numerous evaluations of PG&E's SmartRate critical peak pricing program have shown that CARE customers provide significantly smaller demand reductions than do non-CARE customers.

Table 7-1: CES Parameter Estimates

Elasticity	Default Non-EAPR	Default EAPR	Opt-in non-EAPR	Opt-in EAPR
Elasticity of Substitution	-.069**	-.024**	-.183**	-.089**
Daily Elasticity	-.030**	.019	-.035**	-.011

Note: ** = significant at 99% level, * = significant at 95% level

The elasticity of substitution and daily price elasticity estimates found here are comparable to those found in California's Statewide Pricing Pilot. The elasticity of substitution during the hotter summer months found in that study for the CPP rate for customers in the hottest climate zone (comparable to SMUD's service territory) was -0.127 and the daily price elasticity was -0.033.[33] These values represent the combined population of CARE and non-CARE customers. Roughly one third of SMUD's pilot participants are EAPR customers. If we calculate a weighted average elasticity from Table 7-1 for the opt-in pricing plans, for example, based on a split of 30% EAPR and 70% non-EAPR customers, the elasticity of substitution would equal -0.155 and the daily price elasticity would equal -0.028. Thus, the value found here for the elasticity of substitution is about 20% higher than in the Statewide Pricing Pilot and the daily price elasticity is about 15% lower. Since the change in demand given a change in price is a function of both values, it appears the SMUD's customers show responsiveness to price similar to the most comparable segment of customers that were tested in the Statewide Pricing Pilot roughly ten years ago.

Once the parameters of the CES were estimated, it is relatively straightforward to calculate point elasticities (own and cross-price) for the different customer segments and simulate the impacts of other TOU and CPP rates that were not included in the pilot.[34] Four different point elasticities are shown in

[33] *Ibid*, Table 4-6.

[34] For detailed derivations of the elasticities, refer to Appendices 7, 8, and 9 of the Impact Evaluation of the California Statewide Pricing Pilot (CRA 2005).
http://www.energyarchive.ca.gov/demandresponse/documents/group3_final_reports/2005-03-24_SPP_APPENDICES.PDF. At a high level, the model is estimated using all of the rate groups for each combination of EAPR and default to produce estimates of the elasticity of substitution (EOS) and daily (DAILY) price elasticities. These estimates are converted into own and cross price elasticities using the average percentage of electricity used during each rate period and the average expenditure ($) during each period for each of the groups as follows:

Define perc_p as % usage during peak hours and share_p as % of electricity expenditure during peak period). Then,

E(p,p) = perc_op*EOS + share_p*DAILY

E(p,op) = (-1)*perc_op*EOS + share_op*DAILY

E(op,p) = (-1)*perc_p* EOS + share_p*DAILY

E(op,op) = perc_p*EOS + share_op*DAILY

Table 7-2: the own-price elasticity for the peak period ($E_{p,p}$), the cross-price elasticity of peak consumption with respect to off-peak price ($E_{p,op}$), the cross-price elasticity of off-peak consumption with respect to the peak price ($E_{op,p}$) and the own-price elasticity for the off-peak period ($E_{op,op}$).

Table 7-2: Own and Cross Price Elasticities

EAPR Status	Rate Type	Rate	$E_{p,p}$	$E_{p,op}$	$E_{op,p}$	$E_{op,op}$
EAPR	Opt-in	TOU	-0.078	0.067	0.011	-0.022
		CPP	-0.076	0.064	0.014	-0.025
	Default	TOU	-0.011	0.030	0.013	0.006
		CPP	-0.015	0.033	0.009	0.009
		TOU-CPP	-0.010	0.029	0.014	0.005
Non-EAPR	Opt-in	TOU	-0.166	0.131	0.017	-0.053
		CPP	-0.159	0.124	0.024	-0.059
	Default	TOU	-0.069	0.038	0.001	-0.031
		CPP	-0.064	0.033	0.005	-0.036
		TOU-CPP	-0.071	0.040	-0.002	-0.029

The elasticities represent the percentage change in electricity consumption that would result from a 1% increase in a particular price. For example, an own-price elasticity of -0.166 for the peak period means that increasing the peak period price by 1% would reduce peak consumption by 0.166%, or that a 10% price increase would reduce consumption by about 1.7%. Own-price elasticities for both the peak and off-peak periods are negative, reflecting that increases in the price during either period would reduce electricity usage during that period. Cross-price elasticities are positive, indicating that the peak and off-peak periods are substitutable goods.

Similar to the elasticity of substitution estimates, there are also patterns across EAPR status and rate types in the point elasticities. EAPR customers are generally less responsive to price than non-EAPR customers (about 50% less responsive), while customers who enrolled in an opt-in plan are significantly more price responsive than default customers on average. The latter is expected since one reason opt-in customers likely chose the rate was because they have loads that can be more readily shifted (or they are more willing to shift those loads). Opt-in customers are also more likely to have a better understanding of the rates since they made an active choice to enroll as opposed to being enrolled without any required action. Despite the large differences in average price responsiveness, default rates provide a much larger aggregate impact due to the larger number of people for whom the rate applies. Lastly, on a percentage basis, customers respond more to changes in the peak price than to changes in the off-peak price.

As a check on the reliability of the model, load impacts during the peak period were calculated for each pricing plan and compared to the load impacts reported in Sections 4 and 5 based on the RCT/RED impact analysis. This comparison is shown in Table 7-3. Impact estimates from the model match up almost exactly with the measured impacts for CPP rates and are also very close for TOU rates. The close match between the results provides confidence that the CES model is doing a good job of capturing the

underlying preferences of customers. It also suggests that the simplifying assumptions made regarding the price signals used in the estimation database in order to eliminate the simultaneity problem associated with increasing block pricing accurately capture whatever heuristics consumers use to make usage decisions when faced with such complex rate structures.

Table 7-3: Comparison of Load Impacts from CES Model with Measured Load Impacts

Rate	Group	% Measured Peak Load Reduction (2012-2013 avg)	% Peak Load Reduction Using CES Model
CPP	Opt-in, IHD Offer	26%	26%
	Default TOU-CPP, IHD Offer	13%	13%
	Default CPP, IHD Offer	12%	12%
TOU	Opt-in, IHD Offer	13%	15%
	Default TOU-CPP with IHD Offer	6%	6%
	Default TOU with IHD Offer	8%	7%

7.3 Simulating the Impact of Changes in Prices

The primary benefit of estimating a structural demand model is that it allows for predictions of what load impacts would be under alternative rates of interest that were not offered as part of the SPO pilot. Combined with the conjoint analysis and choice analysis, using elasticities from the CES model can help to estimate important counterfactual outcomes that would result from changing many characteristics of the time-varying rates. The only components of the rates that can be explored with the CES elasticities are the prices in each rate period. Because these elasticities are point elasticities, they are most valid for examining small price changes in the neighborhood of the original rates as opposed to larger price changes.

Predicted load impacts for several TOU and CPP rates that differ based on the non-EAPR price[35] in the peak period are presented in Table 7-4. The rates that were included in SPO are also shown in the table (in bold) for comparison purposes. For the default CPP rate, the model predicts that reducing the peak period price from $0.75/kWh to $0.60/kWh would reduce the peak period load reduction for enrolled customers by 1.3 percentage points on CPP days, from 11.7% to 10.4%. Increasing the price to $0.90/kWh would increase load reduction by 1.1 percentage points, from 11.7% to 12.8%. For opt-in CPP customers, the same price increase would produce a larger change in load reduction, 2 percentage points, from 26.4% to 28.4%. Similar interpretations apply for changing the peak price for a TOU rate.

[35] For the purposes of this exercise, EAPR prices are also adjusted so that they are 65% of the Non-EAPR price.

Table 7-4: Predicted Load Impacts for Non-SPO Prices

Rate	Enrollment	Peak Price	Off-Peak Price	Peak Load Reduction on Applicable Days
CPP	Default	$1.20	$0.09	14.4%
		$1.05	$0.09	13.7%
		$0.90	$0.09	12.8%
		$0.75	***$0.09***	***11.7%***
		$0.60	$0.09	10.4%
		$0.45	$0.09	8.8%
		$0.30	$0.09	6.5%
	Opt-in	$1.20	$0.09	31.5%
		$1.05	$0.09	30.1%
		$0.90	$0.09	28.4%
		$0.75	***$0.09***	***26.4%***
		$0.60	$0.09	23.8%
		$0.45	$0.09	20.5%
		$0.30	$0.09	15.6%
TOU	Default	$0.42	$0.08	8.4%
		$0.37	$0.08	7.7%
		$0.32	$0.08	6.9%
		$0.27	***$0.08***	***5.9%***
		$0.22	$0.08	4.8%
		$0.17	$0.08	3.3%
		$0.12	$0.08	1.5%
	Opt-in	$0.42	$0.08	19.9%
		$0.37	$0.08	18.4%
		$0.32	$0.08	16.7%
		$0.27	***$0.08***	***14.6%***
		$0.22	$0.08	12.0%
		$0.17	$0.08	8.8%
		$0.12	$0.08	4.3%

8 Program Marketing, Customer Acceptance and Retention

SMUD's SPO is one of the few pricing pilots that have been done in the industry that systematically examined the issue of customer acceptance of time-variant rates. Specifically, SPO allows for a comparison of:

- Acceptance rates for CPP and TOU rates based on opt-in and default enrollment, and for the TOU-CPP rate based on default enrollment; and
- The impact of offering enabling technology, in the form of a free IHD, on customer acceptance of CPP and TOU rates.

Understanding if there are significant differences in acceptance rates for various forms of time-variant rates, how acceptance rates differ between default and opt-in enrollment, and whether offering an IHD to customers affects acceptance rates, are all critical issues in developing an effective pricing strategy. Findings from the SPO pilot provide some of the best empirical evidence to help settle debates about these issues that have been waged for more than a decade based largely on assumptions, assertions and, at best, qualitative evidence from focus groups.

Table 8-1 summarizes the customer acceptance rates for each SPO pricing plan. Among the most important findings are:

- SMUD's multi-faceted marketing strategy for opt-in pricing plans led to acceptance rates that ranged from 16.4% to 18.8%. These high acceptance rates contradict the often cited claim that very few customers will voluntarily enroll on time-variant rates.
- The offer of enabling technology in the form of a free IHD did not materially increase customer acceptance of either the CPP or TOU plan.
- The default treatment groups display extremely high enrollment rates, ranging from a low of almost 93% for the TOU-CPP plan to a high of almost 98% for the TOU plan.
- Once enrolled, the dropout rate across the two summers ranged from a low of 4.0% for default TOU to a high of 9.3% for opt-in CPP with no IHD offer. The percent of customers who moved, and therefore dropped off the pricing plan, ranged from roughly 18% to 22% over the two SPO summer periods. Since many customers who move relocate within the SMUD service territory, this high move rate suggests that, if SMUD were to offer time-variant pricing plans in the future, allowing customers to default onto the same plan when they relocate would retain many more customers on each plan and would significantly reduce marketing costs by avoiding solicitations to customers that were previously on the plan.

Table 8-1: Customer Acceptance Rates for SPO Pricing Plans[36]

Recruitment Approach	Rate	IHD Offer	Acceptance Rate	Drop Out Rate Over 2 Summers (6/1/12 – 9/30/13)	Move Out Rate Over 2 Summers (6/1/12 – 9/30/13)	Overall Attrition (drop outs + Movers)
Opt-in	CPP	No	18.8%	9.3%	22.4%	31.8%
		Yes	18.2%	7.3%	19.0%	26.3%
	TOU	No	16.4%	5.9%	20.8%	26.7%
		Yes	17.5%	5.2%	21.4%	26.6%
Default	CPP	Yes	95.9%	5.7%	18.0%	23.7%
	TOU	Yes	97.6%	4.0%	21.3%	25.3%
	TOU-CPP	Yes	92.9%	7.7%	19.4%	27.0%

The remainder of this section is divided into two primary subsections. Section 8.1 focuses on customer acceptance, enrollment, retention and attrition for the opt-in rates while Section 8.2 covers the same topics for default rates. Each section contains both descriptive statistics as well as analysis to determine key drivers of customer acceptance and attrition for each pricing plan. Customer acceptance of and connectivity for IHDs was covered in Section 6.

8.1 Opt-in Pricing Plans

The SPO pilot included two opt-in pricing plans, CPP and TOU. Each plan was offered to two randomly chosen groups of customers, with one offer including a free IHD while the other did not. Thus, there were four treatment cells for opt-in plans. Comparing acceptance rates for CPP with and without an IHD, and TOU with and without an IHD, is a direct measure of whether the offer of a free IHD materially increases acceptance rates for the two rates. Comparing acceptance rates for the CPP and TOU pricing plans will indicate whether customers generally have a stronger preference for one plan over the other when comparing it to the standard tariff. Importantly, this comparison is not the same as asking a group of customers to choose between CPP and TOU plans, which would be a more direct measure of customer preferences among time-variant rate options. Even if the same percent of customers took the two pricing plans, it could be that customers who accept the CPP rate might prefer the TOU rate over CPP if they had a choice, and vice versa. This issue is explored in Section 9 through analysis of a conjoint survey in which customers were given the option of choosing among multiple pricing plans. As will be seen, there does appear to be a relatively strong preference for TOU over CPP rates when both are offered simultaneously.

Before summarizing the acceptance rates and other outcomes associated with marketing and enrollment, it is worth noting that there is a difference between the number of customers drawn

[36] For opt-in pricing plans, the acceptance rate was calculated by taking the number of customers who enrolled at any point prior to or during the summer of 2012 and dividing it by the number of customers who received marketing materials. For default plans, the acceptance rate was calculated by taking the number of customers who did not opt out of the rate as of June 1, 2012 and dividing it by the number of customers who received marketing materials.

into the various treatment samples and the number who received treatment offers. SMUD pulled the treatment samples in late August 2011. Between the time when the sample was pulled and when the marketing materials were first sent, some customers moved, in which case they were dropped from the research sample since they no longer qualified to participate in the study. Table 8-2 reports the number of customers in the original sample and the number of customers who received marketing offers. These differences are small for the opt-in treatments because the time between when the sample was drawn and when the first solicitations were sent was relatively brief. As shown in Section 8.2, more customers were lost between the sample draw and the initial offer for default customers because default notifications were not sent until April 2012, more than seven months after the sample was drawn. In the remainder of this section, the basis for all estimates of customer acceptance and enrollment rates is the number of customers receiving the offer, not the number in the initial sample.

Table 8-2: Number of Customers Sampled and Number of Customers Receiving Opt-in Offers

Group	Total in Sample	Total Offered	% Offered
Control Group	45,863	45,183	99%
Opt-In CPP, No IHD Offer	1,214	1,187	98%
Opt-In CPP, IHD Offer	9,198	9,060	98%
Opt-In TOU, No IHD Offer, Control (Deferred)	7,630	7,513	98%
Opt-In TOU, No IHD Offer, Enrolled	7,634	7,500	98%
Opt-In TOU, IHD Offer, Control (Deferred)	12,707	12,553	99%
Opt-In TOU, IHD Offer, Enrolled	12,743	12,554	99%

8.1.1 Customer Acceptance of Opt-in Pricing Plans

Table 8-3 summarizes the main findings concerning customer acceptance of the opt-in pricing plans. Overall, acceptance rates were quite high relative to participation in most other opt-in, time-variant rate programs, especially when considering the relatively short period over which marketing occurred. By comparison, PG&E's SmartRate tariff, a CPP rate first marketed in 2008 that is structurally similar to the SPO CPP rate, had an acceptance rate of roughly 8% in its first two years of offering the rate.[37] With two exceptions (Salt River Project and Arizona Public Service), most other utility programs have acceptance rates of 5% or less, often much less.[38] The fact that SPO obtained acceptance rates approaching 20%

[37] See "2009 Load Impact Evaluation for Pacific Gas and Electric Company's Residential SmartRate—Peak Day Pricing and TOU Tariffs and SmartAC Program, Volume 2: Ex Ante Load Impacts" by S. George, J. Bode, M. Perry & A. Goett. Prepared for PG&E.

[38] Based on personal correspondence between Stephen George and representatives from APS and SRP conducted for a confidential client, as of late 2010, Arizona Public Service had roughly 51% of residential customers, and 65% of residential kWh served, enrolled on one of five TOU rates. Around the same time, Salt River Project had 28% of its residential accounts on one of two TOU rates and estimated that it had nearly 50% of its target market of high use customers on these rates.

from the general population in a single campaign suggests that other utilities can achieve similar acceptance rates using a well-researched and concerted marketing effort.

Table 8-3: Acceptance Rates for Opt-in Pricing Plans

Group	Total Offered	Total Accepted	Acceptance Rate
Opt-in CPP, No IHD Offer	1,187	223	18.8%
Opt-in CPP, IHD Offer	9,060	1,651	18.2%
Opt-in TOU, No IHD Offer	7,500	1,229	16.4%
Opt-in TOU, IHD Offer	12,554	2,199	17.5%

The differences in acceptance rates across the various pricing plans are small, although some are statistically significant. Table 8-4 shows the p-statistic associated with the pairwise comparisons of acceptance rates across the various pricing plans. A p-value of 0.05 indicates that the difference is statistically significant at the 95% confidence level. The acceptance rate for the CPP pricing plan with no IHD offer, 18.8%, is more than 2 percentage points higher than the 16.4% acceptance rate for the TOU plan, and this difference is significant at the 95% confidence level, with a p-value of 0.04. The acceptance rates for the same two pricing plans with the IHD included are 18.2% and 17.5%, respectively. This difference is not statistically significant at the 95% confidence level. As discussed in the introduction to this section, and in more detail in Section 9, the slightly higher acceptance rates for the CPP plans over the TOU plans should not be interpreted as a preference by consumers for CPP over TOU rates. Indeed, when offered simultaneously in the conjoint survey discussed in Section 9, there is a strong preference for TOU rates over CPP rates.

Table 8-4: P-values for Pairwise Comparisons of Customer Acceptance Rates for Opt-in Pricing Plans

Group	Opt-in CPP, No IHD Offer	Opt-in CPP, IHD Offer	Opt-in TOU, No IHD Offer	Opt-in TOU, IHD Offer
Opt-in CPP, No IHD Offer	n/a	n/a	n/a	n/a
Opt-in CPP, IHD Offer	0.64	n/a	n/a	n/a
Opt-in TOU, No IHD Offer	0.04	0.00	n/a	n/a
Opt-in TOU, IHD Offer	0.27	0.18	0.04	n/a

8.1.2 Choice Analysis

An important consideration in developing pricing strategies going forward is whether customers who enroll on time-variant rates differ from those who do not. Knowing the characteristics of customers who are more likely to enroll on time-variant rates is useful for future targeting and for estimating the likely penetration of such rates among customers that were not included in the SPO pilot population. To

investigate these issues, a binary outcome model (logit)[39] was estimated for each rate option. The logit model relates the likelihood of accepting a rate offer to customer characteristics such as EAPR status, bill impacts and participation in other SMUD programs.

Models were initially estimated using two datasets – one containing the billing and load data for every SPO participant (N=47,076) and the second containing billing data plus survey responses to a residential appliance saturation survey (RASS) that was completed (N=2,509) to gather detailed information on customer characteristics. A comparison of results from models estimated on the two datasets showed that the signs and magnitudes of several key variables were considerably different. If the RASS sample was representative of the SPO population, we would expect the same model to yield the same results using both datasets. We believe that this problem is symptomatic of a selection effect associated with survey response. Further investigation showed that survey respondents are more "engaged" with their energy consumption than the general population of SMUD customers as evidenced by participation in other SMUD programs, including MyAccount. This higher level of engagement caused these customers not only to respond at higher rates to the RASS but to also be more likely to accept one of the pricing plans. Attempts to correct for this response bias using a Heckman two-step estimator were unsuccessful. As such, all of the analysis presented below is based on the full SPO population and relies on variables that are available for all customers, not just survey respondents. This approach has the advantage that SMUD can use these models for targeting and for extrapolation to the full SMUD population.

Table 8-5 shows the marginal effects[40] from the choice model that can be used to predict enrollment for the opt-in TOU pricing plans offered in the SPO. The table also provides examples of how the likelihood of enrollment would change given a change in the magnitude of the explanatory variables in the model. The explanatory variables include EAPR status, whether or not an IHD was included in the pricing plan marketing offer, bill savings associated with going on the rate in the absence of a change in behavior (e.g., a measure of the degree of structural win from selecting the rate) and binary variables representing participation in other SMUD programs, including enrollment in MyAccount. The bill savings variable equals a customer's bill based on usage during the summer of 2011 and the time-variant pricing plan that they eventually enrolled in divided by the bill based on the same summer 2011 usage and the otherwise applicable SMUD tariff, multiplied by 100 to turn the variable into a percentage value. It represents the bill savings they would achieve on the new pricing plan if they didn't change their usage.

As seen in the table, EAPR customers are about 10% more likely to enroll on the TOU plan than are non-EAPR customers. The likelihood of enrollment is also positively correlated with participation in the Carbon Offsets, EnergyHelp, Green Energy and My Account programs, but participation in the EE loan/rebate program is not a driver of enrollment on TOU rates. The higher the bill savings that would result from enrolling on the TOU plan in the absence of changing usage behavior, the greater the likelihood of enrollment. The offer of an IHD has no statistically significant impact on enrollment.

[39] Logit, probit and linear probability models were estimated and the alternative specifications produced results quite similar to those associated with the logit model.

[40] See the discussion at the beginning of Section 6.2 concerning choice modeling and marginal effects.

Table 8-5: TOU Pricing Plan Customer Choice Model Summary

Variable	Marginal Effect	Interpretation
EAPR status	0.106**	EAPR customers are 10% more likely to enroll in TOU than non-EAPR customers
IHD offer included	0.004	Offer of IHD has no statistically significant impact on enrollment
2011 summer savings as % of summer bill compared with standard tariff	0.237**	Bill savings of 10% increases the likelihood of enrollment by 2.4%
Carbon Offsets program	0.102**	Carbon Offset customers are 10% more likely to enroll in TOU pricing plan
Received EE loan or rebate	0.008	Having received an EE loan or rebate has no statistically significant impact on enrollment
EnergyHelp program	0.088**	EnergyHelp participants are 9% more likely to enroll in the TOU pricing plan
Green Energy program	0.061**	Green Energy participants are 6% more likely to enroll in the TOU pricing plan
Customer enrolled in MyAccount	0.075**	MyAccount customers are 7.5% more likely to enroll in the TOU pricing plan

**p<0.01; *p<0.05; +p<0.1

Table 8-6 shows the marginal effects from the logit model for the opt-in CPP pricing plans. Results for the CPP plans are quite similar to those for the TOU plans, with one significant exception. In this case, the bill impact from enrolling on the rate has a negative sign and is not statistically significant.

Table 8-6: CPP Pricing Plan Customer Choice Model Summary

Variable	Marginal Effect	Interpretation
EAPR status	0.105**	EAPR customers are 10% more likely to enroll in CPP pricing plan than non-EAPR customers
IHD offer included	0.000	Offer of IHD does not increase enrollment in CPP
2011 summer savings as % of summer bill compared with standard tariff	-0.047	Bill savings compared with standard rate is not statistically significant and has opposite sign compared with the TOU choice model
Carbon Offsets program	0.126**	Carbon Offset customers are 13% more likely to enroll in CPP pricing plan
Received EE loan or rebate	0.006	Having received an EE loan or rebate has no statistically significant impact on enrollment
EnergyHelp program	0.087**	EnergyHelp participants are 9% more likely to enroll in the CPP pricing plan
Green Energy program	0.052**	Green Energy participants are 5% more likely to enroll in the CPP pricing plan
Customer enrolled in MyAccount	0.097**	MyAccount customers are 10% more likely to enroll in the CPP pricing plan

**p<0.01; *p<0.05; +p<0.1

8.1.3 Customer Retention and Attrition for Opt-in Pricing Plans

Tables 8-7 through 8-9 summarize the retention, churn and dropout rates for each opt-in pricing plan for three time periods: summer 2012, the period in between the two SPO summers, and summer 2013. Although the intention was to cease enrollment after June 1, 2012, a few customers were enrolled during the first summer and 2 customers were actually enrolled in between the two summer periods. These new enrollees must be factored into the calculation of the retention and dropout rates. The retention rate for each period is equal to the enrollment at the end of the period divided by the sum of enrollment at the start of the period plus enrollment during the period. The dropout rate equals the number of drop outs during the period divided by the number of participants enrolled at the start of the period plus enrollment during the period.

As discussed at the beginning of this section, the number of movers is much larger than the number of people who leave each pricing plan because they prefer an alternative plan. The overall dropout rate is quite low, as shown previously in Table 8-1.[41] As seen in Tables 8-7 through 8-9, the dropout rate is relatively constant throughout the period, although it is slightly higher in the first summer than in the

[41] It should be noted that the dropout rates shown in Table 8-1 do not equal the sum of the dropout rates in Tables 8-7 through 8-9, because the dropout rates in the latter tables apply to each of the three periods and the denominator in each period is different from the denominator used to calculate the values in Table 8-1.

second summer for all four pricing plans. Due to the relatively constant move rate, the retention rate is also lower in between the two summers than it is during either summer period. As mentioned previously, given the high move rate, a pricing strategy that allows customers who move within the SMUD service territory to default onto the rate they had previously been on would significantly reduce marketing costs associated with maintaining or increasing program enrollment over a long time period.

Table 8-7: Customer Retention for Opt-in Pricing Plans for Summer 2012

Group	Total Enrolled June 1, 2012	Total Enrolled Sept 30, 2012	Enrolled After June 1	Movers	Dropouts	Summer 2012 Retention Rate[42]	Summer 2012 Dropout Rate[43]
Opt-in CPP, No IHD Offer	212	193	2	15	7	90.2%	3.3%
Opt-in CPP, IHD Offer	1,569	1,454	19	87	48	91.6%	3.0%
Opt-in TOU, No IHD Offer	1,157	1,074	35	83	37	90.1%	3.1%
Opt-in TOU, IHD Offer	2,092	1,936	24	131	49	91.5%	2.3%

Table 8-8: Customer Retention in Between Summer Periods

Group	Total Enrolled Sept 30, 2012	Total Enrolled June 1, 2013	Enrolled During Period	Movers	Dropouts	Interim Period Retention Rate	Interim Period Dropout Rate
Opt-in CPP, No IHD Offer	193	161	0	23	9	83.4%	4.7%
Opt-in CPP, IHD Offer	1,454	1,265	1	149	41	86.9%	2.8%
Opt-in TOU, No IHD Offer	1,074	941	1	113	21	86.6%	2.0%
Opt-in TOU, IHD Offer	1,936	1,664	0	232	40	85.6%	2.1%

[42] The retention rate equals the number of customers enrolled at the beginning of the period, plus enrollments during the period, divided by the number of customers enrolled at the end of the period.

[43] The dropout rate equals the number of drop outs divided by the number of enrolled customers at the beginning of the period plus enrollees during the period.

Table 8-9: Customer Retention for Opt-in Pricing Plans for Summer 2013

Group	Total Enrolled June 1, 2013	Total Enrolled Sept 30, 2013	Enrolled During Period	Movers	Dropouts	Summer 2013 Retention Rate	Summer 2013 Dropout Rate
Opt-in CPP, No IHD Offer	161	147	0	10	4	91.3%	2.5%
Opt-in CPP, IHD Offer	1,265	1,172	0	66	27	92.6%	2.1%
Opt-in TOU, No IHD Offer	941	877	0	52	12	93.2%	1.3%
Opt-in TOU, IHD Offer	1,664	1,554	0	90	20	93.4%	1.2%

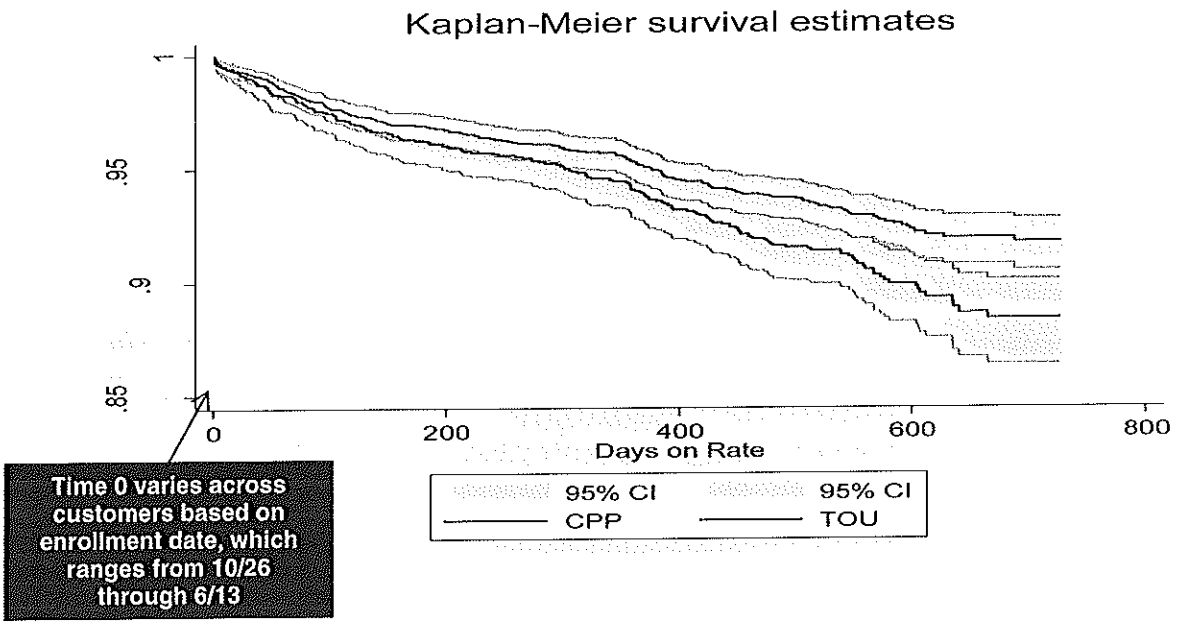
8.1.4 Modeling Opt-Out Decisions for Opt-in Pricing Plans

The prior section provided summary statistics on customer retention, move rates and dropout rates for the opt-in pricing plans. This section examines dropout rates using two different approaches.

The first approach involves a Kaplan-Meier survival function for the opt-in TOU and CPP pricing plans (combining the treatment cells with and without the IHD offer for each plan). This function displays the likelihood of staying on a pricing plan as a function of time, which in this instance is measured as the number of days since accepting the plan offer, not since enrolling on the plan. The Kaplan-Meier curve is graphed in Figure 9-1. Note that this function depicts active de-enrollment, not customers who left the plan because they moved. Given that marketing began in the fall of 2011 and customers were not actually enrolled on an opt-in pricing plan until June 1, 2012, some customers may have dropped out before even going on the plan. Note also that the starting point (0 in the graph) varies across customers. The first customer acceptances occurred on October 26, 2011 and the last one included in this database occurred on June 13, 2012.

As seen in the figure, opt-out rates are slightly greater for the CPP pricing plans than for the TOU plans. The Kaplan-Meyer function is relatively smooth over the entire historical period. However, this may be due, in part, to the fact that each customer has a different start date so that specific events, such as the lead up to each summer when customers were reminded that they were being placed on the rate or following multiple CPP event periods, are blurred in terms of when they occur for the average customer. As will be seen in Section 8.2, for default treatments, nearly everyone was marketed to at the same time so the time since acceptance is nearly the same for everyone and it is easier to see how attrition correlates with certain events.

Figure 8-1: Kaplan-Meyer Survival Function for Opt-in Pricing Plans



As seen in the figure, the retention rates are slightly higher for the TOU plans than for the CPP plans or, put differently, at any point in time, customers are slightly more likely to opt-out of the CPP plans than the TOU plans. For a customer who accepted the pricing plan offer in the spring of 2012 (say around April 1, 2012), the probability that they were still on the plan near the end of the second summer (around September 30, 2013, which is roughly 500 days after acceptance) is roughly 94% for TOU customers and about 91% for CPP customers. After about 500 days following acceptance, there is a sharper drop off in the Kaplan-Meyer curve for the CPP plans than for the TOU plans, so a customer that enrolled in the fall of 2011 (more than 600 days prior to the end of summer 2013), has about a 92% probability of still being on a TOU plan but a CPP customer has only about an 87% probability of still being enrolled.

To better understand how the likelihood of dropping off each plan varies with customer characteristics, a Cox Proportional Hazard (Cox PH) model was estimated. A Cox PH model provides estimates of the hazard ratio, which is defined as the instantaneous probability of a customer dropping off a plan at time *t* given that they have not dropped prior to that time:

$$\text{HR} = \frac{\textit{Probability that customers with characteristic X drop out}}{\textit{Baseline probability of dropping out that depends only on time}}$$

The hazard ratio is interpreted as follows:

- A HR equal to 1 means that the characteristic of interest has no impact on the likelihood of dropping out;

- A HR > 1 means that a characteristic increases the likelihood of dropping out (e.g., a HR of 1.1 on the EAPR variable, for example, means that EAPR customers are 10% more likely to drop out at any given time than non-EAPR customers);
- A HR < 1 means that a characteristic decreases the likelihood of dropping out (e.g., a HR of 0.9 for the EAPR variable would mean EAPR customers are 10% less likely to drop out than non-EAPR customers).

Table 8-10 summarizes the results of the Cox PH model estimation for opt-in pricing plans. When interpreting these results, it is very important to keep in mind that dropout rates are quite low overall, so that even variables that significantly change the probability of dropping out may not be significant from a practical standpoint. For example, the fact that CPP customers are 80% more likely to drop out than TOU customers means that the dropout rate is around 9% rather than 5%. This difference may not be material in terms of its impact on program cost effectiveness or overall demand response achieved. As seen below, most variables tested are not statistically significant. Being on the CPP plan increases the likelihood of dropping out relative to being on the TOU plan as does having received an EE load or rebate, whereas higher bill savings reduces the likelihood of dropping out.

Table 8-10: Cox PH Model Results for Opt-in Pricing Plans

Variable	Hazard Ratio Estimates	Interpretation
EAPR status	0.84	EAPR customers are less likely to drop out than non-EAPR customers but the impact is not statistically significant
CPP	1.79**	Customers who opt-in to the CPP pricing plan are 80% more likely to drop out than those who opt-in to the TOU pricing plan (but opt-out rates are low for both plans)
2011 Summer Savings as a % of Summer Bill	0.03**	A 10% savings on summer bills reduces the likelihood of an opt-in customer dropping out by 30%.
Carbon Offsets program	0.21	Enrollment in the Carbon Offsets program reduces the likelihood of dropping out, but is not statistically significant
Received EE loan or rebate	1.30*	Customers who received an EE loan or rebate are 30% more likely to drop out
EnergyHelp program	0.64	Customers enrolled in the EnergyHelp program are more likely to drop out, but the impact is not statistically significant
Green Energy program	0.99	Enrollment in the Green Energy program has essentially no impact on dropout rates
Customer enrolled in MyAccount	1.01	MyAccount has no impact on dropout rates for opt-in customers

**p<0.01; *p<0.05; +p<0.1
Note: The interpretation of the summer savings coefficient differs from the others due to the structure of the Cox PH model. The initial estimate of 0.03 represents the impact of saving 100% of summer bills and was converted to a more easily interpretable impact of 10% savings.

8.2 Default Treatments

The SPO pilot included three default treatments—CPP, TOU and a combination TOU-CPP plan. In addition to being defaulted onto the new rate, all groups were offered a free IHD. As mentioned previously, it is worth noting the difference between the number of customers drawn into the various treatment samples and the number who were defaulted onto the new pricing plans. SMUD pulled the treatment samples in late August 2011. Between the time when the samples were pulled and when the default notifications were sent, some customers moved, in which case these customers were dropped from the research sample as they no longer qualified to participate in the study. Table 8-11 reports the number of customers in the original sample and the number of customers who received marketing offers. These differences are larger for the default treatments than for the opt-in treatments because the time between when the sample was drawn and when the first solicitations were sent was longer for default treatments. Notifications were not sent until April 2012, which was more than seven months after the sample was drawn. In the remainder of this section, the basis for all estimates of customer acceptance and enrollment rates is the number of customers receiving the offer, not the number in the initial sample.

Table 8-11: Number of Customers Sampled and Number of Customers Defaulted Onto New Pricing Plans

Group	Total in Sample	Total Offered	% Offered
Default TOU-CPP, IHD Offer	729	680	93%
Default CPP, IHD Offer	846	780	92%
Default TOU, IHD Offer	2,410	2,219	92%

8.2.1 Customer Acceptance of Default Pricing Plans

Table 8-12 summarizes the main findings concerning customer acceptance of the default pricing plans. For default plans, acceptance is defined by customers who did not dropout prior to going on the plan, but the acceptance rate excludes those who moved between receiving a default notification and going on the plan. In this way, the acceptance rate reflects only customers who proactively chose not to be defaulted onto the new plan, not those who never went on the plan because of other factors such as moving. Overall, acceptance rates were extremely high, ranging from 93% to over 97%. This far exceeded SMUD's pilot design assumptions, which were that 50% of customers would opt out prior to being placed on the default pricing plan.

Table 8-12: Acceptance Rates for Default Pricing Plans

Group	Total Offered	Movers Prior to 6/1/12	Dropouts Prior to 6/1/12	Total Accepted	Total Offered Less Movers	Acceptance Rate
Default TOU-CPP, IHD Offer	680	47	45	588	633	92.9%
Default CPP, IHD Offer	780	49	30	701	731	95.9%
Default TOU, IHD Offer	2,219	152	49	2,018	2,067	97.6%

Although the range of acceptance rates across the three default plans is less than five percentage points, each is statistically different from the other two at the 95% confidence level. Table 8-13 shows the p-statistics for the pairwise comparisons of acceptance rates for the default pricing plans. The acceptance rate for the TOU-CPP plan, 92.9%, is more than 3 percentage points lower than the acceptance rate for the CPP plan which, in turn, is two percentage points lower than for the TOU plan. Although these differences are statistically significant, they may not be material from a policy or program planning perspective, given how high the acceptance rates were for all default plans.

