

QUESTIONS AND ANSWERS

RFP #2018-004

NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION

REQUEST FOR PROPOSALS

Survey of Residential and Commercial Customers

	Questions	Answers
1.	<p>What contact information is available for potential respondents?</p> <p>Telephone number?</p> <p>Address?</p> <p>Email address? If so, what percentage of the sampling frame have email addresses?</p> <p>Date of inquiry?</p> <p>Type of inquiry?</p> <p>Outcome of inquiry?</p> <p>Information on housing status? Is it a home or an apartment? Is this for the current residence or the residence at the time of the inquiry?</p>	<p>The information available is not the same for the potential respondents. Most potential respondents will have provided a telephone number, and some may have provided an address and/or email. The date of inquiry, type of inquiry and outcome of inquiry is available for all potential respondents. Information regarding housing status would not be reliably available.</p>
2.	<p>Do you need to have enough interviews from business and households separately to achieve the MOE of +/-2.5% or is the MOE of +/-2.5% apply to the entire study?</p>	<p>The MOE would apply to the entire study.</p>
3.	<p>What percentage of annual inquiries are from commercial vs residential?</p>	<p>For the period July 1, 2016, through June 30, 2017, approximately 6% of the contacts to the Commission's Consumer Services Division were non-residential.</p>
4.	<p>Do you want all inquiries from as far back as 2012 included in the sampling frame?</p>	<p>No, only inquiries received during the period July 1, 2017 through June 30, 2018.</p>