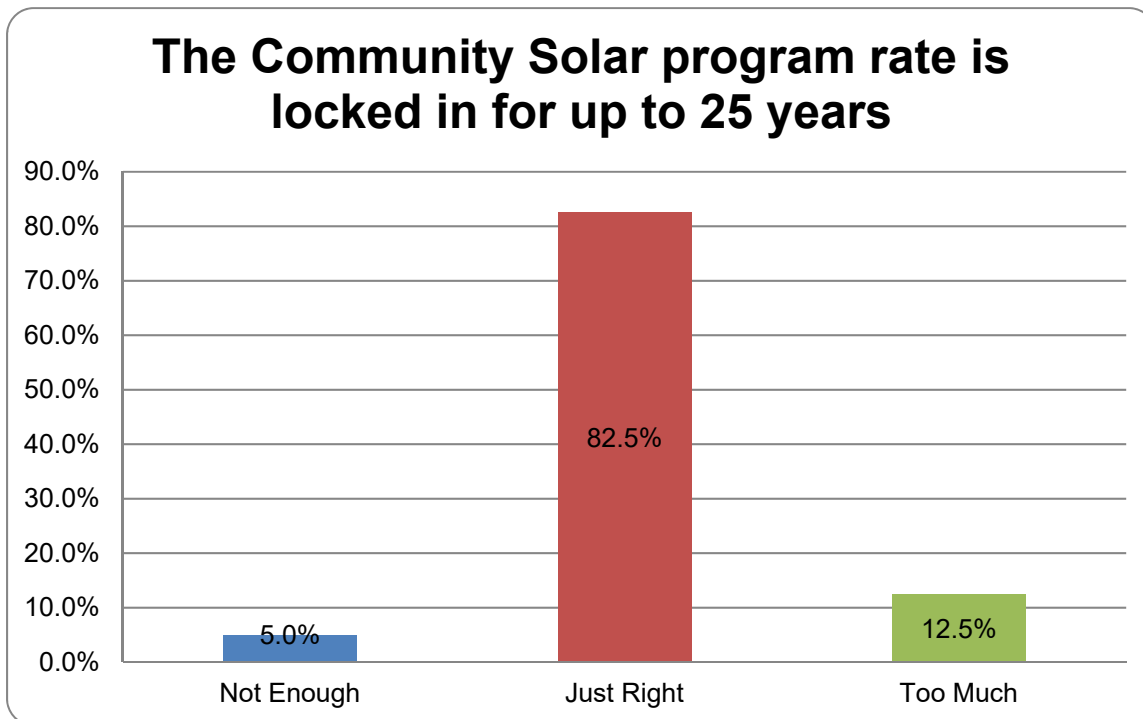


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Q14. The Community Solar program rate is locked in for up to 25 years

Response Rate: 87% (N=80) Question Type: Choose one

Not Enough	5.0%
Just Right	82.5%
Too Much	12.5%
Total Responses	80

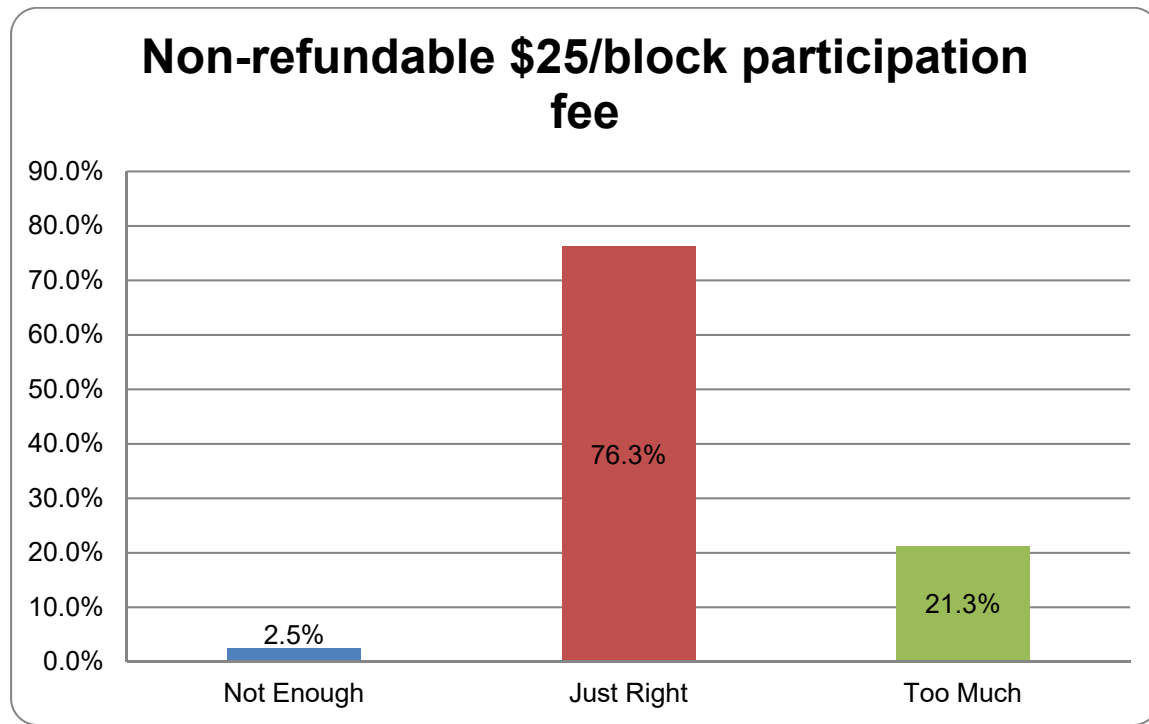


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Q15. Non-refundable \$25/block participation fee