Table 8-13: P-statistics for Pairwise Comparisons of Customer Acceptance Rates for Default Pricing Plans

Group	Default TOU-CPP, IHD Offer	Default CPP, IHD Offer	Default TOU, IHD Offer
Default TOU-CPP, IHD Offer	n/a	n/a	n/a
Default CPP, IHD Offer	0.02	n/a	n/a
Default TOU, IHD Offer	0.00	0.01	n/a

8.2.2 Customer Retention and Attrition for Default Pricing Plans

Table 8-14 shows retention rates for each default pricing plan. As discussed previously, when examining retention rates, it is important to distinguish between movers and dropouts. As with the opt-in plans, the overall attrition/retention rate is influenced much more by movers than by customers dropping out of the plans. The pattern of dropouts for default plans is similar to that for the opt-in plans in that the dropout rate for default customers was higher in the first summer than during the period in between summers and lowest in the second summer. Dropout rates for the TOU plan were quite low in all periods. By the second summer period, additional dropouts were lower than in either of the other two time periods for all three pricing plans. A close comparison of the overall dropout rate for default customers in Tables 8-14 through 8-16 with the dropout rates for the opt-in pricing plans shows that the dropout rate was higher for opt-in plans than for default plans. This seemingly counterintuitive finding actually has a logic to it in that the average opt-in customer is much more aware of and engaged in the rate choice than the average default customer, which includes a sub-segment of customers who were not even aware that they were on the new pricing plan as indicated in the results from the end of pilot survey summarized in Section 11.

Table 8-14: Customer Retention for Default Pricing Plans for Summer 2012

Group	Total Enrolled June 1, 2012	Total Enrolled Sept 30, 2012	Movers	Dropouts	Summer 2012 Retention Rate[44]	Summer 2012 Dropout Rate[45]
TOU-CPP	588	527	37	26	89.6%	4.4%
CPP	701	645	38	44	92.0%	2.7%
TOU	2,018	1,839	135	19	91.1%	2.2%

Table 8-15: Customer Retention in Between Summer Periods for Default Pricing Plans

Group	Total Enrolled Sept 30, 2012	Total Enrolled June 1, 2013	Movers	Dropouts	Interim Period Retention Rate	Interim Period Dropout Rate
TOU-CPP	527	465	50	12	88.2%	2.3%
CPP	645	566	64	15	87.8%	2.3%
TOU	1,839	1,628	187	24	88.5%	1.3%

Table 8-16: Customer Retention for Default Pricing Plans for Summer 2013

Group	Total Enrolled June 1, 2013	Total Enrolled Sept 30, 2013	Movers	Dropouts	Summer 2013 Retention Rate	Summer 2013 Dropout Rate
TOU-CPP	465	431	27	7	92.7%	1.5%
CPP	566	536	24	6	94.7%	1.1%
TOU	1,628	1,508	108	12	92.6%	0.7%

8.2.3 Modeling Opt-Out Decisions for Default Pricing Plans

Figure 8-2 shows the Kaplan-Meier survival functions for the three default pricing plans combined and Figure 8-3 shows the functions for each plan separately. As seen in Figure 8-2, dropout rates were highest between when notifications of being defaulted onto the pricing plan were sent out and when enrollment occurred, although as seen above, the dropout rate even during this period was quite low. The relatively high rate continued in the first few weeks after enrollment and then flattened out

[44] The retention rate equals the number of customers enrolled at the beginning of the period, plus enrollments during the period, divided by the number of customers enrolled at the end of the period.

[45] The dropout rate equals the number of drop outs divided by the number of enrolled customers at the beginning of the period.

significantly during the first summer and between summers until the notifications went out in spring 2013 telling customers they would be going back on the pricing plan in June 2013, when there was a small uptick in the number of dropouts. While this pattern of de-enrollment is logical and might be relevant from a policy perspective if dropout rates were higher, the fact that they are so low in general minimizes the relevance of these findings from a practical perspective.

Figure 8-3 shows the Kaplan-Meier survival functions for each default pricing plan separately. It shows that the probability of dropping out is higher for the CPP plan relative to the TOU plan and highest for the TOU-CPP plan relative to the other two options. The relatively steep decline during the summer period for the two CPP options relative to the TOU plan is likely a function of the CPP events that occur during the summer period.

Figure 8-2: Kaplan-Meier Survival Function for All Default Rates Combined

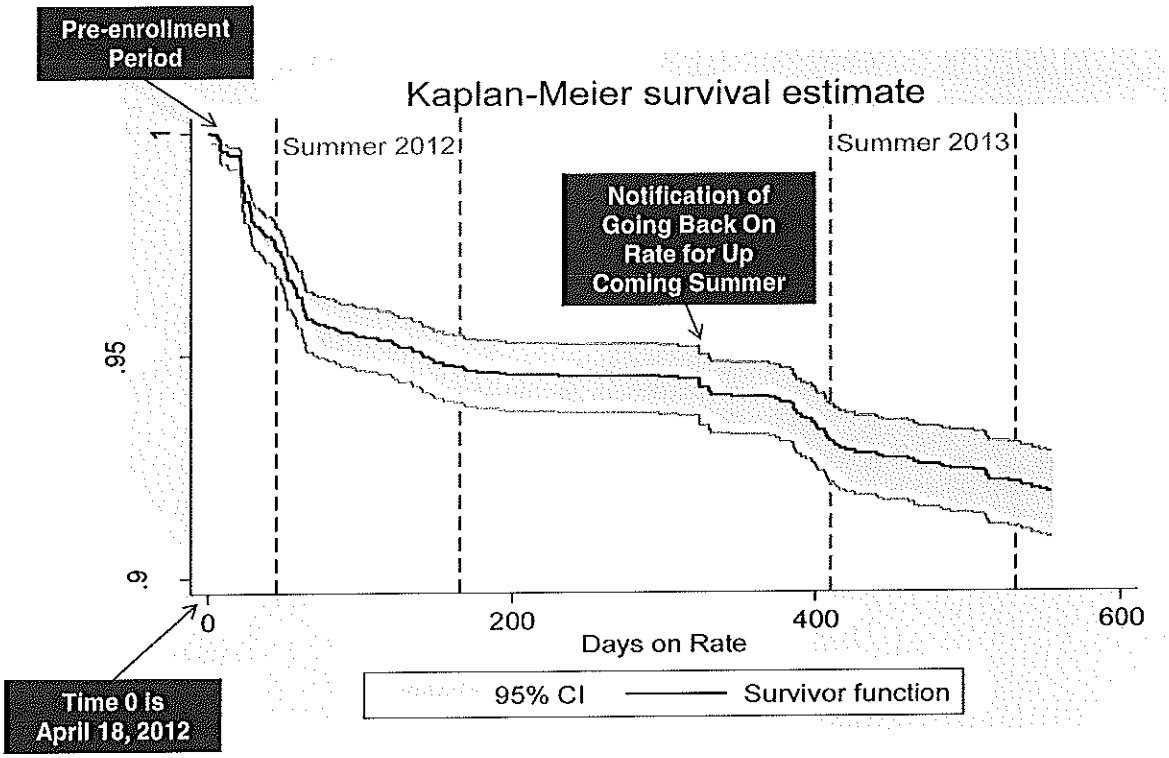
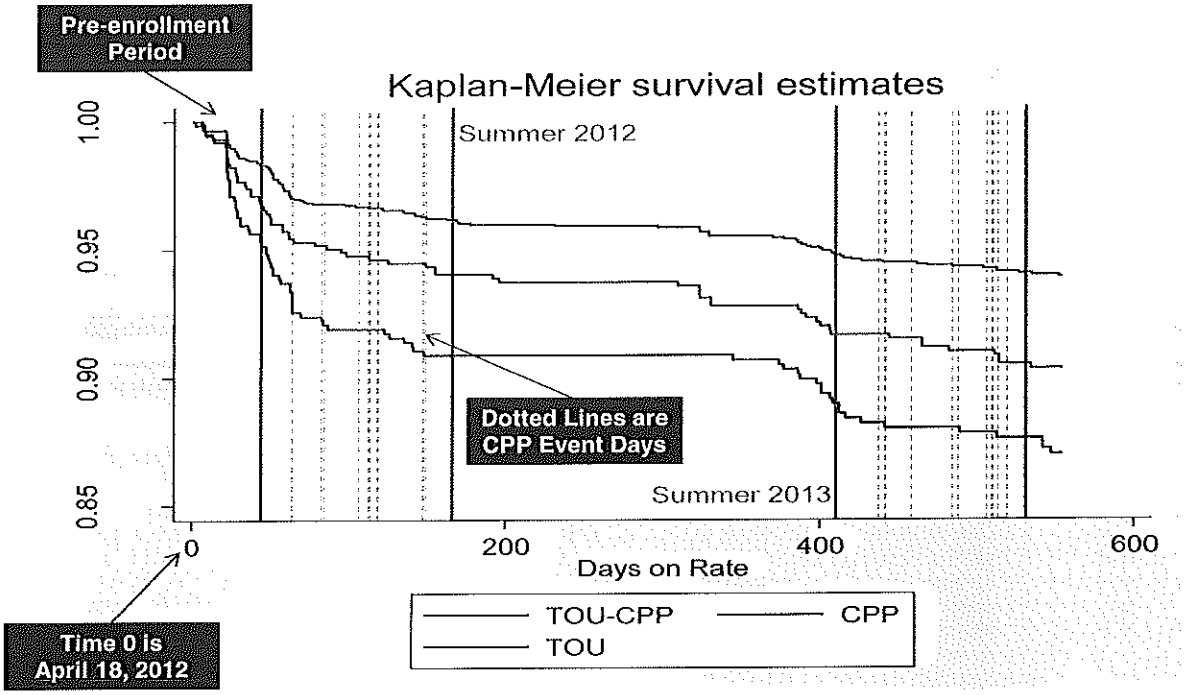


Figure 8-3: Kaplan-Meier Survival Functions by Default Option



As was done for the opt-in treatment options, a Cox PH model was estimated for each default pricing plan. Table 8-17 summarizes the results from the modeling exercise. The results indicate that customers who were defaulted onto the TOU-CPP plan were more than two times as likely to opt out at any given point in time compared with customers who were defaulted onto the TOU plan and CPP customers were roughly 2 times more likely to opt-out compared with TOU customers. Customers who save 10% of their bill on the time-varying rate are 24% less likely to opt out. Several variables representing enrollment in other SMUD programs were also included in the model. These show that EAPR customers are about 32% less likely to opt-out at any given time, while customers who either received an EE loan/rebate or were enrolled in MyAccount are about 1.4 times more likely to opt out.

When interpreting the above findings, the reader is once again cautioned that the relatively large size of some of the coefficients, indicating a substantial difference in dropout rates across customers with different characteristics, doesn't mean that dropout rates are high for any group. For example, given the two-year dropout rate of 4% for the average TOU participant, if one segment is 50% more likely to dropout than another, it means that if the dropout rate for one segment is 4%, the dropout for the other would be 6%. Neither dropout rate is very high from a practical perspective.

Table 8-17: Cox PH Model Results for Default Pricing Plans

Variable	Hazard Ratio Estimates	Interpretation
EAPR status	0.68**	EAPR customers are 32% less likely to drop out than non-EAPR customers
CPP	2.07*	Customers defaulted onto CPP are two times more likely to drop out than those defaulted onto TOU
TOU-CPP	2.52**	Customers defaulted onto TOU-CPP are two and a half times more likely to drop out than those defaulted onto TOU
2011 Summer Savings as a % of Summer Bill	0.07**	A 10% savings on summer bills reduces the likelihood of dropping out by 24%
Carbon Offsets program	0.51	Enrollment in the Carbon Offsets program reduces the likelihood of dropping out, but is not statistically significant
Received EE loan or rebate	1.44*	Customers who received an EE loan or rebate are 44% more likely to drop out
EnergyHelp program	1.61	Customers enrolled in the EnergyHelp program are more likely to drop out, but the impact is not statistically significant
Green Energy program	0.90	Enrollment in the Green Energy program reduces the likelihood of dropping out, but is not statistically significant
Customer enrolled in MyAccount	1.37*	MyAccount customers are 37% more likely to drop out

**p<0.01; *p<0.05; +p<0.1

Note: The interpretation of the summer savings coefficient differs from the others due to the structure of the Cox PH model. The initial estimate of 0.07 represents the impact of saving 100% of summer bills and was converted to a more easily interpretable impact of 10% savings

9 Analysis of the Impact of Changes in Rate Characteristics on Customer Acceptance

The analysis in Section 8 discussed acceptance rates for SPO participants for the specific pricing plans that were included in the pilot. SMUD has interest in knowing the impact on customer acceptance of potential changes in the characteristics of pricing plans, including peak-to-off-peak price ratios, the extent and timing of the peak period, the number of event days for CPP prices, and others. This section summarizes the analysis of and findings from a conjoint survey that was conducted to explore these important planning issues.

During development of the survey strategy, an important consideration was the risk of over surveying the SPO participant population. Two issues are relevant. One is to avoid risking the validity of the load impact estimates obtained from the SPO by reminding, through frequent surveys, that customers were being studied, which can influence behavior. This is referred to as a Hawthorne effect, where the knowledge that one is being studied causes a change in behavior that wouldn't necessarily occur if the intervention were offered without the subject's knowledge that they were being studied. The second issue is the risk of survey fatigue, which can reduce response rates and potentially bias results. Since there were many other issues of interest to SMUD that could only be explored through a survey among SPO participants at the end of the pilot (summarized in Section 10), a decision was made to conduct the conjoint survey among customers who did not participate in the SPO (other than as control group customers as discussed below). With this in mind, the following three customer segments were surveyed:

- **SPO control group** – Customers who were used for evaluation purposes as part of the SPO pilot, but were not offered any of the SPO rates. This segment is most representative of the SPO participants;
- **Ineligible group** – Customers who were ineligible for the SPO pilot, including customers in SMUD's balanced billing and direct load control programs; and
- **Eligible group** – Customers who were eligible for the SPO pilot, but either were not sampled or did not have a smart meter at the time of the SPO sampling (and therefore could not participate).

These last two segments were included so that the results could be extrapolated to SMUD's entire customer population, not just those that were included in the SPO.

Table 9-1 summarizes the sample design and response rate by study group. To gauge response rates and test the viability of the conjoint survey instrument, a pre-test was conducted among 500 customers. Based on this pre-test, the number of records to release for the full launch was determined, with the goal of meeting the target number of completed surveys for each study group. Across the pre-test and full launch, 3,031 total surveys were sent and 1,142 surveys were completed, equaling an overall response rate of 38%.

Table 9-1: Sample Design and Response Rate by Study Group

Study Group	Target Completes	Records Released			Completed Surveys	Response Rate
		Pre-test	Full Launch	Overall		
SPO Control Group	500	250	1,265	1,515	590	39%
Ineligible Group	250	125	633	758	313	41%
Eligible Group	250	125	633	758	239	32%
Total	**1,000**	**500**	**2,531**	**3,031**	**1,142**	**38%**

Even though SPO participants were not surveyed, the actual choices they made as part of the pilot were factored into the survey analysis and modeling by "anchoring" the survey results to the choices made by SPO participants during the pilot. Conjoint surveys are a good way to examine the trade-offs customers make among products and services that differ according to various attribute combinations and to determine the relative importance of each attribute on customer choice. However, it is well known that such surveys significantly overstate acceptance rates for new product or service offerings relative to the status quo.[46] This is due, at least in part, to the fact that customers typically don't factor in the transaction costs associated with proactively making a purchase or changing pricing plans, for example, when responding to such surveys. Another big reason for differences in acceptance rates from conjoint surveys and actual market choices is that survey acceptance rates typically are reported for those who respond to the survey whereas market acceptance rates are calculated as the number accepting an offer divided by the number who were sent an offer. As such, these acceptance rates include in the denominator people who were marketed to but who do not make a choice after considering the offer (e.g., because they didn't open the envelope or pick up the phone in response to a marketing solicitation). As a result of these and perhaps other factors, it is not uncommon to find that acceptance rates in conjoint surveys are 3 or 4 (or more) times larger than those seen when choices are actually made by consumers. Consequently, whenever possible, it is very important to anchor a conjoint survey to actual choice data. This was done here by having the first set of choices made by survey respondents be equal to the pricing plans that were offered in the SPO. The ratio of the actual acceptance rate to the survey acceptance rate was then used to adjust all acceptance rates determined from survey-based simulations of alternative pricing plans.

The remainder of this section is organized as follows. Section 9.1 summarizes the survey instrument and process. Section 9.2 discusses the model that was estimated using the survey data and Section 9.3 presents the results from a simulation exercise that predicts the change in customer acceptance rates based on changes in rate attributes. Appendix D summarizes results from the survey showing how customer characteristics vary across the three customer segments that were included in the survey sample.

[46] See Breidert, Hahsler and Reutterer. "A Review of Methods for Measuring Willingness to Pay." Innovative Marketing, Volume 2, Issue 4, 2006.

9.1 Survey Instrument Design

The survey instrument included three sections:

- Preferences for SPO rates as a single alternative to the standard rate;
- Conjoint exercise, including nine choice sets with three rate options in each set; and
- Customer behavior and characteristics.

The first section described the current standard rate that the customer was on and then described the rate types (TOU, CPP and CPP-TOU) and technology options (IHD) included in some of the SPO pricing plans. All of these descriptions closely replicated the marketing materials from the SPO, including the specific prices that were used for the TOU, CPP and CPP-TOU pricing plans. After reading each pricing plan description, respondents were asked to indicate whether they preferred each plan over the standard rate, totaling three choices. Section 9.2 discusses the results from this section of the survey.

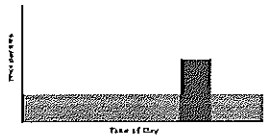
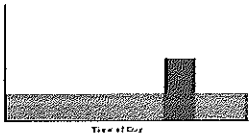
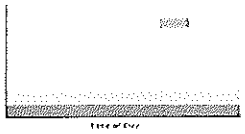
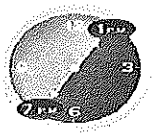
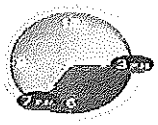
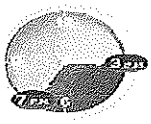
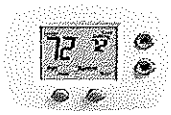
In the conjoint section of the survey, each respondent viewed 27 randomly selected choice options (9 sets of 3) and made 9 choices in total. The choice options included variations of the following rate components:

- Plan type – Standard, TOU, CPP or CPP-TOU
- Tier structure – with or without
- Tier 1 price for each plan
- Tier 2 price for each plan
- TOU on-peak price for each plan – 0.5x to 2x SPO price ratios
- CPP on-peak price for each plan – 0.5x to 2x SPO price ratios
- On-peak time period – 1-7 PM, 3-7 PM or 4-7 PM
- Number of CPP days – 6, 12, 18 or 24
- Technology option – none, IHD or PCT

Figure 9-1 provides an example choice set. Appendix E provides more details on the steps that were taken to randomly assign all of the pricing plan components across the choice sets that were shown to survey participants.

Finally, it is important to note that there were two different versions of the survey, depending on whether or not a customer was on the EAPR tariff. A non-EAPR customer would receive the version describing SMUD's non-EAPR rates and an EAPR customer would receive the version describing SMUD's EAPR rates, including the time-varying options.

Figure 9-1: Example Choice Set

Case 8 of 9	Plan A	Plan B	Plan C
Plan Type	Summer Weekday Value Plan 	Summer Weekday Value Plan 	Off-Peak Discount Plan 
Electricity Prices	Off-Peak: $0.10/kWh first 700 kWh $0.10/kWh in excess of 700 kWh On-Peak: $0.17/kWh	Off-Peak: $0.07/kWh first 700 kWh $0.07/kWh in excess of 700 kWh On-Peak: $0.28/kWh	Off-Peak: $0.09/kWh first 700 kWh $0.15/kWh in excess of 700 kWh On-Peak: $1.54/kWh on Conservation Days Otherwise, same as Off-Peak
On-Peak ( ) & Off-Peak ( ) Periods			
Conservation Days	None	None	6 Days
Free Technology			None
Which plan do you prefer?	A	B	C

A survey pre-test was implemented according to the following schedule:

- 3/19/2013: SMUD sent initial letter
- 3/25/2013 (+4 business days): Direct mail letter with survey URL and incentive ($5 bill)
- 3/27/2013 (+2 business days): Email with survey URL (if available)
- 4/01/2013 (+3 business days): Reminder postcard
- 4/03/2013 (+2 business days): Reminder email (if available)
- 4/11/2013 (+6 business days): Reminder letter with hard copy survey.

The full launch was implemented according to the following schedule:

- 4/09/2013: SMUD sent initial letter
- 4/15/2013 (+4 business days): Direct mail letter with survey URL and incentive ($5 bill)
- 4/17/2013 (+2 business days): Email with survey URL (if available)
- 4/22/2013 (+3 business days): Reminder postcard
- 4/24/2013 (+2 business days): Reminder email (if available)
- 5/02/2013 (+6 business days): Reminder letter with hard copy survey

As seen above, the full launch followed the same implementation procedures as the pre-test, including the same days of the week for delivering each communication. As such, the final survey dataset was able to combine information from both phases of the study.

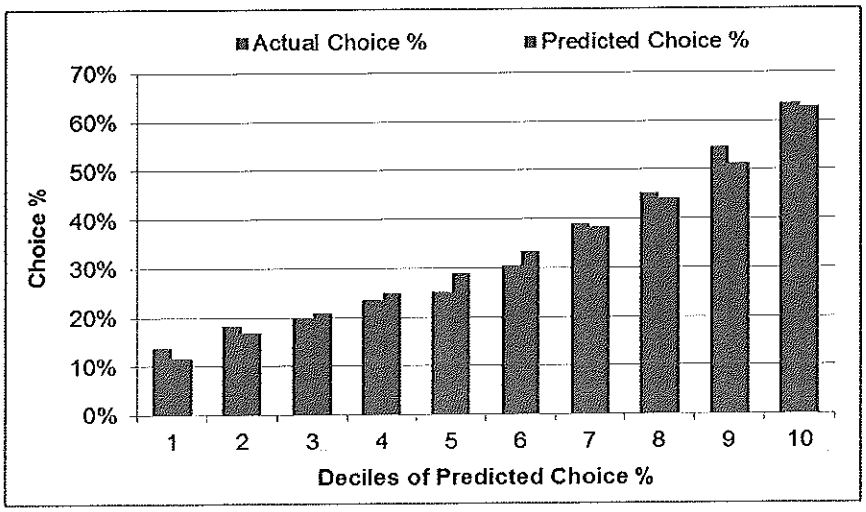
9.2 Survey Analysis and Model Estimation

Data from the conjoint survey was used to estimate a conditional logit model that can be used to predict the likelihood of enrolling in a pricing plan as a function of attributes of the rate structure and other features of the plan such as whether or not enabling technology is included in the offer. The magnitude and significance of the model coefficients also indicate the relative influence of various attributes on customer choice.

As discussed in the prior section, each survey respondent was asked to complete nine choice exercises. When a survey respondent chose one of the three options, that option was coded as a 1 in the estimation dataset and the options that were not chosen were coded as 0s. Thus, when estimating the conditional logit model, the analysis dataset included 27 observations per respondent, with nine 1s for the options that were chosen and 18 0s for the options that were not chosen. The final analysis dataset included 30,834 observations (1,142 respondents x 27 observations for each respondent), which provides a large amount of information for estimating electricity rate preferences.

The choice likelihoods based on the model and the actual choices made in the survey, sorted by deciles of likelihoods[47] estimated by the model, are shown in Figure 9-2. The figure shows that there is a very strong correlation between predicted likelihoods and the options chosen by survey respondents (depicted in the figure as "actual"). In other words, the model captures important variation that determines why some rates are chosen by respondents and others are not.

Figure 9-2: Predicted and Actual Choice Percentages



[47]The logit model was used to predict the likelihood of each pricing plan being selected. For example, one plan might have a 5% likelihood of being selected and another might have a 15% likelihood of being selected and so on, Once all of the likelihood predictions were made, they were sorted by deciles and then compared with the percentage choices that were made in the survey (e.g., the "actual choice percentages). The figure shows the match between actual and predicted likelihoods by decile.

Table 9-2 shows the estimated coefficients for the conditional logit model developed from the conjoint survey data. Most of the variables in the model are highly statistically significant and the signs and relative magnitudes appear reasonable. For example, holding all else equal, an increase in any of the prices leads to a decrease in the likelihood that a given pricing plan is chosen. In addition, it makes sense that respondents are most sensitive to changes in the tier 1 price because the largest amount of electricity usage is charged at this price for most customers.[48] Similarly, it makes sense that respondents are least sensitive to changes in the CPP price because the smallest amount of electricity usage is exposed to that price given that it is in effect for only 3 hours a day for a limited number of days.

As for technology, both the IHD and PCT lead to a small increase in enrollment. Recall from the discussion in Section 8, there was no difference in acceptance rates for those who were and were not offered an IHD in the SPO. An increase in the number of CPP event days or in the length of the peak period leads to a decrease in the likelihood that a given pricing plan is chosen. A pricing plan with tiers is less desirable than one without tiers, all else equal, but this difference was not statistically significant at the 90% level of confidence. The "Ineligible X Time-varying" coefficient shows that customers in the ineligible group were significantly more likely to choose the time-varying rate options. This is most likely due to the fact that many of these ineligible customers were participants in SMUD's direct load control program and, as such, would be more likely to also participate in a time-varying rate program. Finally, the model included binary variables for the pricing plan types. The signs and magnitudes of the coefficients indicate that respondents have a substantially higher preference for TOU than any other pricing plan type, especially relative to CPP. This finding would appear to contradict what was found in the SPO, where enrollment in TOU and CPP rates was very similar. This apparent contradiction is explored more fully in Section 9.3.

With perfect information, one would expect to see customers who are structural winners enroll on time-varying pricing plans at higher rates than those who are not structural winners. A structural winner is a customer whose bill will go down by enrolling on a time-varying pricing plan even if they don't change their usage behavior. Bills would go down even more for structural winners if they adjusted their behavior to use less electricity during the peak period. Furthermore, if one time-varying rate reduced bills more than the other, one would expect the likelihood of enrollment to be higher for the rate with the greatest bill reduction. Of course, customers do not have perfect information and rates are complex so they may use heuristics (e.g., I don't use much air conditioning so this might be a good rate for me) that are imperfectly correlated with the amount of potential bill reduction for each rate choice.

[48] On average, around 85% of summer usage is in the first tier (under 700 kWh per month).

Table 9-2: Conditional Logit Model Output for All Customers
(* p<0.05, ** p<0.01, *** p<0.001)

Variable	Definition	Coefficient	T-Statistic
Tier 1 Price	The price in $/kWh in tier 1	-0.089***	-5.8
Tier 2 Price	The price in $/kWh in tier 2	-0.028**	-3.1
Peak Period Price	The price in $/kWh during the peak period as defined in the pricing plan	-0.024***	-7.8
CPP Price	The price in $/kWh during the peak period on CPP days	-0.010***	-10.9
IHD	1 if offer includes an IHD, 0 otherwise	0.086*	2.3
PCT	1 if offer includes a PCT, 0 otherwise	0.112**	3.0
CPP Event Days	The maximum # of CPP events that can be called for each plan offer	-0.029***	-7.9
TOU Length	# of hours in the peak period for the TOU rate	-0.233***	-10.2
CPP Length	# of hours in the peak period for the CPP rate	-0.176***	-6.9
CPP-TOU Length	# of hours in the peak period for the CPP-TOU rate	-0.213***	-8.0
Tiers	1 if the offer is a tiered rate, 0 otherwise	-0.124	-1.8
Ineligible X Time-varying	1 if a customer was in the ineligible group and the given option in the survey was a time-varying rate	0.700***	6.4
TOU	1 if the offer is a TOU rate, 0 otherwise	0.618***	5.3
CPP	1 if the offer is a CPP rate, 0 otherwise	-0.098	-0.7
CPP-TOU	1 if the offer is a CPP-TOU rate, 0 otherwise	0.431**	2.8
Observations			30,834
Pseudo R-squared			0.098

To determine the extent to which being a structural winner influences rate choice, we used interval data to calculate 2012 summer bills for each customer on each pricing plan offered in the survey and also for the standard rate. These calculations could only be done for the 569 SPO pilot control group customers for whom interval data was available. Since customers received the survey in May 2013, the prior year's summer usage was most pertinent. Prices during non-summer months are the same for all pricing plans so only differences in summer bills were relevant. After testing various specifications of this variable in the conjoint model, we found that percent wins/losses relative to the standard rate had the highest predictive power. To understand how the percent wins/losses variable was calculated, consider this example:

- Using 2012 interval data for a given survey respondent, assume the bill for the summer was $900 for one of the time-varying pricing plans.
- Assume the bill under the standard rate for the same survey respondent equaled $1,000.
- Therefore, the percent wins/losses variable would equal 10% (=($1000-$900)/$1000).

Considering that summer bills ranged from less than $100 to over $1,000, specifying this variable on a percentage basis was the best way to normalize the variable in the model.

Table 9-3 shows the results from adding this variable to the model shown in Table 9-2. Table 9-3 contains two columns, one that includes only the variables in Table 9-2 but estimated on the subpopulation of 569 customers for which interval data is available (e.g., the control group from the SPO). A comparison of the coefficients in Tables 9-2 and 9-3 suggests that there are differences between the control group population and the other two customer segments that were included in the estimation of the model in Table 9-2, although these differences are small and do not change any of the conclusions from the basic model. The second column in Table 9-3 adds the structural wins/losses variable to the model. As seen, the coefficient on this variable is large relative to the other coefficients and is statistically significant. The positive sign means that larger structural winners are more likely than smaller winners to enroll and both are more likely than structural losers to enroll on a time varying rate.

Table 9-3: Conditional Logit Model Output with % Wins/Losses Variable (Control Group Only)
(* p<0.05, ** p<0.01, *** p<0.001, T-statistics Shown Below Coefficients)

Variable	Model From Table 9-2	Alternative Specification
% Wins/Losses		0.8998**
		2.9
Tier 1 Price	-0.0754***	-0.0097
	-3.5	-0.3
Tier 2 Price	-0.0340**	-0.0441**
	-2.6	-3.3
TOU Peak Price	-0.0266***	-0.0189***
	-5.9	-3.7
CPP Price	-0.0103***	-0.0082***
	-7.6	-5.4
IHD	0.0397	0.0369
	0.7	0.7
PCT	0.0866	0.0885
	1.7	1.7
CPP Event Days	-0.0328***	-0.0262***
	-6.4	-4.8
TOU Length	-0.2748***	-0.2475***
	-8.4	-7.4
CPP Length	-0.1894***	-0.1663***
	-5.1	-4.4
CPP-TOU Length	-0.1796***	-0.1381***
	-5.0	-3.6
Tiers	-0.0801	-0.0281
	-0.9	-0.3
TOU	0.8576***	0.8493***
	5.5	5.4
CPP	-0.0316	-0.1637
	-0.2	-0.8
CPP-TOU	0.3125	0.1452
	1.5	0.7
Observations	15,903	15,903
Pseudo R-squared	0.122	0.123

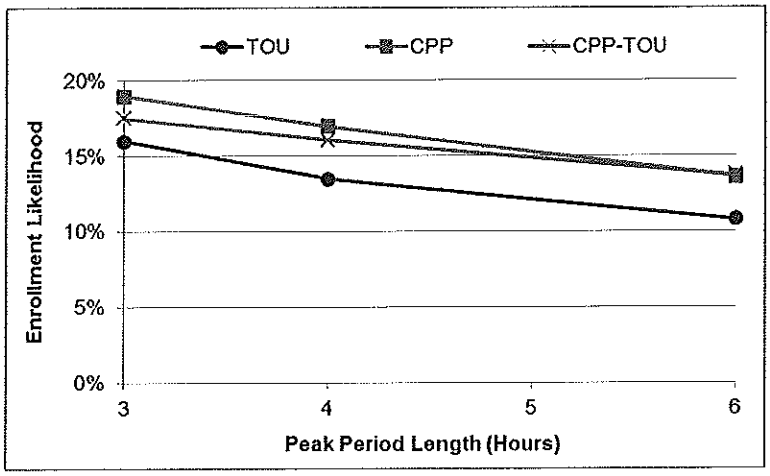
9.3 Predicted Enrollment Likelihoods

After finalizing the conditional logit model, it was used to simulate enrollment for 1,358 different pricing plans that vary with respect to attribute combinations. Whereas the survey data is based on choice sets with three alternatives, this simulation is based on choice sets with two alternatives (default standard

rate and each time-varying plan separately). These results were based on the model in Table 9-2[49] rather than Table 9-3 because the model in Table 9-2 is based on the full SMUD population, not just those that were eligible for SPO or had smart meters at the time of the pilot. The simulation results show how predicted enrollment likelihoods change as each pricing plan attribute changes (unless otherwise specified, other attributes are held at the SPO specifications). Prices are not held constant as other attributes vary – rather, peak and off-peak prices change in order to reflect how prices would be developed by SMUD in the future. For example, a CPP pricing plan that can be called up to 24 times in a year will have lower peak and off-peak prices than one that can only be called up to 12 times a year because these simultaneous changes in the number of event days and prices is consistent with prices that might ultimately be offered or comparisons that SMUD will want to simulate to determine pricing strategy moving forward. The remainder of this section summarizes the results from these simulation exercises for non-EAPR customers. EAPR results are similar.

Figure 9-3 shows how the likelihood of enrollment varies with changes in peak period length. As the peak period length increases for each pricing plan, the enrollment likelihood decreases. Even though these longer peak periods correspond with a decrease in prices (for reasons discussed above), survey respondents clearly preferred the shorter peak period. From an enrollment perspective, a three-hour peak period (the SPO design) is optimal. Basically, customers prefer fewer peak period hours with slightly higher prices over longer peak periods with lower prices.

Figure 9-3: Predicted Enrollment Likelihood by Peak Period Length



For the CPP plans, Figure 9-4 shows how the predicted enrollment likelihood changes as the number of CPP days vary. The enrollment likelihood is roughly the same for 6 and 12 event days but as the number of event days increases beyond 12, the enrollment likelihood decreases even though the peak and off-

[49] As discussed previously, the conjoint survey results were calibrated to reproduce the actual choices seen in the SPO by comparing the stated preference acceptance rates with the revealed preference rates (from the SPO). This calibration was accomplished by inserting three constants into the enrollment model shown in Table 9-2 equal to -1.77 for the TOU rate, -0.42 for the CPP rate and -0.94 for the CPP-TOU rate. With these adjustment factors in the model, when the SPO rate attributes are input to the model, the estimate likelihood equals the observed enrollment rates for each pricing plan reported in Section 8.

peak prices decrease in order to offset the greater number of CPP days. From an enrollment perspective, 6 to 12 CPP event days is optimal. Basically, customers prefer fewer event hours with slightly higher prices. As with peak period length, the optimal number of CPP event days is consistent with the design of the SPO rates, which were designed around 12 event days each summer.

Figure 9-4: Predicted Enrollment Likelihood by Number of CPP Days

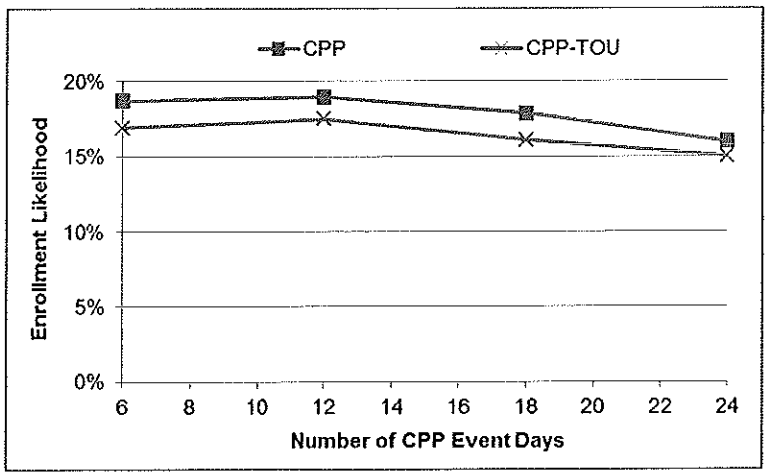


Figure 9-5 shows the enrollment likelihood by TOU price signal and Table 9-4 shows the prices that were included in the survey. The price signal is expressed as a multiple of the SPO rate designs. Contrary to what many policymakers assert, price signal has a minimal impact on enrollment likelihood. As shown in Table 9-4, the TOU peak price increases from $0.22/kWh at 0.75x to $0.39/kWh at 2x, but given that tier 1 and tier 2 prices decrease by around 33% as a result, this increase in the TOU peak price leads to a small change in the enrollment likelihood, from around 16% to 14%. A similar result is found for CPP-TOU, for which the enrollment likelihoods range from 15.5% to 17.5% across the TOU price signals.

Figure 9-5: Predicted Enrollment Likelihood by TOU Price Signal

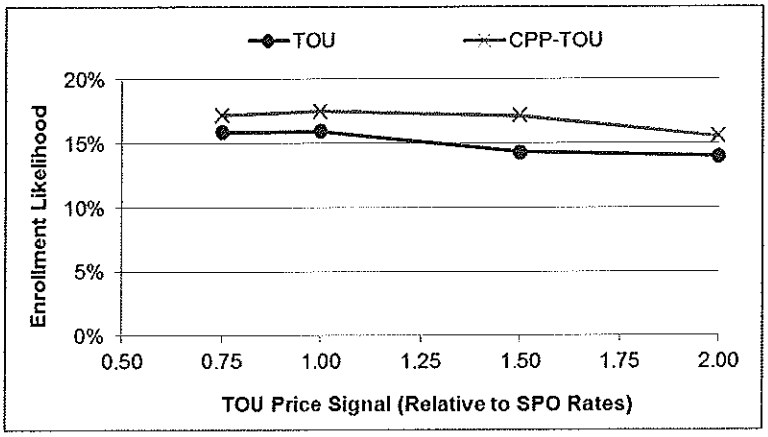


Table 9-4: Associated Prices by TOU Price Signal for Figure 5-3

Rate Type	TOU Price Signal	Tier 1 Price ($/kWh)	Tier 2 Price ($/kWh)	TOU Peak Price ($/kWh)	CPP Price ($/kWh)
TOU	0.75	$0.09	$0.18	$0.22	--
	1.00	$0.08	$0.16	$0.26	--
	1.50	$0.07	$0.14	$0.34	--
	2.00	$0.06	$0.12	$0.39	--
CPP-TOU	0.75	$0.08	$0.15	$0.19	$0.72
	1.00	$0.07	$0.14	$0.23	$0.72
	1.50	$0.06	$0.12	$0.30	$0.72
	2.00	$0.06	$0.11	$0.36	$0.72

Figure 9-6 shows the enrollment likelihood by CPP price signal and Table 9-5 shows the associated prices for each CPP price signal (relative to SPO rates). Unlike for the TOU price signal, an increase in the CPP price signal leads to a steady decrease in the enrollment likelihood. As shown in Table 9-5, the CPP peak price increases from $0.40/kWh at 0.5x to $1.24/kWh at 2x, which leads to a 22% decrease in tier 1 and tier 2 prices. Nonetheless, this decrease in off-peak prices is insufficient to offset the decrease in enrollment that results from CPP prices that rise above $1.00/kWh, even though those CPP prices are in effect for only 1.2% of summer hours (36 of 2,904 hours). A similar result is found for CPP-TOU, for which the enrollment likelihoods also steadily decrease as the CPP price signal increases. As such, these results suggest that customers may experience a "sticker shock" effect for CPP prices of around $1.00/kWh or higher.

