



5022

Liberty Utilities – New Hampshire Gas Customer Satisfaction – Final Report

October 2014

LUTH
research

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Objectives & Methodology

Objectives

- Analyze current customer satisfaction levels with Liberty Utilities among New Hampshire (NH) Gas customers.
- Compare current satisfaction levels with previous years to determine whether satisfaction significantly increased or not over time.

Methodology

- A total of 1,500 surveys from NH Liberty Utilities' Gas customers were completed.
- 58% of interviews were completed online; and 42% were completed via phone.
- The study was fielded from September 16, 2014 through October 1, 2014.
- Statistical significance was tested at the 95% level.

Objectives & Methodology

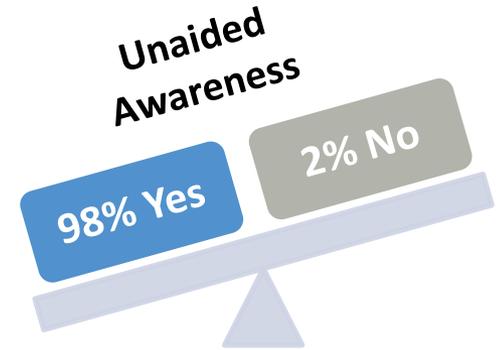
- This is the third year of performance tracking for services rendered to Liberty Utilities' Gas customers in New Hampshire. Data from 2014 is compared throughout the report to data from 2012 and 2013.
- Residential customers were randomly selected from a sample provided by Liberty Utilities for participation in the survey. The survey sample was representative of Liberty Utilities' New Hampshire Gas customers.
- Base counts throughout this report refer to total responding, eliminating those who are not asked the question due to a skip pattern.
- Sampling Error
 - As is the case in all survey samples, there is an element of sampling error that is known and measurable when making projections to the population of all Liberty Utilities residential customers. Sampling error varies inversely with the size of the sample.
 - With a sample size of 1,500 and a 95% level of confidence, the range of error for proportions observed in this survey is +/- 2.53 percentage points.

KEY FINDINGS & RECOMMENDATIONS

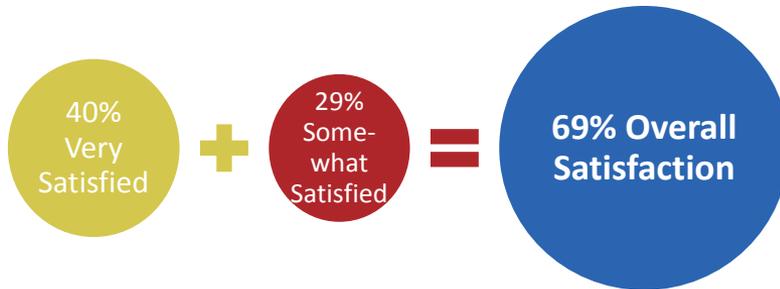
Awareness & Satisfaction

Awareness of Liberty Utilities is almost 100%.

- Almost all customers (98%) were aware that Liberty Utilities was their gas utility company in 2014. This was a slight improvement from 2013 (96%).



Overall satisfaction with Liberty Utilities has declined over the past year. Those citing Very or Somewhat Satisfied was down from a high of 83% in 2012 to 69% in 2014.