Response Rate: 87% (N=80) Question Type: Choose one

Not Enough	2.5%
Just Right	76.3%
Too Much	21.3%
Total Responses	80

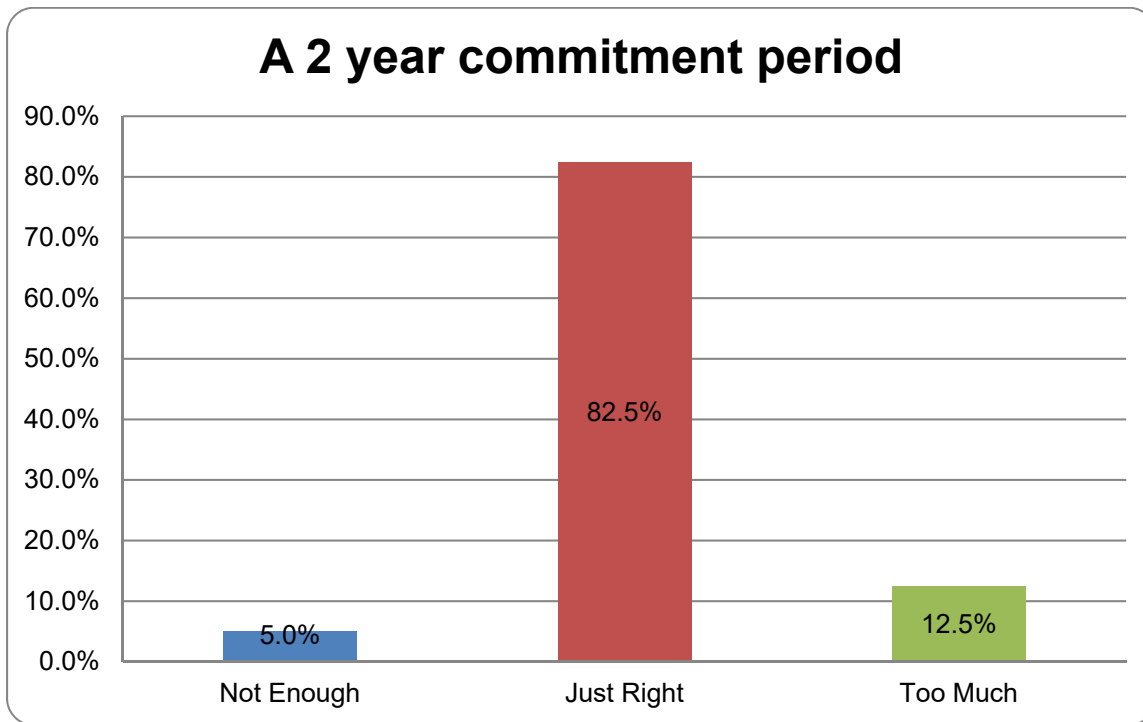


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Q16. A 2 year commitment period

Response Rate: 87% (N=80) Question Type: Choose one

Not Enough	5.0%
Just Right	82.5%
Too Much	12.5%
Total Responses	80

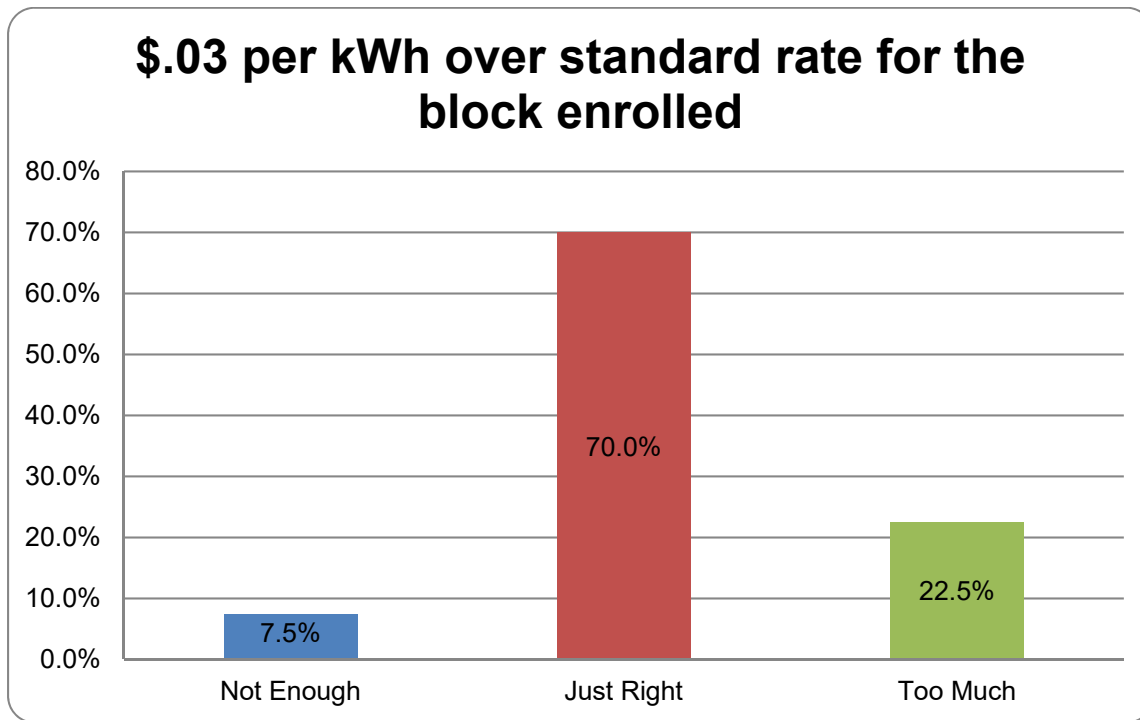


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Q17. \$.03 per kWh over standard rate for the block enrolled