Figure 9-6: Predicted Enrollment Likelihood by CPP Price Signal

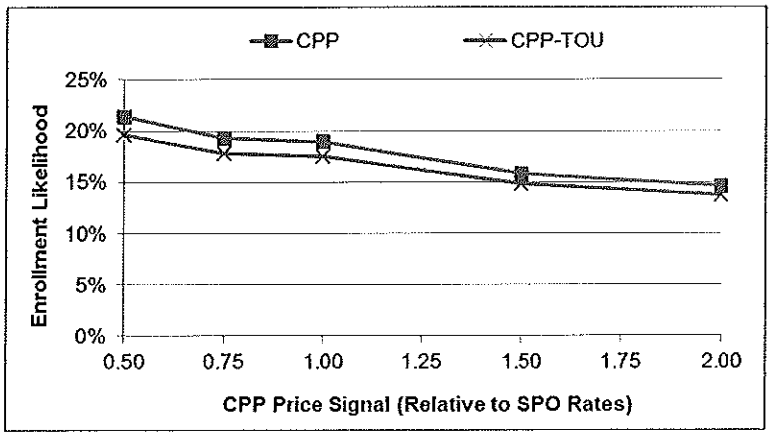
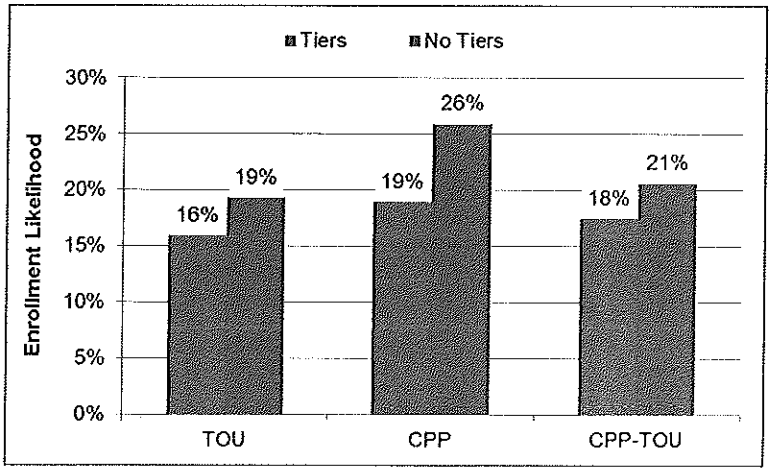


Table 9-5: Associated Prices by CPP Price Signal for Figure 5-4

Rate Type	CPP Price Signal	Tier 1 Price ($/kWh)	Tier 2 Price ($/kWh)	TOU Peak Price ($/kWh)	CPP Price ($/kWh)
CPP	0.50	$0.09	$0.18	--	$0.40
	0.75	$0.09	$0.17	--	$0.58
	1.00	$0.08	$0.16	--	$0.74
	1.50	$0.08	$0.15	--	$1.01
	2.00	$0.07	$0.14	--	$1.24
CPP-TOU	0.50	$0.08	$0.16	$0.25	$0.39
	0.75	$0.08	$0.15	$0.24	$0.56
	1.00	$0.07	$0.14	$0.23	$0.72
	1.50	$0.07	$0.13	$0.21	$0.99
	2.00	$0.06	$0.12	$0.20	$1.22

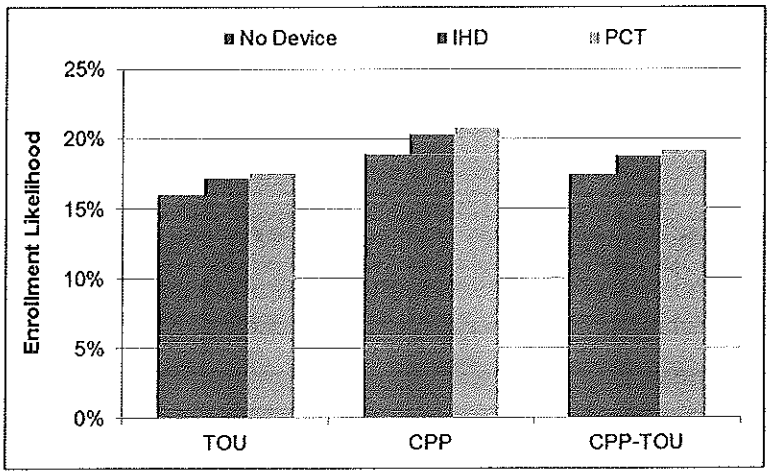
Figure 9-7 shows the predicted enrollment likelihood by rate tier structure. Time-varying rates without tiers are clearly preferred. In addition, although it is not shown in the figure, the analysis shows that nearly 62% of respondents prefer the standard rate without tiers relative to the current standard rate. As discussed above, customers are most sensitive to changes in the tier 1 price because the largest amount of electricity usage is charged at this price for most customers (around 85% on average). However, a rate without tiers is preferred not only because of its simplicity, but also because the tier 2 price in the model decreases substantially in order to equal the tier 1 price. Even though this decrease in price for usage above 700 kWh only applies to around 15% of usage on average, it leads to a substantial increase in enrollment likelihood.

Figure 9-7: Predicted Enrollment Likelihood by Tier Structure



Finally, the model estimated the enrollment likelihood by technology option. These results are illustrated in Figure 9-8. As in the SPO pilot, the technology offer has a minimal impact on enrollment.

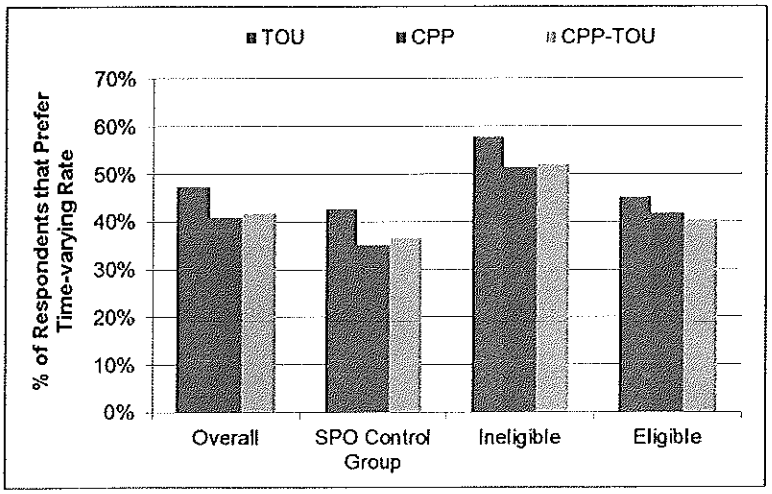
Figure 9-8: Enrollment Likelihood by Technology Option



As discussed in Section 9.2, the conditional logit model includes additional constants for each time-varying rate in order to calibrate the model to SPO opt-in enrollment rates. Without these adjustments, the model suggests that respondents have a substantially higher preference for TOU than any other pricing plan type, especially relative to CPP. This result is somewhat unexpected given the nearly equal TOU and CPP enrollment rates from the SPO pilot and is explained more fully below.

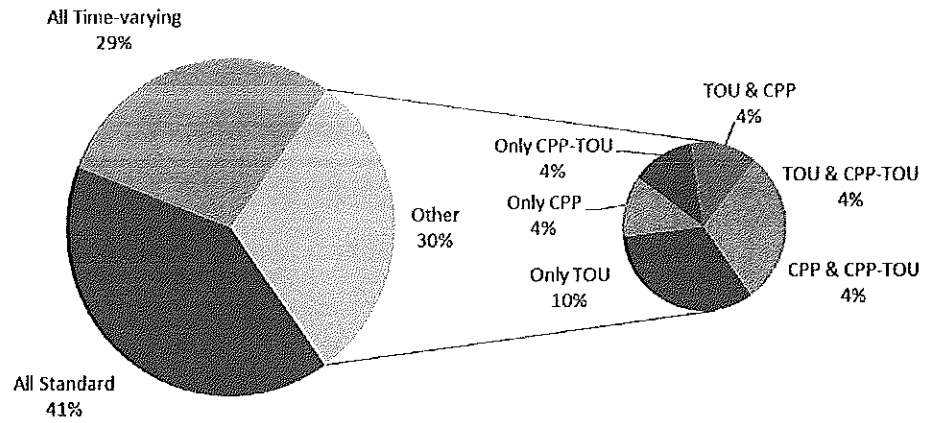
To begin, we first analyzed responses from the first section in the questionnaire where each time-varying rate from the SPO was presented as a single alternative to the standard rate. Figure 9-9 summarizes those results. When the SPO rates were presented separately as a single alternative to the standard rate, respondents had a slightly higher preference for TOU but, in general, the results were similar to the pilot, which showed that preferences for opt-in TOU and CPP were roughly the same. This finding further motivates the question as to why respondents strongly preferred TOU in the conjoint exercise (when multiple rates were offered simultaneously).

Figure 9-9: Preferences for Time-varying Rates as a Single Alternative to the Standard Rate



To explore this issue further, we analyzed the distribution of preferences for the bivariate choice set (e.g., current versus one other choice). As seen in Figure 9-10, most respondents fall into the two "all-or-nothing" categories – they either prefer all time-varying rate options or none. As a result, there is a lot of overlap between customers who prefer TOU and those who prefer CPP, which can potentially lead to unexpected results when both rates are offered simultaneously, as in the conjoint exercise.

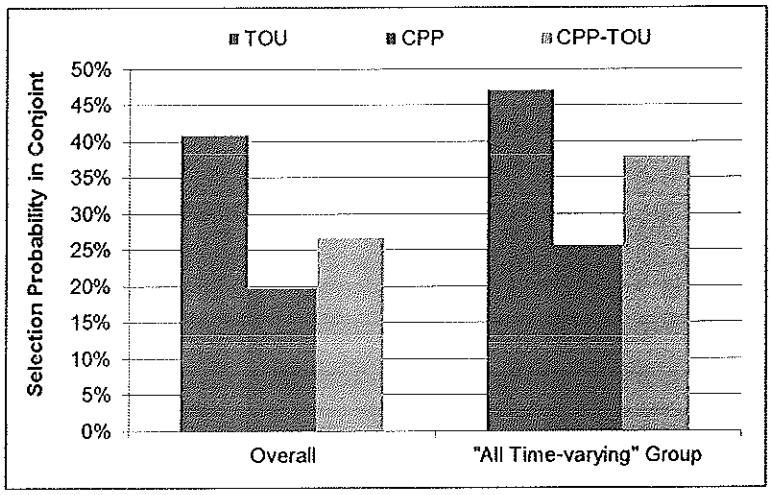
Figure 9-10: Distribution of Preferences for Time-varying Rates as a Single Alternative



Finally, to assess the impact of this overlap between customers who prefer TOU and those who prefer CPP, we further analyzed the unadjusted[50] conjoint exercise responses, focusing on respondents that prefer all of the time-varying rates as a single alternative to the standard rate. For this "All Time-varying" group and all customers (as a comparison), Figure 9-11 summarizes preferences for each type of time-varying rate in the conjoint exercise. When the conjoint exercise presents a TOU rate to respondents in the "All Time-varying" group, of the three choice options, the TOU rate was chosen around 47% of the time. Even though these customers also prefer CPP over the standard rate, with a 25% selection probability, the CPP rate is much less likely than the TOU rate to be chosen when it is presented in the conjoint exercise. Therefore, when multiple rates are offered simultaneously as in the conjoint exercise, while both TOU and CPP are preferable to the standard rate for these customers, TOU is clearly the most preferred option.

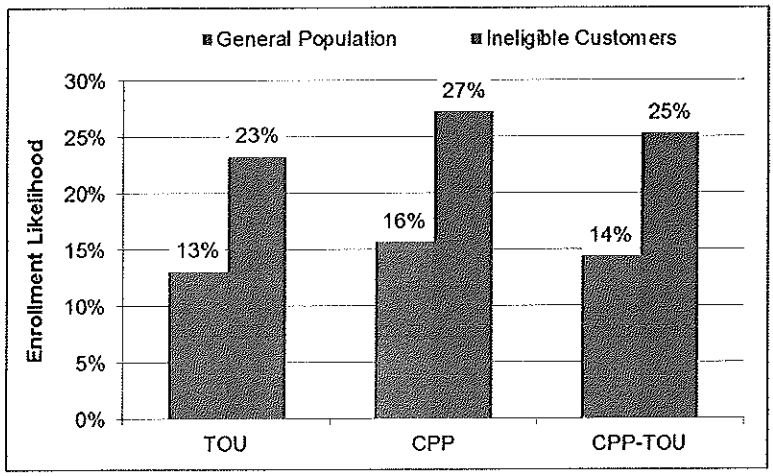
[50] The results in Figure 9-11 are raw responses that are not adjusted by the TOU, CPP and CPP-TOU constants in the conditional logit model.

Figure 9-11: Time-varying Rate Preferences in the Conjoint Exercise (Unadjusted[2])



As mentioned at the outset of this report section, in addition to predicting how enrollment rates vary with changes in pricing plan attributes, SMUD was also interested in determining whether customers who were not eligible for the SPO would have different enrollment likelihoods than those who did participate. This is why the survey plan targeted not just the SPO control group but also those who were not eligible due to participation in other SMUD programs. To determine whether ineligible customers might behave differently, a variable equal to 1 if a customer was in the ineligible group and the given option in the survey was a time-varying rate. We call this variable "Ineligible X Time-varying." As shown in Figure 9-12, customers that were ineligible for the pilot (mostly due to being in SMUD's AC load control program) are significantly more likely to enroll in time-varying rates. This finding is consistent with those of other utilities and also with the SPO choice analysis summarized in Section 8. Customers that have shown a willingness to enroll in one utility program (in this case, SMUD's AC load control program) are significantly more likely to enroll in another program.

Figure 9-12: Predicted Enrollment Likelihood by Population Segment



10 Cost Effectiveness Analysis

The primary objective of time-variant rates is to improve economic efficiency by reducing demand during periods when generation, transmission and distribution costs are high and/or shifting load to periods when costs are lower. As seen in prior sections, each pricing plan examined in the SPO resulted in different per customer and aggregate changes in energy use by rate period. Default pricing plans had lower average demand reductions than opt-in plans but had much higher participation rates. When the lower average reductions are combined with the much higher participation rates, default plans will produce higher aggregate demand reductions compared with opt-in plans. Similarly, CPP pricing plans produce greater reductions during peak periods on event days compared with TOU pricing plans but TOU plans deliver demand reductions every weekday while CPP plans only reduce demand on event days. Opt-in and default plans are likely to have very different costs as well. Recruitment costs per enrolled customer were significantly higher for opt-in plans compared with default plans. CPP pricing plans were somewhat more costly to implement due to more complex billing and notification requirements, but also delivered larger demand reductions per customer. Given all of these differences, it is useful to compare the relative benefits and costs associated with each pricing plan as input to future pricing strategy. This section summarizes the cost effectiveness methodology and results for each SPO pricing plan and for variations on default plans that exclude the offer of IHDs, which add significantly to the cost of the default programs.

Cost-effectiveness analysis is a forward looking exercise. It can be used to address three important questions concerning time-variant pricing plans or other demand response resources:

- Is it cost effective to continue to operate the pricing plan without expansion? This scenario accounts for the fact that, in many instances, equipment and recruitment costs are sunk. However, if operating costs are high and benefits low, it might make sense to terminate the program rather than continue to operate it.
- Is it cost effective to recruit additional participants onto a pricing plan? This scenario addresses the question of whether increased enrollment will increase or decrease overall cost-effectiveness. Under this scenario, start-up costs are treated as sunk and the focus is on marginal cost-effectiveness of new enrollees given initial recruitment, enrollment and equipment costs as well as ongoing costs of keeping customers enrolled and engaged.
- Is an option cost-effective taking into consideration all costs, including sunk costs?

The analysis presented in this section focuses on the second and third questions. The analysis examines the 7 pricing plans included in the SPO plus three additional scenarios that simulate the three SPO default plans but without the offer of an IHD. Table 10-1 summarizes the ten scenarios that are examined.

Table 10-1: Summary of Cost Effectiveness Scenarios Analyzed

Rate	Opt-in Enrollment		Default Enrollment	
	No IHD offer	IHD offer	No IHD offer	IHD offer
TOU	X	X	Δ	X
CPP	X	X	Δ	X
TOU-CPP			Δ	X

The analysis summarized here is based on the two-year average enrollment rates and load impacts from the SPO under the assumption that these values would hold if the pricing plans were offered to SMUD's entire residential population. The costs, summarized below, also use SPO values as the starting point. Cost effectiveness analysis is often done based on impact estimates derived under normal and extreme weather conditions since demand response impacts can vary significantly with differences in weather. The load impacts, and therefore the net benefits, are larger under extreme weather conditions than under normal weather conditions. 2012 and 2013 were actually cooler than normal weather conditions on both average weekdays and on event days, and much cooler than extreme weather conditions (typically characterized by conditions that occur once every 10 years). As such, the net benefits summarized here understate the values that would result under a more typical ex ante analysis, especially one based on extreme weather conditions.

The remainder of this section is organized as follows. Section 10.1 presents a conceptual overview of the cost effectiveness framework that was used to estimate net benefits, and the benefit-cost ratio, for each scenario. Section 10.2 summarizes the inputs that were used for the analysis. Section 10.3 summarizes the results, including sensitivity analysis that shows which variables most impact net benefits.

10.1 Cost Effectiveness Framework

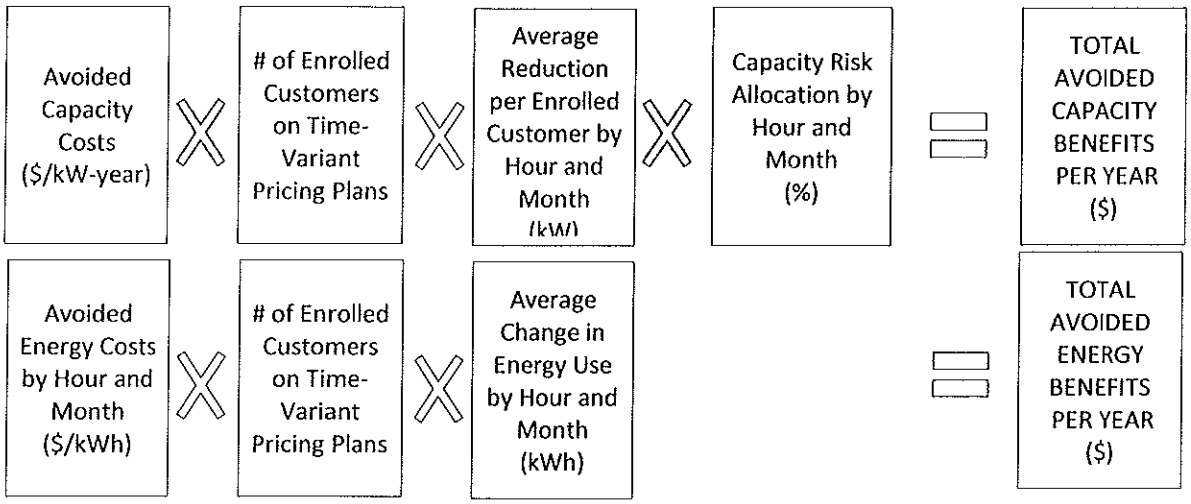
The primary benefits associated with time-variant pricing stem from a reduction in the need for new capacity additions and avoided wholesale energy costs due to reduced loads during high cost periods or shifting usage from higher to lower cost periods. Such pricing can also reduce the need for transmission and/or distribution investments but these benefits have not been included in the analysis conducted here.[51]

At the simplest level, avoided capacity and energy benefits are calculated as depicted in Figure 10-1. For capacity benefits, average load impacts by hour are multiplied by the number of enrolled customers to produce aggregate load reductions by time of day. The capacity risk allocation factor shown in the fourth box in the diagram is explained below but, in short, it is a way of recognizing that the risk of not having enough generation to meet demand is highly concentrated in relatively few hours of each year and few hours across multiple years. Put differently, it is a way of time-differentiating the capacity value

[51] As was true from the fact that we are relying on relatively cool, historical weather conditions rather than ex ante, extreme conditions, leaving out transmission and distribution benefits means that the values estimated here may understate the net benefits that can be realized from time-variant pricing. Including T&D benefits could increase net benefits by as much as 25%.

of demand reductions from time-variant rates so they can be compared with other capacity options. The benefits associated with avoided energy costs are calculated by multiplying the aggregate change in energy use in each hour by the avoided cost of energy production in each hour.

Figure 10-1: Cost-Effectiveness Calculations for Avoided Capacity and Energy Benefits



As mentioned above, a key factor in the capacity equation is the capacity risk allocation factor shown in the first equation. Time variant rates and other demand response (DR) resources, like peaking power plants, can be thought of as insurance against the rare situations in which demand would otherwise exceed the generation capacity of a utility. Continuing this insurance analogy, comparing the capacity benefits of time-variant rates to another resource (such as a single cycle gas turbine) is like comparing two car insurance quotes when the policies are different. When the car policy characteristics such as the deductible, bodily insurance limit, property damage limit and/or roadside assistance differ, the insurance quotes are not directly comparable. Similarly, different generators provide different types of insurance and different pricing plans and other types of DR provide different types of insurance. For example, the hours of the day and months of the year when high prices are in effect, and the maximum number of hours when they are in effect, are typically limited. Also, there are differences in the amount of resources that can be delivered by time-variant rates or other DR resources across specific hours and months. In SMUD's service territory, load reductions from time-variant rates are higher on high demand days when the value of the reductions are greatest. In order to make adequate comparisons, it is necessary to quantify how the insurance value varies by hour and month and factor in the extent to which resource availability coincides with the capacity value.

The capacity insurance value of a resource is directly linked to how it affects the risk of shortages in balancing demand and supply. All other factors being equal, a resource that can deliver when the risk of supply shortages is greatest should provide more insurance value than a resource that cannot. In most systems, extreme weather drives up the system demand, the likelihood of resource shortages and the need for additional capacity. Although unforeseen system shocks such as forced outages can occur during hours without extreme loads, the system is designed with sufficiently large operating reserves to absorb such contingencies and allow other installed resources to come online, ramp up, and meet

demand.[52] At high system demand levels, it is more difficult to operate the system in general, and there is greater risk that unplanned outages will result in insufficient installed capacity. Put simply, the primary driver of additional capacity needs is demand.[53] This generally means that resources available in the summer mid-afternoon hours, when systems typically peak, have higher insurance value than resources available in shoulder or off-peak hours.

Figure 10-2 shows the load duration curves for the top 500 hours for SMUD for the years 2004-2013. The graph illustrates the fact that the top 10, 50 and 100 hours have substantially higher loads than all other hours. It also illustrates the fact that high system loads do not occur in each calendar year and, in the case of an extreme weather year, the risk of a resource shortage is increased. Nevertheless, the planning criteria for the supply system ensure that the likelihood of a resource shortage occurring on any given day is extremely low.[54] This equates to a very low likelihood that there are more than a few hours in a year in which resource shortages can occur.

Figure 10-3 shows a consolidated load duration curve for the same years, with the demand shown as the percentage of the highest peak demand from 2004-2013, 3,280 MW. Over 10 years there were only 12 hours in which demand was higher than 95% of the all-time system peak and only 71 total hours in which demand exceeded 90% of the all-time peak. This illustrates that reducing demand for a few hours, if targeted correctly, can significantly reduce the likelihood that system demand will come within 5% of the all-time system peak and will help avoid the need to procure additional generation capacity. Despite a relatively narrow, three-hour peak period and a limited number of event days (12), the SPO rates produce reductions for 36 hours per year (or 360 hours over 10 years), which is sufficient to reduce system peak loads and avoid the need for capacity additions.

[52] Installed capacity shortages are altogether different than the ability to recover from system shocks, such as transmission or generation forced outages. Installed capacity includes operating reserves, generation online and generation off line. The system operator has separate criteria for adequate amounts of quick response operating and back-up reserves (ancillary services) to help balance the system and recover from any shocks.

[53] In some systems, scheduled outages for generator maintenance during shoulder months can also affect the likelihood of supply shortages. In incorporating scheduled outages, it is important to distinguish risk due to scheduling error from risk due to insufficient installed resources. In many systems, scheduling maintenance is a challenge, but it is also the case that, when done properly, the risk of a shortage in supply is relatively low in shoulder months compared to in the peaking months, which are usually during the summer.

[54] In other words, the Loss of Load Expectation (LOLE) is highly unlikely to exceed 20 or 50 hours, much less 100 hours, given the existing planning criteria.

Figure 10-2: SMUD Load Duration Curves for 2004 through 2013

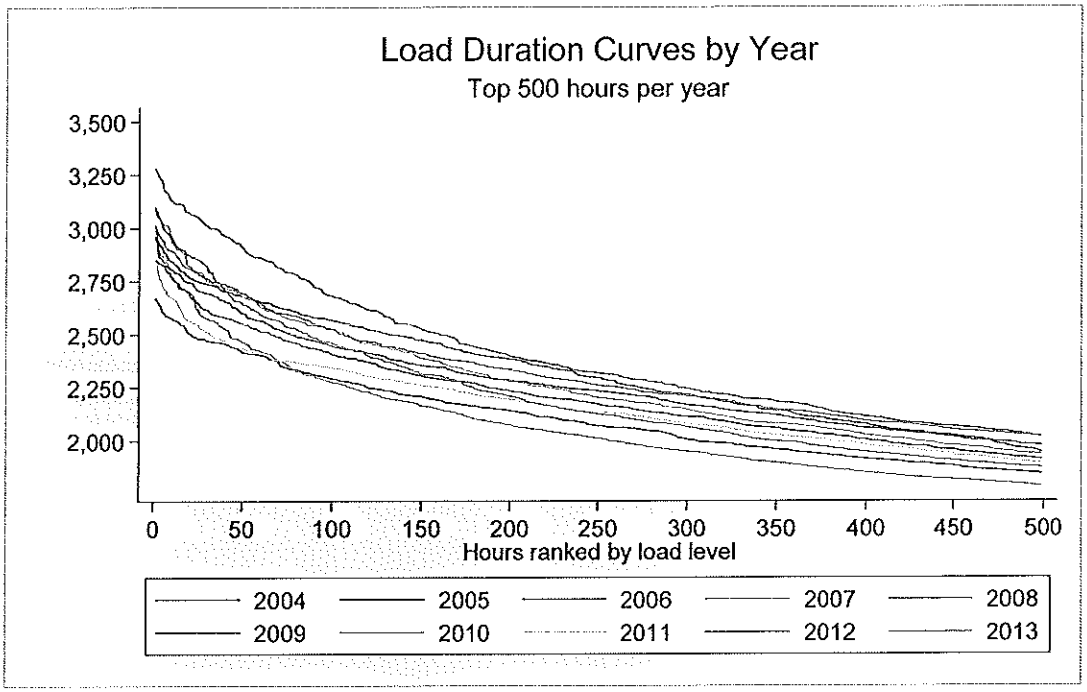
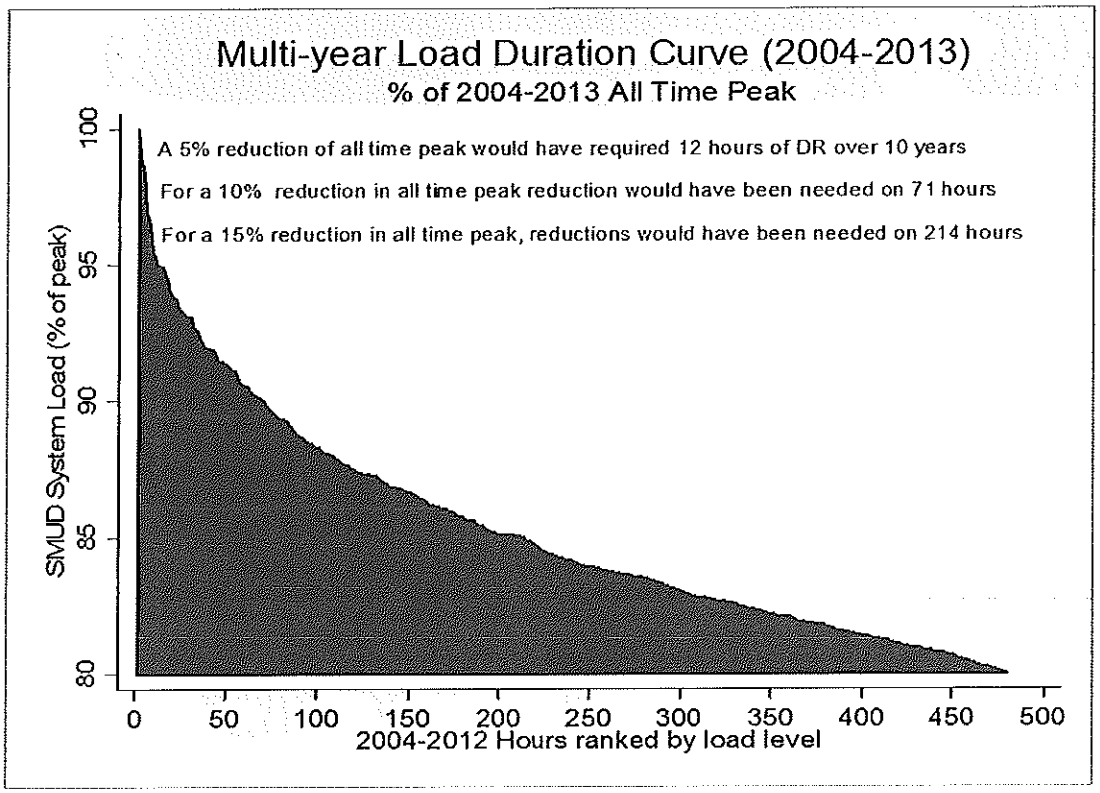


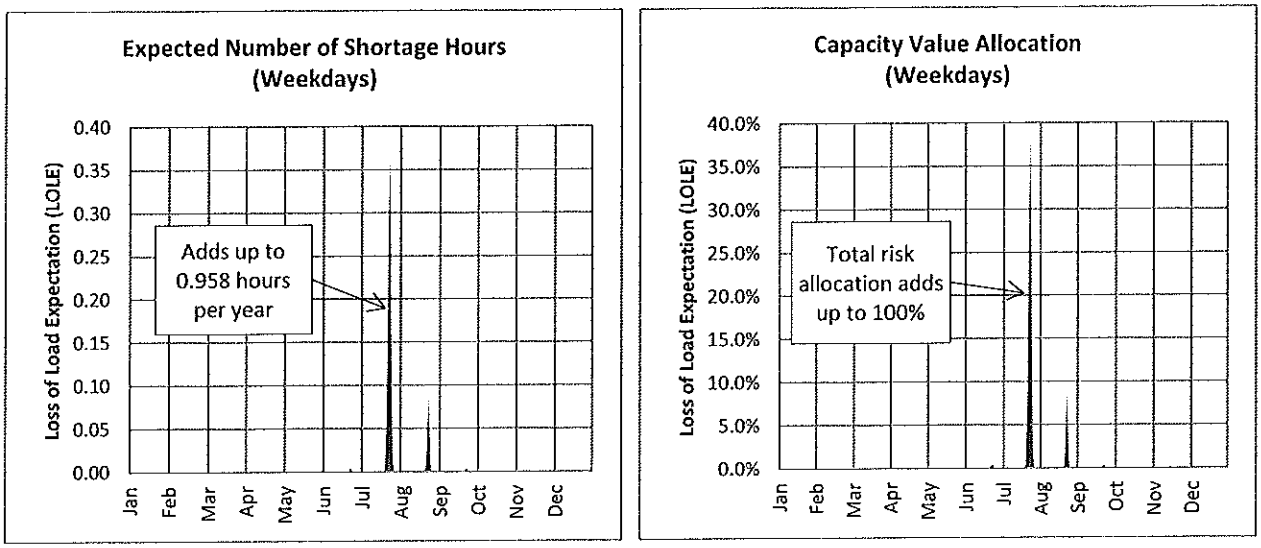
Figure 10-3: Number of Hours in Which Demand is Within X% of SMUD's All Time System Peak



Shortages in installed capacity typically occur when system loads are high or when multiple generators experience unforeseen outages at the same time. SMUD simulated the risk of shortages, taking into account the likelihood of extreme system loads and the probability of generator forced outages. The process is repeated thousands of times because loads for any given year are not known in advance and because there was a random component to forced outages. The goal is to estimate how many shortage hours can be expected on average – known as the Loss of Load Expectation (LOLE) – and when shortages are most likely to occur. This data on the concentration of risk can be used to calculate the concentration of the need for capacity and to time differentiate capacity value.

Figure 10-4 shows how the allocation of capacity value is developed. The left hand side of the figure shows the expected number of shortage hours (LOLE) by month and hour of day. The right hand side of the figure is identical except for the scale, which reflects the share of expected shortages in each combination of month and hour of day. Note that the total for the allocation of capacity need across all months and hours of the day adds up to 100%. As shown, the risk of high system loads is highly concentrated in summer months and in afternoon hours. The need for installed resource capacity to meet extreme system loads is similarly concentrated. Based on the risk allocation, one can say, for example, that 4.8% of the risk is concentrated in the hours from 3 PM to 4 PM in July.

Figure 10-4: Illustrative Example of Time Differentiated Risk Allocation for Capacity Need



This type of risk allocation of capacity need can be used to time-differentiate capacity value. For illustration, assume that the avoided cost of capacity is $120 per kW-year. If 4.8% of the overall risk allocation is concentrated in the 3 PM to 4 PM hour of the month of July, $5.76 of the total capacity value (4.8% x $120 = $5.76) is allocated to that time period. Load reductions that result from time-variant pricing during those hours would then be valued at an avoided cost of $5.76. Load reductions that occur during different hours, for example in September when the risk allocation is roughly 0.5%, would have a much lower value (e.g., (0.5)x$120 = $0.60).

Once the avoided capacity and energy costs have been calculated using the conceptual framework outlined above, the net benefits over time must be compared with the cost of achieving those benefit

streams to determine net benefits (or the benefit-cost ratio) for each pricing plan. For modeling cost-effectiveness in this instance, costs have been estimated for the following four cost categories:

- *One-time costs not tied to enrollment.* These are mainly program set up costs incurred when a program is developed and initially launched. They are not recurring and are not tied to the number of enrollments. They include components such as developing IT systems for settlement, initial market research to inform program design and other similar components.
- *Recurring costs or incentives not tied to enrollment.* These costs are incurred annually and do not change materially with program expansion or contraction. They are often referred to as overhead costs. They typically include the personnel costs required to administer the program.
- *One-time costs or incentives tied to enrollment.* These are costs that are incurred when a customer is initially enrolled. They can be in the form of equipment and installation costs, acquisition costs, sign-up incentives or other costs. Their defining characteristic is that they do not recur annually.
- *Recurring costs or incentives tied to enrollment.* These costs are incurred annually but grow or decrease as enrollment changes. They can be in the form of recurring customer engagement costs, equipment monitoring or annual incentive payments.

The input values used to calculate costs and benefits are summarized in Section 10.2.

10.2 Overview of Input Values

This section contains a brief summary of the key inputs to the cost effectiveness model. Each of the scenarios summarized in Table 10-1 is assumed to go into effect starting in 2018. The net present value (NPV) of benefits and costs are compared over 10 years based on a nominal discount rate of 7.1%.

The load impact estimates used in the analysis are based on the two-year, ex post average impacts for each SPO pricing plan. As discussed in the introduction to this section, it would be better to use ex ante impact estimates for normal and extreme weather conditions. However, development of those estimates was not part of the work scope for this project. Thus, the analysis is based on the ex post values, which will understate the net benefits that would exist under normal and extreme weather since both 2012 and 2013 were below normal weather years. For simplicity, we have used only the changes in load during the peak period from 4 to 7 PM for all pricing plans. Changes in off-peak loads and energy conservation effects have not been factored into the analysis. For TOU pricing plans, estimated load reductions differ for CPP and non-CPP days, which produces a more accurate estimate of net benefits since so much of the capacity value is concentrated in a few hours on the hottest days. Using the average weekday values only would understate the benefits for TOU plans. For CPP plans, load impacts on non-CPP days are assumed to be zero, whereas load impacts for TOU rates equal the average impact on non-CPP day weekdays. The hourly impacts by month that are used in the analysis are contained in Appendices B and C and are consistent with the average impacts reported in Sections 4 and 5.

Load impacts for the three default scenarios that did not include an offer of an IHD were assumed to be the same as the SPO pricing plans that included the IHD offer. As discussed in Section 6.3, although there are statistically significant differences in load impacts between the opt-in TOU groups with and without the offer of an IHD, there is also a pretreatment difference between these two groups as was seen in Figure 6-1. This difference, when netted out, more than offsets the observed post treatment

difference. Put another way, it is invalid to attribute the difference in impacts between the two groups to the presence of the IHD. As such, we are comfortable assuming that the load impacts are the same with and without an IHD.

As also discussed in Section 6.3, although there are very large differences in observed load shapes between default customers who requested an IHD and those who did not, and also between those who requested an IHD and had it connected all or some of the time during the 2013 summer and those who did not (see Figures 6-3 through 6-10), it is impossible to know whether any of these differences are due to selection effects or due to the influence of the IHD. The analysis in Section 6.2 shows clearly that customers who requested an IHD are much more engaged than those who did not, which is a clear indication of a strong selection effect.

The customer enrollment and attrition values used for the cost effectiveness analysis are taken directly from Tables 8-7 through 8-9 and 8-14 through 8-16. Each scenario assumes that the pricing plans are offered to SMUD's entire residential population and the acceptance and attrition rates found in the SPO apply to the entire residential class. The analysis also assumes that, for opt-in programs, customers who move from one location to another within SMUD's service territory will be defaulted onto the same rate that they had before moving. Given the high move rate in SMUD's service territory, any opt-in program that did not implement this business policy would have much higher recruitment costs, and much lower net benefits, than are shown in Section 10.3. Based on input from SMUD, we have assumed that 80% of customers who move each year relocate somewhere within SMUD's service territory and, therefore, remain on the same time-variant rate they were on before moving. Also based on input from SMUD, we assume that there is still a cost associated with setting these movers up on the same pricing plan after they relocate but this cost is much lower than the cost of recruiting a new customer to replace them. For default pricing plans, these setup costs are assumed to be 0.