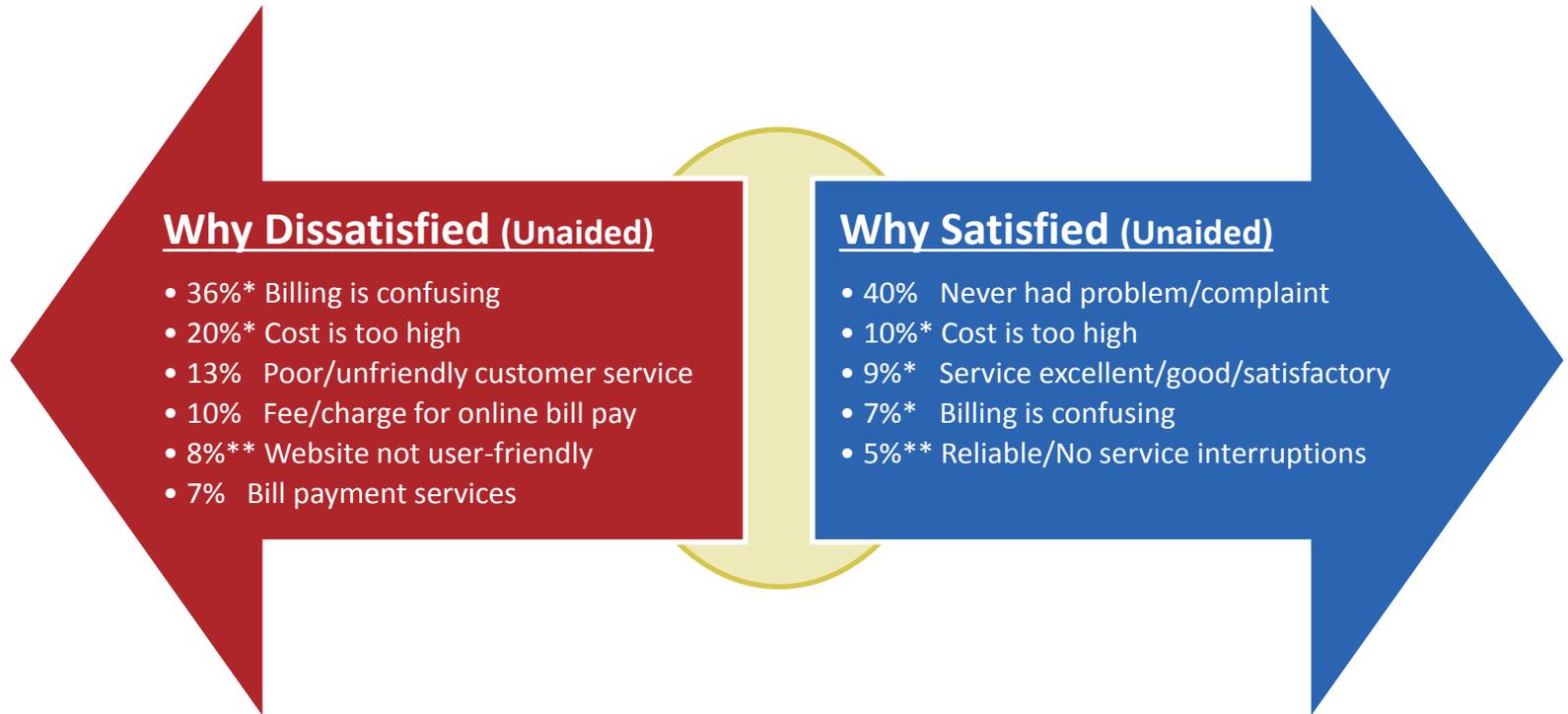


- The biggest shift was in those customers who claimed to be very satisfied; 61% in 2012 down to only 40% stating the same in 2014.
- When price was removed from the evaluation, no significant change was observed in terms of the overall satisfaction scores provided by respondents (69% when price was a factor vs. 73% without price). This implies satisfaction ratings provided by gas customers were focused on factors outside of cost.

Reasons for Satisfaction/Dissatisfaction

The top reason cited for overall satisfaction was customers never having a problem or complaint (40% vs. 38% 2013). Additionally, customers felt the service is satisfactory, good, or excellent (9%), and reliable (5%). However, a high percentage of satisfied customers also cited high cost (10%) and confusing billing (7%).

Confusion with billing and high cost were also top reasons for dissatisfaction. Although it may not be possible to lower the cost of service, better communication around billing and how rates are calculated is a must to help lift satisfaction levels in the future.



* Significantly higher than 2013 scores

** Significantly lower than 2013 scores

Overall Company and Services

When evaluating the company, customers were most satisfied with Liberty providing reliable and safe gas services. However, there was a significant decrease in satisfaction ratings for almost all attributes compared to 2013. Customers were least satisfied with price and company website, ranking them last.

Respondents were asked how satisfied they were with Liberty Utilities as a company. Protecting employee/public safety (71%) and being environmentally responsible (65%) received the highest scores for satisfaction. The area most in need of improvement was providing a good value for the price (49%), which was found satisfactory by less than half of the customers surveyed. Large numbers of respondents indicated Not Applicable to the metrics related to the company’s positioning and perceptions (vision for the future, responsible corporate citizen, commitment to the community), indicating an opportunity to update the survey instrument for the coming year.

Company Evaluation Key Indicators

- 86%** Providing reliable gas services
- 84% Providing safe gas services
- 62%** Accuracy of bill/statement
- 60%** Payment options
- 60%** Encouraging gas conservation
- 58%** Customer service
- 55%** Communications
- 43%** Community presence
- 42%** Company website
- 40%** Price

Satisfaction with Company

- 71% Protecting employee/public safety
- 65% Environmentally responsible
- 63% Quality of services
- 59% Responsible corporate citizen
- 57% Being a well-run company
- 56% Commitment to the community
- 53% Vision for the future
- 53% Being open about how it operates
- 49% Providing good value for the price

* Significantly higher than 2013 scores

** Significantly lower than 2013 scores

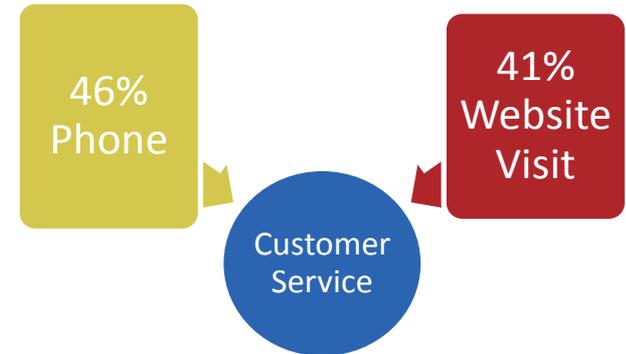
Customer Service

Almost half of all customers called Liberty in the past year (46%).

- The majority called and spoke to a live person (82%).
- Customers who called spoke to a live person 3.35 times on average and interacted with IVR 3.85 times on average in the past year.
- Customers calling on the phone needed customer service and to get questions answered.

Four in ten customers visited the website, and did so an average of 8.71 times in the past year. Customers primarily used the website to pay bills.

- Overall, customers were more satisfied with human interaction versus automated or online systems.



Satisfaction with customer service decreased significantly in 2014.

- Just over half (54%) of customers said they were satisfied with their customer service experience in 2014, significantly less than previous years.
- Satisfaction with customer service significantly decreased in all areas in 2014. The biggest decreases were seen for knowledgeable (-17%) and satisfied with resolution (-15%).

Customer Billing

Customer satisfaction with billing declined in 2014; across all customer billing metrics there was a significant decrease in satisfaction from 2013.

The strongest satisfaction scores in 2014 continued to be bill easy to read (69%) and bill easy to understand (66%). Respondents were least likely to agree that Liberty provides useful information on rates (52%).



* Significantly higher than 2013 scores

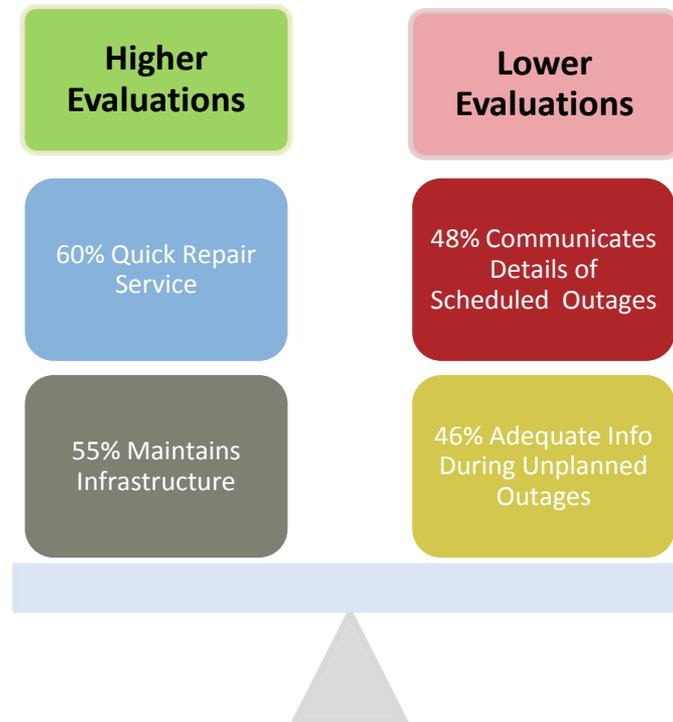
** Significantly lower than 2013 scores

Service Outage

On a positive note, only six percent of NH gas customers experienced a service outage in the past year.