Response Rate: 87% (N=80) Question Type: Choose one

Not Enough	7.5%
Just Right	70.0%
Too Much	22.5%
Total Responses	80

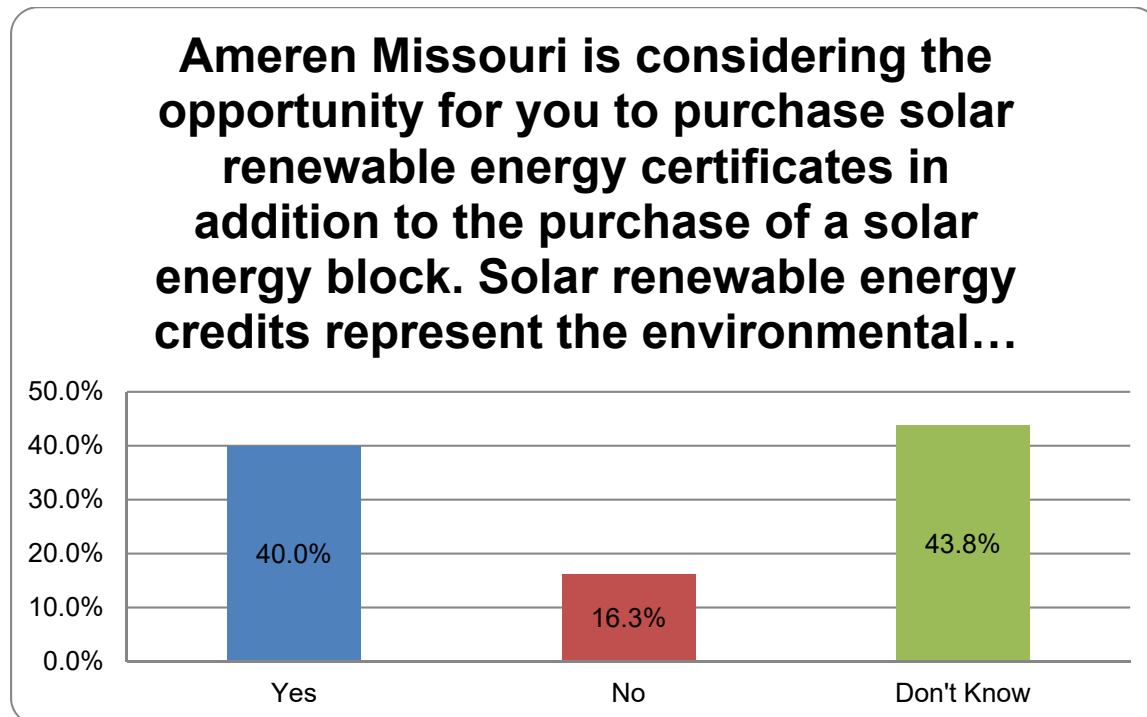


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Q18. Ameren Missouri is considering the opportunity for you to purchase solar renewable energy certificates in addition to the purchase of a solar energy block. Solar renewable energy credits represent the environmental benefits associated with clean, green energy which helps further the shift from non-renewable energy production to solar renewable energy production. Would you be interested in purchasing Solar Renewable Energy Certificates associated with your solar blocks, at an additional cost?

Response Rate: 87% (N=80) Question Type: Choose one

Yes	40.0%
No	16.3%
Don't Know	43.8%
Total Responses	80

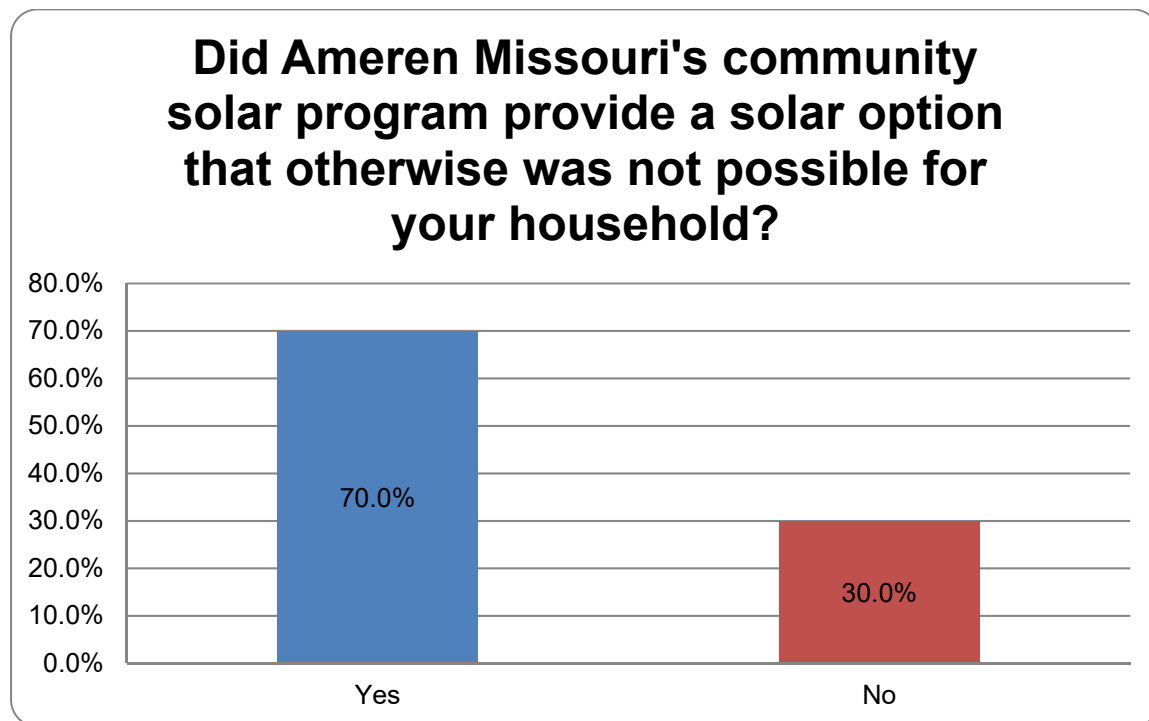


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Q19. Ameren Missouri's community solar program provide a solar option that otherwise was not possible for your household?

Response Rate: 87% (N=80) Question Type: Choose one

Yes	70.0%
No	30.0%
Total Responses	80

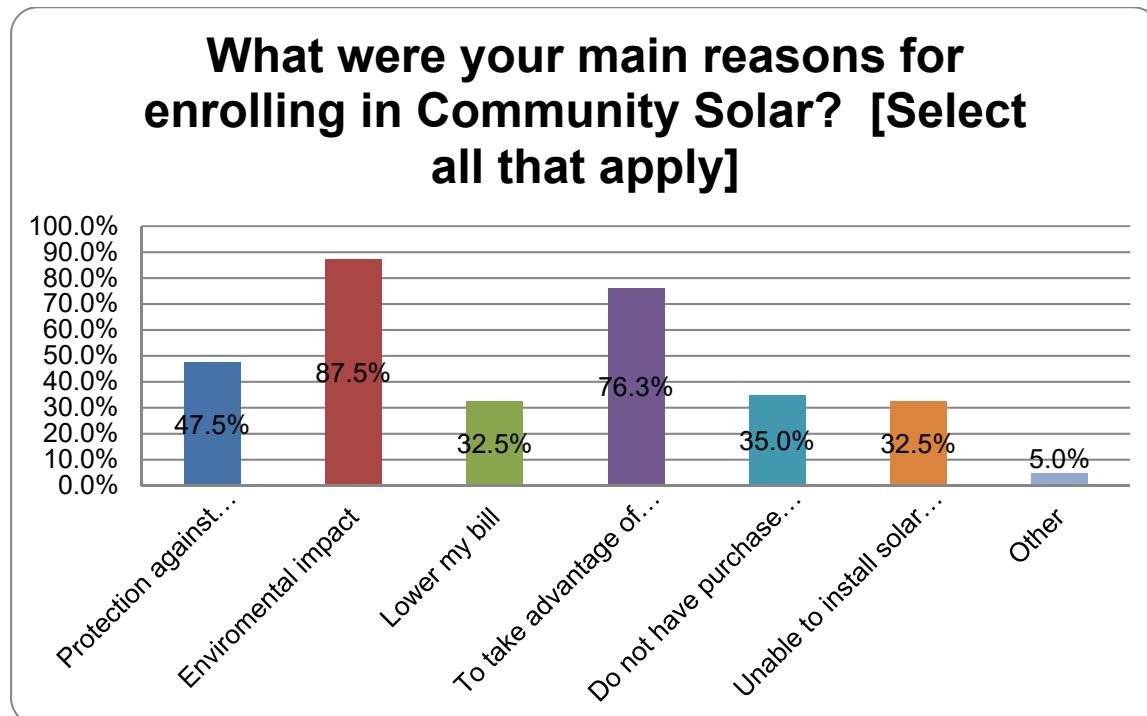


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Q20. What were your main reasons for enrolling in Community Solar? [Select all that apply]