The avoided capacity cost estimates were provided by SMUD. The estimated values for each year are confidential. Generally, they range from roughly $50 to $80/kW-year in the first few forecast years and increase to around $125/kW-year by the end of the forecast period. As discussed in Section 10.1, the avoided capacity costs are time differentiated using estimates of the loss of load probability provided by SMUD. LOLP on SMUD's system is highly concentrated in a few hours. The peak period hours from 4 to 7 PM in July and August capture 75% of the annual LOLP. As such, load reductions during these hours are much more highly valued than those at any other time of the year.

Avoided energy prices were also provided by SMUD and, like capacity values, are confidential. As discussed previously, for simplicity, we have only examined the load impacts during the peak period and, therefore, only energy prices for the hours from 4 to 7 PM are factored into the benefit calculation. Furthermore, only summer months are relevant since time-variant rates examined here are only in effect during the summer months. Generally, prices during the peak period range from $0.035 to $0.045/kWh on the average weekday and are 5 to 10% higher on the typical event day.

Table 10-2 summarizes the costs for each of the four primary cost categories that are used as input to the analysis. These are based on costs that were incurred for a variety of activities as part of the SPO and assumptions about how various costs would change if the pricing plans were offered to the entire

residential population. As seen in the table, the biggest cost difference across pricing plans has to do with one-time equipment and acquisition costs for customers. Plans that do not offer an IHD have much lower costs than those that do and default plans have much lower acquisition costs than opt-in plans. Fixed costs vary somewhat across plans based primarily on differences in management costs for projects with and without IHDs and differences in notification costs for CPP versus TOU plans. One time fixed costs are higher for default CPP programs compared with opt-in programs because of required upgrades to the billing system to handle the larger volume of billing for CPP customers.

Table 10-3: Cost Inputs

Option	Fixed Costs (Non-volumetric)		Variable Costs (Per Enrollee)	
	One Time Costs ($000)	Recurring Annual Costs ($000)	One Time Costs	Recurring Annual Costs
Opt in TOU No IHD	$748	$245	Acquisition: $62.84	$4.60
Opt in TOU with IHD	$778	$245	Equipment: $131.20 Acquisition: $60.70	$4.66
Opt in CPP No IHD	$1,322	$335	Acquisition: $58.53	$7.88
Opt in CPP with IHD	$1,352	$445	Equipment: $131.20 Acquisition: $60.46	$7.47
Default TOU with IHD	$778	$245	Equipment: $131.20 Acquisition: $3.99	$2.18
Default CPP with IHD	$1,352	$445	Equipment: $131.20 Acquisition: $5.02	$5.33
Default TOU-CPP with IHD	$778	$445	Equipment: $131.20 Acquisition: $6.29	$5.33
Default TOU no IHD	$748	$155	Acquisition: $3.99	$2.18
Default CPP no IHD	$1,322	$335	Acquisition: $5.02	$5.33
Default TOU-CPP no IHD	$748	$335	Acquisition: $6.29	$5.33

10.3 Cost-Effectiveness Estimates and Sensitivity Analysis

Table 10-3 shows the NPV of benefits and costs over a ten year period for each pricing plan, as well as the benefit-cost ratio for each plan, based on the inputs and methods described above. Figure 10-5 displays the benefit-cost ratios visually so it is easy to compare the values across pricing plans. The values in the table and figure are for overall cost-effectiveness which includes both start-up and ongoing costs and address the policy question of which plan would be most cost effective if it were to be implemented from scratch. The marginal cost effectiveness values are shown in Table 10-4 and Figure 10-9. These estimates address the policy question of whether it is cost effective to continue to enroll more customers onto a plan once it is up and running.

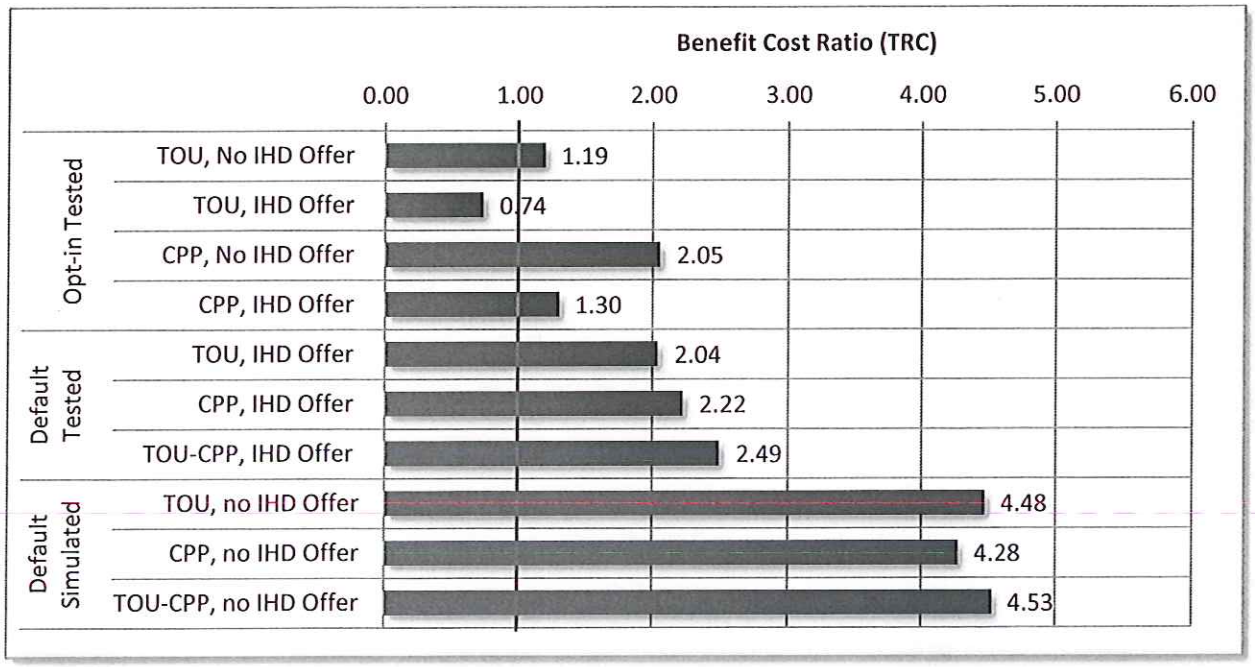
As seen in the table, all but one of the pricing plans, opt-in TOU with an IHD offer, are cost effective, but the magnitude of net benefits vary by almost a factor of 60 from the plans with the lowest and highest

positive net benefits. Of the 7 pricing plans tested in the SPO, if they were to be extended to SMUD's entire residential population, the net benefits over 10 years would range from a low of roughly -$5.5 million for the opt-in TOU plan with the IHD offer to more than $86 million for the default TOU-CPP plan with an IHD offer.

Table 10-5: NPV of Benefits and Costs by Pricing Plan ($ millions)

Scenario Type	Scenario	Benefit/Cost Ratio	10 Year NPV for SMUD Territory		
			Benefits	Costs	Net Benefits
Opt-in Tested	TOU, No IHD Offer	1.19	$12.1	$10.2	$2.0
	TOU, IHD Offer	0.74	$15.5	$21.0	-$5.5
	CPP, No IHD Offer	2.05	$29.7	$14.4	$15.2
	CPP, IHD Offer	1.30	$34.3	$26.3	$7.9
Default Tested	TOU, IHD Offer	2.04	$66.9	$32.8	$34.1
	CPP, IHD Offer	2.22	$142.1	$63.9	$78.2
	TOU-CPP, IHD Offer	2.49	$144.8	$58.1	$86.7
Default Simulated	TOU, no IHD Offer	4.48	$66.9	$15.0	$52.0
	CPP, no IHD Offer	4.28	$142.1	$33.2	$109.0

Figure 10-5: Benefit Cost Ratios by Pricing Plan



Under the assumption that the IHD adds significantly to costs but provides no additional benefits (an assumption that is consistent with the empirical evidence from the SPO), pricing plans that include the offer of an IHD are all much less cost effective than the equivalent plan that does not offer an IHD. For the default plans without an IHD offer, the TOU plan has the lowest net benefits but still exceeds $50 million. The TOU-CPP plan is estimated to deliver net benefits that are more than twice as large as the TOU plan. In general, all CPP plans deliver net benefits that are roughly twice as large as the equivalent TOU plan. This stems from the fact that the LOLP and therefore the time-differentiated value of avoided capacity, is highly concentrated in relatively few hours, and the average load reductions for CPP plans are roughly twice what they are for the TOU plans during those hours.

The benefit cost ratios for the 10 scenarios examined range from 0.74 for the opt-in TOU plan with IHD offer, to 4.53 for the TOU-CPP plan with no IHD offer. For the same reasons discussed above, the ratios are much lower for opt-in plans than default plans, lower for default plans with an IHD offer than for those without, and lower for CPP plans compared with TOU plans.

Figures 10-6 through 10-8 show the results of sensitivity analysis that was done for three of the pricing plans: opt-in and default CPP and default TOU, all without an IHD offer. This analysis shows how the benefit-cost ratio varies with changes in input values. Each row in the figures, labeled on the Y axis, shows the change in the benefit-cost ratio given a change of plus or minus 20% in the base value used in the analysis. For example, for the opt-in CPP plan shown in Figure 10-6, the benefit-cost ratio of 1.67 was based on the load impact estimates discussed in Section 10-2. If the peak period load reduction for this pricing plan was 20% less than what was observed in the SPO, the benefit-cost ratio would fall to 1.31. If it was 20% larger than what was scene in the SPO, it would increase to 1.95. The variables shown at the top end of the vertical axis are much more significant drivers of net benefits than those at the bottom.

These figures show not only which variables are the most significant drivers of net benefits, but also illustrate how robust each pricing plan is to changes in input values and assumptions. If the benefit-cost ratio is above 1 in all cases, as it is for these three plans, or the value varies little when inputs vary, it is quite robust. If the ratio dips below 1 given changes in some input values, and if these values have a fair amount of uncertainty associated with them, pricing strategies based on those plans may or may not be sound depending on how things materialize over time.

For all three pricing plan scenarios, load impacts and avoided capacity costs are the most significant drivers of net benefits. Indeed, for the CPP plans, the variation in the benefit-cost ratio is identical given a plus or minus 20% change in either load reductions or avoided capacity costs. This is logical since the product of these two variables, weighted by the time-differentiated capacity value, produce about 99% of the benefit. For TOU rates, avoided energy costs outside the peak period also contribute to the benefit calculation so the variation in net benefits given changes in peak period load impacts and avoided capacity costs differ.

Looking at the other variables in each figure, recurring costs tied to enrollment are the third most important driver of net benefits for the default plans whereas for the opt-in plan, one-time costs tied to recruitment are more important.

Figure 10-6: Sensitivity Analysis for Opt-in CPP Pricing Plan (No IHD Offer)

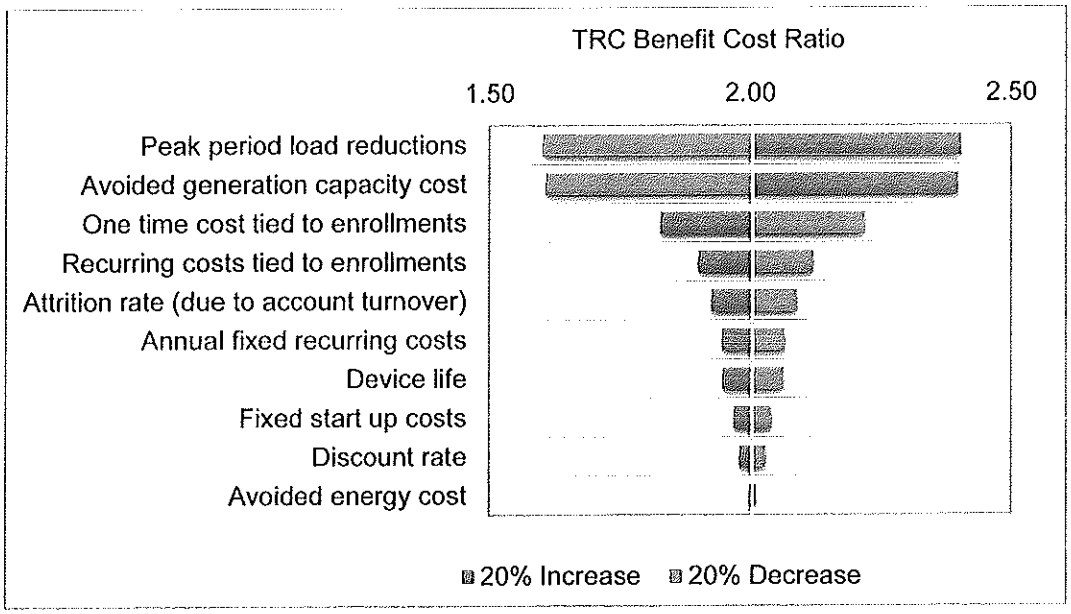


Figure 10-7: Sensitivity Analysis for Default TOU Pricing Plan (No IHD Offer)

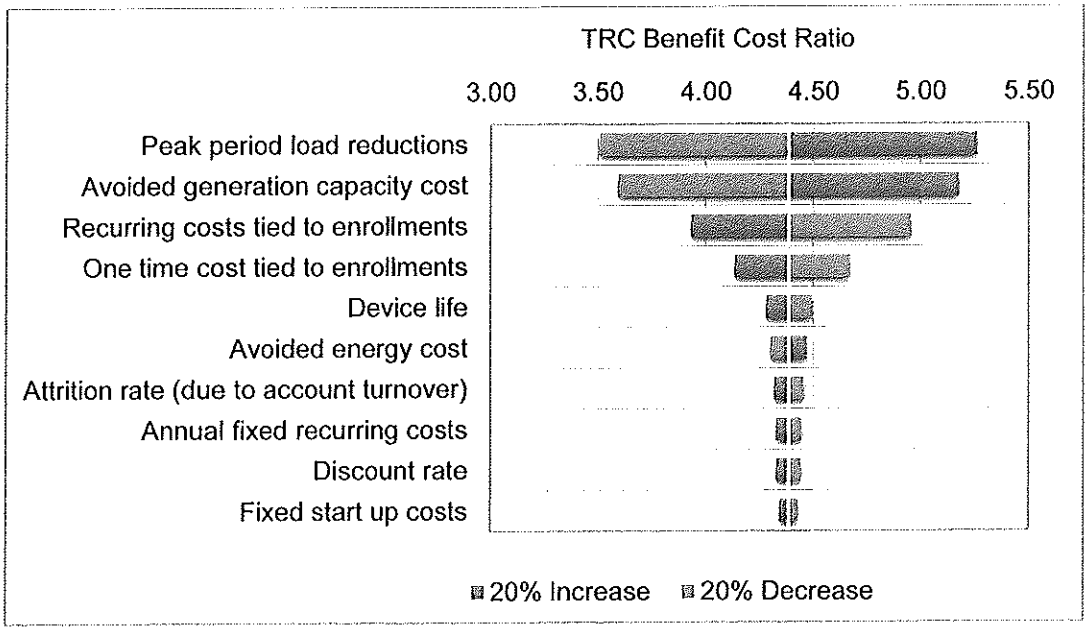


Figure 10-8: Sensitivity Analysis for Default CPP Pricing Plan (No IHD Offer)

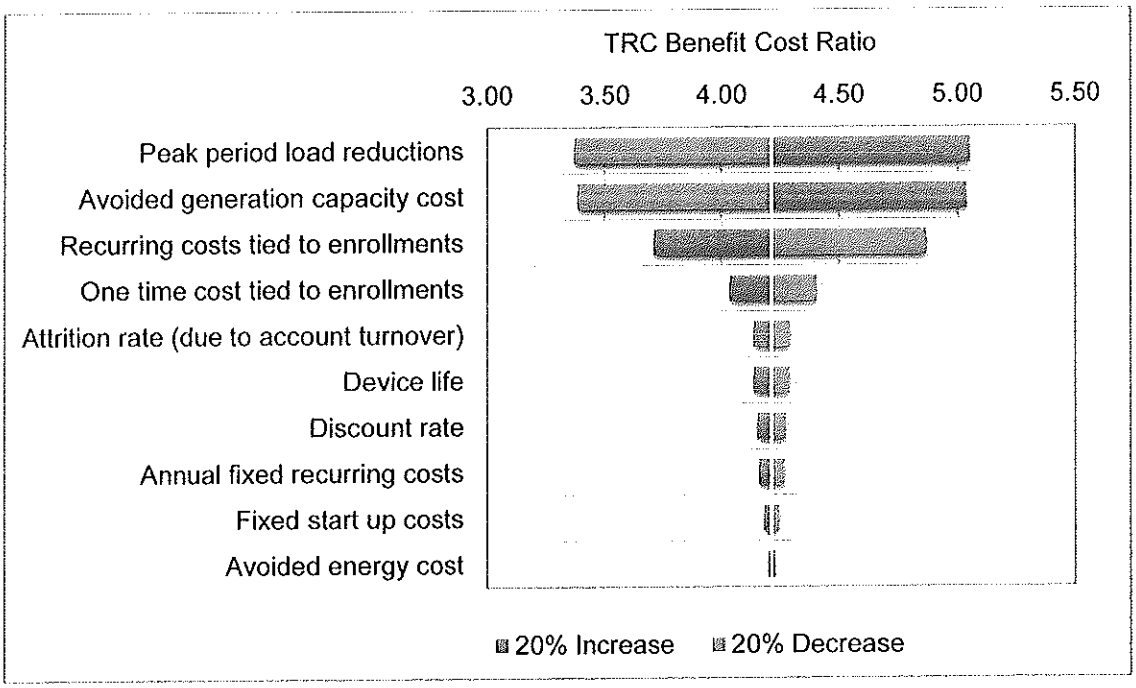
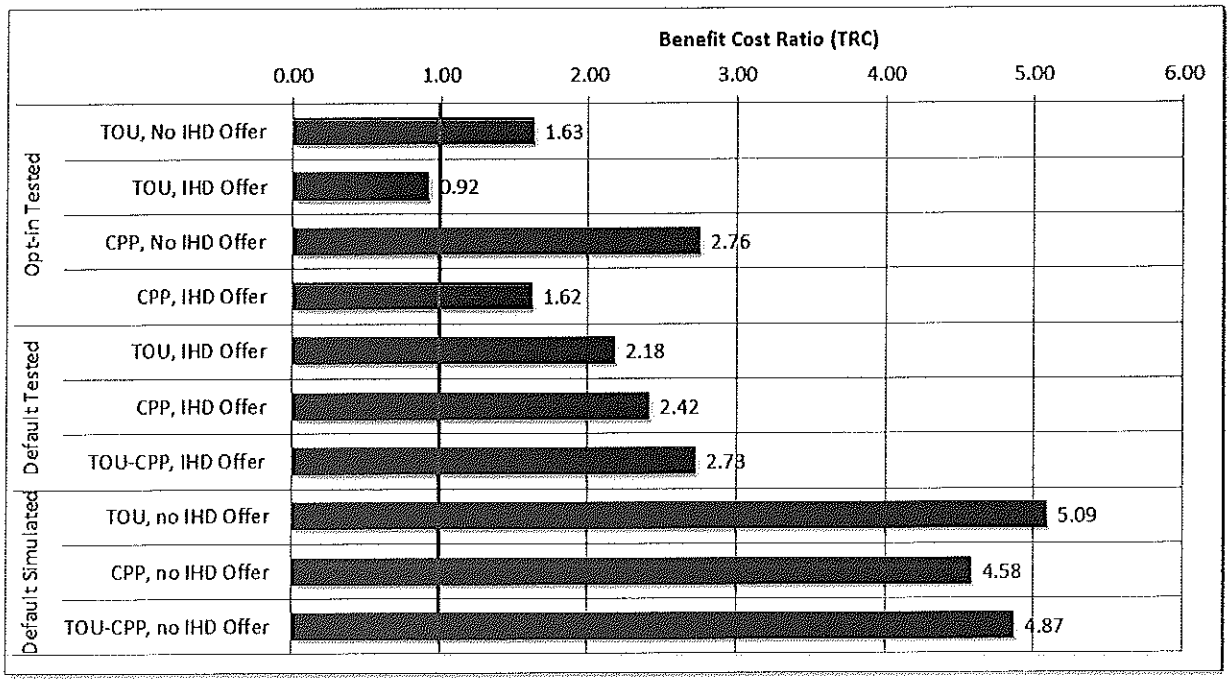


Table 10-4 and Figure 10-9 summarize the results of the marginal cost-effectiveness analysis for each pricing plan for the marginal customer, that is, the next customer to be enrolled. This analysis excludes the startup costs associated with each program and addresses the question of whether or not it is cost effective to expand an existing program, based largely on a comparison of incremental costs and benefits per customer. The analysis indicates that it would be cost effective to expand all of the pricing plans except the opt-in TOU rate with IHD offer, where the incremental costs exceed the incremental benefits because of the relatively low load impacts and the high cost of the IHD.

Table 10-4: NPV of Marginal Benefits and Costs by Pricing Plan for the Average Customer ($)

Scenario Type	Scenario	Benefit/Cost Ratio	10 Year NPV for SMUD Territory		
			Benefits	Costs	Net Benefits
Opt-in Tested	TOU, No IHD Offer	1.63	$142	$87	$55
	TOU, IHD Offer	0.92	$188	$206	-$17
	CPP, No IHD Offer	2.76	$268	$97	$171
	CPP, IHD Offer	1.62	$355	$219	$136
Default Tested	TOU, IHD Offer	2.18	$100	$46	$54
	CPP, IHD Offer	2.42	$153	$63	$90
	TOU-CPP, IHD Offer	2.73	$178	$65	$113
Default Simulated	TOU, no IHD Offer	5.09	$100	$20	$80
	CPP, no IHD Offer	4.58	$153	$34	$120
	TOU-CPP, no IHD Offer	4.87	$178	$37	$142

Figure 10-9: Marginal Benefit-Cost Ratios by Pricing Plan



11 End of Pilot Survey

This final report section summarizes the results from a survey that was done in the fall of 2013, after the end of the summer period, to obtain input among pilot participants on the following topics:

- Customer satisfaction with SMUD and with the pricing plan customers were on;
- Awareness of the attributes of each pricing plan;
- Perceptions about the pricing plan;
- Reasons for staying on the pricing plan;
- Awareness of events for the CPP pricing plans; and
- IHD use.

The survey questionnaire is contained in Appendix F. The survey was sent to all customers who were enrolled on a pricing plan (including those who actively dropped out but not those who moved) as well as a sample of control group and deferred customers. The survey was conducted using both online and hard copy questionnaires. The field work included the following multi-step process:

- Pre-announcement letter on SMUD letterhead;
- $2 with a letter sent by Nexant's market research group, Population Research Systems (PRS), on PRS letterhead with a URL link to where the survey could be completed;
- In addition to the above letter, customers for whom SMUD had email addresses were also sent a link via email for convenience;
- An email reminder was sent to non-respondents, with a URL link;
- A reminder letter with a hardcopy survey was sent to those who still had not responded to prior solicitations – this letter also contained a URL link to the questionnaire; and
- One more reminder email with a link; and
- Reminder postcard with URL link included.

The survey was in the field from November 13, 2013 through January 2, 2014. Table 11-1 shows the number of customers solicited by segment and the response rates for each group. As seen, there were 20 different customer groups included in the survey and the response rates varied across cells, with a low of 26% for those in the default, CPP-TOU treatment group who did not ask to receive an IHD to a high of 62% for the same default treatment group who did ask to receive an IHD. The overall response rate was 40%. Table 11-2 shows the survey topics covered for each survey cell.

Table 11-1: Number of Surveys Sent and Returned by Customer Segment

Group	Outcome	Group #	Population	Mailings	Completed Surveys	% Completed
Control Group		1	31,149	800	300	38%
Default CPP	No IHD Delivered	2	398	393	100	25%
	IHD Delivered	3	129	126	63	50%
	Actively Dropped Out	4	66	66	20	30%
Default TOU	No IHD Delivered	5	1,164	1,157	285	25%
	IHD Delivered	6	326	325	132	41%
	Actively Dropped Out	7	121	120	45	38%
Default CPP-TOU	No IHD Delivered	8	323	319	84	26%
	IHD Delivered	9	95	92	57	62%
	Actively Dropped Out	10	81	79	23	29%
Opt-in CPP	IHD Offered and Delivered	11	1,101	1,094	490	45%
	IHD Offered and Not Delivered	12	59	59	26	44%
	IHD Not Offered	13	145	143	60	42%
	Actively Dropped Out	14	142	140	57	41%
Opt-in TOU	IHD Offered and Delivered	15	1,476	1,475	660	45%
	IHD Offered and Not Delivered	16	59	59	25	42%
	IHD Not Offered	17	866	857	332	39%
	Actively Dropped Out	18	187	186	97	52%
Opt-in TOU - Deferred	IHD Offered	19	1,649	800	370	46%
	IHD Not Offered	20	984	800	366	46%
Total			**40,520**	**9,090**	**3,592**	**40%**

Table 11-2: Survey Topics Covered by Customer Segment

Set #	Set of Questions	Group #																			
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
1	General satisfaction with SMUD	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
2	Awareness and understanding of pricing plan features	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
3	Pricing plan expectations, Were expectations met?, Perception of savings, control and comfort impacts		X	X		X	X		X	X		X	X	X		X	X	X			
4	Behavioral changes and perceived difficulty		X	X		X	X		X	X		X	X	X		X	X	X			
5	Questions regarding opt outs at the beginning of 2013 summer				X			X			X				X				X		
6	Use, connectivity and perceived impact of IHDs (also as it relates the pricing plan and knowledge of appliance			X			X			X		X				X					
7	Reasons for Staying on the Pricing Plan		X	X		X	X		X	X		X	X	X		X	X	X			
8	Selected demographic questions	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

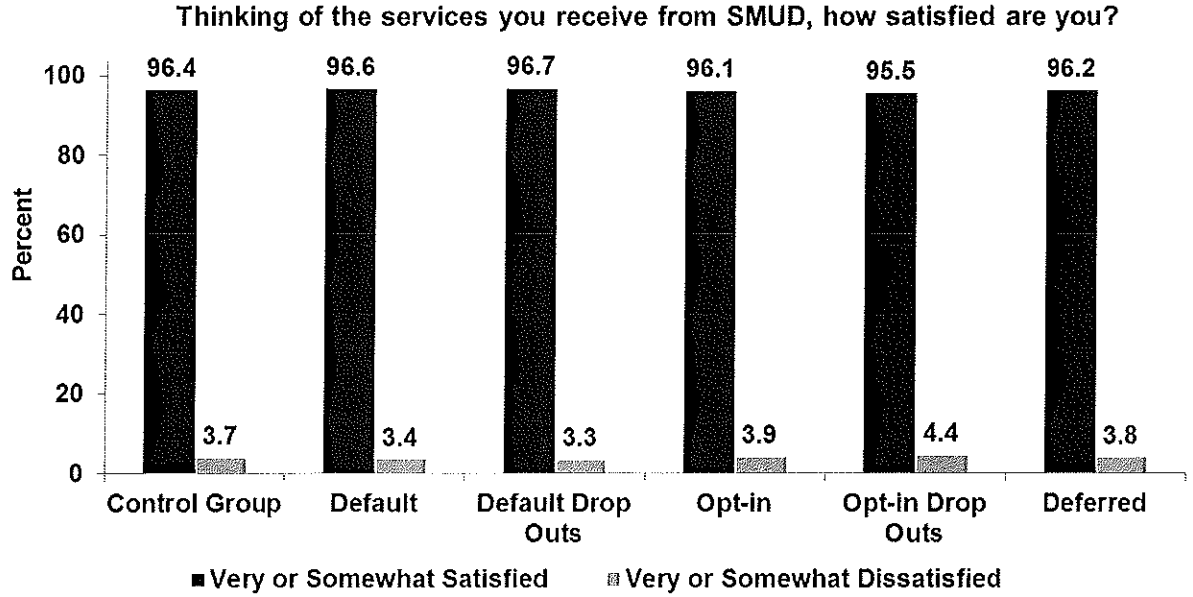
The differential response rates across customer segments shown in Table 11-1 mean that comparing survey responses across cells must be done carefully. For example, if we were to observe a significant difference in the response to a question between default CPP-TOU participants who did and did not ask for and receive an IHD, it would be difficult to know if this difference was due to differences in the responses of those two customer segments or due to differences in customers from the two segments who responded to the survey (e.g., differential response bias). Further investigation showed a relatively strong correlation between survey response and participation in selected treatment cells. For example, default customers (across all treatment groups) who responded to the survey were more than twice as likely to request an IHD (35%) compared with default customers who did not respond to the survey. Similarly, twice as many (20%) default customers who responded to the survey were enrolled in two or more other SMUD programs (e.g., Green Energy, EE Loan or Rebate, etc.) than customers who did not respond to the survey (9%). If those who requested an IHD and who participated in other SMUD programs are collectively defined as "engaged customers", it is clear these engaged customers are more likely to respond to the survey, more likely to enroll on opt-in pricing plans (as was seen in Section 8) and more likely to request an IHD. As such, comparing responses between those who did and did not request an IHD among default customers is probably not appropriate. Similarly, it may not be appropriate to extrapolate from those who responded to the survey to all default customers since those who did not respond are much less likely to be engaged customers and may have different perceptions than those who do respond. On the other hand, it is less certain whether there is much differential response bias between opt-in customers who responded to the survey and default customers who responded to the survey, since both groups have higher concentrations of engaged customers. While these responses may not represent well the non-respondent population for opt-in or default segments, they may represent well the engaged default and engaged opt-in customers who are likely to produce most of the demand response associated with these pricing plans.

With these cautions in mind, the remainder of this discussion summarizes the key findings from the end of pilot survey. The summary touches most of the questions included in the survey. Those not covered in this section are summarized in Appendix G.

11.1 Customer Satisfaction with SMUD Services

Figure 11-1 summarizes survey responses to the question, "Thinking of all of the services you receive from SMUD, how satisfied are you?" A four point scale was used, where 1 = very satisfied, 2 = somewhat satisfied, 3 = somewhat dissatisfied and 4 = very dissatisfied. As seen in the figure, SMUD's overall satisfaction ratings are extremely high and vary very little across treatment groups. Not shown in the figure, but important to note, is that within the top-two scores shown, on average, 70% of respondents gave the highest rating of 4 and 30% gave a rating of 3. Very importantly, satisfaction ratings were nearly identical for survey respondents in the control group, the default pricing plans and the opt-in pricing plans. That is, defaulting customers onto a new pricing plan did not reduce customer satisfaction relative to those in the control group or in the opt-in pricing plans. Also important is that the group of opt-in customers who were deferred for two years in order to provide a valid control group for opt-in treatments also provided nearly identical satisfaction ratings as those who were not deferred. Finally, drop outs who responded to the survey also had nearly identical satisfaction ratings as those who stayed on the rate for both default and opt-in pricing plans. While it is always possible that only the most satisfied customers are willing to respond to surveys and, therefore, these ratings may have an upward bias, given the amazingly high and consistent ratings across all groups, it would be hard to imagine that the magnitude of any response bias would be large enough to change the general conclusion that all groups are highly satisfied with SMUD's services overall and that satisfaction ratings are very similar across the very diverse segments included in the survey.

Figure 11-1: Customer Satisfaction with SMUD Services



11.2 Customer Satisfaction with and Perceptions of Pricing Plans

The survey included a number of questions designed to determine customer satisfaction with, understanding of, and perceptions about the pricing plans they were on. Table 11-3 summarizes the findings related to satisfaction with the pricing plan. The most common response across all plans,

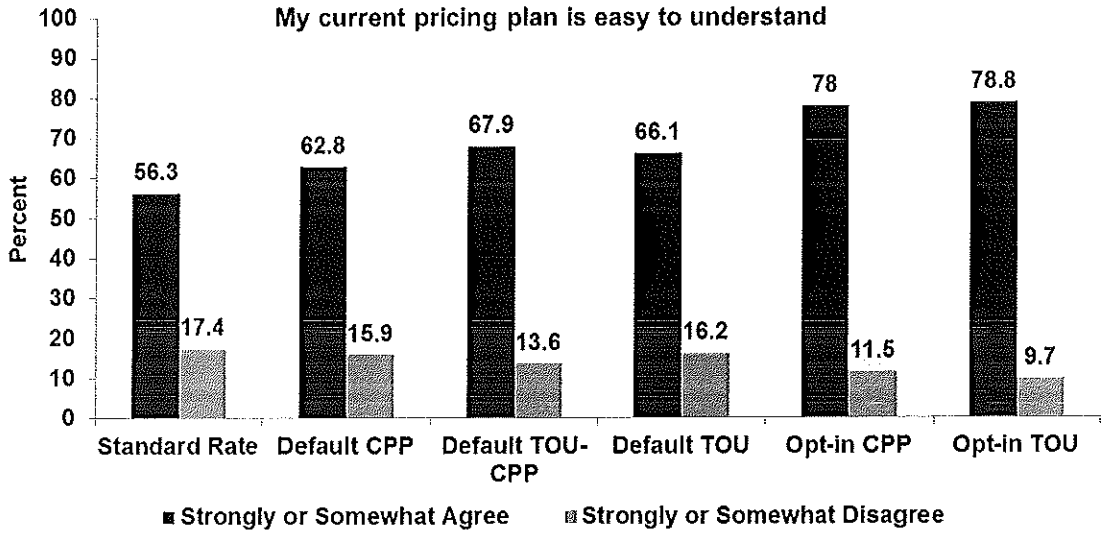
including the standard rate, was "somewhat satisfied", with a percent ranging from a low of 54% for the opt-in TOU plan to a high of 64% for the default CPP-TOU plan. Interestingly, the standard rate plan received more dissatisfied ratings than any of the other plans (with more than 20% of respondents rating the plan somewhat or very dissatisfied) and the lowest top-two-box scores among all the plans (with 80.3% scoring the standard plan either a 1 or a 2). Some of the additional survey results summarized below provide clues regarding why customers may rate time-variant pricing more highly than standard, tiered pricing in terms of overall satisfaction.

Table 11-3: Customer Satisfaction with Pricing Plans (%)
(1 = very satisfied; 2 = somewhat satisfied; 3 = somewhat dissatisfied; 4 = very dissatisfied)

Category	N	1	2	3	4
Control (standard rate)	300	20.3	60.0	15.0	4.7
Default CPP	163	30.1	57.0	10.6	2.3
Default CPP-TOU	141	22.1	63.9	10.4	3.6
Default TOU	417	22.9	61.5	13.6	2.1
Opt-in CPP	576	33.1	56.3	9.2	1.4
Opt-in TOU	1017	32.8	54.3	10.6	2.3

One reason why customers may be less satisfied with the standard rate than with time-variant pricing plans is that they feel the standard rate is more difficult to understand. Figure 11-2 shows the top-two and bottom-two box scores, on a five-point scale, to the question, "Please indicate whether you agree or disagree with the statement – my current pricing plan is easy to understand." The scale for this question is 1 = strongly agree; 2 = somewhat agree; 3 = no opinion; 4 = somewhat disagree; 5 = strongly disagree. On average, the "no opinion" response was given by about 20% of customers although only about 10% of opt-in customers gave this response. The difference between the sum of the two columns for each plan in Figure 11-2 and 100 is the percent of respondents indicating no opinion. As indicated in the figure, the standard pricing plan has the lowest agreement rating for this statement and the highest disagreement rating. The opt-in plans have higher agreement ratings than the default plans.

Figure 11-2: Perceived Ease of Understanding of Pricing Plans



Perception and reality are often different, especially for electricity tariffs with their fixed and variable components, different pricing tiers, and multi-part charges for distribution services, generation services and other cost components. While it may not be true that customers on time-variant rates actually understand the details better than those on the standard rate (especially time-variant rates that are an overlay on the standard tiered rate as was the case here), it is possible that customers feel like they do because of the educational material provided to them as part of the pilot, especially the graphical materials showing the low and high priced periods by time of day.

To explore this further, the survey asked customers a question designed to test their knowledge about the rate they were on. The question was as follows:

- Thinking only of the way you are charged for electricity in summer, which of the following best describes your household pricing plan? ***Check only one***
  1. Pay the same price for electricity no matter when you use it
  2. Pay a higher price for electricity used between 4:00 and 7:00 PM on all days
  3. Pay a higher price for electricity used between 4:00 and 7:00 PM on weekdays only
  4. Pay a much higher price for electricity used between 4:00 and 7:00 PM on 12 Conservation Days
  5. Pay a higher price for electricity used between 4:00 and 7:00 PM on weekdays **with** an even higher price on 12 days during the summer called Conservation Days
  6. Don't know

Table 11-4 summarizes the responses to this question. As seen, by far the greatest number of "don't' know" responses came from control customers on the standard rate plan, with 56% of respondents answering "don't know." Opt-in participants had by far the lowest number of "don't know" responses and the highest number of accurate responses. The accuracy of responses was similar for default and standard rate customers, although fewer default customers responded "don't know" than standard rate

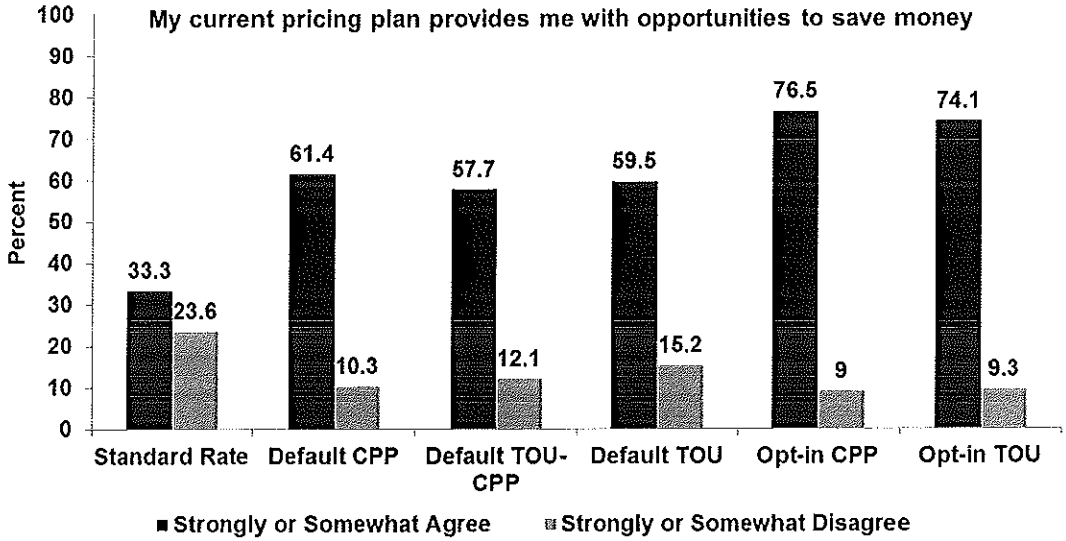
customers, indicating that they thought they knew the right answer. This finding is consistent with the higher perceived understanding by default customers compared with standard rate customers shown in Figure 11-2.