Repair efforts and Maintenance were rated most favorably while communicating details and information on outages were rated less favorably. Communication efforts should continue to be a priority for Liberty NH Electric – reaching respondents through a myriad of methods should be used to communicate prior to and during service disruptions.

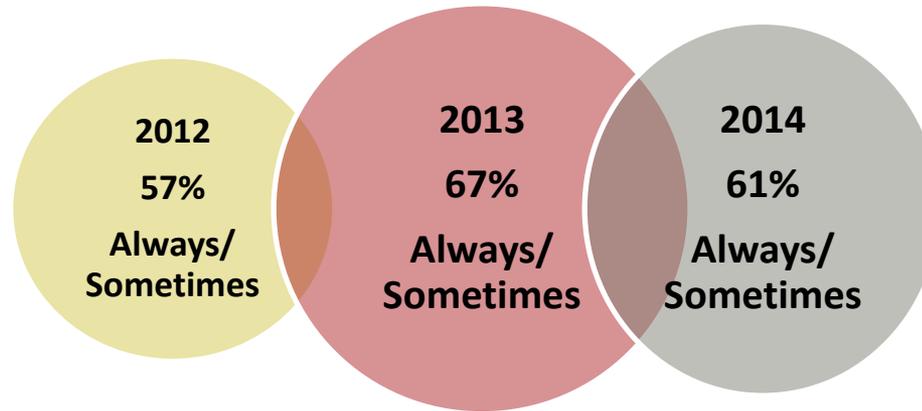
Service Outage Evaluations



Communication

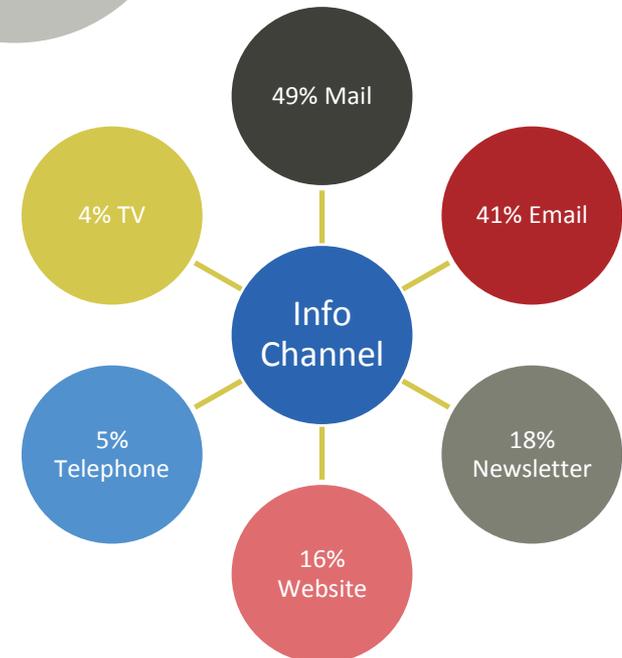
Readership of bill inserts decreased in 2014 to realign with 2012 levels – six in ten (61%) said they read their informational inserts always/sometimes (compared to 67% in 2013).

- Customer segments more engaged in the informational inserts included older customers (72% 65+ years), lower income customers (67% <\$50K) and residents of 11 years or more (66%).



The top preferred method of receiving information was regular mail/letter, followed closely by email.

- Customers who said they were less likely to read their billing informational inserts – younger and higher income residents – were also more likely to prefer receiving information via email as well as the company website.
- Customers were most interested in receiving communications regarding rate information (58%), and energy/cost savings tips (52%).

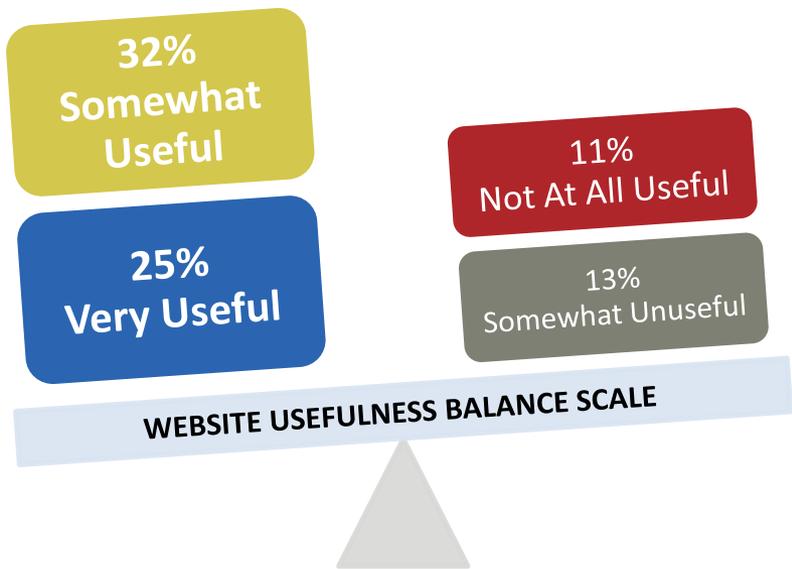


Communication - Website

Over half (51%) of customers accessed the website. This was a significant increase from 2013 usage.

- Those significantly more likely visit the website were customers ages 18-44 (64% vs. 38% 65+), residents of 10 years or less (58% vs. 45% 11 years or more), and 100K+ income (61% vs. 42% <\$50K).

The majority of those who had visited the website indicated that they did so to pay a bill (49%). A quarter of customers visited the website because they needed billing information (25%).