Response Rate: 87% (N=80) Question Type: Choose many

Protection against rising energy costs	47.5%
Enviromental impact	87.5%
Lower my bill	32.5%
To take advantage of solar	76.3%
Do not have purchase maintain solar panels	35.0%
Unable to install solar at your residence	32.5%
Other	5.0%
Total Responses	253

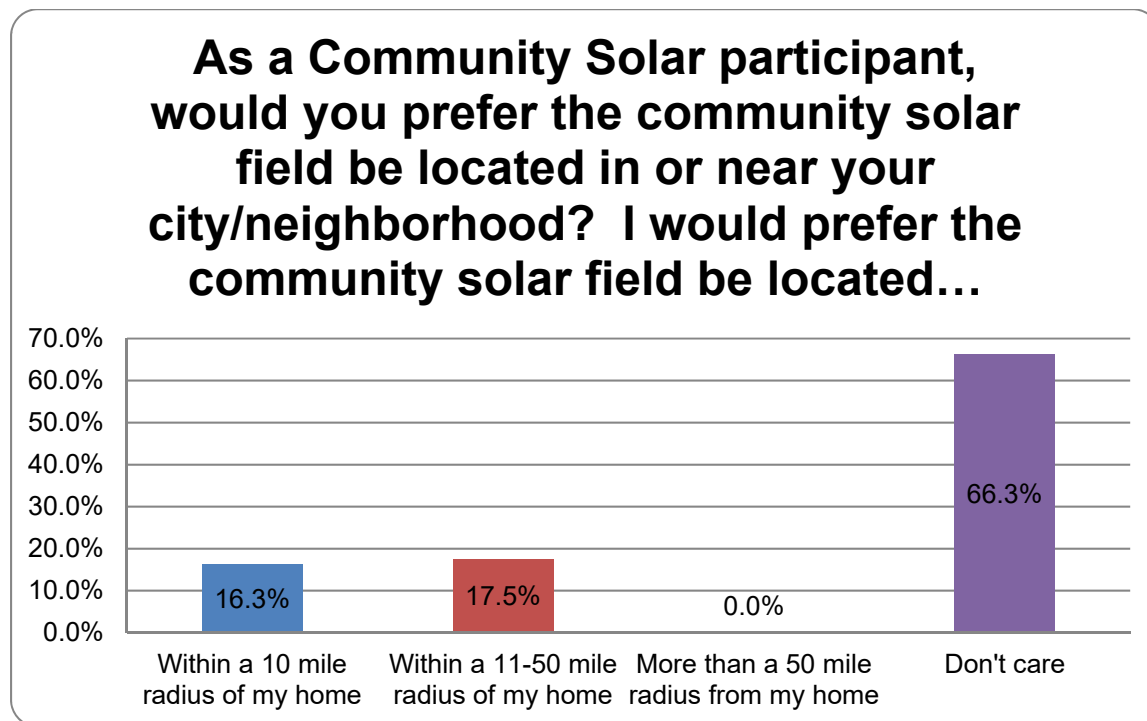


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Q21. As a Community Solar participant, would you prefer the community solar field be located in or near your city/neighborhood? I would prefer the community solar field be located...

Response Rate: 87% (N=80) Question Type: Choose one

Within a 10 mile radius of my home	16.3%
Within a 11-50 mile radius of my home	17.5%
More than a 50 mile radius from my home	0.0%
Don't care	66.3%
Total Responses	80

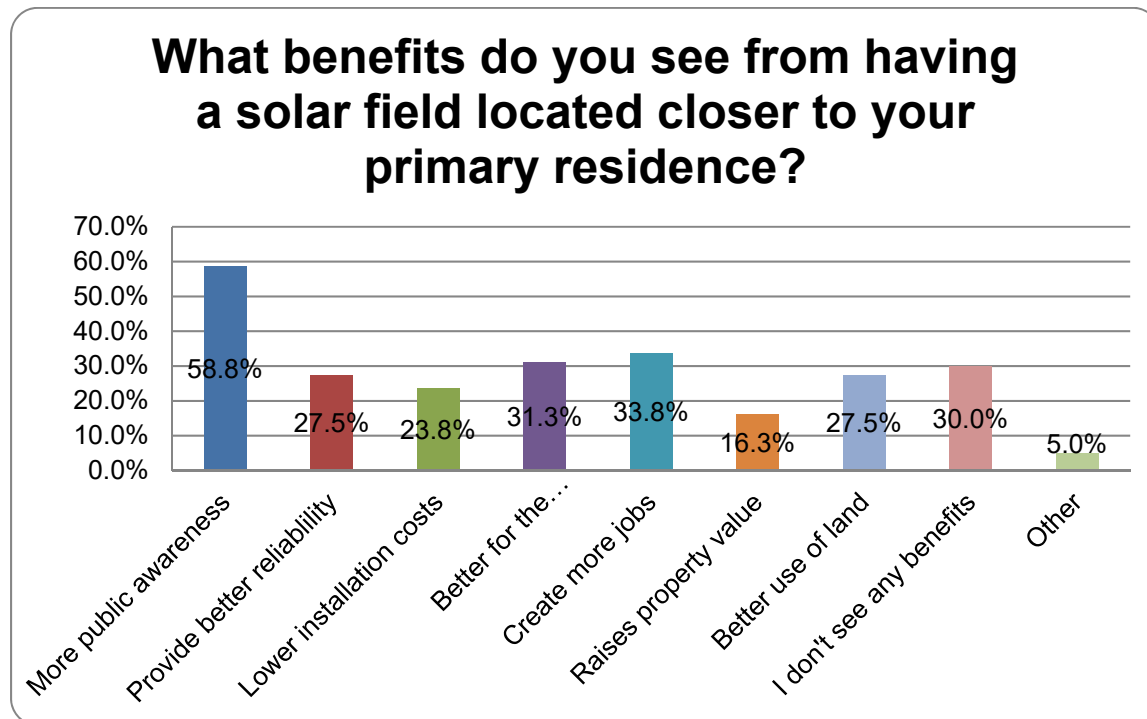


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Q22. What benefits do you see from having a solar field located closer to your primary residence?