Table 11-4: Actual Understanding of Pricing Plans (Correct answer circled in red)

Category	N	1	2	3	4	5	6
Control (standard rate)	300	25.7	8.7	4.7	0.3	4.7	56.0
Default CPP	163	15.9	7.2	4.9	19.6	13.7	38.6
Default CPP-TOU	141	9.9	12.8	10.4	7.9	21.4	37.6
Default TOU	417	13.2	16.1	29.9	1.6	5.9	33.1
Opt-in CPP	576	10.4	9.4	6.1	42.2	13.9	18.0
Opt-in TOU	1017	10.1	16.5	47.7	1.1	4.6	20.0

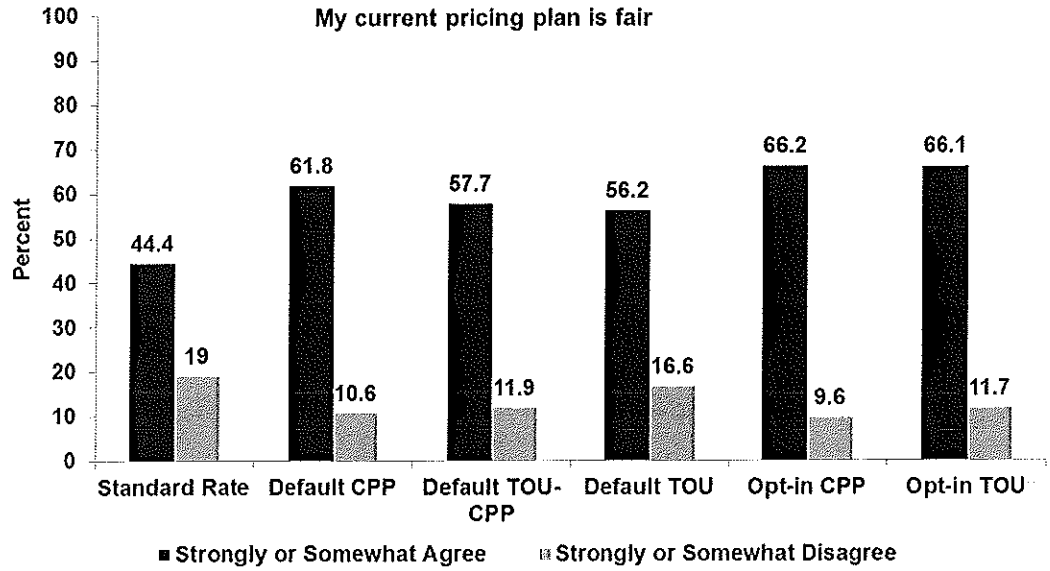
Another possible reason why respondents may be less satisfied with the standard rate than with time-variant pricing plans is that they don't feel the standard rate gives them as much opportunity to save money as do time-variant rates. Figure 11-3 shows the top and bottom two box scores, using the same five point agreement scale as in Figure 11-2, in response to the statement "My current pricing plan provides me with opportunities to save money." As seen, only about one third of standard rate plan respondents strongly or somewhat agreed with the statement whereas between one half and three quarters of respondents on time-variant pricing plans strongly or somewhat agreed with the statement. Roughly twice as many standard rate plan respondents somewhat or strongly disagreed with the statement compared with the other pricing plans. Not surprisingly, respondents on the opt-in pricing plans had the strongest agreement with the statement while respondents on default plans had agreement ratings in between those on the standard and opt-in plans. In a separate question, respondents were asked if they felt like they had more control over their energy costs on the time-variant plan compared with their prior tariff. Almost two thirds of default respondents and 80% of opt-in respondents answered yes.

Figure 11-3: Perceived Ability to Save Money by Pricing Plan



More survey respondents on time variant plans indicated that they thought their plan was fair than those on the standard rate, as indicated in Figure 11-4. Roughly 45% of control group customers on the standard rate strongly or somewhat agreed with the statement, "My current pricing plan is fair." Between 56% and 67% of respondents on time-variant pricing plans strongly or somewhat agreed with the statement. Default customers had slightly lower agreement than opt-in customers but the difference was not large.

Figure 11-4: Percent of Respondents Indicating They Think Their Pricing Plan is Fair



Other findings[55] from this portion of the survey include:

- Roughly 40% of customers on default time-variant pricing plans and about 57% of those on opt-in plans strongly or somewhat agreed with the statement, "My current pricing plan is better than my old pricing plan."
- About 47% of customers on default plans, including the standard SMUD rate, strongly or somewhat agreed with the statement, "My current pricing plan fits my lifestyle." Roughly 60% of opt-in customers strongly or somewhat agreed with that statement.
- Roughly the same percentages as in the prior statement apply to the question, "My current pricing plan is convenient."
- Approximately 57% of respondents on all pricing plans strongly or somewhat agreed with the statement, "I sometimes feel uncomfortable inside my home on summer afternoons and evenings because it is too expensive to run my air conditioner." Importantly, this same percentage was found for the standard rate so this is not a statement about high peak-period prices as much as it is about the perceived high cost of electricity regardless of the pricing plan. Roughly 25% of all respondents strongly or somewhat disagreed with the statement with the remaining respondents replying "no opinion."
- Approximately two thirds of default customers and roughly 85% of opt-in customers strongly or somewhat agreed with the statement, "I understand why SMUD is offering the pricing plan I am on."
- Almost half of default and roughly two thirds of opt-in respondents strongly or somewhat agreed with the statement, "I think the Sacramento community would be better off if everybody was on my pricing plan."
- Almost 60% of default and 80% of opt-in respondents strongly or somewhat agreed with the statement, "I believe that I did something good for Sacramento by participating in my pricing plan."
- Finally, roughly half of all default respondents and three quarters of opt-in respondents strongly or somewhat agreed with the statement, "I want to stay on my pricing plan."

In summary, these survey results show strongly that, contrary to opinion held by many stakeholders in the debate about time-variant pricing, the majority of customers who experience these rates, including those defaulted onto them, feel the rates are fair, provide more opportunity to manage energy costs, are easier to understand than standard rates, feel they are doing something good for the community by enrolling on these rates and want to stay on the pricing plan. Importantly, reported discomfort from reducing air conditioning use in order to keep costs down in what is a very hot climate region is the same for customers on the standard rate as for those on time-variant rates.

11.3 Reported Behavioral Changes

As is evident from the estimated load impacts reported in Sections 4 and 5, on average, customers on all pricing plans reduced electricity usage during peak periods. Evidence of increased load during other time periods is less clear. The end of pilot survey asked customers whether they reduced or shifted load

[55] Tables showing the details underlying this high level summary are contained in Appendix G.

and, if so, the specific types of action taken. Figure 11-5 summarizes these responses using the same five-point agreement scale employed for many of the questions already discussed.

As seen in the figure, roughly 75% of default respondents and nearly 90% of opt-in respondents strongly or somewhat agreed with the statement, "I make sure I use as little electricity as possible between 4 and 7 PM." Interestingly, roughly half of standard rate customers also agreed with that statement. California has had, for many years, an advertising campaign called Flex Your Power that encourages consumers to "give their appliances the afternoon off" on hot days when peak demand is high. Given this, it is not surprising to learn that customers on non-time variant rates are also conscious of keeping usage low in late afternoons and early evenings. It may also be the case that customers realize that air conditioning loads are significant contributors to electricity bills and have developed habits to reduce usage during the afternoon in order to keep bills down. Importantly, even if most control group customers reduce usage in the afternoon in response to advertising campaigns or overall daily price response, given the design of this pilot, the load impacts reported in Sections 4 and 5 are incremental to any load reductions that might be driven by these other factors.

Figure 11-5: Customer Perceptions about Peak Period Load Reductions

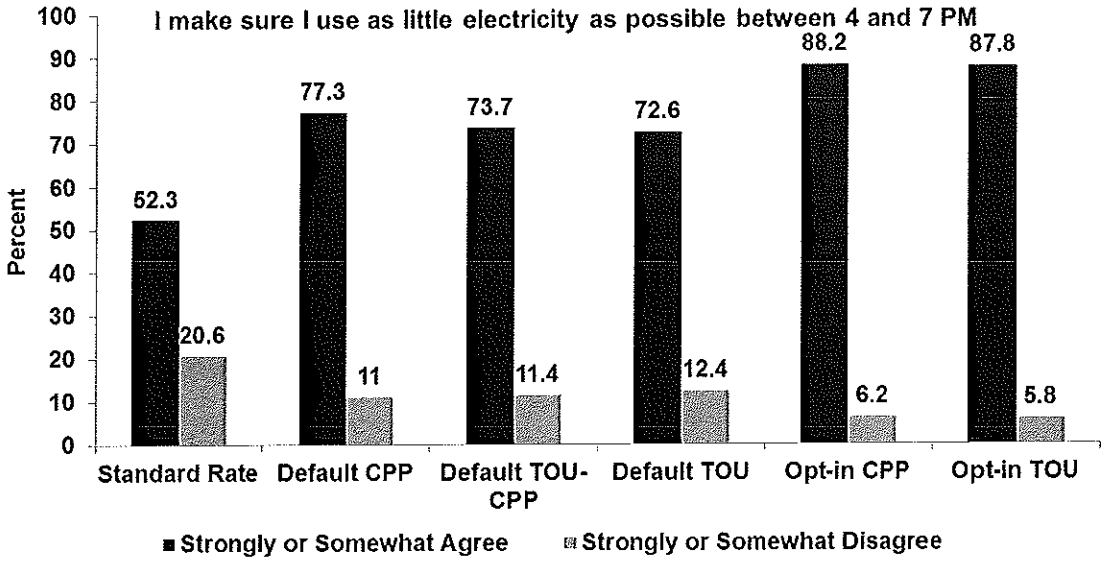
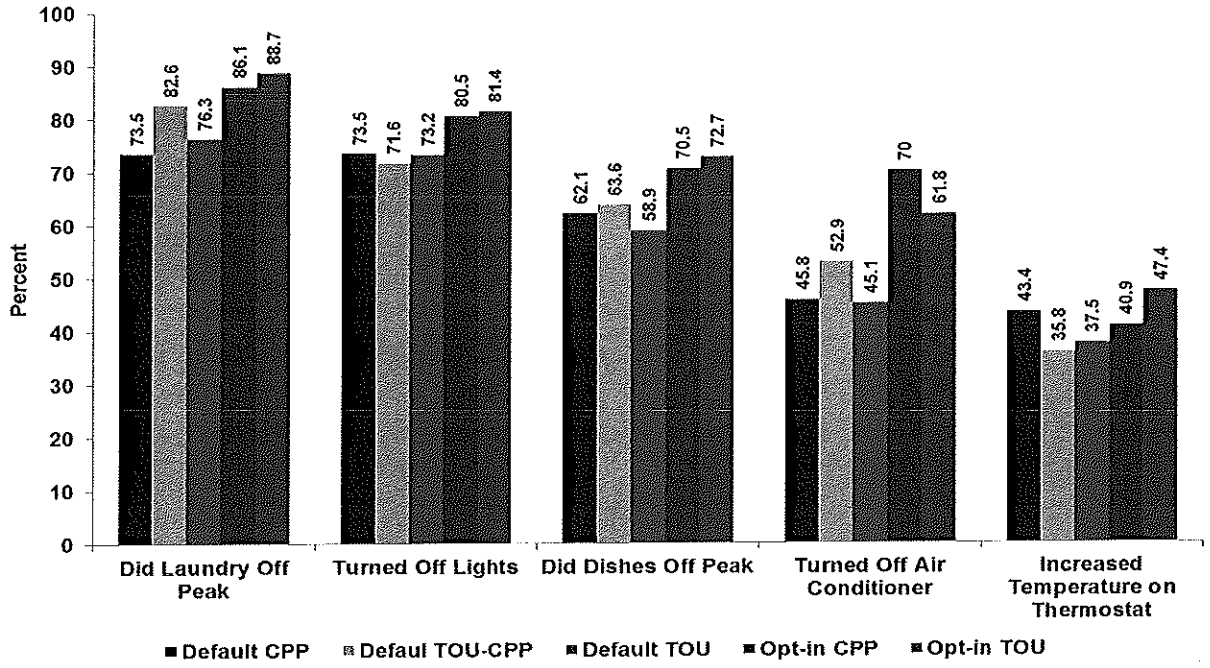


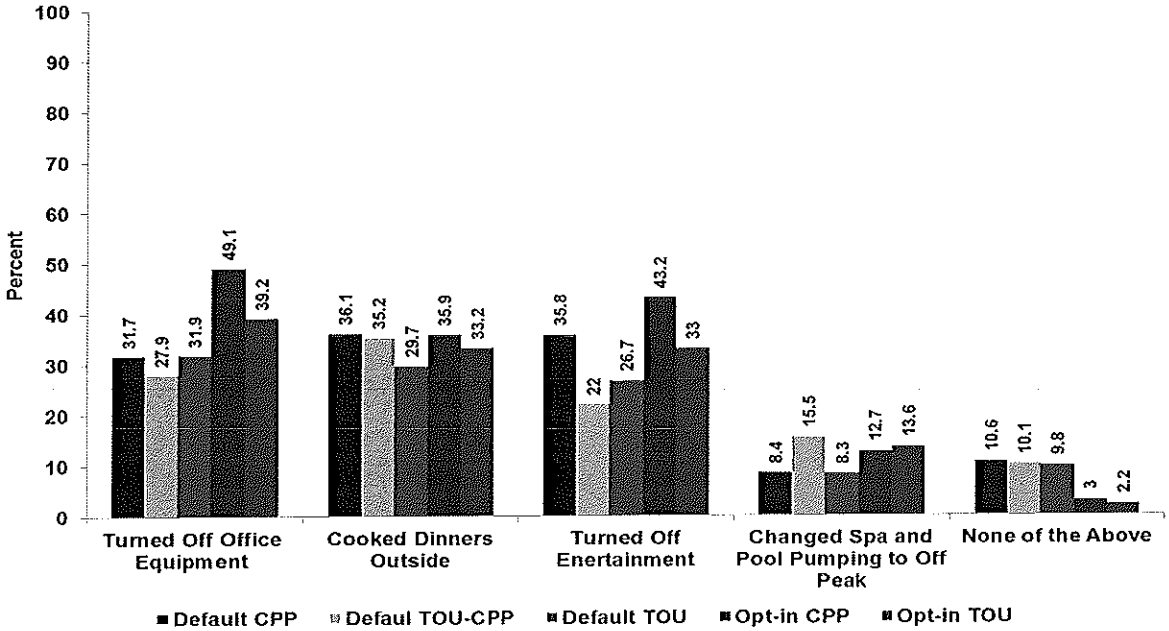
Figure 11-6 summarizes the actions that respondents reported taking to reduce load between 4 and 7 PM. In general, a higher percentage of respondents on opt-in pricing plans (the last two bars in each sequence) indicated that they took actions compared with those on default pricing plans but the differences are not large in most cases. Two of the top three actions reported, doing laundry and dishes during off-peak periods, suggest load shifting rather than conservation. The third and fourth most common action, turning off air conditioners and increasing thermostat settings, may or may not lead to overall energy savings depending on how much snap back electricity use occurs. As discussed in Sections 3 and 4, there does not appear to be much snapback effect observed for the pricing plans examined in the SPO. Turning off office and entertainment equipment during peak periods and cooking outside suggest some conservation impacts whereas shifting spa and pool pumping to the off-peak

period is a load shifting action. Roughly 10% of default respondents and 2 to 3% of opt-in respondents indicated that they hadn't taken any of the specific actions listed in the survey.

The survey also asked respondents to the above question how difficult it was to make the changes identified above. Roughly two thirds responded that it "was not difficult at all" while nearly all of the remaining respondents indicated it was "somewhat difficult." On average, fewer than 3% of respondents said it was "very difficult" to make the changes.

Figure 11-6: Behavioral Actions Taken to Reduce Load Between 4 and 7 PM





11.4 Reasons for Staying on the Pricing Plan

Default customers were asked about why they did not opt-out prior to enrolling on the plan and also why they stayed on the plan after enrollment. Recall from Section 2 that those in the default treatment groups were notified in April 2012 that they would be placed on a new pricing plan as of June 1 if they did not notify SMUD that they wished to remain on their current plan. Recall from Section 8 that only between 3 and 8% of notified customers dropped out prior to enrollment and that a similarly small percent of those who enrolled actively dropped out over the course of the two summers of the SPO pilot. Understanding the reasons why such a high percent of customers did not opt-out prior to being enrolled on the default pricing plans is important for determining pricing strategy going forward.

Table 11-5 summarizes the reasons given for not opting out of the default pricing plans prior to being enrolled in June 2012. Respondents were asked to check only one option that "best describes the most important reason for staying on the new plan." As seen, very few customers indicated that they planned to opt-out but never got around to it, so transaction costs do not appear to have much to do with the low dropout rate, at least for those who responded to the survey. Lack of awareness was identified as the primary reason by roughly one quarter of respondents although that seems to be a more important issue for CPP-TOU respondents than for the other pricing plans. It is not obvious why this would differ across pricing plans. Roughly 20% of respondents said that they did not know they could opt out. Roughly half of all respondents indicated that they either liked the plan when it was presented to them or wanted to try it before deciding whether it was the right plan for them.

Table 11-5: Reasons Why Default Customers Did Not Opt Out Prior to Going on the New Pricing Plan

Category	CPP	CPP-TOU	TOU
# of Respondents	163	141	417
Not aware that you had been assigned to the new plan	22.7%	35.5%	29.0%
Did not know that you could opt out	22.7%	17.5%	22.4%
Aware of the plan and felt that it was a good plan for you	25.7%	17.6%	20.8%
Not sure whether it was a good plan and wanted to try it before deciding to stay or revert to the original pricing plan	27.4%	28.5%	26.2%
Planned to opt out but never got around to it	1.5%	0.9%	1.6%

Default (and opt in) customers were also asked to indicate why they continued to stay on the new pricing plan after enrollment. This question consisted of a series of statements and respondents were asked to indicate how important each reason was in their decision to stay on the pricing plan. The question employed a four point scale where 1 = very important, 2 = somewhat important, 3 = somewhat unimportant and 4 = completely unimportant. Customers could also respond "don't' know." Table 11-6 summarizes the percent of respondents who indicated that a reason was very or somewhat important for each default pricing plan and Table 11-7 summarizes the responses for the opt-in pricing plans.

Table 11-6: Percent of Default Plan Respondents Who Indicate the Reason Was Very or Somewhat Important to Their Decision to Stay on the Pricing Plan[56]

Category	CPP	CPP-TOU	TOU
# of Respondents	163	141	417
I like the pricing plan SMUD assigned me to	59.5%	54.1%	57.2%
I didn't know I was assigned to the new pricing plan	35.3%	39.4%	35.8%
I didn't know I was able to drop out of the new pricing plan	38.0%	43.3%	45.4%
I assume the default pricing plan SMUD selected for me is best for me	52.5%	49.2%	51.0%
I intended to drop out but never got around to it	12.1%	17.4%	13.2%
I'm not sure I would be any better off on the standard rate	44.7%	37.9%	38.4%
The more I got used to the pricing plan, the more I like it	45.8%	41.2%	38.6%

As seen in Table 11-6, for default customers, the most important reason for staying enrolled for all pricing plans was that respondents liked the pricing plan, with between 54% and 60% of respondents indicating that this reason was very or somewhat important to their decision. Nearly as many (49% to 53%) of respondents indicated that their belief that SMUD had selected the best plan for them was very or somewhat important. Between 38% and 45% of respondents indicated that "the more I got used to the pricing plan, the more I liked it" was somewhat or very important. About one third of respondents indicated that lack of awareness of being on the plan or not thinking they could drop off the plan were very or somewhat important reasons for staying on the pricing plan. Between 10 and 20% of respondents said that they intended to drop out but never got around to it. This measure of inertia is significantly higher than the percent of customers who identified this as the most important reason for not dropping out prior to enrolling on the rate as indicated in Table 11-5. Between 35% and 45% of respondents indicated that they stayed in part because they weren't certain they would be better off on the standard rate.

Table 11-7: Percent of Opt In Respondents Who Indicate the Reason Was Very or Somewhat Important to Their Decision to Stay on the Pricing Plan[57]

Category	CPP	TOU
# of Respondents	576	1,017
I like the pricing plan	80.8%	78.1%
I didn't know I was able to drop out of the pricing plan	32.4%	35.6%
I intended to drop out but never got around to it	15.8%	12.7%
I don't think I would be any better off on the standard rate	47.8%	41.6%
The more I got used to the pricing plan, the more I like it	63.5%	64.4%

[56] By far, the majority of respondents who did not indicate that a particular reason was somewhat or very important checked the "no opinion" option. Between 3 and 18% of respondents indicated that any of the reasons were somewhat or very unimportant.

[57] See prior footnote.

Table 11-7 summarizes the survey responses for opt in participants. A much larger share of respondents, roughly 80%, indicated that liking the pricing plan was very or somewhat important in deciding to stay on the plan. The second highest importance rating was for similar reasons, "the more I got used to the pricing plan, the more I liked it." The percent of respondents who indicated that they intended to drop off but never got around to it was very similar to that for the default treatments. Roughly one third of respondents indicated that not knowing they could drop off the rate was somewhat or very important, and between 40% and 50% of respondents said that not knowing if they would be better off under the standard rate plan influenced their decision to stay.

11.5 In Home Displays

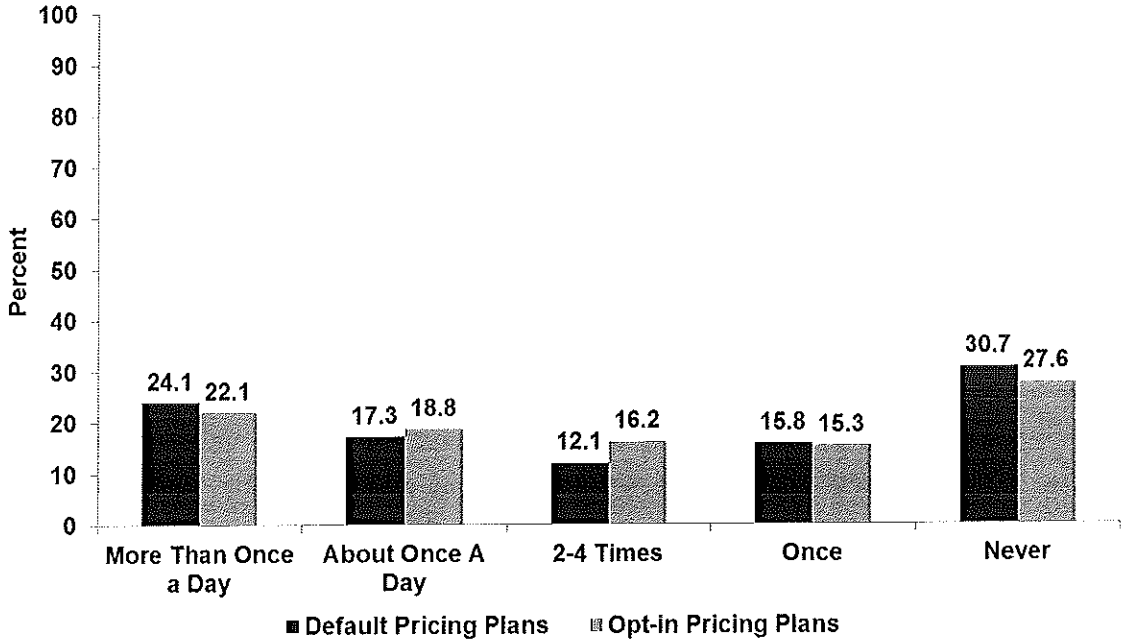
The survey also asked participants several questions about their use of IHDs. These questions were only asked of customers who were in treatment groups that had asked for and received an IHD (groups 3, 6, 9, 11 and 15 in Table 11-1). The first question asked respondents whether they remembered receiving an IHD. Between 80 and 90% of respondents said yes. The remaining questions pertain to this subset of customers who remembered receiving an IHD.

Respondents were asked whether they tried using the IHD once it was received. Recall from Section 6 that roughly twice as many default customers who asked for and received IHDs connected them to the meter compared with opt in participants. In response to this question about attempting to hook up the IHD to the meter, 90% of default respondents and almost 60% of opt in respondents said they had tried and succeeded in connecting the device. About 20% of default respondents and 30% of opt in respondents said they tried to connect the device but failed to do so. Roughly 8% of both groups said they did not try connecting the device and the remaining 2 to 3% of respondents said they couldn't remember. When asked if the IHD was still working, almost 80% said it was and about 10% said it wasn't. The remaining 10% weren't sure or didn't know.

Respondents were asked how often they had looked at the IHD in the last week prior to the survey. Figure 11-7 summarizes those responses. As seen, roughly 40% of both default and opt in respondents indicated they looked at the device more than once a day or about once a day. Recall that the survey was conducted in late fall 2013, which is 16 to 18 months after they would have received the IHD. About 30% of respondents said they had looked at the device between one and four times in the prior week, and the remaining 30% or so said they did not look at it at all. It should be noted that these estimates of use may be biased upward by the survey response bias discussed at the outset of this section. Default customers who requested IHDs and both default and opt-in customers that connected the devices are much more engaged in managing their energy use than those who did not, and these engaged customers are also more likely to respond to this survey.

Respondents were also asked if they had made any changes in their usage behavior based on information provided through the IHD. 60% of opt in and 67% of default respondents said yes, 12% of opt in and 15% of default respondents said no, and about 6% of each said they weren't sure. In response to this question, nearly 23% of opt in respondents said that they never got the device to work whereas less than half that total (11%) of default respondents said they couldn't get the device to work.

Figure 11-7: Frequency With Which Respondents Looked at Their IHD in the Prior Month



Appendix A Glossary of Terms for SPO Study Design

Control Group

The control group consists of customers who are identical to treatment customers except that they are not on the new rate. For treatments implemented using RED, control group customers are not offered the rate, but are randomly chosen from the same population as the treatment group. For the RCT design, control customers consist of customers who volunteered to go on the new rate but were assigned to the deferred group (and will go on the rate in 2014).

Customer Acceptance Rate

The customer acceptance rate consists of all customers who agreed to go on the rate divided by the number of customers who were offered the rate. This value will typically be larger than the enrollment rate (and can't be less than it) as it includes everyone who signed up for a rate even if they never went on the rate. For opt-in treatments, the numerator in the customer acceptance rate would include all customers who agreed to accept the rate, even if they were assigned to a control group leading to deferred enrollment. It would also include all customers who agreed to go on the rate but who may have never gone on it because, for example, they moved before the rate went into effect. It would also include customers who went on the rate but later dropped out. The denominator includes all customers in the original sample minus customers who moved before they received an offer. The customer acceptance rate is the best measure of the effectiveness of a marketing campaign. For default treatments, the numerator of the customer acceptance rate consists of all customers who were defaulted onto the rate and did not drop out prior to going on the rate. If a customer goes on the rate and later drops out of the program, they would still be included in the numerator of this rate. Only customers who drop out prior to going on the rate are excluded from the numerator. The denominator of the customer acceptance rate for default programs equals the number of customers who were defaulted onto the rate.

Decliners

A decliner is a customer that was offered a rate option but declined to accept the offer.
For opt-in treatments, the number of decliners equals the total number of customers marketed to minus the total number of customers who accepted the offer. For default treatments, the number of decliners equals the total number of customers defaulted onto the rate minus those who drop out prior to going on the rate. It does not include customers who actually are placed on the rate and then later dropped out.

Deferred RCT Customers

Customers recruited into the opt-in RCT treatments who are assigned to the control group, and therefore whose enrollment on the rate is deferred until after the end of the pilot in 2014.

Drop outs

Drop outs consist of customers who went on a rate at some point in time, but who later requested to be taken off the rate. It does not include customers who drop out due to changing their location (e.g., moving). These are called movers.

Enrolled Customers

Enrolled customers are customers who are on a new rate at a given point in time. For opt-in rates, this group consists of customers who accepted the marketing offer, were assigned to the treatment group (rather than the control group), did not change their mind or move prior to the rate going into effect, and are still on the rate (e.g., have not dropped out or moved) at the time that the enrollment snap shot is taken. For default enrollment, enrolled customers at a point in time are customers who did not opt-out prior to or after going on the rate, or did not move or leave the rate for any reason between when they were initially enrolled and when the enrollment is reported.

Enrollment Rate

The enrollment rate consists of all customers who were ever actually on a rate for some period of time divided by the number of customers who were offered the rate. This is different from the customer acceptance rate, as defined below.

General Population

All residential customers in SMUD's service territory (approximately 530,000 customers). This differs from the SPO eligible population, as defined below.

Movers

Movers are customers who were either defaulted onto a new rate or accepted a rate offer on an opt-in basis, but subsequently moved and, therefore, are no longer enrolled on the rate. A mover may or may not have ever actually gone on the new rate. For example, some customers may have accepted the new rate offer several months prior to the new rate going into effect and may have moved before they were placed on the rate. Similarly, default customers may have not consciously declined the default option but may have moved between the time they were notified that a rate change would be going into effect and when the rate actually went into effect.

Randomized Control Trial (RCT)

RCT refers to a research strategy in which customers who volunteer for a treatment are randomly assigned to treatment and control conditions. This method ensures that the only difference between treatment and control customers, other than differences due to random sampling variation, is that one group receives the treatment and the other does not. An RCT design ensures that impact estimates are not affected by selection bias or other potential explanations for observed differences between the two groups of customers. In practice, randomization can be achieved using either a *recruit and deny* process, or a *recruit and delay* process. In the former, control customers are never given the treatment whereas in the latter, customers assigned to the control group are placed on the treatment after the end of the trial measurement period. Prior to that time, they act as the control group against which treatment effects are measured. SMUD used the recruit and delay method. Deferred customers will be placed on the new rate in 2014.

Randomized Encouragement Design (RED)

RED refers to a research design in which two groups of customers are selected from the same population at random and one is offered a treatment while the other is not. Not all customers offered the treatment are expected to take it but, for analysis purposes, all those who are offered the

treatment are considered to be in the treatment group. Treatment impacts are estimated initially by comparing the change in usage between the treatment and control groups before and after the treatment goes into effect. This first stage impact estimate—referred to as an intent-to-treat estimate—reflects a weighted average of those who were offered the treatment and took it and those who were offered the treatment and declined. A second stage calculation can be done to determine the impact only for those customers who accepted the treatment offer. This estimate—referred to as the treatment effect on the treated—will be unbiased by selection effects.

In another variation on RED, two groups may be subject to differing levels of encouragement to take a treatment, such as in a comparison of a group offered a rate on an opt-in basis to a group offered a rate on a default basis. In this case, intent-to-treat and treatment effect on the treated estimates are developed in the same way, with the treatment effect on the treated being equal to the effect of the treatment on customers who would respond to the higher level of encouragement (e.g., rate by default) but who would not respond to the lower level of encouragement (e.g., an opt-in offer).

SPO Eligible Population

The SPO treatments were offered to a subset of SMUD's general population, consisting of the approximately 260,000 customers who had interval meters installed prior to June 2011, but excluding customers who were participating in SMUD's Air Conditioning Load Management (ACLM) program, Summer Solutions study (a separate dynamic pricing study), medical assistance program, master metered accounts, budget billing and PV solar programs. After these exclusions, there were approximately 176,000 customers eligible for inclusion in the pilot.

Treatment Group

The treatment group consists of customers who were either offered the new rate option (under RED) or who took it and were assigned to the treatment group rather than the control group (under an RCT design). Under RED, not every treatment customer is actually on the new rate. Under the RCT design, all treatment customers are on the new rate.

Within-subjects Design

A within-subjects design does not rely on an external control group to estimate impacts. Instead, it compares usage for customers who accept a treatment under treatment and non-treatment conditions. A within-subjects design is not as strong as RCT or RED in terms of clearly establishing causality between usage changes and treatments because other factors may affect usage (e.g., weather conditions) and be the cause of the observed change. As such, analysis based on a within-subjects design typically must use statistical models to control for the potential influence of other factors. Estimates based on a within-subjects design typically are best when impacts are expected to be reasonably large and when differences in other exogenous factors are small under treatment and non-treatment conditions. For these reasons, a within-subjects design is better suited to estimating impacts for a CPP for which the treatment is in effect on one day and not the next and for which impacts are expected to be relatively large, for a TOU rate, for which the pretreatment period consists of an entire summer of usage and occurs 12 months prior to the treatment summer, and where impacts are expected to be relatively small.

Appendix B Hourly Load Impacts by Month for TOU Pricing Plans

Table B-1: Average Hourly Impacts by Month for Opt-in TOU Groups

Treatment	Month	Hour	Estimated Impact	SE	95% CI Lower	95% CI Upper
Opt-in TOU, Without IHD Offer	June	4-5 PM	0.12	0.02	0.08	0.17
		5-6 PM	0.16	0.03	0.11	0.21
		6-7 PM	0.16	0.03	0.11	0.21
	July	4-5 PM	0.16	0.03	0.10	0.22
		5-6 PM	0.22	0.03	0.16	0.29
		6-7 PM	0.23	0.03	0.17	0.29
	August	4-5 PM	0.17	0.03	0.11	0.23
		5-6 PM	0.23	0.03	0.17	0.30
		6-7 PM	0.21	0.03	0.15	0.27
	September	4-5 PM	0.07	0.03	0.00	0.13
		5-6 PM	0.10	0.03	0.03	0.16
		6-7 PM	0.07	0.03	0.02	0.13
	Overall		**0.16**	**0.02**	**0.12**	**0.21**
Opt-in TOU, with IHD Offer	June	4-5 PM	0.14	0.02	0.11	0.18
		5-6 PM	0.18	0.02	0.15	0.22
		6-7 PM	0.18	0.02	0.14	0.22
	July	4-5 PM	0.26	0.02	0.21	0.30
		5-6 PM	0.30	0.02	0.25	0.35
		6-7 PM	0.27	0.02	0.22	0.31
	August	4-5 PM	0.24	0.02	0.19	0.29
		5-6 PM	0.29	0.03	0.24	0.34
		6-7 PM	0.27	0.02	0.22	0.32
	September	4-5 PM	0.13	0.02	0.08	0.18
		5-6 PM	0.16	0.03	0.11	0.21
		6-7 PM	0.14	0.02	0.10	0.19
	Overall		**0.21**	**0.02**	**0.18**	**0.25**

Table B-2: Average Hourly Impacts by Month for Default TOU Groups

Treatment	Month	Hour	Estimated Impact	SE	95% CI Lower	95% CI Upper
Default TOU with IHD Offer	June	4-5 PM	0.08	0.02	0.05	0.11
		5-6 PM	0.11	0.02	0.07	0.14
		6-7 PM	0.11	0.02	0.07	0.14
	July	4-5 PM	0.10	0.02	0.07	0.14
		5-6 PM	0.13	0.02	0.10	0.17
		6-7 PM	0.12	0.02	0.08	0.16
	August	4-5 PM	0.13	0.02	0.09	0.17
		5-6 PM	0.15	0.02	0.11	0.19
		6-7 PM	0.14	0.02	0.10	0.18
	September	4-5 PM	0.06	0.02	0.02	0.10
		5-6 PM	0.09	0.02	0.05	0.13
		6-7 PM	0.07	0.02	0.03	0.11
	Overall		**0.11**	**0.01**	**0.08**	**0.14**
Default TOU & CPP with IHD Offer	June	4-5 PM	0.10	0.03	0.05	0.15
		5-6 PM	0.15	0.03	0.10	0.21
		6-7 PM	0.16	0.03	0.10	0.21
	July	4-5 PM	0.17	0.03	0.10	0.23
		5-6 PM	0.20	0.04	0.13	0.28
		6-7 PM	0.20	0.04	0.13	0.27
	August	4-5 PM	0.16	0.04	0.08	0.23
		5-6 PM	0.22	0.04	0.15	0.30
		6-7 PM	0.22	0.04	0.15	0.29
	September	4-5 PM	0.12	0.04	0.05	0.19
		5-6 PM	0.17	0.04	0.09	0.24
		6-7 PM	0.13	0.04	0.06	0.20
	Overall		**0.17**	**0.03**	**0.11**	**0.22**

Appendix C Hourly Load Impacts for Each Event for CPP Pricing Plans

Table C-1: Average Hourly Impacts by CPP Day for Opt-in CPP without IHD Offer

Date	Hour	Estimated Impact	SE	95% CI Lower	95% CI Upper
6/28/2013	4-5 PM	0.55	0.30	-0.03	1.13
	5-6 PM	0.69	0.31	0.08	1.30
	6-7 PM	0.45	0.30	-0.13	1.04
7/2/2013	4-5 PM	0.75	0.30	0.17	1.34
	5-6 PM	0.91	0.29	0.33	1.48
	6-7 PM	0.82	0.28	0.27	1.37
7/3/2013	4-5 PM	0.48	0.31	-0.12	1.08
	5-6 PM	0.84	0.31	0.22	1.45
	6-7 PM	0.84	0.31	0.24	1.44
7/19/2013	4-5 PM	0.43	0.28	-0.12	0.99
	5-6 PM	0.86	0.28	0.32	1.40
	6-7 PM	0.83	0.27	0.31	1.35
8/15/2013	4-5 PM	0.11	0.26	-0.40	0.61
	5-6 PM	0.35	0.26	-0.16	0.85
	6-7 PM	0.28	0.25	-0.22	0.77
8/19/2013	4-5 PM	1.00	0.29	0.43	1.58
	5-6 PM	0.99	0.29	0.41	1.56
	6-7 PM	0.76	0.28	0.21	1.32
9/6/2013	4-5 PM	0.07	0.25	-0.41	0.56
	5-6 PM	-0.03	0.26	-0.53	0.48
	6-7 PM	0.07	0.26	-0.43	0.57
9/9/2013	4-5 PM	0.65	0.27	0.13	1.18
	5-6 PM	0.63	0.28	0.08	1.18
	6-7 PM	0.60	0.28	0.06	1.15
9/10/2013	4-5 PM	0.06	0.25	-0.44	0.55
	5-6 PM	0.40	0.26	-0.10	0.90
	6-7 PM	0.29	0.25	-0.20	0.77
9/13/2013	4-5 PM	0.17	0.27	-0.36	0.70
	5-6 PM	0.08	0.29	-0.48	0.65
	6-7 PM	-0.03	0.27	-0.55	0.50
9/19/2013	4-5 PM	0.30	0.26	-0.21	0.80
	5-6 PM	0.66	0.28	0.11	1.20
	6-7 PM	0.20	0.25	-0.29	0.70
9/30/2013	4-5 PM	0.31	0.27	-0.21	0.84
	5-6 PM	0.35	0.27	-0.19	0.89
	6-7 PM	0.02	0.26	-0.48	0.53
Overall		**0.46**	**0.15**	**0.16**	**0.77**