The ratings of website usefulness have declined each year since 2012.

Just over half (58%) of customers in 2014 felt the website was very useful/somewhat useful. This is down significantly from 2012 (74%) and 2013 (71%).

- However, some of this may be due to new online bill-pay fees.

Recommendations

Overall Company

- While the majority of Liberty Utilities' customers were satisfied overall with the service provided to them, the significant trend in declining satisfaction is concerning. Even discounting price/costs as a factor, satisfaction levels were at an all time low. Low satisfaction can be further explained by examining the significantly lower ratings for all the key indicators – most notably price, company website, and community presence, as well as the significant decline in providing good value for the price. Liberty Utilities should focus efforts to improve the customer experience in these areas and may need to put current prices in context or justify them to help with improve the overall satisfaction with the relationship.
- Continuing to improve outreach to the younger and higher income segments is recommended to increase overall satisfaction. Both segments were less likely to be satisfied by most attributes and key indicators of satisfaction. Follow up research targeting these two segments may divulge useful information and key strategies to increase satisfaction with these segments.
- There was a significant number of respondents indicating dissatisfaction with the fee they were charged when paying online. Combined with other reasons for dissatisfaction – unfriendly website and bill payment services – it is recommended that Liberty takes a close look at revamping the website and consider eliminating the online bill-pay fee. While likely little can be done to eliminate the rising costs of gas, alleviating the burden of extra fees and confusion using the website are likely to raise satisfaction levels.
- The issue of confusion with their bill should not be overlooked as it is becoming a bigger problem than in the past and potentially feeding into the lower than desired customer service satisfaction scores.

Customer Service

- Customer service satisfaction ratings are low across all key metrics measured. The lowest rated are likely the most important to get right; speed and resolution. Customers indicate Liberty Utilities is unsuccessful at handling issues quickly and/or not able to resolve the customer's problem in approximately 50% of all cases.

Recommendations

Customer Billing

- Because satisfaction levels with attributes of customer billing were all significantly lower than 2013, and billing issues were key unaided responses as a reason for dissatisfaction, it is recommended that Liberty Utilities take a deep look at their billing processes. Providing rate information and ensuring the accuracy of bill statements are key factors in increasing satisfaction in this area. Ensuring customers can utilize a platform of their choice to pay their bills with ease is crucial in maintaining satisfaction – whether that be via mail, phone, online, or even via mobile device.

Service Outages

- While only six percent of customers reported a service outage in 2014, it is recommended to continue communication efforts prior to and during service interruptions, as customers were least satisfied with these aspects.

Communication & Website

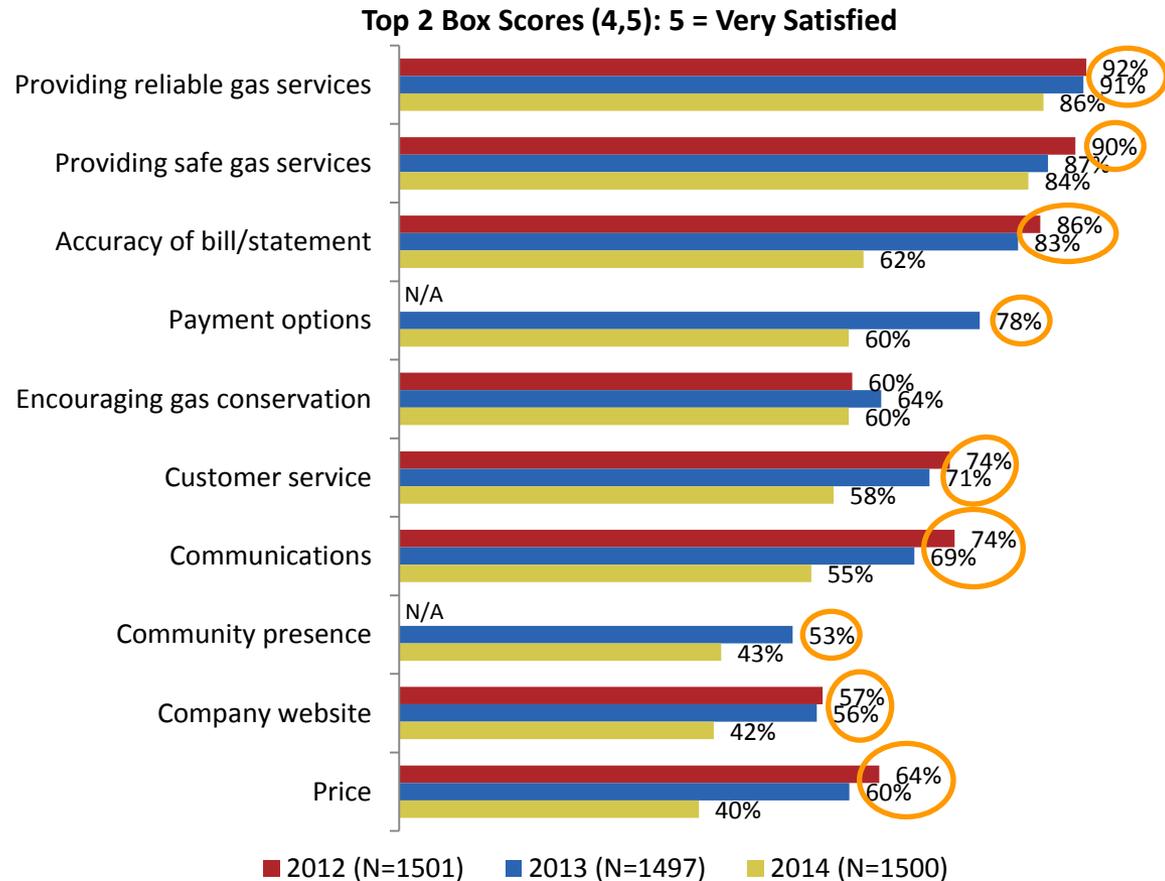
- As in 2013, younger, newer and high income residents continued to report they were less likely to read the informational inserts provided in their bills, and prefer communication via email and the company website. It is recommended that Liberty continue to use electronic outreach to target these specific groups. Detailed, resourceful information should be provided through e-newsletters and the website as well as what is currently provided in the informational inserts.
- Website usefulness is at an all time low, and as website usage continues to rise, it is crucial to provide the tools needed for customers to use at ease, particularly related to bill-pay. Investing in an online platform that is easy to use and understand will have long-term benefit payoffs for Liberty Utilities in terms of overall satisfaction.

