

## Attachment C Participant Survey Questions

Ameren Missouri is interested in understanding your thoughts and opinions about the community solar program.



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

- Urban
- Suburban
- Rural

Q1. Are you currently enrolled or waitlisted in the Community Solar program?

- Yes
- No [Thank and Terminate]
- Don't Know [Thank and Terminate]

Q2. Based on your experience to date with the Ameren Missouri Community Solar program, how satisfied are you with the Community Solar program overall?

- Very Satisfied
- Somewhat Satisfied
- Not too Satisfied
- Not at all Satisfied

Q3. Thinking about the various aspects of the Community Solar program, how satisfied are you with the following:

Very Satisfied	Somewhat Satisfied	Not too Satisfied	Not at all Satisfied
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Enrollment process

Length of time to complete construction of the solar facility

Pricing

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

Ability to transfer your subscription

Communications from Ameren Missouri

Q4. Thinking about terms outlined in the following aspects of the community solar program, please indicate if you feel the terms are:

Not enough

Just Right

Too Much

Purchase 100 Kilowatt-hour blocks of solar energy

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

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

**Non-refundable \$25/block** participation fee

**A 2 year commitment period**

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

New Q4. 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?

- Yes
- No
- Don't know

Q5. Did Ameren Missouri's community solar program provide a solar option that otherwise was not possible for your household?

- Yes
- No

Q6. What were your main reasons for enrolling in Community Solar? [Select all that apply]

- Protection against rising energy costs
- Environmental impact
- Lower my bill
- To take advantage of solar
- Do not have to purchase and maintain solar panels

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- Unable to install solar at your residence
- Other \_\_\_\_\_

New Q7. 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...

- Within a 10 mile radius of my home
- Within an 11 – 50 mile radius of my home
- More than a 50 mile radius from my home
- Don't care

New Q8. What benefits do you see from having a solar field located closer to your primary residence?

- More public awareness
- Provide better reliability
- Lower installation costs
- Better for the environment
- Create more jobs
- Better use of land
- Raises property value
- Other
- I do not see any benefits

Q8.2 Which, if any, of the following do you feel would be a drawback to having a solar field located close to your home?

- Not visually appealing
- Replaces a natural environment
- Health concerns
- Lowers property value
- Other
- I do not see any drawbacks

Community Solar page on the Ameren Missouri website:

Q9. To date, have you visited the [amerenmissouri.com/community solar](http://amerenmissouri.com/community-solar) site?

- Yes
- No [Skip to Q

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Q10. Have you viewed the time lapse video that shows the latest construction update?

- Yes
- No
- Don't recall

### Community Solar Communications

Q11. How did you learn about the community solar program?

- Received an email
- Received a postcard
- Ameren Missouri website
- Social Media Post
- Called the contact center
- Friend, relative or neighbor
- Other \_\_\_\_\_

Q12. How often should Ameren Missouri send updates on the construction of the solar field while it is being built?

- Monthly
- Bi-monthly
- Quarterly
- Other

Q13. Have you received an update of when the community solar field will be active?

- Yes
- No
- Don't recall

Q17. 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?

- Yes
- No
- Don't Know

Q18. What additional information, if any, would you like to receive about the Ameren Missouri Community Solar program?

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Q19. What areas of the program need to be improved?

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