Table C-2: Average Hourly Impacts by CPP Day for Opt-in CPP with IHD Offer

Date	Hour	Estimated Impact	SE	95% CI Lower	95% CI Upper
6/28/2013	4-5 PM	0.57	0.12	0.34	0.80
	5-6 PM	0.73	0.12	0.50	0.96
	6-7 PM	0.73	0.12	0.51	0.96
7/2/2013	4-5 PM	0.95	0.12	0.72	1.18
	5-6 PM	1.01	0.11	0.79	1.24
	6-7 PM	0.87	0.11	0.66	1.08
7/3/2013	4-5 PM	0.87	0.12	0.63	1.10
	5-6 PM	0.89	0.12	0.65	1.13
	6-7 PM	1.06	0.12	0.84	1.29
7/19/2013	4-5 PM	0.57	0.11	0.36	0.79
	5-6 PM	0.75	0.11	0.54	0.96
	6-7 PM	0.72	0.11	0.51	0.93
8/15/2013	4-5 PM	0.47	0.10	0.27	0.67
	5-6 PM	0.53	0.10	0.33	0.74
	6-7 PM	0.60	0.10	0.40	0.80
8/19/2013	4-5 PM	0.57	0.11	0.35	0.79
	5-6 PM	0.79	0.11	0.56	1.01
	6-7 PM	0.79	0.11	0.57	1.02
9/6/2013	4-5 PM	0.48	0.10	0.29	0.67
	5-6 PM	0.49	0.10	0.29	0.68
	6-7 PM	0.43	0.10	0.23	0.62
9/9/2013	4-5 PM	0.69	0.11	0.48	0.90
	5-6 PM	0.81	0.11	0.59	1.02
	6-7 PM	0.71	0.11	0.50	0.92
9/10/2013	4-5 PM	0.62	0.10	0.44	0.81
	5-6 PM	0.55	0.10	0.36	0.74
	6-7 PM	0.46	0.09	0.28	0.65
9/13/2013	4-5 PM	0.33	0.10	0.13	0.53
	5-6 PM	0.34	0.10	0.14	0.54
	6-7 PM	0.37	0.10	0.17	0.56
9/19/2013	4-5 PM	0.26	0.10	0.07	0.45
	5-6 PM	0.36	0.10	0.17	0.56
	6-7 PM	0.39	0.10	0.19	0.58
9/30/2013	4-5 PM	0.25	0.10	0.05	0.44
	5-6 PM	0.25	0.10	0.05	0.45
	6-7 PM	0.19	0.10	0.00	0.39
Overall		**0.60**	**0.06**	**0.48**	**0.72**

Table C-3: Average Hourly Impacts by CPP Day for Default CPP with IHD Offer

Date	Hour	Estimated Impact	SE	95% CI Lower	95% CI Upper
6/28/2013	4-5 PM	0.40	0.08	0.25	0.55
	5-6 PM	0.43	0.08	0.28	0.59
	6-7 PM	0.49	0.08	0.34	0.64
7/2/2013	4-5 PM	0.43	0.08	0.28	0.58
	5-6 PM	0.45	0.07	0.30	0.59
	6-7 PM	0.46	0.07	0.32	0.60
7/3/2013	4-5 PM	0.49	0.08	0.33	0.65
	5-6 PM	0.50	0.08	0.34	0.67
	6-7 PM	0.50	0.08	0.35	0.66
7/19/2013	4-5 PM	0.37	0.07	0.24	0.51
	5-6 PM	0.36	0.07	0.22	0.49
	6-7 PM	0.32	0.07	0.18	0.46
8/15/2013	4-5 PM	0.39	0.07	0.25	0.52
	5-6 PM	0.41	0.07	0.27	0.55
	6-7 PM	0.44	0.07	0.30	0.58
8/19/2013	4-5 PM	0.49	0.08	0.34	0.64
	5-6 PM	0.64	0.08	0.48	0.79
	6-7 PM	0.68	0.08	0.53	0.83
9/6/2013	4-5 PM	0.35	0.07	0.22	0.48
	5-6 PM	0.40	0.06	0.27	0.53
	6-7 PM	0.34	0.06	0.21	0.47
9/9/2013	4-5 PM	0.40	0.07	0.26	0.54
	5-6 PM	0.49	0.07	0.34	0.63
	6-7 PM	0.47	0.07	0.32	0.61
9/10/2013	4-5 PM	0.43	0.07	0.30	0.56
	5-6 PM	0.46	0.07	0.33	0.59
	6-7 PM	0.34	0.07	0.21	0.47
9/13/2013	4-5 PM	0.35	0.07	0.22	0.48
	5-6 PM	0.43	0.07	0.30	0.57
	6-7 PM	0.37	0.07	0.24	0.50
9/19/2013	4-5 PM	0.29	0.06	0.16	0.42
	5-6 PM	0.35	0.07	0.22	0.48
	6-7 PM	0.27	0.07	0.14	0.40
9/30/2013	4-5 PM	0.18	0.07	0.05	0.32
	5-6 PM	0.20	0.07	0.08	0.33
	6-7 PM	0.17	0.07	0.04	0.30
Overall		**0.41**	**0.05**	**0.32**	**0.50**

Table C-4: Average Hourly Impacts by CPP Day for Default TOU-CPP with IHD Offer

Date	Hour	Estimated Impact	SE	95% CI Lower	95% CI Upper
6/28/2013	4-5 PM	0.41	0.08	0.26	0.57
	5-6 PM	0.46	0.08	0.29	0.63
	6-7 PM	0.43	0.09	0.25	0.60
7/2/2013	4-5 PM	0.33	0.08	0.16	0.49
	5-6 PM	0.50	0.08	0.34	0.66
	6-7 PM	0.42	0.08	0.27	0.57
7/3/2013	4-5 PM	0.35	0.09	0.17	0.53
	5-6 PM	0.35	0.09	0.17	0.53
	6-7 PM	0.40	0.09	0.23	0.56
7/19/2013	4-5 PM	0.36	0.08	0.21	0.52
	5-6 PM	0.42	0.08	0.26	0.57
	6-7 PM	0.42	0.08	0.26	0.58
8/15/2013	4-5 PM	0.27	0.07	0.12	0.42
	5-6 PM	0.34	0.08	0.18	0.49
	6-7 PM	0.18	0.08	0.02	0.33
8/19/2013	4-5 PM	0.35	0.08	0.19	0.52
	5-6 PM	0.38	0.08	0.23	0.54
	6-7 PM	0.40	0.08	0.24	0.56
9/6/2013	4-5 PM	0.19	0.07	0.05	0.33
	5-6 PM	0.30	0.07	0.16	0.45
	6-7 PM	0.27	0.07	0.12	0.42
9/9/2013	4-5 PM	0.24	0.07	0.10	0.39
	5-6 PM	0.31	0.08	0.15	0.46
	6-7 PM	0.31	0.08	0.16	0.46
9/10/2013	4-5 PM	0.23	0.07	0.10	0.36
	5-6 PM	0.32	0.07	0.17	0.46
	6-7 PM	0.19	0.07	0.05	0.34
9/13/2013	4-5 PM	0.18	0.08	0.03	0.34
	5-6 PM	0.12	0.08	-0.04	0.27
	6-7 PM	0.15	0.07	0.01	0.30
9/19/2013	4-5 PM	0.12	0.07	-0.02	0.25
	5-6 PM	0.19	0.07	0.05	0.34
	6-7 PM	0.15	0.08	0.01	0.30
9/30/2013	4-5 PM	0.06	0.07	-0.08	0.20
	5-6 PM	0.11	0.08	-0.04	0.26
	6-7 PM	0.08	0.07	-0.06	0.22
Overall		**0.29**	**0.05**	**0.20**	**0.38**

Appendix D Customer Behavior and Characteristics for Study Populations in the Conjoint Survey

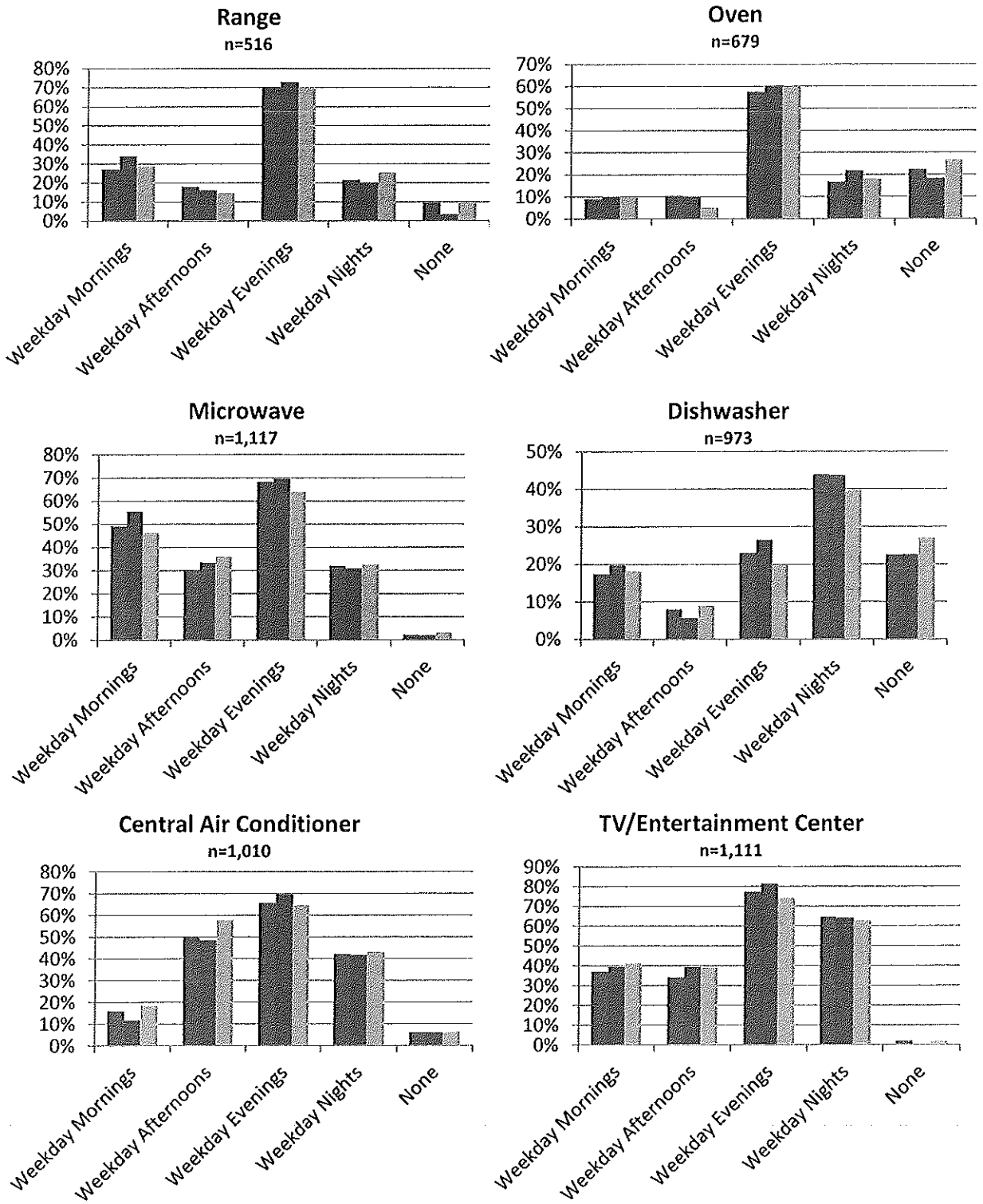
This appendix compares the characteristics of the three different study populations that were included in the conjoint survey discussed in Section 9.

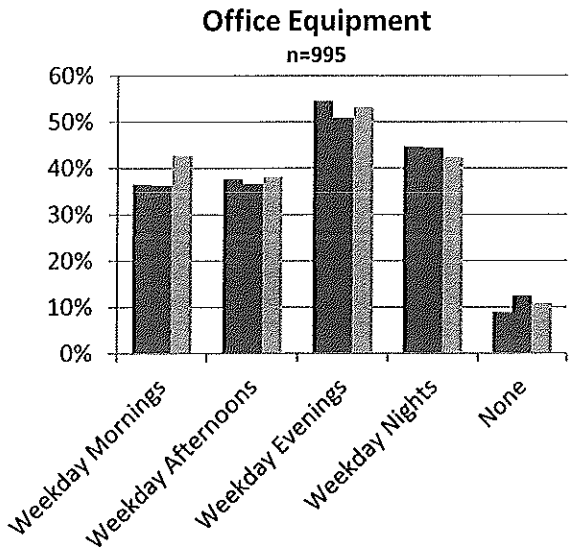
Customers first reported whether their appliances were exclusively powered by electricity. The results are summarized in Table D-1. The microwave was most commonly described as exclusively electric while the range was the least common. Customers then checked what time of day they use these exclusively electric products, choosing amongst "Weekday Mornings", "Weekday Afternoons", "Weekday Evenings", and "Weekday Nights". Participants were able to select more than one time for each appliance and these percentages are represented graphically in Figure D-1. The results are very similar across all three study groups.

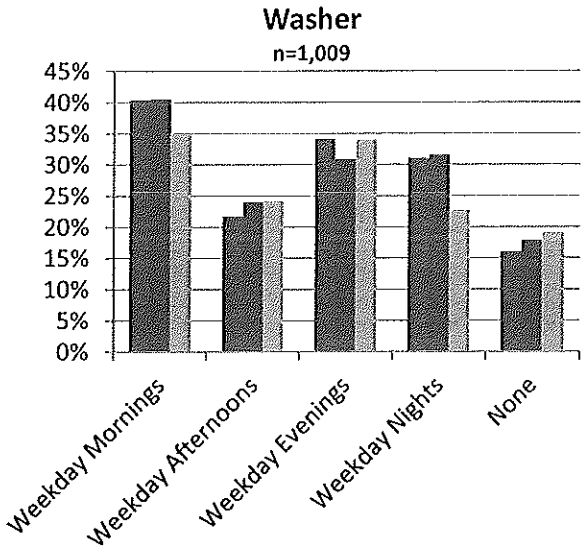
Table D-1: Percent of Appliances Reported as Powered Exclusively By Electricity (n=1,152)

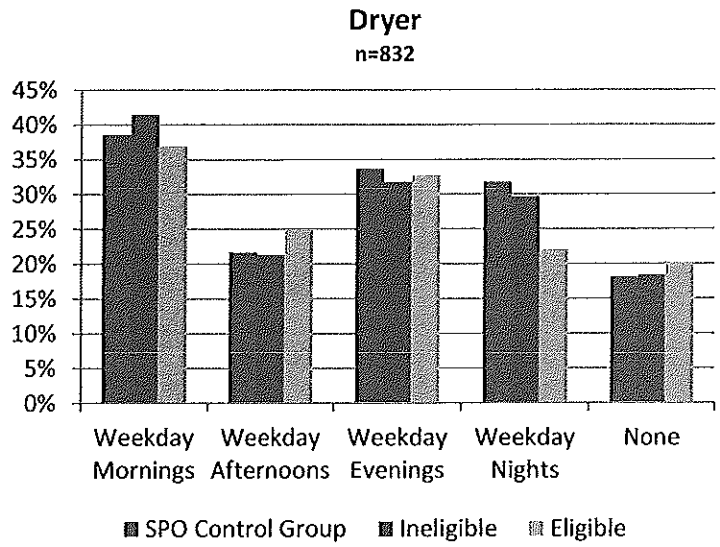
Appliances	SPO Control Group n=590	Ineligible n=313	Eligible n=239
Range	44%	46%	46%
Oven	61%	57%	58%
Microwave	98%	98%	97%
Dishwasher	87%	89%	76%
Central Air Conditioner	88%	91%	86%
TV/Entertainment Center	97%	98%	96%
Office Equipment	89%	87%	81%
Washer	89%	93%	81%
Dryer	72%	76%	70%

Figure D-1: Typical Time of Use of Exclusively Electrically Powered Appliances




Office Equipment
n=995
60%
50%
40%
30%
20%
10%
0%
Weekday Mornings
Weekday Afternoons
Weekday Evenings
Weekday Nights
None


Washer
n=1,009
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
Weekday Mornings
Weekday Afternoons
Weekday Evenings
Weekday Nights
None


Dryer
n=832
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
Weekday Mornings
Weekday Afternoons
Weekday Evenings
Weekday Nights
None
SPO Control Group
Ineligible
Eligible

As seen in Figure D-2, the most common number of thermostats in each household was one. Answers were very similar between groups, with the average number of thermostats being 1.2 for all three groups. The majority of these thermostats are programmable, shown in Figure D-3. Again there was no real difference between those in the SPO control group, ineligible group, and eligible group.

Figure D-2: Number of Thermostats (n=1,142)

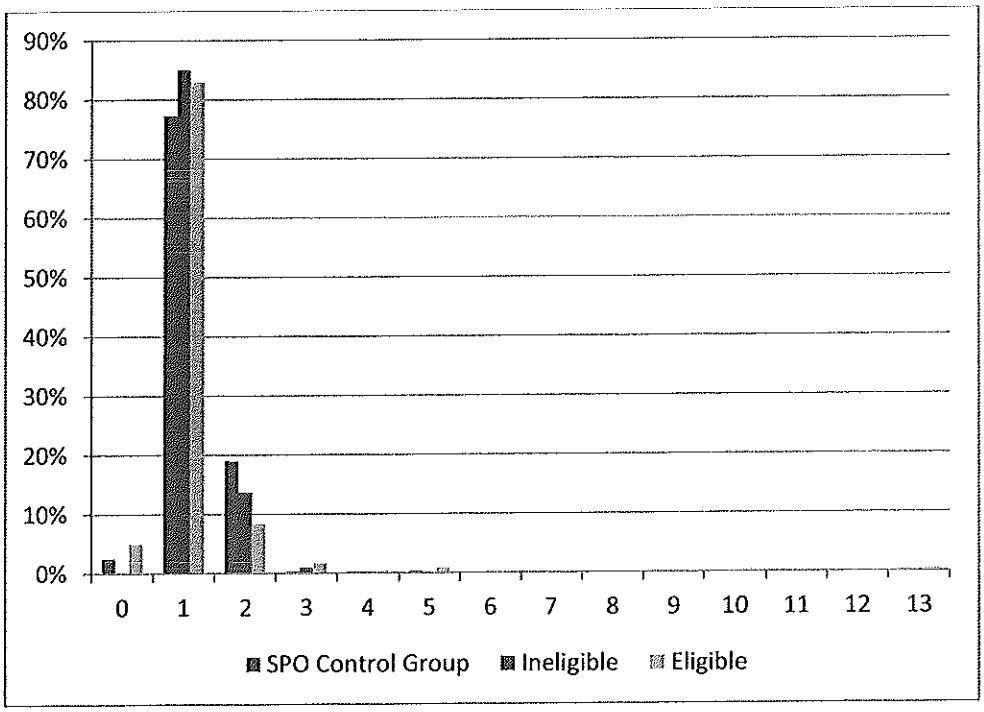


Figure D-3: Percent of Thermostats that are Programmable (n=1,115)

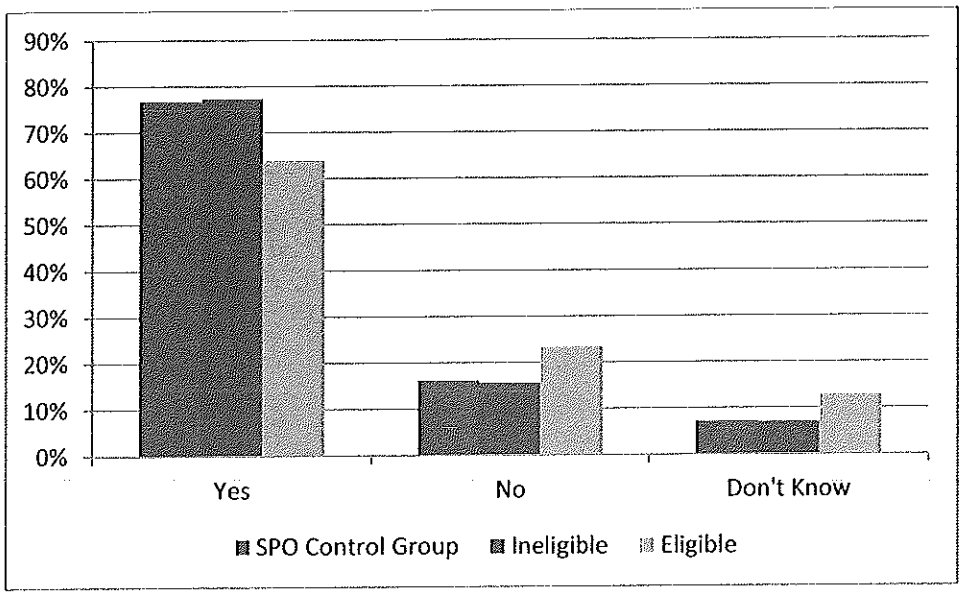


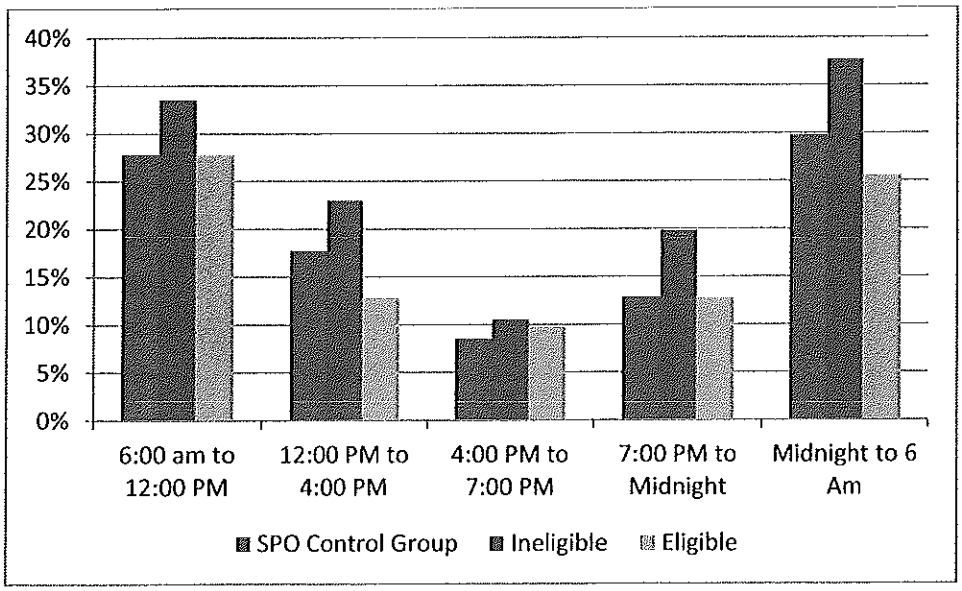
Table D-2 includes the average set temperature for the thermostats for different times of day. The numbers don't vary much between the groups, hovering between 73°F and 75°F for all times of day.

Participants also had the option in the survey to write that their thermostat was off at a given time, instead of set to a particular temperature. Figure D-4 summarizes the percentages of the thermostats set to off during each time period within each group.

Table D-2: Average Set Temperature of Programmable Thermostat at Varying Times of Day

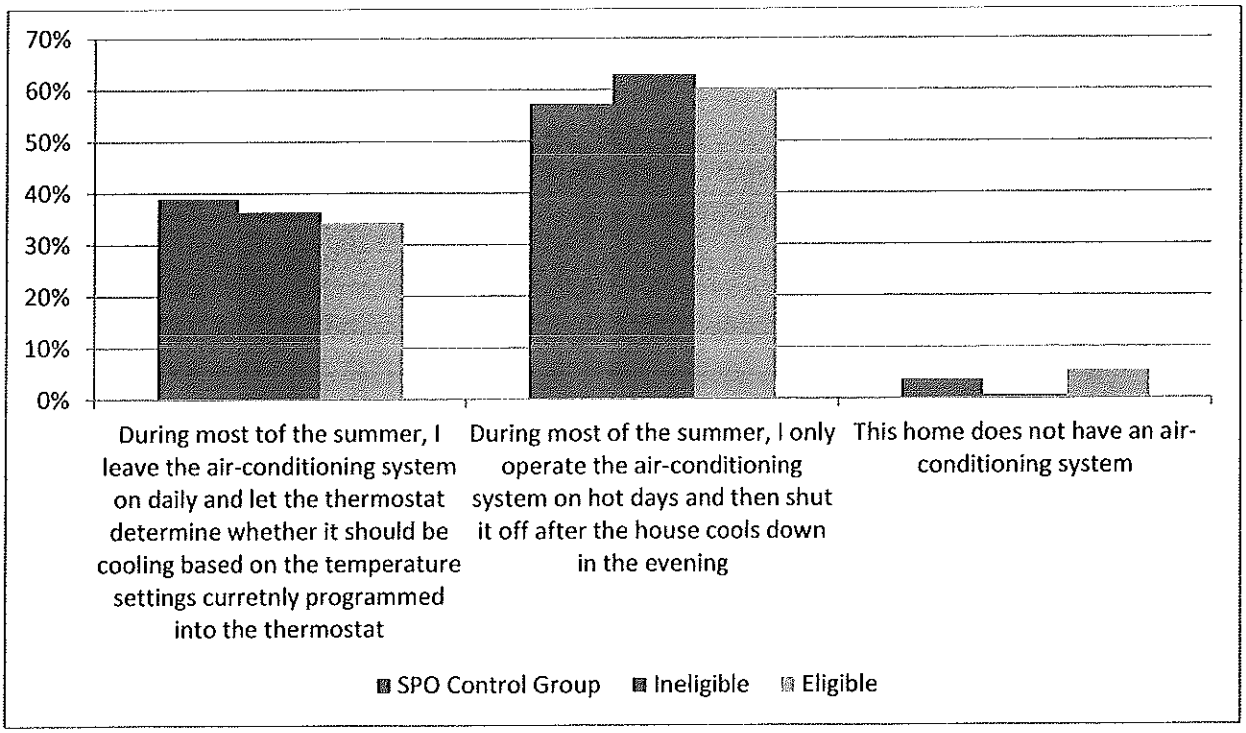
Study Group	6:00 am to 12:00 PM	12:00 PM to 4:00 PM	4:00 PM to 7:00 PM	7:00 PM to Midnight	Midnight to 6 Am
SPO Control Group	75.4	75.2	74.3	74.3	74.8
Ineligible	75.5	75.5	74.6	74.6	75.3
Eligible	74.3	74.2	74.0	73.5	73.3

Figure D-4: Percent of Thermostats Set to Off at a Given Time of Day (n=1,115)



The survey next presented the consumers with three choices of how they use their air conditioning, asking that they select one. The most popular answer involved turning off the air conditioner when it was not hot and thus not necessary for cooling. These results can be found in Figure D-5.

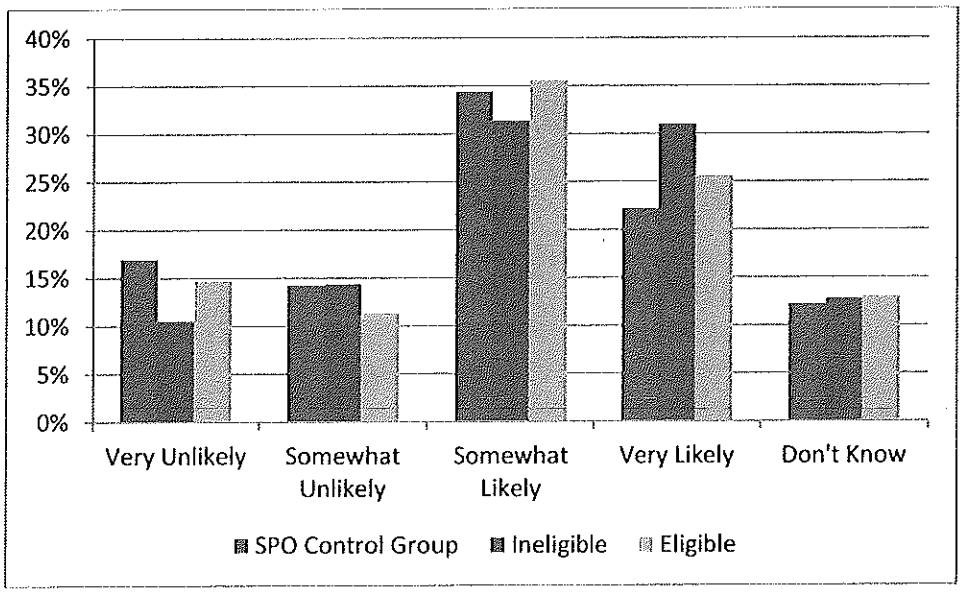
Figure D-5: Description of How Consumers Use Their Air Conditioners (n=1,142)



Again there was not much difference between the groups when it came to the likelihood of taking advantage of SMUD-sponsored energy efficiency programs. The plurality of consumers indicated that they were somewhat likely to take advantage of these programs, as seen in Figure D-6.

Figure

D-6: Likelihood of Customers to Take Advantage of SMUD-Sponsored Energy Efficiency Programs (Such as Rebates or Home Energy Audit Services) (n=1,142)



The majority of consumers rated their satisfaction with SMUD at a minimum of 8, shown in Figure D-7. Very few customers selected the lower spectrum, below 4. Figure D-8 indicates how much importance customers place on reducing home energy use in general. The majority find it to be at least somewhat important, if not very important. The vast majority of consumers chose saving money as their primary motivator in saving energy use, represented in Figure D-9.

Figure D-7: Overall Satisfaction with SMUD
(1 ="Completely Dissatisfied" and 10 ="Completely Satisfied") (n=1,141)

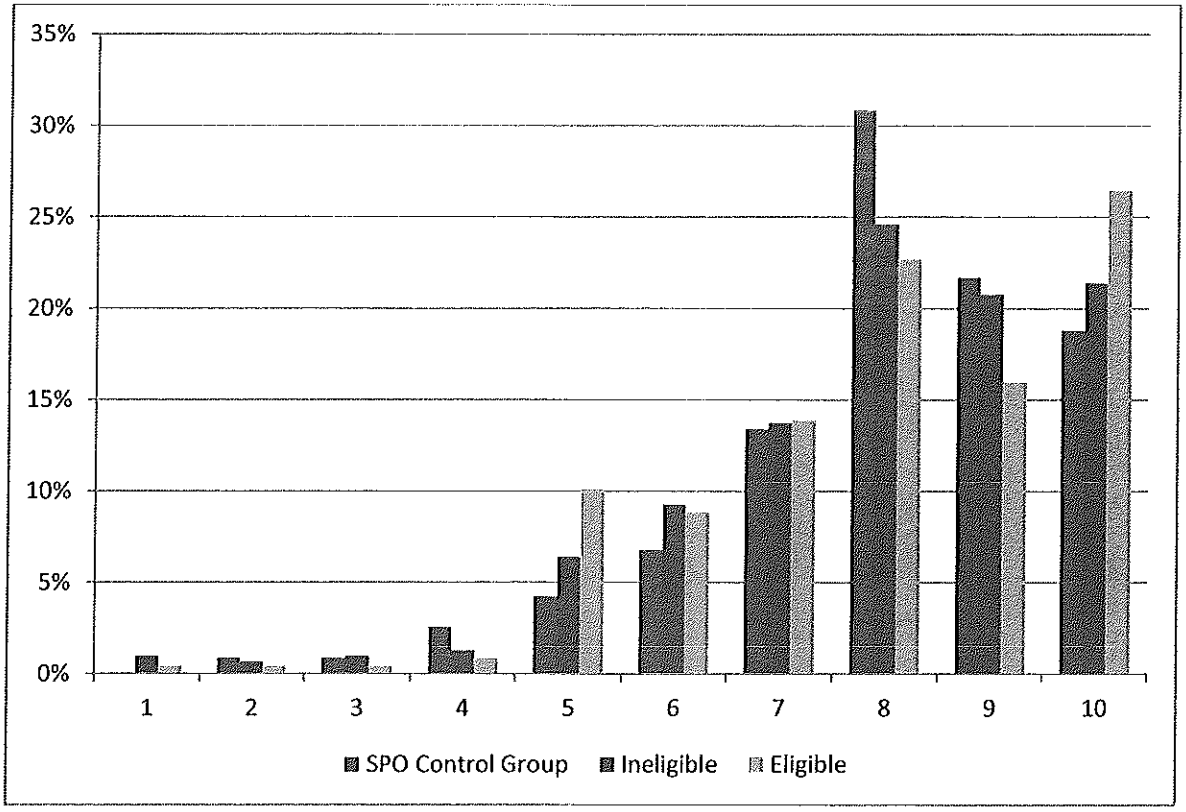


Figure D-8: Importance of Reducing Home Energy Use (n=1,142)

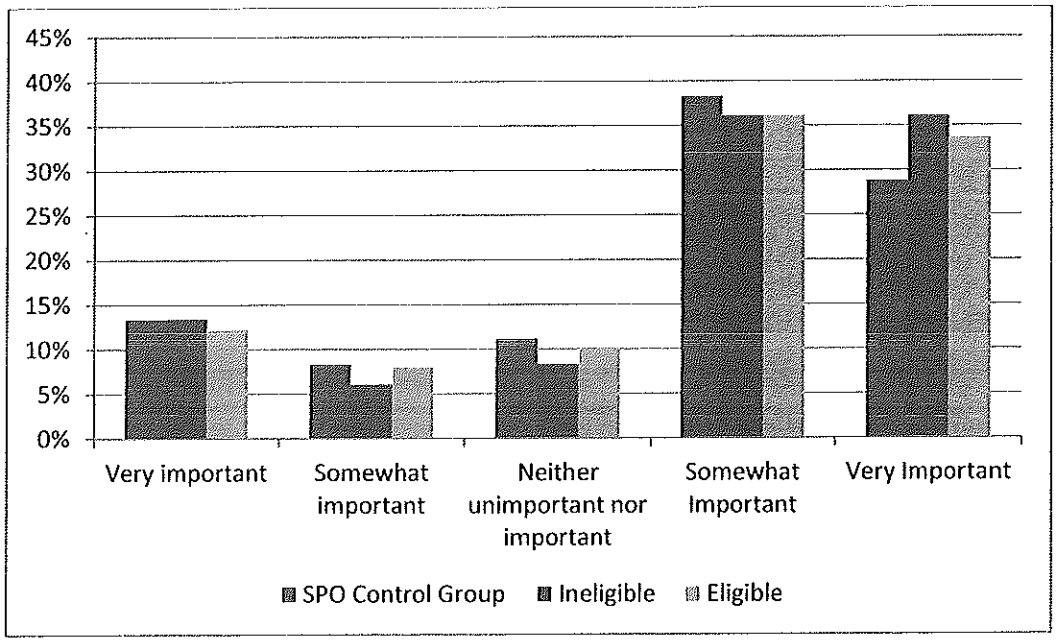
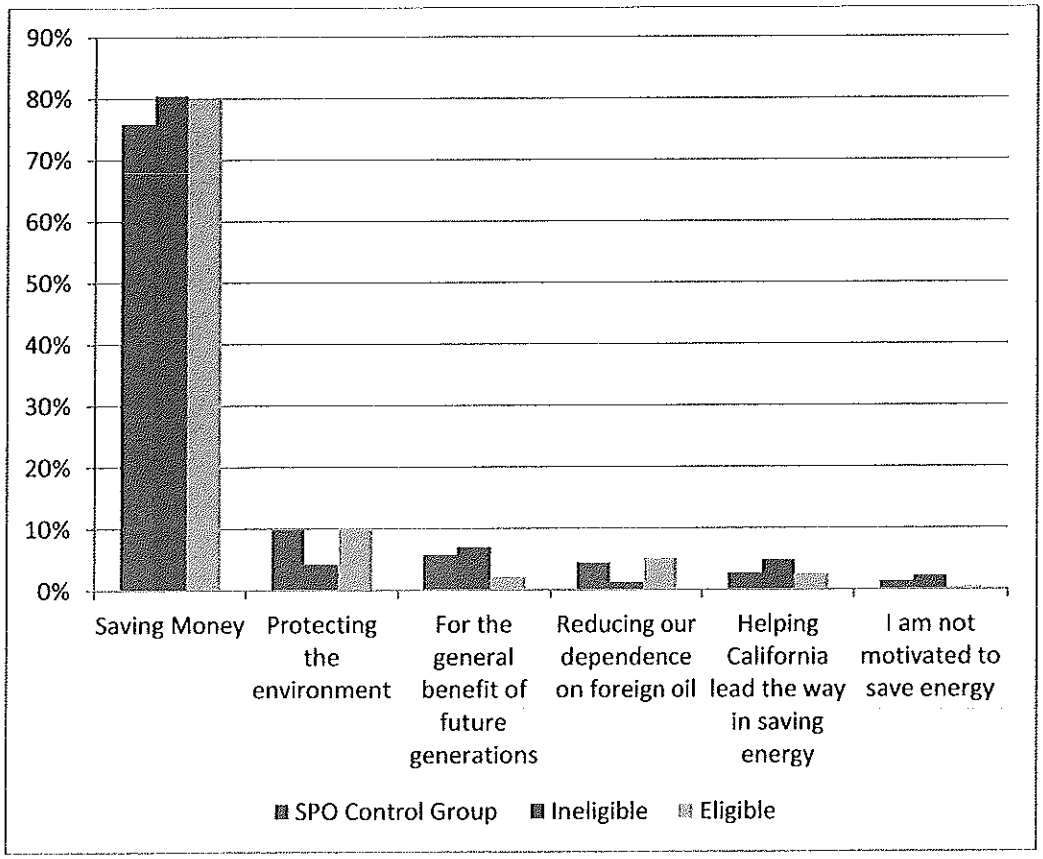


Figure D-9: Largest Motivation to Save Energy (n=1,142)



The survey then moved on from energy use habits and beliefs to more simple demographics. The majority of residences in all three groups were single family homes, seen in Figure D-10. The majority of customers own their homes in the SPO control and ineligible groups but a higher percentage of customers rent their homes in the eligible group. This can be confirmed in Figure D-11.