DETAILED FINDINGS

OVERALL SERVICES AND COMPANY

Company Evaluation – Satisfaction

Generally, satisfaction scores showed a decline in the company's overall performance – there were no attributes where an increase in satisfaction was observed. Areas with the largest decreases included price (-20%), accuracy of bill/statement (-19%), and payment options (-18%).



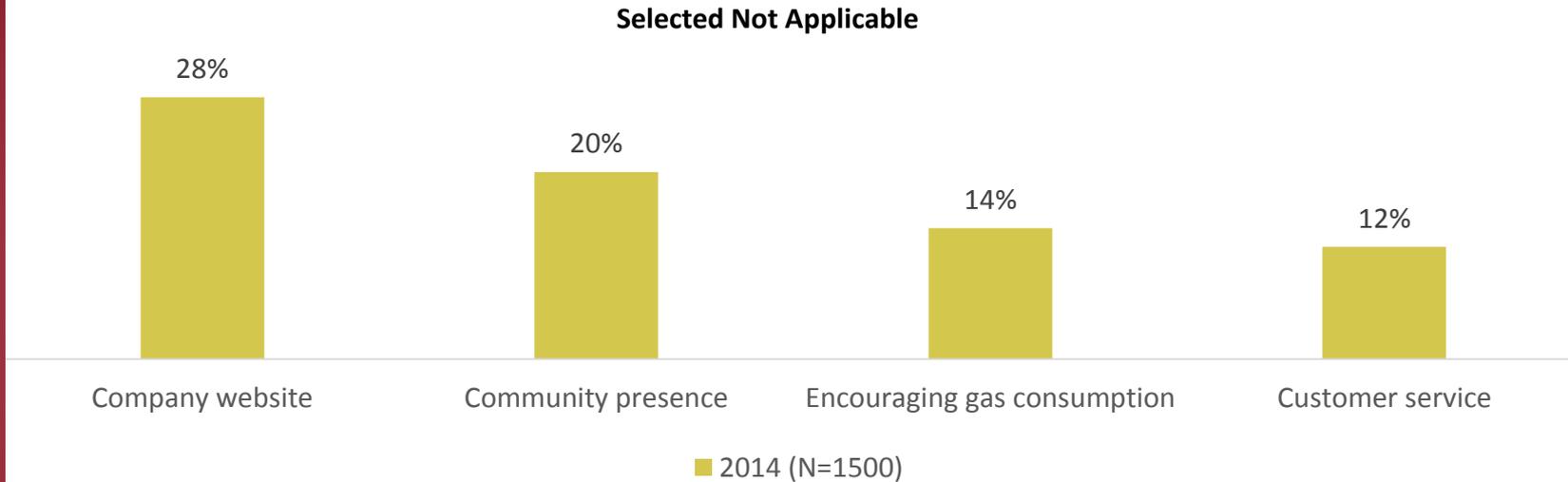
NOTE: Orange circled data indicates significant differences between the two years.

NOTE: N/A option offered for all statements in 2013; N/A option offered for 4 of 10 statements in 2014. Less than n=20 respondents selected N/A for 5 of 6 statements in 2013 where N/A was not offered in 2014, so all 2013 scores were shown with N/A excluded from the base. Where applicable, all 2014 scores were also shown with N/A excluded from the base.

Q2. Please rate Liberty Utilities in the following areas by using a 5-point scale with 5 being "Very Satisfied" and 1 being "Very Dissatisfied".

Reasons for Selecting Not Applicable

For the company evaluation metrics, customers chose Not Applicable because they had not used the service or feature being asked about.



Reasons Why

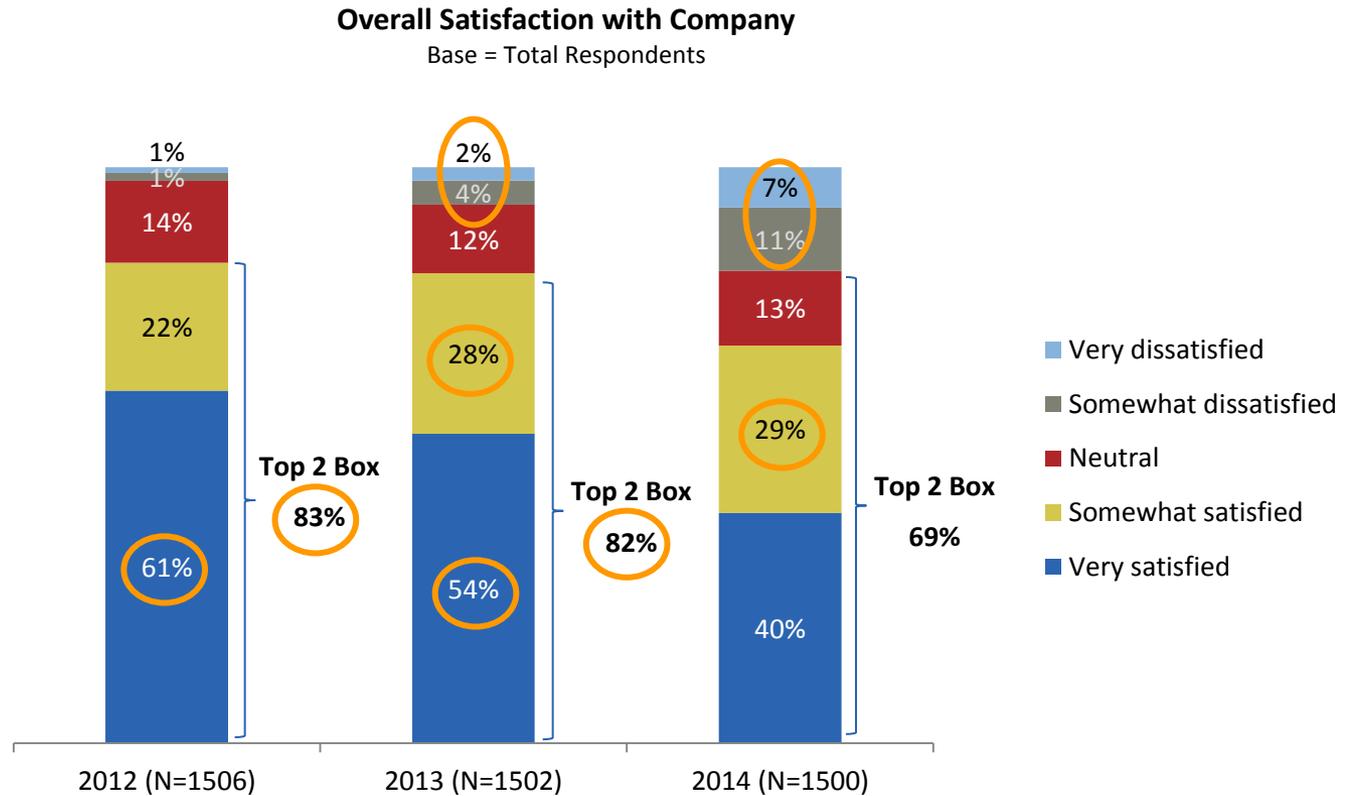
N=414	2014 Total (5%+ Mentions)	N=296	2014 Total (5%+ Mentions)	N=211	2014 Total (5%+ Mentions)	N=183	2014 Total (5%+ Mentions)
Haven't used this	70%	Have not used this	41%	Haven't used this	38%	Haven't used this	65%
No computer	12%	Have not heard anything about this	36%	Have not heard anything about this	34%	Have not heard anything about this	21%
Have not heard anything about this	7%	Don't know	11%	Don't know	16%		
Don't know	5%						