Response Rate: 87% (N=80) Question Type: Choose many

More public awareness	58.8%
Provide better reliability	27.5%
Lower installation costs	23.8%
Better for the environment	31.3%
Create more jobs	33.8%
Raises property value	16.3%
Better use of land	27.5%
I don't see any benefits	30.0%
Other	5.0%
Total Responses	203

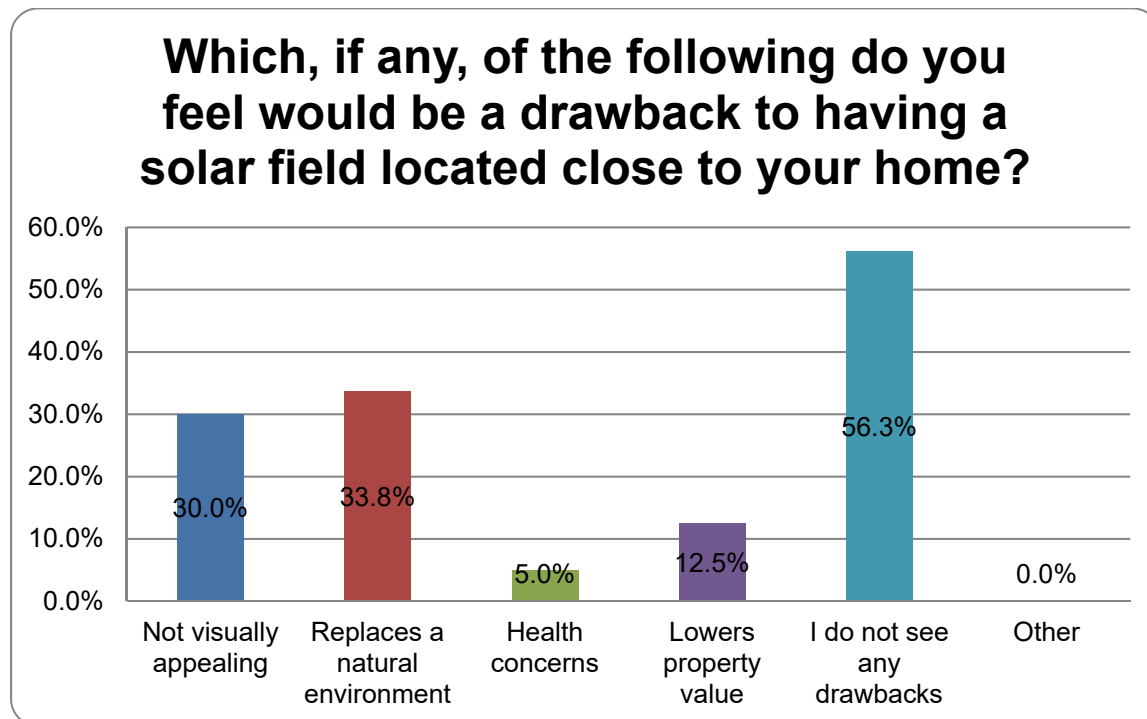


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Q23. Which, if any, of the following do you feel would be a drawback to having a solar field located close to your home?

Response Rate: 87% (N=80) Question Type: Choose many

Not visually appealing	30.0%
Replaces a natural environment	33.8%
Health concerns	5.0%
Lowers property value	12.5%
I do not see any drawbacks	56.3%
Other	0.0%
Total Responses	110

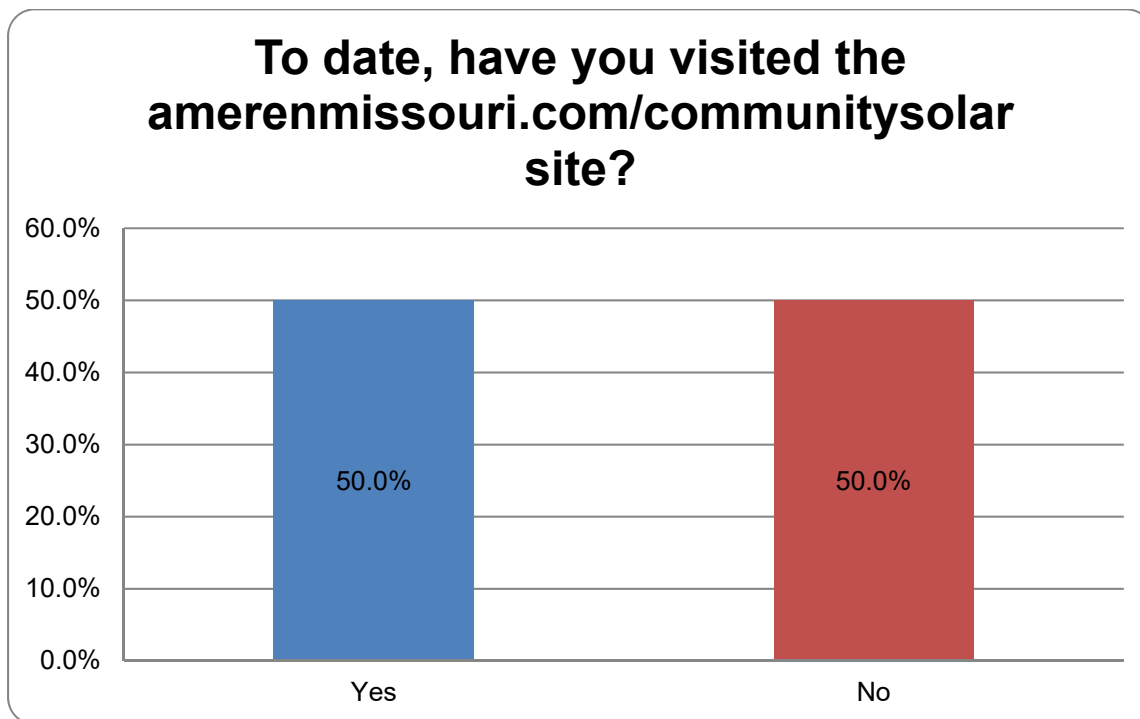


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**Q24. To date, have you visited the
amerenmissouri.com/communitysolar site?**