Figure D-10: Type of Residence (n=1,142)

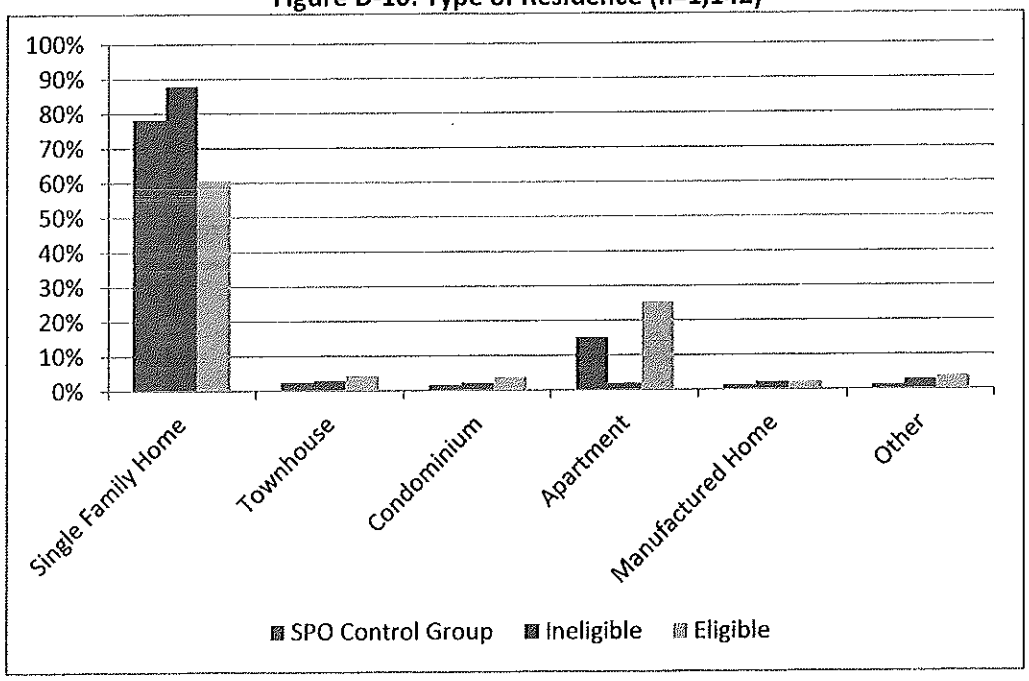
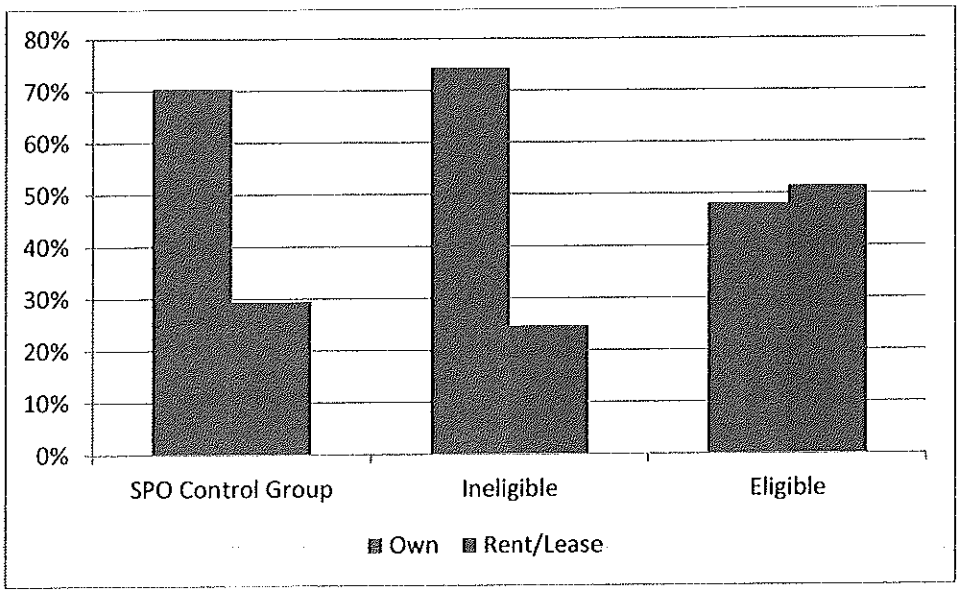
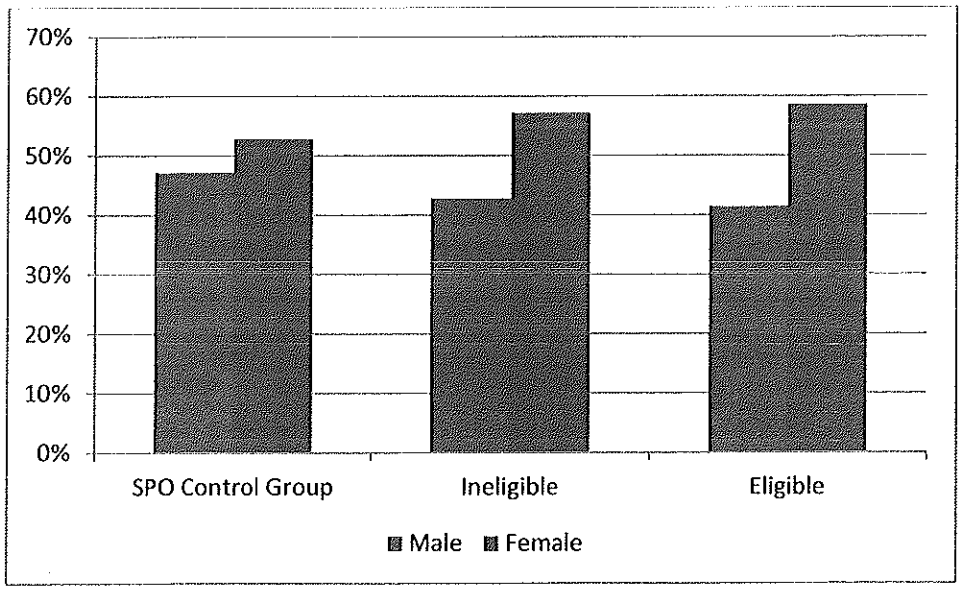


Figure D-11: Home Ownership Status (n=1,142)



There was a higher percentage of females for all three groups, as shown in Figure D-11.

Figure D-11: Gender Distribution (n=1,142)



The mean age of the eligible group was the lowest, at 47.0 years, followed by the SPO control group at 51.8 years and ineligible group at 53.1 years. Figure D-12 shows the age distribution in more detail. The age of other residents in the household were also of interest. Figure D-13 shows the number of adults over the age of 18 living in the household, including the respondent, with two being the most common answer. The average for all three groups was also 2. Zero was a more common answer for the number of children under the age of 18, seen in Figure D-14. The average number ranged from 0.6, for the ineligible group, to 0.9 for the eligible group.

Figure D-12: Age Distribution (n=1,142)

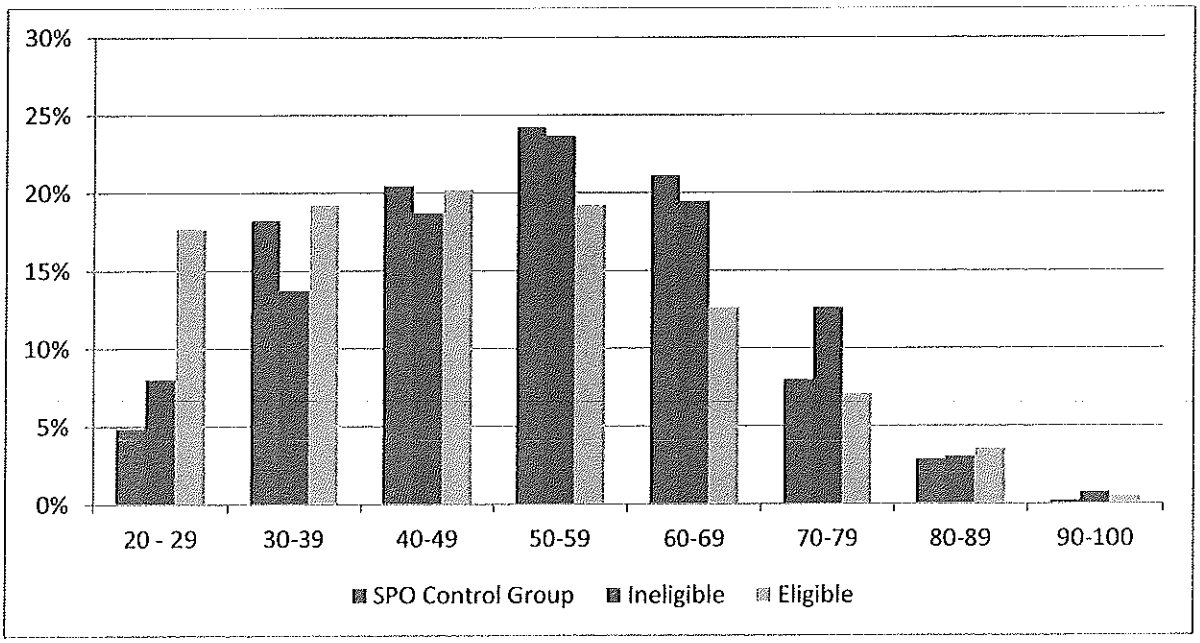


Figure D-13: Number of Adults Over 18 Who Reside in Household (n-1,142)

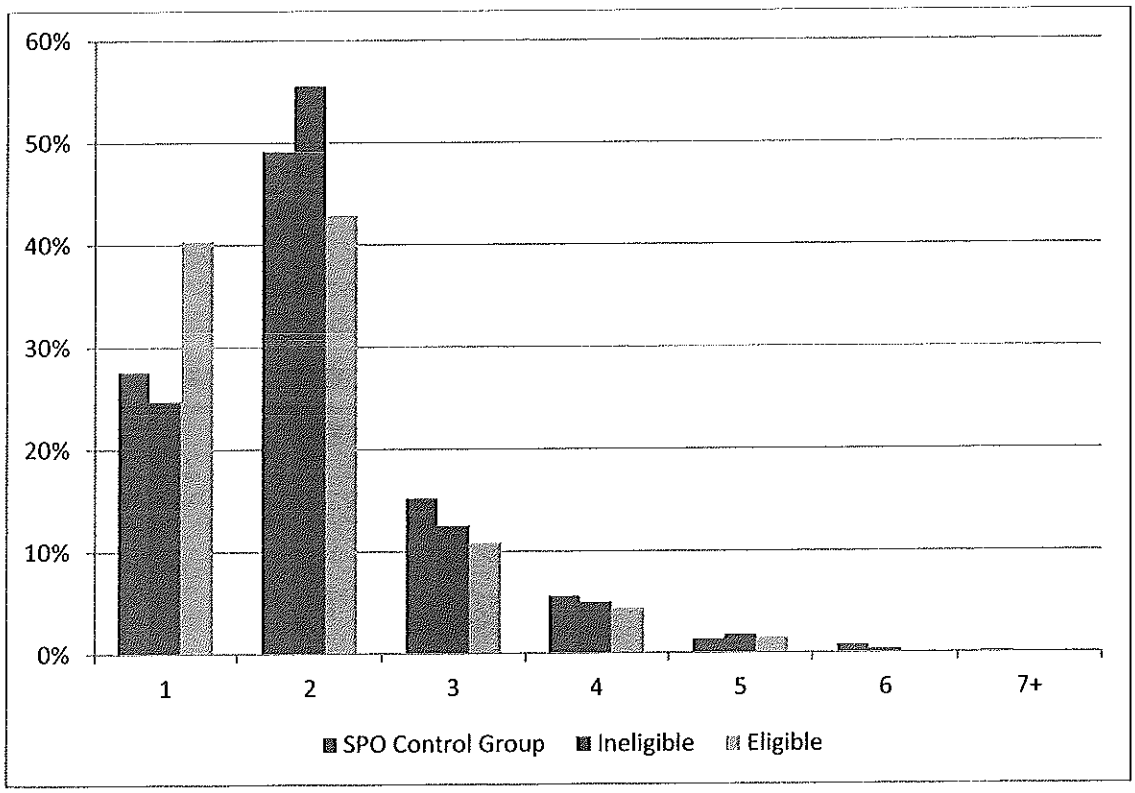
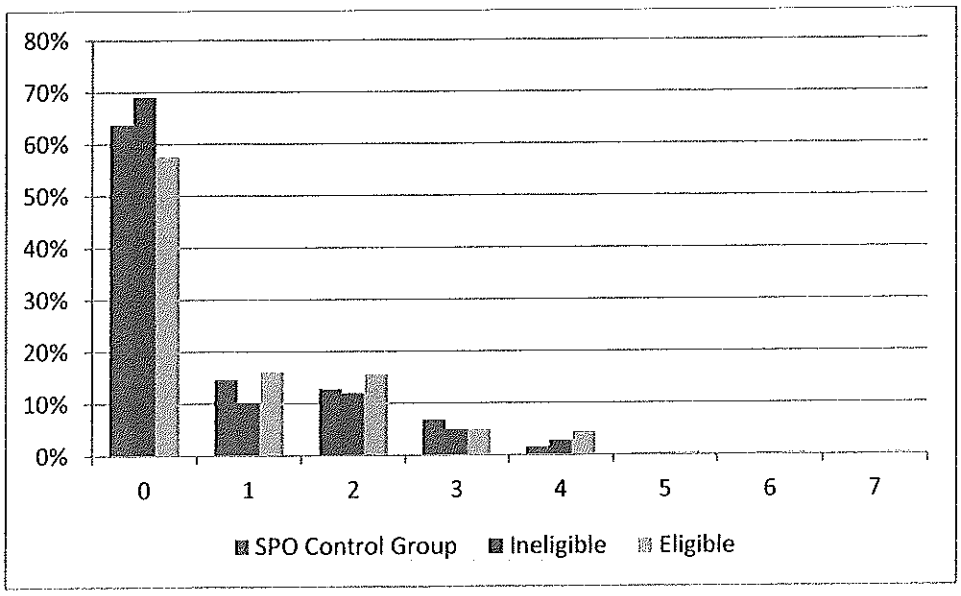


Figure D-14: Number of Children Under 18 Reside in Household (n=1,142)



Racially, the groups were very similar, with the majority being Caucasian/White, presented in Figure D-15. Figure D-16 has the levels of education for the consumers, with the most popular being some college to college degree. The final question looked at income. That distribution is shown in Figure D-17. There was a lot of variation, thus small differences (of less than 10%) appear to be fairly large. Scale must be taken into account.

Figure D-15: Distribution of Race (n=1,142)

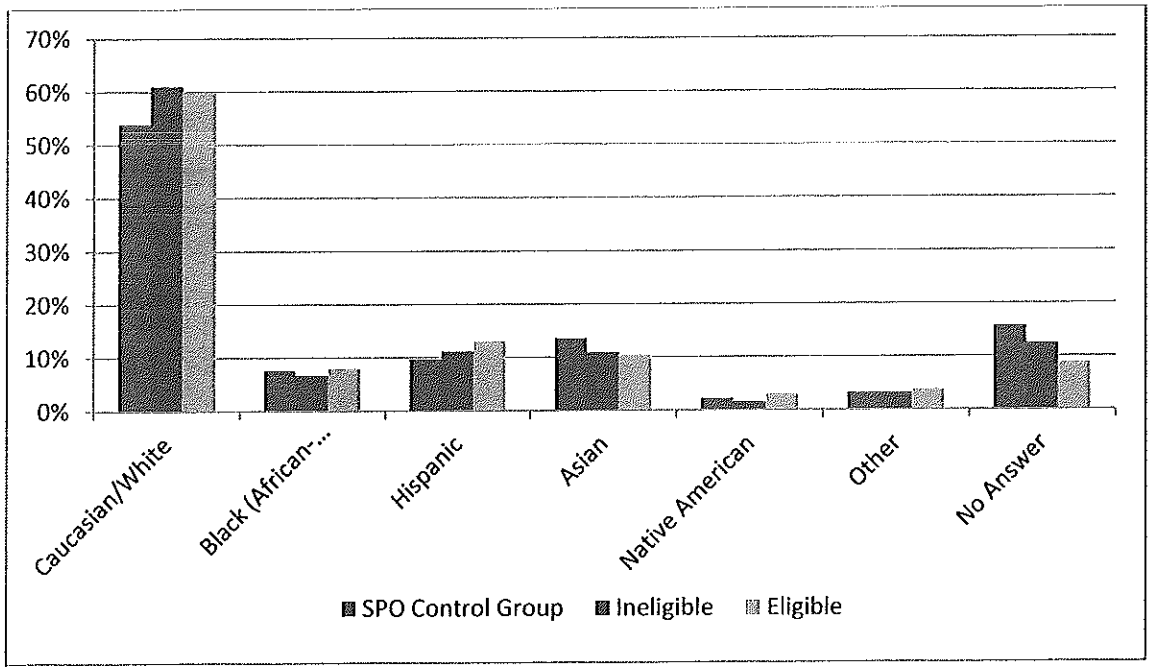


Figure D-16: Highest Level of Education Achieved (n=1,142)

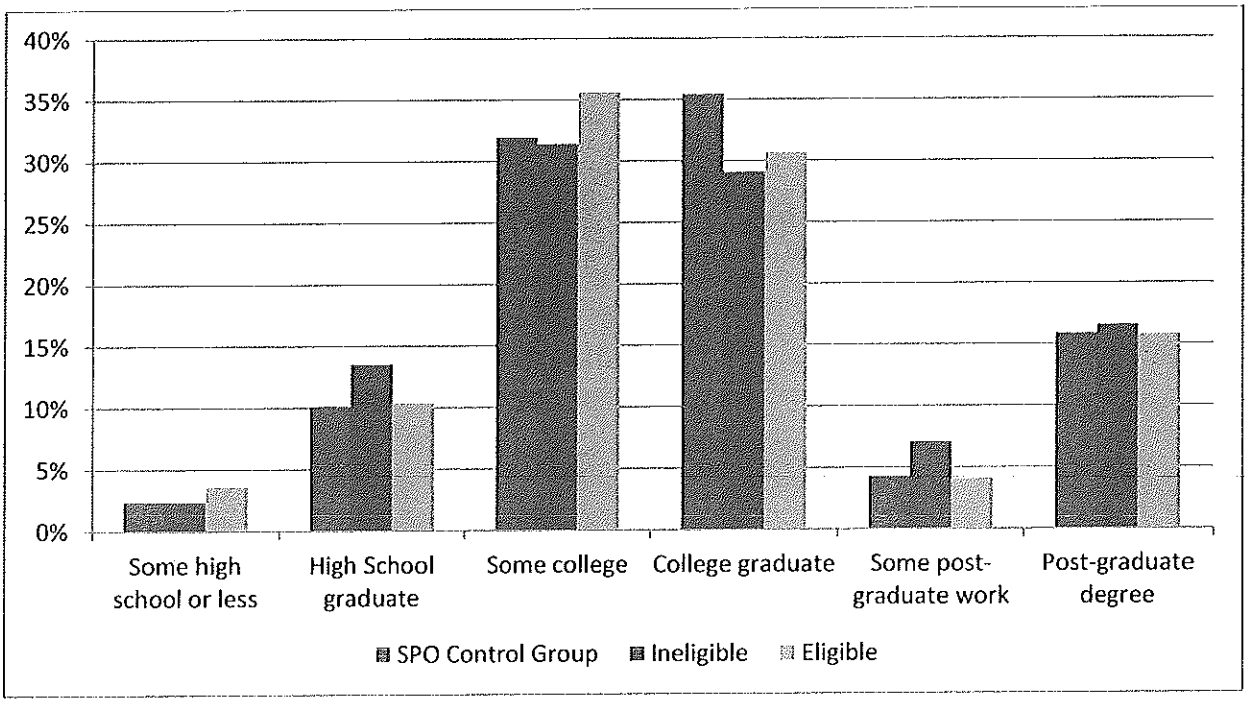
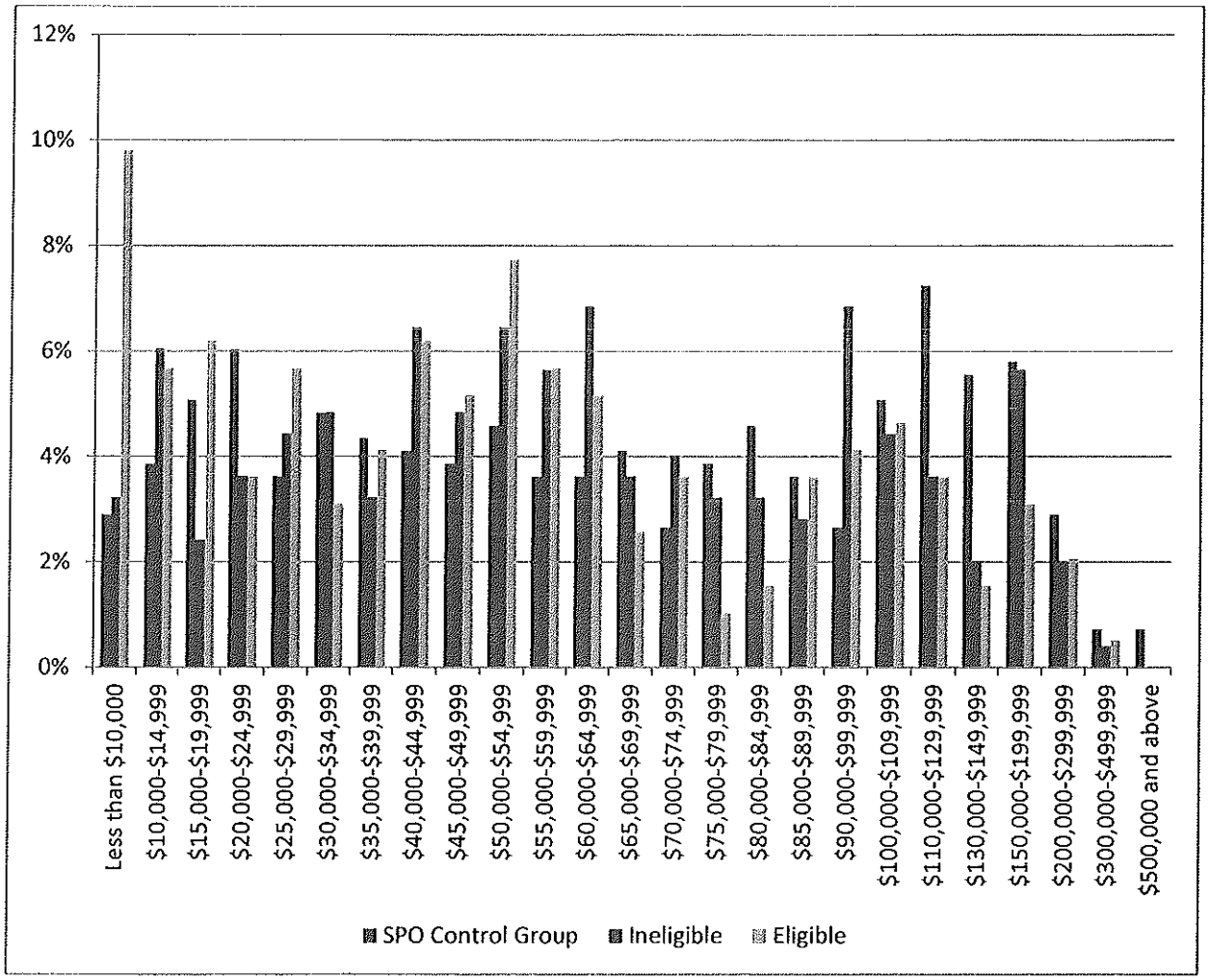


Figure D-17: Annual Household Income (n=1,142)



Appendix E Steps for Developing Choice Dataset for the Conjoint Survey

In the conjoint section of the survey, each respondent viewed 27 randomly selected choice options (9 sets of 3) and made 9 choices in total. To populate the 27 choice options for each respondent, FSC implemented the following steps:

1. Randomly assigned one of four plan types – Standard, TOU, CPP or CPP-TOU
2. Randomly assigned one of two tier structures – with or without
3. Within each of these 8 combinations, randomly selected from a dataset of revenue-neutral rates, which populated the following plan options:
    - Tier 1 price for each plan
    - Tier 2 price for each plan (equal to tier 1 if there were no tiers)
    - On-peak period associated with each plan – 1-7 PM, 3-7 PM or 4-7 PM (if applicable)
    - Number of CPP days associated with each plan – 6, 12, 18 or 24 (if applicable)
    - TOU on-peak price for each plan (if applicable)
    - CPP on-peak price for each plan (if applicable)
4. Randomly selected one of three technology options – none, IHD or PCT
5. Independently for each price component (tier 1, tier 2, TOU on-peak and CPP on-peak), randomly added noise by increasing the price by 12.5%, keeping the price equal or decreasing the price by 12.5% (with limits to avoid nonsensical prices such as a tier 2 price that is less than a tier 1 price or an on-peak price that is less than a tier 2 price)
6. To identify dominant choices, one of the three options in a choice set had to be clearly equal to or better than another for all rate components (i.e., lower prices, shorter on-peak period, fewer CPP days and more technology). When there was a dominant choice, FSC started from step 1 again until there weren't any dominant choices. FSC had to rerun from step 1 for roughly 11% of choice sets.

Step 5 was necessary because, without adding random noise to the prices, the price components would be so highly correlated with each other that it would prevent the ability to estimate the marginal effects for each variable.

Appendix F End of Pilot Survey Questionnaire

Question Set #1 (Satisfaction)

1. Thinking of all of the services you receive from SMUD, how satisfied are you? Select only one answer

   ☐ Very satisfied
   ☐ Somewhat satisfied
   ☐ Somewhat dissatisfied
   ☐ Very dissatisfied

2. Overall, how would you rate SMUD in comparison to the other providers of utilities in your community? Would you say SMUD is...

	Much Better	Somewhat Better	About the Same	Somewhat Worse	Much Worse
Cable/Satellite	☐	☐	☐	☐	☐
Water /Sewer	☐	☐	☐	☐	☐
Garbage	☐	☐	☐	☐	☐
Cell Phone	☐	☐	☐	☐	☐
Gas	☐	☐	☐	☐	☐

3. How would you rate SMUD as an environmental steward in comparison with the other providers of utilities in your community? Would you say SMUD is...

	Much Better	Somewhat Better	About the Same	Somewhat Worse	Much Worse
Cable/Satellite	☐	☐	☐	☐	☐
Water /Sewer	☐	☐	☐	☐	☐
Garbage	☐	☐	☐	☐	☐
Cell Phone	☐	☐	☐	☐	☐
Gas	☐	☐	☐	☐	☐

4. How would rate you SMUD as a corporate citizen in comparison with the other providers of utilities in your community? Would you say SMUD is...

	Much Better	Somewhat Better	About the Same	Somewhat Worse	Much Worse
Cable/Satellite	☐	☐	☐	☐	☐
Water /Sewer	☐	☐	☐	☐	☐
Garbage	☐	☐	☐	☐	☐
Cell Phone	☐	☐	☐	☐	☐
Gas	☐	☐	☐	☐	☐

5. At any time during the past two years have you had occasion to call SMUD?

☐ Yes
☐ No
☐ Not-sure

6. (If Q5 = Yes) What was the purpose of your call? ***Check all that apply***

☐ Obtain information about my pricing plan
☐ Obtain information about other aspects of service
☐ Sign up for a new pricing plan
☐ Make an appointment for a service technician
☐ Report an outage
☐ Inquire about my bill
☐ Other

7. (if Q5 = Yes) How would you rate your experience on these calls

	Excellent	Good	Fair	Poor	No Opinion
Obtain information about my pricing plan	☐	☐	☐	☐	☐
Obtain information about other aspects of service	☐	☐	☐	☐	☐
Sign up for a new pricing plan	☐	☐	☐	☐	☐
Make an appointment for a service technician	☐	☐	☐	☐	☐
Report an Outage	☐	☐	☐	☐	☐
Inquire about my bill	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐

Question Set #2 (Awareness)

The following questions ask for your opinions about pricing plans offered by SMUD. A pricing plan is the arrangement you have with SMUD for the price you pay for electricity.

8. Thinking only of the way you are charged for electricity in summer, which of the following best describes your household pricing plan? ***Check only one***

   - ☐ Pay the same price for electricity no matter when you use it
   - ☐ Pay a higher price for electricity used between 4:00 and 7:00 PM on all days
   - ☐ Pay a higher price for electricity used between 4:00 and 7:00 PM on weekdays only
   - ☐ Pay a much higher price for electricity used between 4:00 and 7:00 PM on 12 Conservation Days
   - ☐ Pay a higher price for electricity used between 4:00 and 7:00 PM on weekdays **with** an even higher price on 12 days during the summer called Conservation Days
   - ☐ Don't know

9. How satisfied are you with your current electricity pricing plan? ***Check only one***

   - ☐ Very satisfied
   - ☐ Somewhat satisfied
   - ☐ Somewhat dissatisfied
   - ☐ Very dissatisfied

10. Please indicate whether you agree or disagree with the following statements.

	Strongly Agree	Somewhat Agree	No Opinion	Somewhat Disagree	Strongly Disagree
My current pricing plan is easy to understand	☐	☐	☐	☐	☐
My current pricing plan is fair	☐	☐	☐	☐	☐
My current pricing plan provides me with opportunities to save money	☐	☐	☐	☐	☐
My current pricing plan is better than my old plan (*ask only of participants*)	☐	☐	☐	☐	☐
My current pricing plan fits my lifestyle	☐	☐	☐	☐	☐
I sometimes feel uncomfortable inside my home on summer afternoons and evenings because it is too expensive to run my air conditioner	☐	☐	☐	☐	☐
My current pricing plan is convenient	☐	☐	☐	☐	☐
I make sure I use as little electricity as possible between 4:00 and 7:00 PM	☐	☐	☐	☐	☐

Control and TOU Deferred Groups → Q50, Opt-outs → Q36

Question Set #3 (Expectation and Perception)

11. (*Ask only for opt-in customers)* According to our records, your household enrolled in a new pricing plan called (insert plan name) on (insert date) as part of SMUD's SmartPricing Options Pilot. Do you recall this happening?

☐ Yes
☐ No
☐ Not-sure

12. (*Ask only for default customers*) According to our records, your household is receiving service under a new pricing plan called (insert plan name) on (insert date) as part of SMUD's SmartPricing Options Pilot. Do you recall receiving notice of this service change?
    - ☐ Yes
    - ☐ No
    - ☐ Not-sure

13. (Ask only if 12 = yes) At the time you were switched to the new pricing plan you were offered a free in-home Electricity Use Display capable of displaying the amount of electricity your household was using in real time. Do you recall receiving that offer?
    - ☐ Yes
    - ☐ No
    - ☐ Not-sure

14. (Ask only if 12=yes and customer did not request the IHD) What were your reasons for not requesting the in-home Electricity Use Display ? ***Check all that apply***
    - ☐ I did not want it
    - ☐ I wanted it but forgot to order it
    - ☐ I thought I would be charged for it
    - ☐ I couldn't understand how it would help me
    - ☐ I ordered it but it never came

15. (*Ask only for default customers*) You had an opportunity to switch back to your original pricing plan before going on the new plan. Which of the following best describes your most important reason for staying on the new plan? ***Check only one***
    - ☐ You were not aware that you had been assigned to the new plan
    - ☐ You did not know that you could opt out of the new pricing plan
    - ☐ You were aware of the plan and felt that it was a good plan for you
    - ☐ You were not sure whether it was a good plan for you but wanted to give it a try before deciding whether to stay or revert to your original plan
    - ☐ You planned to opt out but never got around to it

16. (Ask only of TOU customers) Under this rate plan you receive a discount during most of the hours in the summer except for summer weekday afternoons between 4:00 PM and 7:00 PM when the price is about three times as high as it is at other times. Does that sound familiar?
    - ☐ Yes
    - ☐ No
    - ☐ Not-sure

17. (Ask only of CPP customers) Under this rate plan you receive a discount during most of the hours in the summer except on 12 summer days called Conservation Days between 4:00 PM and 7:00 PM when the price is about seven times higher than it is during other hours. Does that sound familiar?

    ☐ Yes
    ☐ No
    ☐ Not-sure

18. (Ask only of TOU/CPP customers) Under this rate plan you receive a discount during most of the hours in the summer. However on weekday afternoons between 4:00 PM and 7:00 PM the price is about three times as high as it is during other hours and on 12 summer afternoons called Conservation Days between 4:00 PM and 7:00 PM the price is about seven times higher. Does that sound familiar?

    ☐ Yes
    ☐ No
    ☐ Not-sure

19. (Ask only for CPP or CPP/TOU customers) As part of your pricing plan you were to receive notice by email, text or phone on the day prior to each Conservation Day. Do you recall receiving notice that there would be any Conservation Days?

    ☐ Yes
    ☐ No
    ☐ Not-sure

20. (If Q19 = Yes) On about how many days last summer did you receive notice that the next day would be a Conservation Day?

    _____ number of days

21. (if Q19 = Yes) Which of the following best describes your opinion about the amount of notice you received of impending Conservation Days: ***Check only one***

    ☐ I needed more notice (if so how much notice do you need - hours / days _____)
    ☐ The amount of notice was just right
    ☐ There was more than enough notice (if so, what is the minimum amount of time that you require for notice of impending Conservation Days hours/days_____)

22. (*Ask only for opt-in customers*) Do you think you saved any money as a result of selecting this rate plan?

- ☐ Yes
- ☐ No
- ☐ Not-sure

23. (*Ask only for default customers*) Do you think you saved any money as a result of receiving service under this rate plan?

- ☐ Yes
- ☐ No
- ☐ Not-sure

24. (If Q22 or Q23= Yes) How much money do you think you saved on a monthly basis? _____$

25. (Ask only for program participants) Compared to your old rate plan, how would you rate the convenience of this rate plan? ***Check only one***

- ☐ A lot more convenient than my old rate plan
- ☐ Somewhat more convenient than my old rate plan
- ☐ About as convenient as my old rate plan
- ☐ Somewhat less convenient than my old rate plan
- ☐ A lot less convenient than my old rate plan

26. (Ask only program participants) Compared to when you were under your old rate plan, how would you rate the comfort of your home on summer afternoons and evenings? Was it... ***Check one***

- ☐ A lot more comfortable than it was under your old rate plan
- ☐ Somewhat more comfortable than it was under your old rate plan
- ☐ About as comfortable as it was under your old rate plan
- ☐ Somewhat less comfortable than it was under your old rate plan
- ☐ A lot less comfortable than it was under your old rate plan

27. (Ask only of program participants) As part of the SmartPricing Options Pilot, SMUD provided you with access to a website containing tips and helpful hints for how to save money under your new pricing plan. Do you recall ever looking at this website?

- ☐ Yes
- ☐ No
- ☐ Not-sure

28. (If Q27 = Yes) About how often did you look at this website during the first summer you were on the new pricing plan? ***Check only one***

- ☐ Only once
- ☐ A few times during the summer
- ☐ Every week during the summer
- ☐ Every day during the summer

29. (If Q27 = Yes) How about last summer? ***Check only one***

- ☐ Only once
- ☐ A few times during the summer
- ☐ Every week during the summer
- ☐ Every day during the summer

30. (if Q27 = Yes) Below are some things you can do at the website. Please indicate whether you tried them and if so, how much you liked or disliked them.

	Tried or used	Liked a lot	Liked a little	Disliked a little	Disliked a lot	No Opinion
Reviewed the conditions of my pricing plan	☐	☐	☐	☐	☐	☐
Read about tips for lowering my cost	☐	☐	☐	☐	☐	☐
Joined Facebook Groups	☐	☐	☐	☐	☐	☐
Played games	☐	☐	☐	☐	☐	☐
Entered sweepstakes	☐	☐	☐	☐	☐	☐
Looked at my usage	☐	☐	☐	☐	☐	☐

31. (Ask only for program participants) Please indicate how much you agree or disagree with the following statements about your pricing plan:

	Strongly Agree	Somewhat Agree	No Opinion	Somewhat Disagree	Strongly Disagree
I understand why SMUD is offering the pricing plan I am on	☐	☐	☐	☐	☐
SMUD should be offering the pricing plan I am on to all of its customers	☐	☐	☐	☐	☐
I believe that I did something good for Sacramento by participating in my pricing plan	☐	☐	☐	☐	☐
I think the Sacramento community would be better off if everybody was on my pricing plan	☐	☐	☐	☐	☐
I remember receiving a Welcome Back kit in the mail this summer from SMUD	☐	☐	☐	☐	☐
SMUD answered all my questions about my pricing plan	☐	☐	☐	☐	☐
I want to stay on my pricing plan	☐	☐	☐	☐	☐

32. Overall, how satisfied are you with your new pricing plan? ***Check only one***

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

Question Set #4 (Behavioral Changes and Perceived Difficultly)

33. As a result of participating in (insert plan name) as part of SMUD's SmartPricing Options Pilot, did you have more control over your household's electricity cost?

- ☐ Yes
- ☐ No

34. Please identify any actions that you or other members of your household may have taken to lower your electricity consumption between 4:00 PM and 7:00 PM? ***Check all that apply***

- ☐ Turned off lights not in use during the peak period
- ☐ Turned off office equipment during the peak period
- ☐ Turned off entertainment systems during the peak period
- ☐ Increased the temperature of my thermostat during the peak period
- ☐ Turned off air conditioning during the peak period
- ☐ Did laundry off peak
- ☐ Did dishes off peak
- ☐ Cooked dinners outside
- ☐ Changed spa and pool pumping to off-peak hours
- ☐ None of the above – Skip over Q35

35. How difficult were these changes to make?

- ☐ Not difficult at all
- ☐ Somewhat difficult
- ☐ Very difficult

Question Set #5 (Opt-out Questions)

36. (Ask only of drop out customers) Our records indicate that you elected to return to your standard rate on (drop date). Below is a list of reasons why you may have left the (insert plan name) as part of SMUD's SmartPricing Options Pilot. Please indicate how important each reason was to you in deciding to leave the (insert plan name).

	Very Important	Somewhat Important	No Opinion	Somewhat Unimportant	Completely Unimportant
I was not aware that I was on the (insert plan name) until I received the letter in May	☐	☐	☐	☐	☐
I was not saving money	☐	☐	☐	☐	☐
The (insert plan name) did not give me more control over my bill	☐	☐	☐	☐	☐
I do not want to worry about when I use electricity	☐	☐	☐	☐	☐
I found it too difficult to limit my usage to off-peak times	☐	☐	☐	☐	☐
Other	specify				

Question Set #6 (IHDs)

37. Last year, after you enrolled in (insert plan name) as part of the SmartPricing Options Pilot, SMUD sent you an Electricity Use Display that shows up-to-the-minute information about electricity cost and usage for your entire home. Do you recall receiving the Electricity Use Display in the mail?