Q2b. Why did you say that the following aspects of Liberty Utilities' services are not applicable to you? Please be as specific as possible.

Overall Satisfaction

There was a decrease in overall satisfaction with Liberty Utilities among gas customers. Most notable was the shift in very satisfied customers, which decreased from 54% in 2013 to 40% in 2014.

Customers ages 65+ were most likely to say they were satisfied, while customers ages 18-44 were more likely to express dissatisfaction (25% very/somewhat dissatisfied) – an area worth exploring.



NOTE: Orange circled data indicates significant increases between years.

Q3. Overall, how satisfied are you with Liberty Utilities?

Reasons for Satisfaction/Dissatisfaction

The top reason why customers said they were very/somewhat satisfied with Liberty was because they never had a complaint (40%). Even though the majority of customers were satisfied, 10% still cited cost as being too high or calling attention to rate increases.

The top reason for dissatisfaction was the fact that billing is confusing/problematic (36%), up significantly from 2013. High cost was also cited as a reason for dissatisfaction, by 20% of dissatisfied customers.

Suggestions for Improvements	2012 Total	2013 Total	2014 Total	Difference from 2013
Why Satisfied	N=1256	N=1225	N=1033	
Never had a problem/complaint	56%	38%	40%	2%
Cost is too high/rate increases	4%	5%	10%	5%
Service is satisfactory/good/excellent	4%	8%	9%	1%
Billing is confusing/problematic	1%	4%	7%	3%
Reliable/Receive services paid for/No service interruptions	8%	10%	5%	-5%
Why Dissatisfied	N=36	N=98	N=276	
Billing is confusing/problematic	22%	20%	36%	16%
Cost is too high/rate increases	19%	12%	20%	8%
Poor/unfriendly/uncaring customer service	17%	17%	13%	-4%
Charge/Fee to pay bill online or on phone	-	-	10%*	10%
Website not user-friendly/informative	-	16%	8%	-8%
Bill payment services	-	-	7%	7%

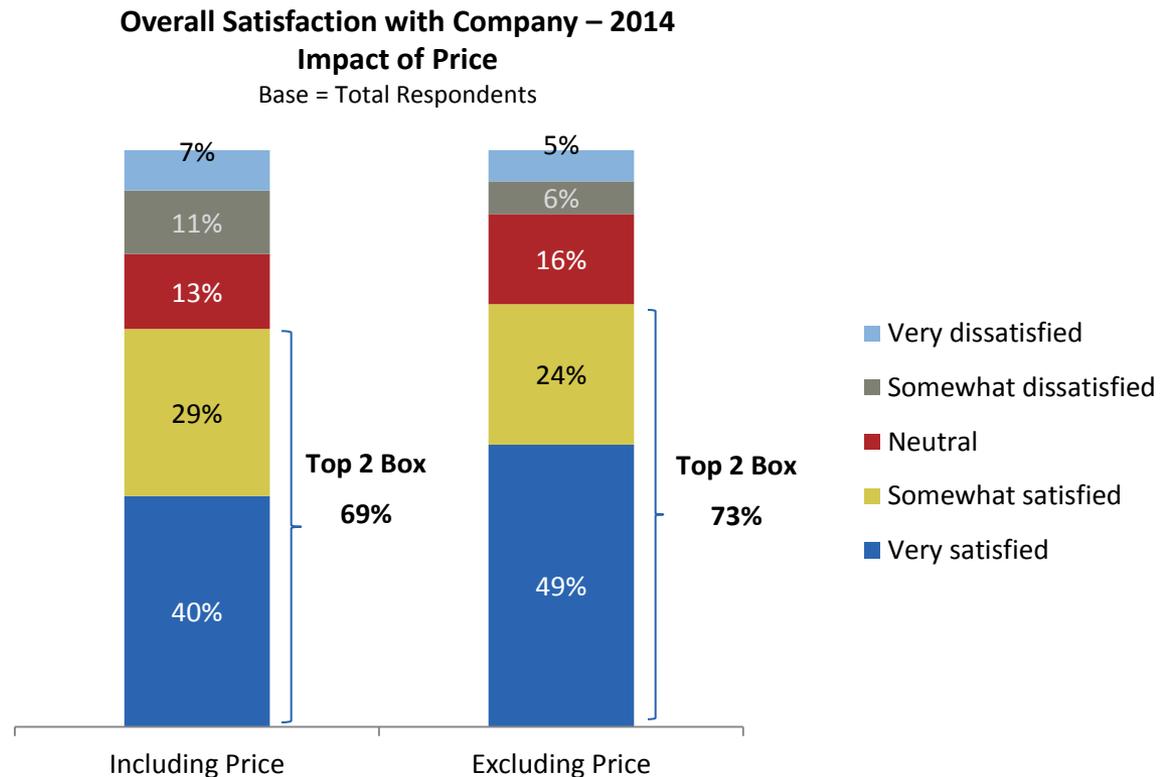
*There were a total of 61 mentions of dissatisfaction with the bill-pay fee, or 4% total. (25 satisfied, 27 dissatisfied, and 9 neutral customers cited the fee).