Response Rate: 87% (N=80) Question Type: Choose one

Yes	50.0%
No	50.0%
Total Responses	80

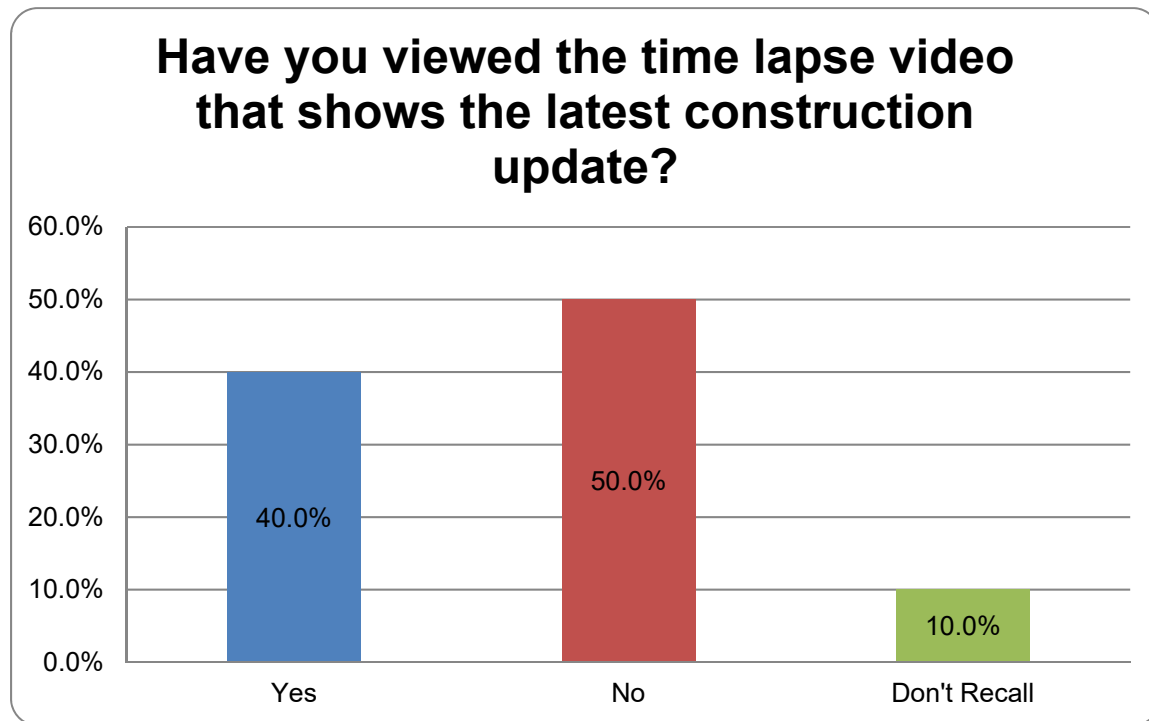


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Q25. Have you viewed the time lapse video that shows the latest construction update?

Response Rate: 43% (N=40) Question Type: Choose one

Yes	40.0%
No	50.0%
Don't Recall	10.0%
Total Responses	40

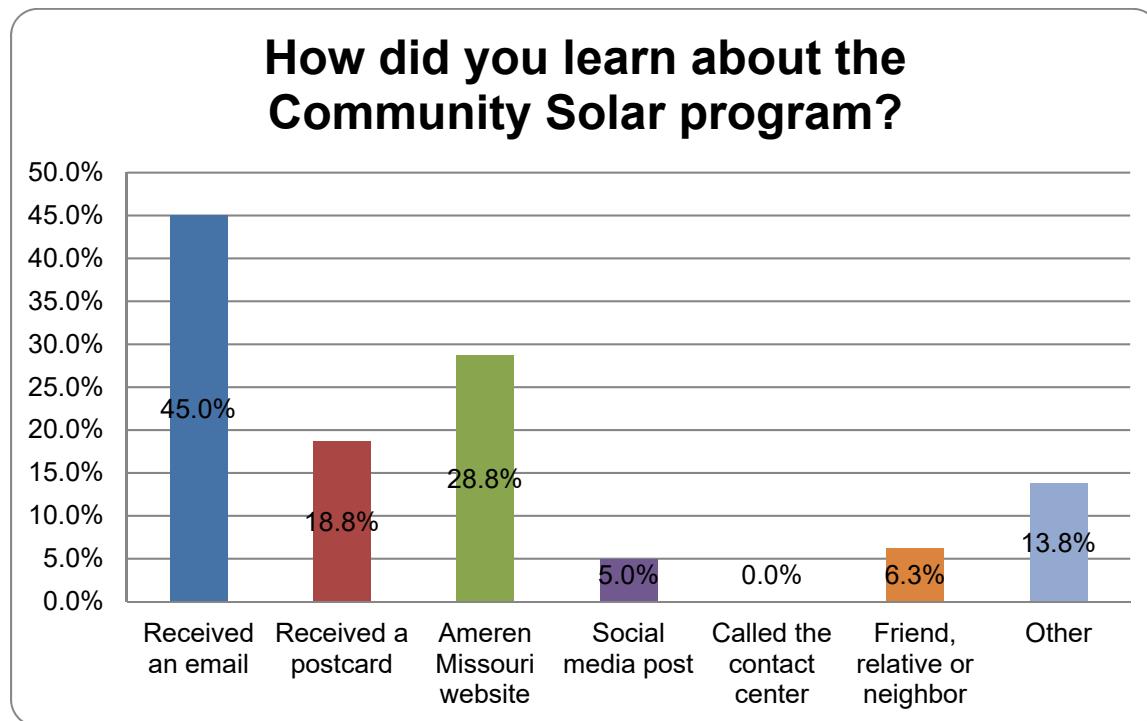


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Q26. How did you learn about the Community Solar program?

Response Rate: 87% (N=80) Question Type: Choose many

Received an email	45.0%
Received a postcard	18.8%
Ameren Missouri website	28.8%
Social media post	5.0%
Called the contact center	0.0%
Friend, relative or neighbor	6.3%
Other	13.8%
Total Responses	94