☐ Yes
☐ No ➔(skip to Q49)

38. Did you try to use the Electricity Use Display?

☐ Yes, and succeeded
☐ Yes, but couldn't get it to work ➔(skip to Q43)
☐ No – ➔(skip to Q49)
☐ Not sure / Don't remember (skip to Q49)

39. Is the Electricity Use Display you received still working?

☐ Yes ➔(Skip to Q44)
☐ No
☐ Not sure or don't know ➔(Skip to Q44)

40. Approximately when did it stop working?

- ☐ Within a month or two of receiving it
- ☐ A few days ago
- ☐ A few weeks ago
- ☐ A few months ago
- ☐ Not sure or don't know

41. When you noticed that it stopped working, did you attempt to restart it?

- ☐ Yes
- ☐ No – Why not? _____ ➔(Skip to Q49)

42. What actions did you take to try to restart the Electricity Use Display? ***Check all that apply***

- ☐ Turned it off and then on
- ☐ Removed the battery and replaced it
- ☐ Moved its location
- ☐ Called the customer service line
- ☐ Other – Specify _____

43. Have you discarded the Electricity Use Display or is it still in your home? ***Check only one***

- ☐ Discarded ➔ (Skip to Q47)
- ☐ Still in the home ➔ (Skip to Q47)
- ☐ Not sure or don't know ➔ (Skip to Q47)

44. Where is your Electricity Use Display currently located? ***Check only one***

- ☐ Kitchen
- ☐ Family room
- ☐ Living room
- ☐ Office
- ☐ Dining room
- ☐ Other – Specify

45. In the past week, about how often did you look at your Electricity Use Display? ***Check only one***

- ☐ More than once a day
- ☐ About once a day
- ☐ 2-4 times
- ☐ Once
- ☐ Never

46. Did you discuss your home's energy use with anyone else inside or outside your home based on information obtained through the Electricity Use Display **in the last 30 days**?

- ☐ No
- ☐ Yes, discussed energy use with other adults in the household
- ☐ Yes, discussed energy use with guests or other adults outside the household
- ☐ Yes, discussed energy use with children
- ☐ I stopped using or discarded the device more than 30 days ago.

47. Have you made any changes to the way you use electricity in your home based on the information provided by the Electricity Use Display?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ I never got the Electricity Use Display to work

48. Based on your experience with the Electricity Use Display, would you recommend to a friend that they get one?

- ☐ Yes
- ☐ No
- ☐ Not sure

49. (Ask of all customers in all surveys) Please describe any changes in the ways in which you use electricity that you or others in your household may have made over the past 24 months. ***Check all that apply***

- ☐ Installed a smart power strip to control "vampire" loads
- ☐ Installed compact fluorescent lights (CFLs) or LEDs.
- ☐ Bought an energy-efficient appliance
- ☐ Replaced my air conditioner with a more efficient one
- ☐ Repaired or serviced my air conditioner
- ☐ Set my thermostat to a higher temperature to use less electricity
- ☐ Avoided using my air conditioner as much as possible
- ☐ Did fewer but larger loads of laundry
- ☐ Did fewer but larger loads of dishes
- ☐ Only used cold water when doing laundry/dishes
- ☐ Other – Specify
- ☐ None of the above

Question Set #7 (DOE/LBNL Questions)

50. (Ask only for those in the opt-in treatment) Since 2012 you have been receiving electric service under the (insert plan name) as part of SMUD's SmartPricing Options Pilot. Below are some reasons why people say they continue to stay on the (Insert pricing plan). Please tell us how important these reasons are to you in staying on the pricing plan.

	Very Important	Somewhat Important	Somewhat Unimportant	Completely Unimportant	Don't Know
I like the pricing plan	☐	☐	☐	☐	☐
I didn't know I was able to drop out of the pricing plan	☐	☐	☐	☐	☐
I intended to drop out of the pricing plan, but never got around to it	☐	☐	☐	☐	☐
I don't think I would be any better off on the standard rate	☐	☐	☐	☐	☐
The more I got used to the pricing plan, the more I liked it	☐	☐	☐	☐	☐

51. (Ask only for those who did not opt out of the default treatment) Since 2012 you were assigned to a new pricing plan called the (insert plan name), as part of SMUD's SmartPricing Options Pilot. Below are some reasons why people say they continue to subscribe to (Insert pricing plan). Please tell us how important these reasons are to you in staying on the pricing plan.

	Very Important	Somewhat Important	Somewhat Unimportant	Completely Unimportant	Don't Know
I like the pricing plan SMUD assigned me to	☐	☐	☐	☐	☐
I didn't know I was assigned to the new pricing plan	☐	☐	☐	☐	☐

I didn't know I was able to drop out of the new pricing plan	☐	☐	☐	☐	☐
I assume the default pricing plan SMUD selected for me is best for me	☐	☐	☐	☐	☐
I intended to drop out of the pricing plan, but never got around to it	☐	☐	☐	☐	☐
I'm not sure I would be any better off on the standard rate	☐	☐	☐	☐	☐
The more I got used to the pricing plan, the more I liked it	☐	☐	☐	☐	☐

Question Set #8 (About Your Household)

52. What type of home is this? ***Check one***

- ☐ A single family house detached from any other house
- ☐ A residential building with 2 to 4 apartments or condominiums
- ☐ A residential building with 5 to 10 apartments or condominiums
- ☐ A building with more than 10 apartments or condominiums
- ☐ A mobile or manufactured home

53. Do you own or rent your home? ***Check one***

- ☐ Own / Buying (Skip to question 55)
- ☐ Rent / Leasing

54. If you rent / lease your home, which of the following services are paid for by your landlord, property management, or building association? ***Check all that apply***

☐ None ☐ Electricity ☐ Gas ☐ Water

55. For each of the following age groups, how many people, including you, live in this home for more than half of the year?

Age	Number of People
5 and under	_____
6 - 18	_____
19 - 34	_____
35 - 54	_____
55 - 64	_____
65 and over	_____

56. How many adults in your household work outside the home on most days?

Number of People

_____

57. How many adults in your household work exclusively at home on most days?

Number of People

_____

58. What is the highest grade of schooling anyone in your household has completed? (Select only one answer)

- ☐ Elementary or middle school
- ☐ Some high school, no diploma
- ☐ High school graduate
- ☐ Trade or technical school
- ☐ Some college, no degree
- ☐ Two-year college graduate
- ☐ Four-year college graduate
- ☐ Graduate degree or higher

59. Which of the following best describes your total household income from all sources in 2012, before taxes? ***Check one***

- ☐ Less than $15,000
- ☐ $15,000 - $24,999
- ☐ $25,000 - $49,999
- ☐ $50,000 - $74,999
- ☐ $75,000 - $99,999
- ☐ $100,000 - $124,999
- ☐ $125,000 or more

Appendix G End of Pilot Survey Results

Q1 - Thinking of all of the services you receive from SMUD, how satisfied are you?

1 Very satisfied
2 Somewhat satisfied
3 Somewhat dissatisfied
4 Very dissatisfied

Category	N	1	2	3	4
control	300	63.7	32.7	0.7	3.0
default_(no_drop_outs)	721	65.7	30.9	1.3	2.1
default_drop_outs	88	55.2	41.5	1.0	2.3
deferred	736	68.6	27.6	0.9	2.9
opt_in_(not_deferred)_(no_drop_outs)	1593	68.8	27.3	1.7	2.2
opt_in_drop_outs	154	58.7	36.8	3.1	1.3

Q8 - Thinking only of the way you are charged for electricity in summer, which of the following best describes your household p

1 Pay the same price for electricity no matter when you use it
2 Pay a higher price for electricity used between 4:00 and 7:00 PM on all days
3 Pay a higher price for electricity used between 4:00 and 7:00 PM on weekdays only
4 Pay a much higher price for electricity used between 4:00 and 7:00 PM on 12 Conservation Days
5 Pay a higher price for electricity used between 4:00 and 7:00 PM on weekdays with an even higher price on 12 days during the
6 Don't know

Category	N	1	2	3	4	5	6
control	300	25.7	8.7	4.7	0.3	4.7	56.0
default_CPP_(no_drop_outs)	163	15.9	7.2	4.9	19.6	13.7	38.6
default_CPP_TOU_(no_drop_outs)	141	9.9	12.8	10.4	7.9	21.4	37.6
default_TOU_(no_drop_outs)	417	13.2	16.1	29.9	1.6	5.9	33.1
deferred	736	27.0	12.7	14.3	1.7	2.9	41.4
opt_in_CPP_(no_drop_outs)	576	10.4	9.4	6.1	42.2	13.9	18.0
opt_in_TOU_(no_drop_outs)	1017	10.1	16.5	47.7	1.1	4.6	20.0

Q9 - How satisfied are you with your current electricity pricing plan?

1 Very satisfied
2 Somewhat satisfied
3 Somewhat dissatisfied
4 Very dissatisfied

Category	N	1	2	3	4
control	300	20.3	60.0	15.0	4.7
default_CPP_(no_drop_outs)	163	30.1	57.0	10.6	2.3
default_CPP_TOU_(no_drop_outs)	141	22.1	63.9	10.4	3.6
default_TOU_(no_drop_outs)	417	22.9	61.5	13.6	2.1
deferred	736	23.3	58.5	13.6	4.6
opt_in_CPP_(no_drop_outs)	576	33.1	56.3	9.2	1.4
opt_in_TOU_(no_drop_outs)	1017	32.8	54.3	10.6	2.3

Q10 - Please indicate whether you agree or disagree with the following statements.

1 Strongly agree
2 Somewhat agree
3 No opinion
4 Somewhat disagree
5 Strongly disagree

My current pricing plan is easy to understand

Category	N	1	2	3	4	5
control	300	25.0	31.3	26.3	13.7	3.7
default_CPP_(no_drop_outs)	163	24.7	38.1	21.2	11.0	4.9
default_CPP_TOU_(no_drop_outs)	141	25.6	42.3	18.6	12.3	1.3
default_TOU_(no_drop_outs)	417	27.5	38.6	17.7	13.4	2.8
deferred	736	25.8	41.9	20.4	8.9	3.1
opt_in_CPP_(no_drop_outs)	576	30.9	47.1	10.6	9.9	1.6
opt_in_TOU_(no_drop_outs)	1017	35.0	43.8	11.8	7.5	2.0

My current pricing plan is fair

Category	N	1	2	3	4	5
control	300	16.7	27.7	36.7	14.3	4.7
default_CPP_(no_drop_outs)	163	22.5	39.3	27.6	8.7	1.9
default_CPP_TOU_(no_drop_outs)	141	16.7	41.0	30.5	8.7	3.2
default_TOU_(no_drop_outs)	417	18.2	38.0	27.2	13.7	2.9
deferred	736	19.6	33.3	31.3	12.1	3.8
opt_in_CPP_(no_drop_outs)	576	25.5	40.7	24.1	7.9	1.7
opt_in_TOU_(no_drop_outs)	1017	26.5	39.6	22.1	9.4	2.3

My current pricing plan provides me with opportunities to save money

Category	N	1	2	3	4	5
control	300	11.3	22.0	43.0	17.3	6.3
default_CPP_(no_drop_outs)	163	25.6	35.8	28.4	9.9	0.4
default_CPP_TOU_(no_drop_outs)	141	25.3	32.4	30.1	7.5	4.6
default_TOU_(no_drop_outs)	417	21.4	38.1	25.4	11.7	3.5
deferred	736	20.1	26.7	30.8	16.3	6.1
opt_in_CPP_(no_drop_outs)	576	34.6	41.9	14.5	7.3	1.7
opt_in_TOU_(no_drop_outs)	1017	32.2	41.9	16.6	5.9	3.4

My current pricing plan is better than my old plan

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	19.1	25.1	46.7	6.4	2.7
default_CPP_TOU_(no_drop_outs)	141	15.3	22.9	51.9	4.9	5.0
default_TOU_(no_drop_outs)	417	16.1	21.6	49.6	10.2	2.5
opt_in_CPP_(no_drop_outs)	576	26.7	30.1	34.4	7.6	1.2
opt_in_TOU_(no_drop_outs)	1017	27.5	30.7	32.6	7.2	2.1

My current pricing plan fits my lifestyle

Category	N	1	2	3	4	5
control	300	16.0	30.7	34.3	12.3	6.7
default_CPP_(no_drop_outs)	163	21.0	28.6	35.2	12.2	3.1
default_CPP_TOU_(no_drop_outs)	141	16.2	30.2	38.9	7.9	6.8
default_TOU_(no_drop_outs)	417	17.8	30.1	32.6	15.0	4.5
deferred	736	18.3	31.1	30.6	15.1	4.9
opt_in_CPP_(no_drop_outs)	576	23.5	38.2	23.4	11.6	3.3
opt_in_TOU_(no_drop_outs)	1017	21.3	38.1	22.6	13.9	4.1

I sometimes feel uncomfortable inside my home on summer afternoons and evenings because it is too expensive to run my air cor

Category	N	1	2	3	4	5
control	300	22.0	31.0	22.7	16.7	7.7
default_CPP_(no_drop_outs)	163	20.2	36.1	18.6	16.0	9.1
default_CPP_TOU_(no_drop_outs)	141	25.2	31.9	19.0	12.8	11.2
default_TOU_(no_drop_outs)	417	22.0	33.7	19.2	16.8	8.4
deferred	736	24.4	34.2	18.8	13.9	8.8
opt_in_CPP_(no_drop_outs)	576	25.7	32.1	14.3	17.0	10.9
opt_in_TOU_(no_drop_outs)	1017	27.8	34.6	14.3	16.7	6.6

My current pricing plan is convenient

Category	N	1	2	3	4	5
control	300	15.3	26.7	42.7	12.3	3.0
default_CPP_(no_drop_outs)	163	16.0	33.6	35.6	13.7	1.2
default_CPP_TOU_(no_drop_outs)	141	13.7	32.0	39.9	9.4	5.0
default_TOU_(no_drop_outs)	417	18.5	28.8	36.8	13.0	3.0
deferred	736	16.7	32.3	35.9	10.4	4.6
opt_in_CPP_(no_drop_outs)	576	21.8	36.9	24.8	13.0	3.5
opt_in_TOU_(no_drop_outs)	1017	20.5	38.1	27.7	11.3	2.4

I make sure I use as little electricity as possible between 4:00 and 7:00 PM

Category	N	1	2	3	4	5
control	300	22.3	30.3	26.7	14.3	6.3
default_CPP_(no_drop_outs)	163	45.0	32.3	11.7	9.1	1.9
default_CPP_TOU_(no_drop_outs)	141	38.7	35.0	15.0	8.2	3.2
default_TOU_(no_drop_outs)	417	36.2	36.4	14.9	9.8	2.6
deferred	736	35.3	35.0	17.6	8.9	3.3
opt_in_CPP_(no_drop_outs)	576	54.4	33.8	5.6	4.5	1.7
opt_in_TOU_(no_drop_outs)	1017	56.9	30.9	6.4	4.6	1.2

Q11 - According to our records, your household enrolled in a new pricing plan called the [plan] as of [date] as part of SMUD's SmartPricing Options Pilot. Do you recall this happening?

1 Yes
2 No
3 Not sure

Category	N	1	2	3
opt_in_CPP_(no_drop_outs)	576	87.3	3.5	9.2
opt_in_TOU_(no_drop_outs)	1017	83.0	4.1	12.9

Q12 - According to our records, your household is receiving service under a new pricing plan called [plan] as of [date] as part of SMUD's SmartPricing Options Pilot. Do you recall receiving notice of this service change?

1 Yes
2 No
3 Not sure

Category	N	1	2	3
default_CPP_(no_drop_outs)	163	55.3	11.4	33.3
default_CPP_TOU_(no_drop_outs)	141	55.1	17.6	27.2
default_TOU_(no_drop_outs)	417	57.6	14.2	28.2

Q13 - At the time you were switched to the new pricing plan you were offered a free in-home Electricity Use Display capable of displaying the amount of electricity your household was using in real time. Do you recall receiving that offer?

1 Yes
2 No
3 Not sure

Group	Outcome	Group #	N	1	2	3
Default CPP	No IHD Delivered	2	100	38.3	34.0	27.7
	IHD Delivered	3	63	98.0	0.0	2.0
Default TOU	No IHD Delivered	5	285	43.6	28.2	28.2
	IHD Delivered	6	132	89.1	3.0	7.9
Default CPP-TOU	No IHD Delivered	8	84	45.0	15.0	40.0
	IHD Delivered	9	57	97.8	0.0	2.2
Total			**721**	65.9	15.4	18.7

Q14 - What were your reasons for not requesting the in-home Electricity Use Display? (Check all that apply)

1 I did not want it
2 I wanted it but forgot to order it
3 I thought I would be charged for it
4 I couldn't understand how it would help me
5 I ordered it but it never came

Group	Outcome	Group #	N	1	2	3
Default CPP	No IHD Delivered	2	100	23.4	27.7	14.9
	IHD Delivered	3	63	9.8	19.6	25.5
Default TOU	No IHD Delivered	5	285	27.5	36.2	14.8
	IHD Delivered	6	132	16.8	21.8	15.8
Default CPP-TOU	No IHD Delivered	8	84	25.0	27.5	10.0
	IHD Delivered	9	57	17.4	8.7	6.5
Total			**721**	21.2	26.3	15.0

Q15 - You had an opportunity to switch back to your original pricing plan before going on the new plan. Which of the following best describes your most important reason for staying on the new plan?

1 You were not aware that you had been assigned to the new plan
2 You did not know that you could opt out of the new pricing plan
3 You were aware of the plan and felt that it was a good plan for you
4 You were not sure whether it was a good plan for you but wanted to give it a try before deciding whether to stay or revert to your original plan
5 You planned to opt out but never got around to it

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	22.7	22.7	25.7	27.4	1.5
default_CPP_TOU_(no_drop_outs)	141	35.5	17.5	17.6	28.5	0.9
default_TOU_(no_drop_outs)	417	29.0	22.4	20.8	26.2	1.6

Q16 - Under this rate plan you receive a discount during most of the hours in the summer except for summer weekday afternoons between 4:00 PM and 7:00 PM when the price is about three times as high as it is at other times. Does that sound familiar?

1 Yes
2 No
3 Not sure

Category	N	1	2	3
default_TOU_(no_drop_outs)	417	60.7	15.0	24.3
opt_in_TOU_(no_drop_outs)	1017	84.8	4.3	10.9

Q17 - Under this rate plan you receive a discount during most of the hours in the summer except on 12 summer days called Conservation Days between 4:00 PM and 7:00 PM when the price is about seven times higher than it is during other hours. Does that sound familiar?

1 Yes
2 No
3 Not sure

Category	N	1	2	3
default_CPP_(no_drop_outs)	163	59.1	17.8	23.1
opt_in_CPP_(no_drop_outs)	576	86.9	3.3	9.8

Q18 - Under this rate plan you receive a discount during most of the hours in the summer. However on weekday afternoons between 4:00 PM and 7:00 PM the price is about three times as high as it is during other hours and on 12 summer afternoons called Conservation Days between 4:00 PM and 7:00 PM the price is about seven times higher. Does that sound familiar?

1 Yes
2 No
3 Not sure

Category	N	1	2	3
default_CPP_TOU_(no_drop_outs)	141	54.7391	19.472	25.7889

Q19 - As part of your pricing plan you were to receive notice by email, text or phone on the day prior to each Conservation Day. Do you recall receiving notice that there would be any Conservation Days?

1 Yes
2 No
3 Not sure

Category	N	1	2	3
default_CPP_(no_drop_outs)	163	62.2	20.1	17.8
default_CPP_TOU_(no_drop_outs)	141	60.5	24.5	15.0
opt_in_CPP_(no_drop_outs)	576	86.4	6.8	6.8

Q21 - Which of the following best describes your opinion about the amount of notice you received of impending Conservation Days?

1 I needed more notice
2 The amount of notice was just right
3 There was more than enough notice

Category	N	1	2	3
default_CPP_(no_drop_outs)	109	8.0	74.2	17.8
default_CPP_TOU_(no_drop_outs)	93	10.7	72.7	16.6
opt_in_CPP_(no_drop_outs)	498	10.4	75.0	14.6

How much notice do you need? Please specify your answer in either hours or days. Type 0 in the other box.

Hours

Category	N	0	1	2	3	4	5	6	7	8	10	12	14	18	20	24	30	40	48	72
default_CPP_(no_drop_outs)	6	11.3	11.3			22.0										11.3			44.0	
opt_in_CPP_(no_drop_outs)	11	18.1										9.0		9.0					54.8	9.0

Days

Category	N	0	1	2	3	4	5	6	7	8	10	12	14
default_CPP_(no_drop_outs)	5			60.0	20.0	20.0							
default_CPP_TOU_(no_drop_outs)	10			61.9	38.1								
opt_in_CPP_(no_drop_outs)	44		9.1	68.1	11.3			2.3	6.8				2.4

What is the minimum amount of time that you require for notice of impending Conservation Day? Please specify your answer in either hours or days. Type 0 in the other box.

Hours

Category	N	0	1	2	3	4	5	6	7	8	10	12	14	18	20	24	30	40	48
default_CPP_(no_drop_outs)	7	29.9			19.8											50.3			
default_CPP_TOU_(no_drop_outs)	6	20.5						20.5		8.9		8.9				41.1			
opt_in_CPP_(no_drop_outs)	29	10.2	3.4		3.4	3.4		3.7		6.8		13.7				48.6		3.4	3.4

Days

Category	N	0	1	2	3	4	5	6	7	8	10	12	14	18	20	24	30	40	48	72	100
default_CPP_(no_drop_outs)	17		83.9	8.1													7.9				
default_CPP_TOU_(no_drop_outs)	11		85.8		14.2																
opt_in_CPP_(no_drop_outs)	48	2.1	79.1	10.4			2.1				2.1				2.1						2.1

Q22 - Do you think you saved any money as a result of selecting this rate plan?

1 Yes
2 No
3 Not sure

Category	N	1	2	3
opt_in_CPP_(no_drop_outs)	576	48.1	11.0	40.9
opt_in_TOU_(no_drop_outs)	1017	46.2	14.1	39.8

Q23 - Do you think you saved any money as a result of receiving service under this rate plan?

1 Yes
2 No
3 Not sure

Category	N	1	2	3
default_CPP_(no_drop_outs)	163	27.9	13.3	58.8
default_CPP_TOU_(no_drop_outs)	141	26.7	24.6	48.7
default_TOU_(no_drop_outs)	417	28.5	18.5	53.0

Q25 - Compared to your old rate plan, how would you rate the convenience of this rate plan?

1 A lot more convenient than my old rate plan
2 Somewhat more convenient than my old rate plan
3 About as convenient as my old rate plan
4 Somewhat less convenient than my old rate plan
5 A lot less convenient than my old plan

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	12.1	20.1	44.5	19.1	4.2
default_CPP_TOU_(no_drop_outs)	141	8.8	14.5	50.3	16.6	9.8
default_TOU_(no_drop_outs)	417	8.7	21.4	50.3	12.4	7.1
opt_in_CPP_(no_drop_outs)	576	17.4	26.2	32.8	18.6	5.0
opt_in_TOU_(no_drop_outs)	1017	15.9	30.7	30.6	18.8	4.0

Q27 - As part of the SmartPricing Options Pilot, SMUD provided you with access to a website containing tips and helpful hints for how to save money under your new pricing plan. Do you recall ever looking at this website?

1 Yes
2 No
3 Not sure

Category	N	1	2	3
default_(no_drop_outs)	721	21.1	63.3	15.6
opt_in_(not_deferred)_(no_drop_outs)	1593	41.5	43.4	15.1

Please indicate how much you agree or disagree with the following statements about your pricing plan.

1 Strongly agree
2 Somewhat agree
3 No opinion
4 Somewhat disagree
5 Strongly disagree

I understand why SMUD is offering the pricing plan I am on

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	27.9	39.2	25.0	3.0	4.9
default_CPP_TOU_(no_drop_outs)	141	25.6	36.5	25.8	9.0	3.2
default_TOU_(no_drop_outs)	417	28.1	34.0	26.8	6.9	4.3
opt_in_CPP_(no_drop_outs)	576	50.4	35.1	10.3	3.2	1.0
opt_in_TOU_(no_drop_outs)	1017	45.6	37.4	12.4	3.5	1.0

SMUD should be offering the pricing plan I am on to all of its customers

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	29.3	29.3	38.6	1.1	1.5
default_CPP_TOU_(no_drop_outs)	141	21.1	27.9	47.3	1.8	1.8
default_TOU_(no_drop_outs)	417	25.7	28.0	42.8	1.9	1.7
opt_in_CPP_(no_drop_outs)	576	40.7	30.0	27.1	1.5	0.7
opt_in_TOU_(no_drop_outs)	1017	41.9	30.1	25.5	2.3	0.2

I believe that I did something good for Sacramento by participating in my pricing plan

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	33.2	30.0	31.1	3.0	2.7
default_CPP_TOU_(no_drop_outs)	141	22.6	31.2	40.0	2.5	3.7
default_TOU_(no_drop_outs)	417	22.5	33.1	39.1	3.5	1.8
opt_in_CPP_(no_drop_outs)	576	47.8	34.3	15.5	1.6	0.9
opt_in_TOU_(no_drop_outs)	1017	44.4	33.9	19.8	1.4	0.6

I think the Sacramento community would be better off if everybody was on my pricing plan

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	26.3	25.1	42.4	3.4	2.7
default_CPP_TOU_(no_drop_outs)	141	17.0	25.4	51.8	2.1	3.7
default_TOU_(no_drop_outs)	417	19.5	26.5	46.9	4.3	2.8
opt_in_CPP_(no_drop_outs)	576	36.0	30.9	28.4	4.1	0.5
opt_in_TOU_(no_drop_outs)	1017	33.8	32.1	30.7	2.6	0.8

I remember receiving a Welcome Back kit in the mail this summer from SMUD

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	31.0	19.4	33.4	5.3	11.0
default_CPP_TOU_(no_drop_outs)	141	26.4	24.0	36.4	3.0	10.1
default_TOU_(no_drop_outs)	417	27.0	22.4	31.4	8.6	10.6
opt_in_CPP_(no_drop_outs)	576	58.4	21.1	14.8	3.4	2.3
opt_in_TOU_(no_drop_outs)	1017	55.0	24.2	15.4	3.1	2.2

SMUD answered all my questions about my pricing plan

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	21.7	19.1	46.2	8.3	4.6
default_CPP_TOU_(no_drop_outs)	141	16.3	22.7	49.1	4.4	7.6
default_TOU_(no_drop_outs)	417	14.8	21.0	54.3	4.6	5.2
opt_in_CPP_(no_drop_outs)	576	41.1	26.5	27.2	3.8	1.4
opt_in_TOU_(no_drop_outs)	1017	40.1	26.6	29.9	2.3	1.1

I want to stay on my pricing plan

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	27.1	27.8	39.4	3.0	2.7
default_CPP_TOU_(no_drop_outs)	141	23.4	23.7	43.3	3.7	5.9
default_TOU_(no_drop_outs)	417	23.2	28.2	40.6	5.0	3.0
opt_in_CPP_(no_drop_outs)	576	50.6	25.5	19.3	3.1	1.6
opt_in_TOU_(no_drop_outs)	1017	48.2	26.5	20.1	3.5	1.6

Q32 - Overall, how satisfied are you with your new pricing plan?

1 Very satisfied
2 Somewhat satisfied
3 Somewhat dissatisfied
4 Very dissatisfied

Category	N	1	2	3	4
default_CPP_(no_drop_outs)	163	24.0	63.0	10.6	2.3
default_CPP_TOU_(no_drop_outs)	141	23.5	59.4	12.1	5.0
default_TOU_(no_drop_outs)	417	21.1	63.1	10.8	5.0
opt_in_CPP_(no_drop_outs)	576	40.9	50.9	7.3	0.9
opt_in_TOU_(no_drop_outs)	1017	36.7	52.9	9.1	1.3

Q33 - As a result of participating in the [SSI Script] as part of SMUD's SmartPricing Options Pilot, did you have more control over your household's electricity cost?

1 Yes
2 No

Category	N	1	2
default_CPP_(no_drop_outs)	163	67.4	32.6
default_CPP_TOU_(no_drop_outs)	141	61.6	38.4
default_TOU_(no_drop_outs)	417	62.0	38.0
opt_in_CPP_(no_drop_outs)	576	81.6	18.4
opt_in_TOU_(no_drop_outs)	1017	79.1	20.9

Q34 - Please identify any actions that you or other members of your household may have taken to lower your electricity consumption between 4:00 PM and 7:00 PM?

Turned off lights not in use during the peak period

Category	N	0	1
default_CPP_(no_drop_outs)	163	26.5	73.5
default_CPP_TOU_(no_drop_outs)	141	28.4	71.6
default_TOU_(no_drop_outs)	417	26.8	73.2
opt_in_CPP_(no_drop_outs)	576	19.5	80.5
opt_in_TOU_(no_drop_outs)	1017	18.6	81.4

Turned off office equipment during the peak period

Category	N	0	1
default_CPP_(no_drop_outs)	163	68.3	31.7
default_CPP_TOU_(no_drop_outs)	141	72.1	27.9
default_TOU_(no_drop_outs)	417	68.1	31.9
opt_in_CPP_(no_drop_outs)	576	50.9	49.1
opt_in_TOU_(no_drop_outs)	1017	60.8	39.2

Turned off entertainment systems during the peak period

Category	N	0	1
default_CPP_(no_drop_outs)	163	64.2	35.8
default_CPP_TOU_(no_drop_outs)	141	78.0	22.0
default_TOU_(no_drop_outs)	417	73.3	26.7
opt_in_CPP_(no_drop_outs)	576	56.8	43.2
opt_in_TOU_(no_drop_outs)	1017	67.0	33.0

Increased the temperature of my thermostat during the peak period

Category	N	0	1
default_CPP_(no_drop_outs)	163	$56.6	$43.4
default_CPP_TOU_(no_drop_outs)	141	$64.2	$35.8
default_TOU_(no_drop_outs)	417	$62.5	$37.5
opt_in_CPP_(no_drop_outs)	576	$59.1	$40.9
opt_in_TOU_(no_drop_outs)	1017	$52.6	$47.4

Turned off air conditioning during the peak period

Category	N	0	1
default_CPP_(no_drop_outs)	163	54.2	45.8
default_CPP_TOU_(no_drop_outs)	141	47.1	52.9
default_TOU_(no_drop_outs)	417	54.9	45.1
opt_in_CPP_(no_drop_outs)	576	30.0	70.0
opt_in_TOU_(no_drop_outs)	1017	38.2	61.8

Did laundry off peak

Category	N	0	1
default_CPP_(no_drop_outs)	163	26.5	73.5
default_CPP_TOU_(no_drop_outs)	141	17.4	82.6
default_TOU_(no_drop_outs)	417	23.7	76.3
opt_in_CPP_(no_drop_outs)	576	13.9	86.1
opt_in_TOU_(no_drop_outs)	1017	11.3	88.7

Did dishes off peak

Category	N	0	1
default_CPP_(no_drop_outs)	163	37.9	62.1
default_CPP_TOU_(no_drop_outs)	141	36.4	63.6
default_TOU_(no_drop_outs)	417	41.1	58.9
opt_in_CPP_(no_drop_outs)	576	29.5	70.5
opt_in_TOU_(no_drop_outs)	1017	27.3	72.7

Cooked dinners outside

Category	N	0	1
default_CPP_(no_drop_outs)	163	63.9	36.1
default_CPP_TOU_(no_drop_outs)	141	64.8	35.2
default_TOU_(no_drop_outs)	417	70.3	29.7
opt_in_CPP_(no_drop_outs)	576	64.1	35.9
opt_in_TOU_(no_drop_outs)	1017	66.8	33.2

Changed spa and pool pumping to off-peak hours

Category	N	0	1
default_CPP_(no_drop_outs)	163	91.6	8.4
default_CPP_TOU_(no_drop_outs)	141	84.5	15.5
default_TOU_(no_drop_outs)	417	91.7	8.3
opt_in_CPP_(no_drop_outs)	576	87.3	12.7
opt_in_TOU_(no_drop_outs)	1017	86.4	13.6

None of the above

Category	N	0	1
default_CPP_(no_drop_outs)	163	89.4	10.6
default_CPP_TOU_(no_drop_outs)	141	89.9	10.1
default_TOU_(no_drop_outs)	417	90.2	9.8
opt_in_CPP_(no_drop_outs)	576	97.0	3.0
opt_in_TOU_(no_drop_outs)	1017	97.8	2.2

Q35 - How difficult were these changes to make?

1 Not difficult at all
2 Somewhat difficult
3 Very difficult

Category	N	1	2	3
default_CPP_(no_drop_outs)	149	64.6	33.2	2.1
default_CPP_TOU_(no_drop_outs)	130	59.8	35.6	4.5
default_TOU_(no_drop_outs)	380	66.6	30.9	2.4
opt_in_CPP_(no_drop_outs)	559	66.4	32.0	1.6
opt_in_TOU_(no_drop_outs)	995	63.9	33.7	2.4

Q45 - In the past week, about how often did you look at your Electricity Use Display?

1 More than once a day
2 About once a day
3 2 - 4 times
4 Once
5 Never

Category	N	1	2	3	4	5
default_(no_drop_outs)	129	24.1	17.3	12.1	15.8	30.7
opt_in_(not_deferred)_(no_drop_outs)	548	22.1	18.8	16.2	15.3	27.6

Q47 - Have you made any changes to the way you use electricity in your home based on the information provided by the Electricity Use Display?

1 Yes
2 No
3 Not sure
4 I never got the Electricity Use Display to work

Category	N	1	2	3	4
default_CPP_TOU_received_IHD	47	70.2	8.5	6.4	14.9
default_CPP_received_IHD	49	71.4	16.3	8.2	4.1
default_TOU_received_IHD	92	63.0	18.5	6.5	12.0
default_combined_received_IHD	**188**	**66.5**	**16.0**	**6.9**	**10.6**
opt_in_CPP_received_IHD	386	59.6	10.9	6.2	23.3
opt_in_TOU_received_IHD	507	60.6	12.2	5.3	21.9
opt_in_combined_received_IHD	**893**	**60.1**	**11.6**	**5.7**	**22.5**

Q48 - Based on your experience with the Electricity Use Display, would you recommend to a friend that they get one?

1 Yes
2 No
3 Not sure

Category	N	1	2	3
default_CPP_TOU_received_IHD	47	63.8	14.8	21.2
default_CPP_received_IHD	49	79.5	12.2	8.1
default_TOU_received_IHD	92	65.2	16.3	18.4
default_combined_received_IHD	**188**	**68.5**	**15.0**	**16.4**
opt_in_CPP_received_IHD	386	58.8	16.3	24.8
opt_in_TOU_received_IHD	507	61.5	15.5	22.8
opt_in_combined_received_IHD	**893**	**60.3**	**15.9**	**23.7**

Q50 - Since 2012 you have been receiving electric service under the (insert plan name) as part of SMUD's SmartPricing Options Pilot. Below are some reasons why people say they continue to stay on the (Insert pricing plan). Please tell us how important these reasons are to you in staying on the pricing plan.

1 Very important
2 Somewhat important
3 No opinion
4 Somewhat unimportant
5 Completely unimportant

I like the pricing plan

Category	N	1	2	3	4	5
opt_in_CPP_(not_deferred)_(no_drop_outs)	576	44.9	35.9	16.3	1.9	1.0
opt_in_TOU_(not_deferred)_(no_drop_outs)	1017	44.1	34.0	19.5	1.7	0.7

I didn't know I was able to drop out of the pricing plan

Category	N	1	2	3	4	5
opt_in_CPP_(not_deferred)_(no_drop_outs)	576	12.9	20.4	46.3	7.0	13.4
opt_in_TOU_(not_deferred)_(no_drop_outs)	1017	14.2	21.4	46.0	6.1	12.4

I intended to drop out of the pricing plan, but never got around to it

Category	N	1	2	3	4	5
opt_in_CPP_(not_deferred)_(no_drop_outs)	576	5.6	10.2	51.8	9.0	23.4
opt_in_TOU_(not_deferred)_(no_drop_outs)	1017	4.3	8.4	55.6	8.6	23.1

I don't think I would be any better off on the standard rate

Category	N	1	2	3	4	5
opt_in_CPP_(not_deferred)_(no_drop_outs)	576	23.1	24.8	39.2	4.2	8.7
opt_in_TOU_(not_deferred)_(no_drop_outs)	1017	17.4	24.2	44.0	5.9	8.4

The more I got used to the pricing plan, the more I liked it

Category	N	1	2	3	4	5
opt_in_CPP_(not_deferred)_(no_drop_outs)	576	32.0	31.5	32.8	2.4	1.2
opt_in_TOU_(not_deferred)_(no_drop_outs)	1017	34.5	29.9	31.6	2.1	1.9

Q51 - Since 2012 you were assigned to a new pricing plan called the (insert plan name), as part of SMUD's SmartPricing Options Pilot. Below are some reasons why people say they continue to subscribe to the (insert plan name). Please tell us how important these reasons are to you in staying on the pricing plan.

1 Very important
2 Somewhat important
3 No opinion
4 Somewhat unimportant
5 Completely unimportant

I like the pricing plan SMUD assigned me to

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	24.5	35.0	37.9	1.9	0.8
default_CPP_TOU_(no_drop_outs)	141	26.3	27.8	39.5	2.8	3.7
default_TOU_(no_drop_outs)	417	22.6	34.6	39.0	1.9	1.9

I didn't know I was assigned to the new pricing plan

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	18.2	17.1	52.2	2.3	10.3
default_CPP_TOU_(no_drop_outs)	141	16.8	22.6	50.2	2.2	8.1
default_TOU_(no_drop_outs)	417	16.4	19.4	56.5	2.7	5.1

I didn't know I was able to drop out of the new pricing plan

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	16.7	21.3	52.1	4.2	5.7
default_CPP_TOU_(no_drop_outs)	141	18.2	25.1	43.4	3.0	10.3
default_TOU_(no_drop_outs)	417	20.6	24.8	49.3	1.9	3.4

I assume the default pricing plan SMUD selected for me is best for me

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	24.7	27.8	41.8	1.9	3.8
default_CPP_TOU_(no_drop_outs)	141	21.5	27.7	44.8	1.7	4.4
default_TOU_(no_drop_outs)	417	18.6	32.4	45.0	1.9	2.1

I intended to drop out of the pricing plan, but never got around to it

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	5.3	6.8	61.2	9.5	17.1
default_CPP_TOU_(no_drop_outs)	141	8.3	9.1	64.8	2.2	15.6
default_TOU_(no_drop_outs)	417	5.3	7.9	70.1	7.7	9.0

I'm not sure I would be any better off on the standard rate

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	15.5	29.2	42.3	3.8	9.2
default_CPP_TOU_(no_drop_outs)	141	14.0	23.9	49.9	2.6	9.6
default_TOU_(no_drop_outs)	417	13.1	25.3	53.9	3.8	4.0

The more I got used to the pricing plan, the more I liked it

Category	N	1	2	3	4	5
default_CPP_(no_drop_outs)	163	19.1	26.7	50.8	2.7	0.8
default_CPP_TOU_(no_drop_outs)	141	21.5	19.7	54.4	1.7	2.8
default_TOU_(no_drop_outs)	417	16.6	22.0	56.4	2.0	2.9