NOTE: Data in orange indicates significant increases/decreases between years. Data is only shown for 5%+ mentions in 2014.

Q3B. Being as specific as possible, why did you say you are [INSERT FROM Q3] with Liberty Utilities?

Overall Satisfaction Excluding Price

When price was removed from the evaluation, no significant change was observed in terms of the overall satisfaction scores provided by respondents (69% when price was a factor vs. 73% without price). This implies satisfaction ratings provided by gas customers were focused on factors outside of cost.

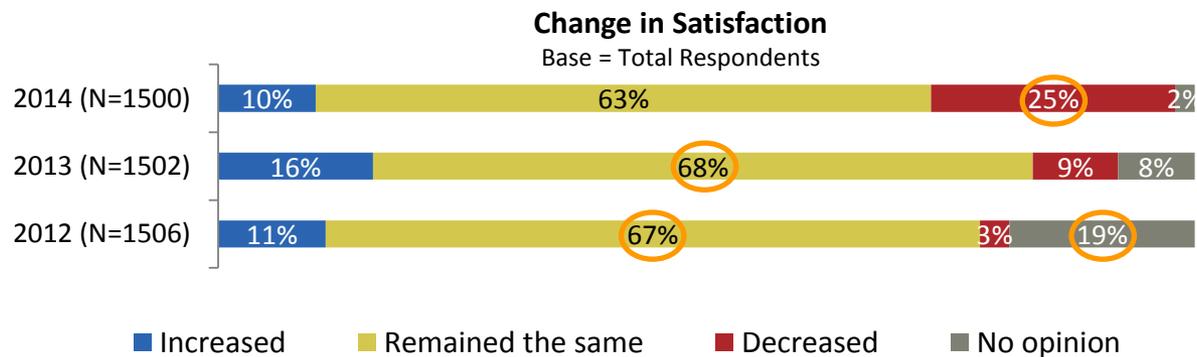


NOTE: Orange circled data indicates significant increases between groups.

QEAST01. Using a scale where 5 is "very satisfied" and 1 is "very dissatisfied", how satisfied are you with the services, excluding price, that you are receiving from Liberty Utilities?

Overall Change in Satisfaction

Gas customers again indicated that their satisfaction has decreased (25%), mirroring overall satisfaction results.



NOTE: Orange circled data indicates significant increases between years.

Q4. Would you say that your overall satisfaction with Liberty Utilities has increased or decreased over the past year?

Company Evaluation – Key Indicators

Liberty customers were most satisfied with the way the company focused on protecting the safety of employees and the public (73%).

Conversely, providing good value for the price was ranked last, as less than half of gas customers felt Liberty performed well in this area (49%).