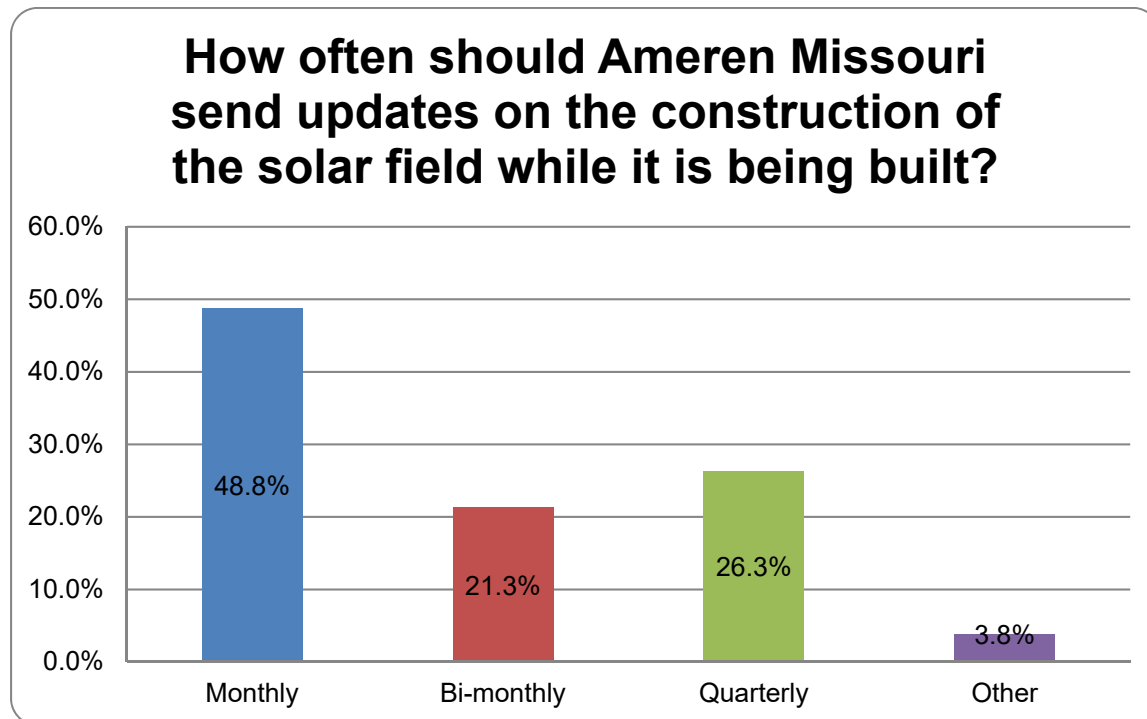


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Q27. How often should Ameren Missouri send updates on the construction of the solar field while it is being built?

Response Rate: 87% (N=80) Question Type: Choose one

Monthly	48.8%
Bi-monthly	21.3%
Quarterly	26.3%
Other	3.8%
Total Responses	80

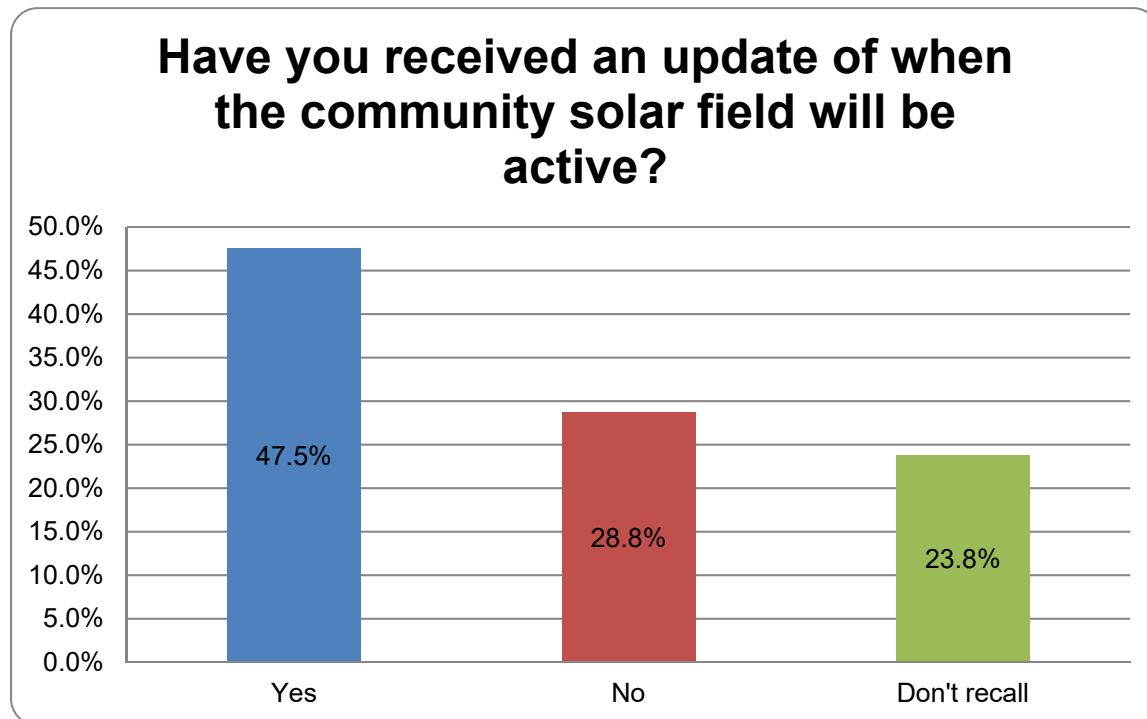


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Q28. Have you received an update of when the community solar field will be active?

Response Rate: 87% (N=80) Question Type: Choose one

Yes	47.5%
No	28.8%
Don't recall	23.8%
Total Responses	80

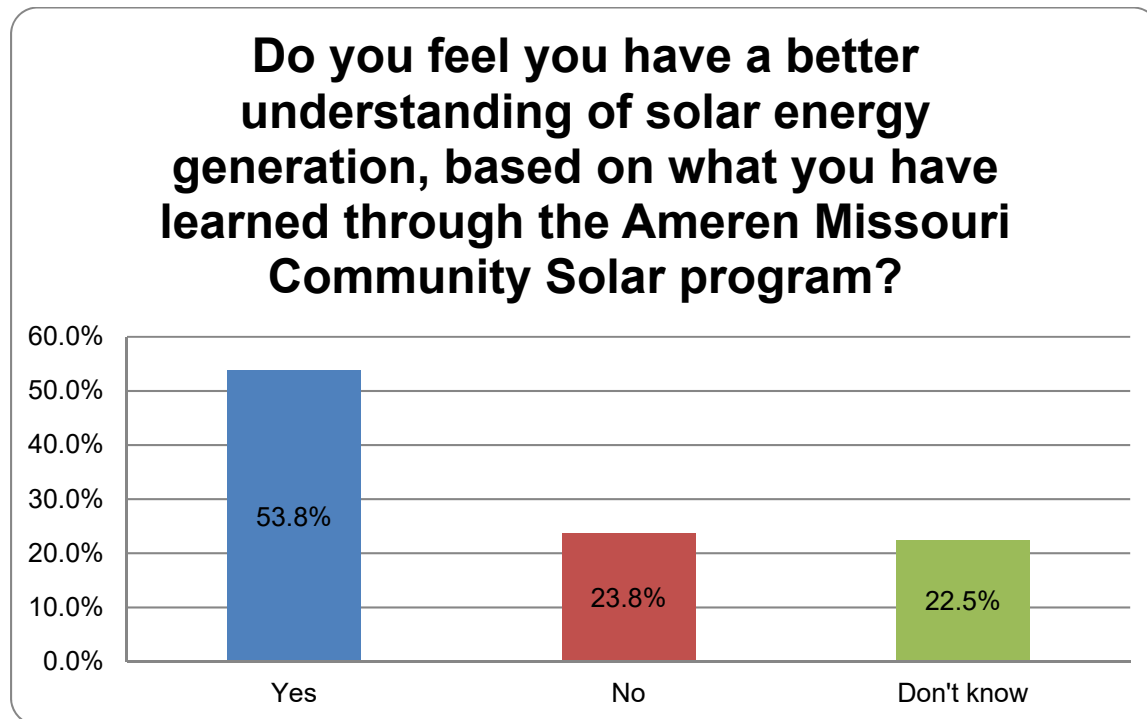


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Q29. Do you feel you have a better understanding of solar energy generation, based on what you have learned through the Ameren Missouri Community Solar program?

Response Rate: 87% (N=80) Question Type: Choose one

Yes	53.8%
No	23.8%
Don't know	22.5%
Total Responses	80



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Q.30 What additional information would you like to receive about the Ameren Missouri community solar program?

Response Rate: 37% (N=34) Question Type: Paragraph

would like to be kept abreast of progress in planning and building additional solar projects.

Should send an update each month with the monthly bill.

Complete date how much has it produced

We have seen Nothing additional about this since I paid \$125 to be part of it. I have no idea what or when something will manifest itself

When it will start

I will admit that I haven't read every available message about the solar program... but from my scanning of the communications, I don't understand how or when the solar program will fit together with my regular energy usage/bill. Will it be transparent to me? Will I have two different bills to pay? How will I know solar is being used (or off-set on the grid) for my energy?

I don't understand program.

have bno idea of costs to me. Would be useful to get an estimate based on my usage I signed up because I think it is the right thing to do

Cost, reliability, and environmental sustainability data. Include wind energy information and data.

I really am unsure. I skimmed through. Need to research more thoroughly.

Terrible with info about this

I would like to know why Ameren's CEO earns \$8 million dollars a year? Is this correct? I read an article in the St. Louis Post Dispatch to this effect. If true, this is shameful. I resent this disparity in income when there are many people without electricity due to their economic situation. Reading this did affect my attitude about paying more for solar.

Plans to expand it

How the costs will impact my specific bill

A dashboard to look at to see how it is generating on a day by day basis. Maybe an app that I can call up to show the generation and other date about the site.

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I chose the program to help the environment but also to save on my energy cost. I would like to know if my participation will benefit my family in addition to Ameren's cost to produce energy. I'm also a fan of wind power as I tried to purchase a 25KW turbine for my residence on 3 acres. Mostly though I want to cut the cost of my energy bill without sacrificing quality of life.

Since our purchase of 3 blocks we have received no notices at all. I was not aware I am being charged more for solar service. I hope it's worth it.

None

Receive email updates.

total energy output/input, not just energy for my house

An actual estimate of costs to me, based on my past usage. I feel like I bought into this as an act of faith, and to be a good environmental citizen.

I am significantly interested in the balance between non-solar power pricing and solar pricing as the solar field is on line. I wish to purchase additional power once the first solar field is on line and I can determine the value to this residence.

Live and/or historic data on power output (kWh per day, month, etc).

Considering the ease and low cost of generating e-mail updates more should have been done. The video is at such a speed it makes things look like it is moving along. But without time stamps that are easily view-able there is no idea of the time frame. It is obviously edited in that the major rain storms we have had that would certainly delay the process.

Estimate/projection of future cost vs. other generation sources.

How many households are participating in this program?

If we were willing to spend more on our power bill, would Ameren be willing to build more solar or wind generation?

The rates for the program were confusing when I signed up. Furthermore, I called Ameren to get clarification and the representative I spoke with didn't even know that the program existed

ANY INFORMATION we've gotten nothing

Program dates and anticipated participation/getting off the wait list

I would like to know how much less coal energy Ameren is providing as a result. Would like to know more about the positive environment impact.

I am waitlisted and had no idea what most of these questions were about so I guessed

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I'd like to be kept informed about future stages and expansions even if I can't personally participate/benefit. It is a community asset and should be celebrated.

When I can get more of my current power % from solar. More updates and info about construction of the solar block.

Total Responses: 34

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Q.31 What areas of the program need to be improved?

Response Rate: 32% (N=29) Question Type: Paragraph

would have preferred more frequent updates. Felt time between project being subscribed and construction beginning was a bit much.

Communication as to the process and actions happening over the course of time.

I just feel that now that solar is cost effective we should do everything possible to do solar, as well as wind

Savings to customer update

Communication with users!!!!!!

More information about the program

Overall, I'm so thankful Ameren is doing this. I just need to get into it and see how it works in practice once everything is live.

Better explanation of benefits to purchaser.

see above

Expand more rapidly.

Size of solar field and speed of completion.

Info

Add a side by side comparison of the ongoing energy costs (ignoring the start up expenses). I do not have any idea if I will spend more or less on a monthly basis with the solar blocks.

More blocks can be purchased

Offering more blocks to people who just had an extra person move in

There seems to be a lot of naysayers on the program because the rate is higher than the normal bill. Maybe addressing the benefits of this extra cost, that could help others see the reason why one would pay more for a block of electricity that doesn't necessarily power their home directly.

This is just the infant stage of this program. It's nice that you ask, but most of these questions are way too early to answer. In fact, I placed answers to questions, not knowing exactly how they would/not affect my residence and only gave an answer so that I could move on to the next page. Call me uninformed, if you will, but really I have no idea

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how this will or will not effect my bill until it is put in service. But, I am happy about the fact that Ameren is into natural energy and that my participation can help.

Communications.

None

should be able to go up to 100% of energy

Communication about typical costs.

The verbiage related to the enrollment process was very unclear. It was very difficult to understand what exactly was being purchased.

Communication about how the pricing with solar impacts my individual bill and how the cost per block was calculated

More communication with those that put their money down to show our dedication to the project. I shouldn't have to go to a website to get updates, that are marginal.

COMMUNICATION

what else is Ameren doing to reduce usage of fossil fuels? What other programs does Ameren have focused on becoming a green provider.

Make cost attractive to all incomes.

Inform the waitlisters

I think it should be aggressively expanded. It could be a great benefit to the region economically and environmentally. It would also make us stand out very positively among other metros if we are making big strides in providing for our energy needs with sustainable power sources.

Total Responses: 29