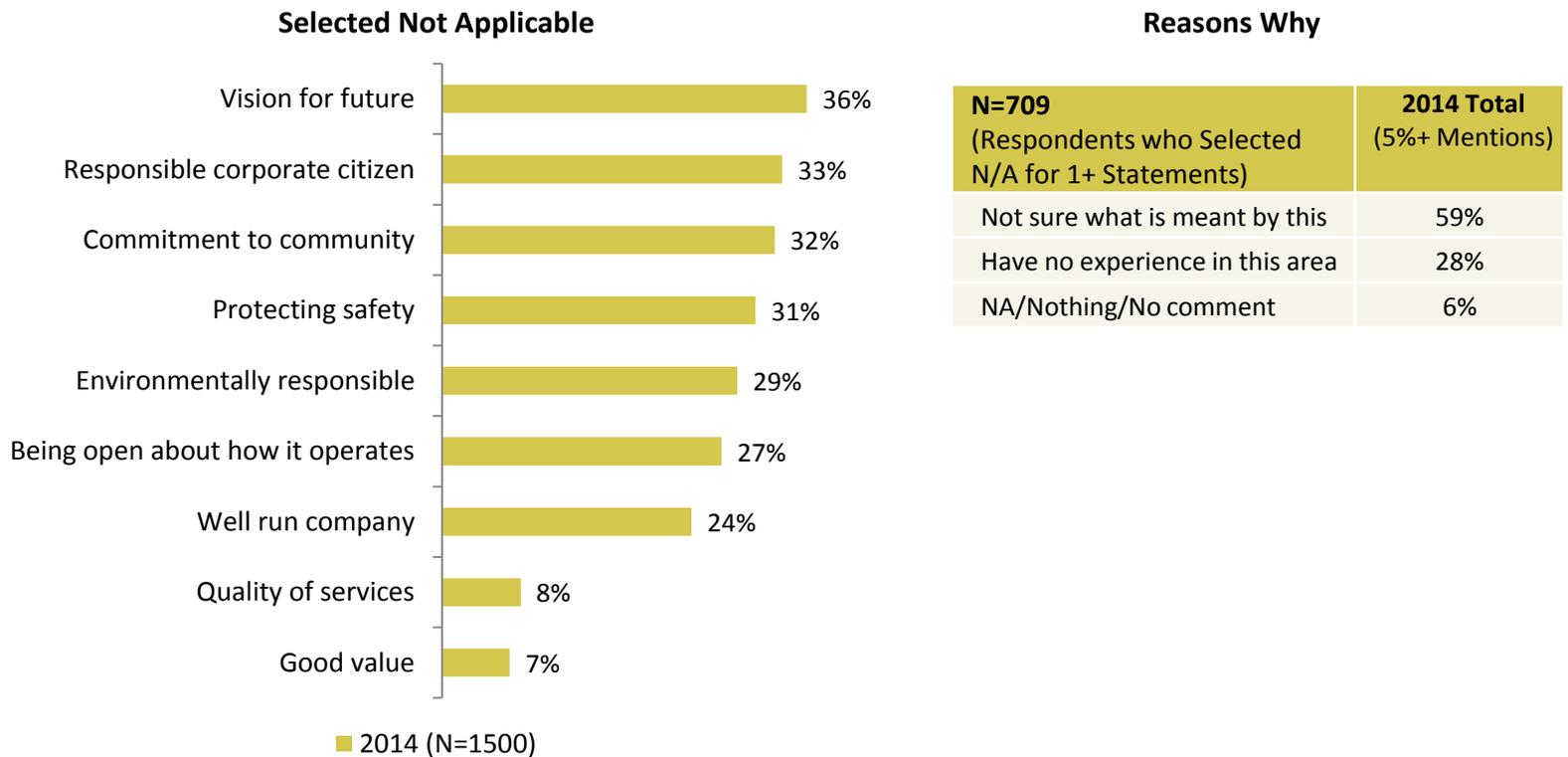


NOTE: N/A option offered for no statements in 2013; N/A option offered for all statements in 2014. Only 2014 scores shown, with N/A excluded from the base. Q5. Based on a scale from 1 to 5 where 1 is "Poor" and 5 is "Excellent", please rate how good a job Liberty Utilities does on each of the following items:

Reasons for Selecting Not Applicable

Customers were more likely to select Not Applicable for metrics related to the company’s positioning and perceptions (vision for the future, responsible corporate citizen, commitment to the community) than for those related to more tangible value and services (good value, quality of services).

When Not Applicable was selected, it was mostly because customers were not sure what was meant.



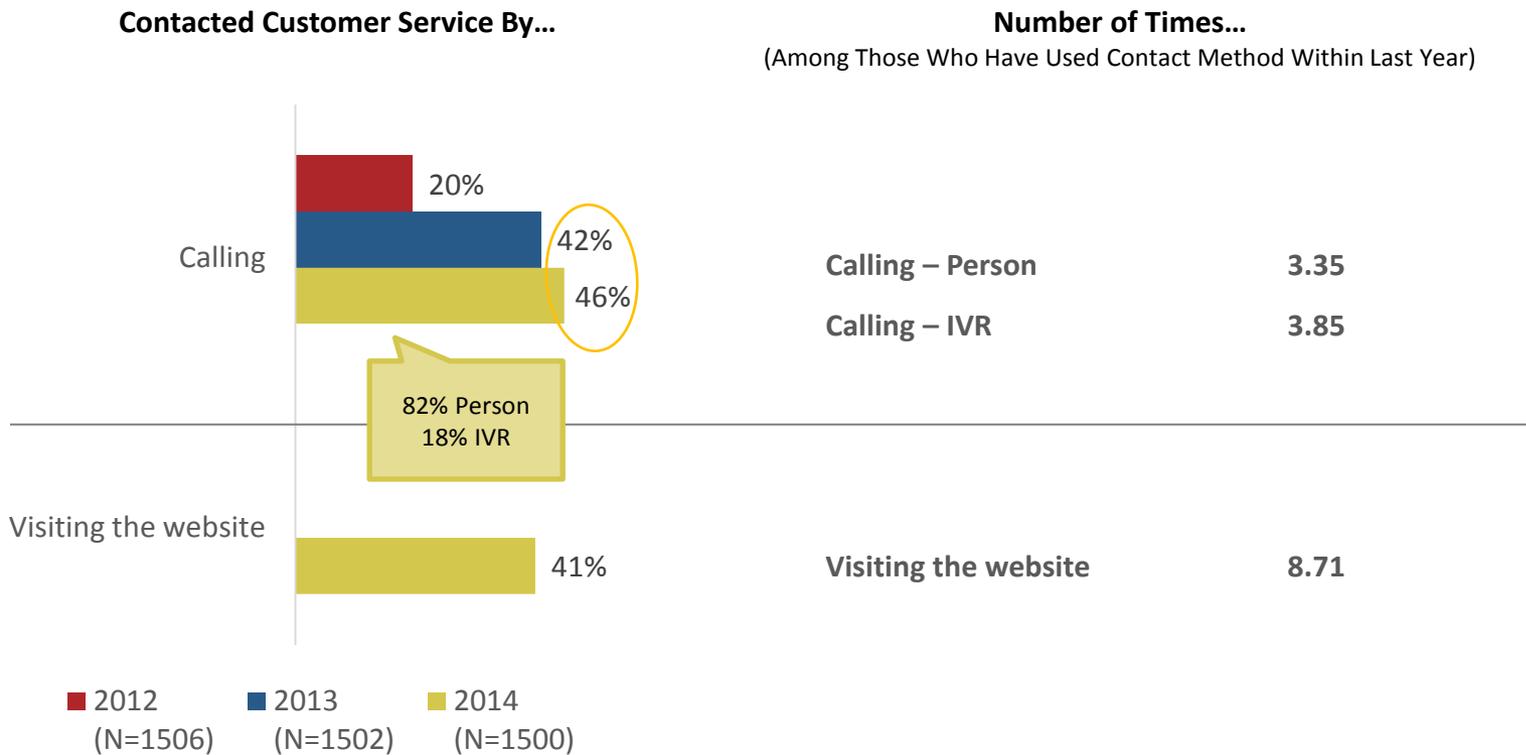
Q5b. Why did you say that the following aspects of Liberty Utilities’ services are not applicable to you? Please be as specific as possible.

CUSTOMER SERVICE

Customer Service

In 2014, customers most frequently contacted customer service by calling (46%). Those calling spoke to a person an average of 3.35 times, and utilized IVR 3.85 times over the past year.

Four in ten customers visited the website for customer service (41%). Customers visiting the website did so an average of 8.71 times within the last year.



NOTE: Orange circled data indicates significant differences between the year(s).

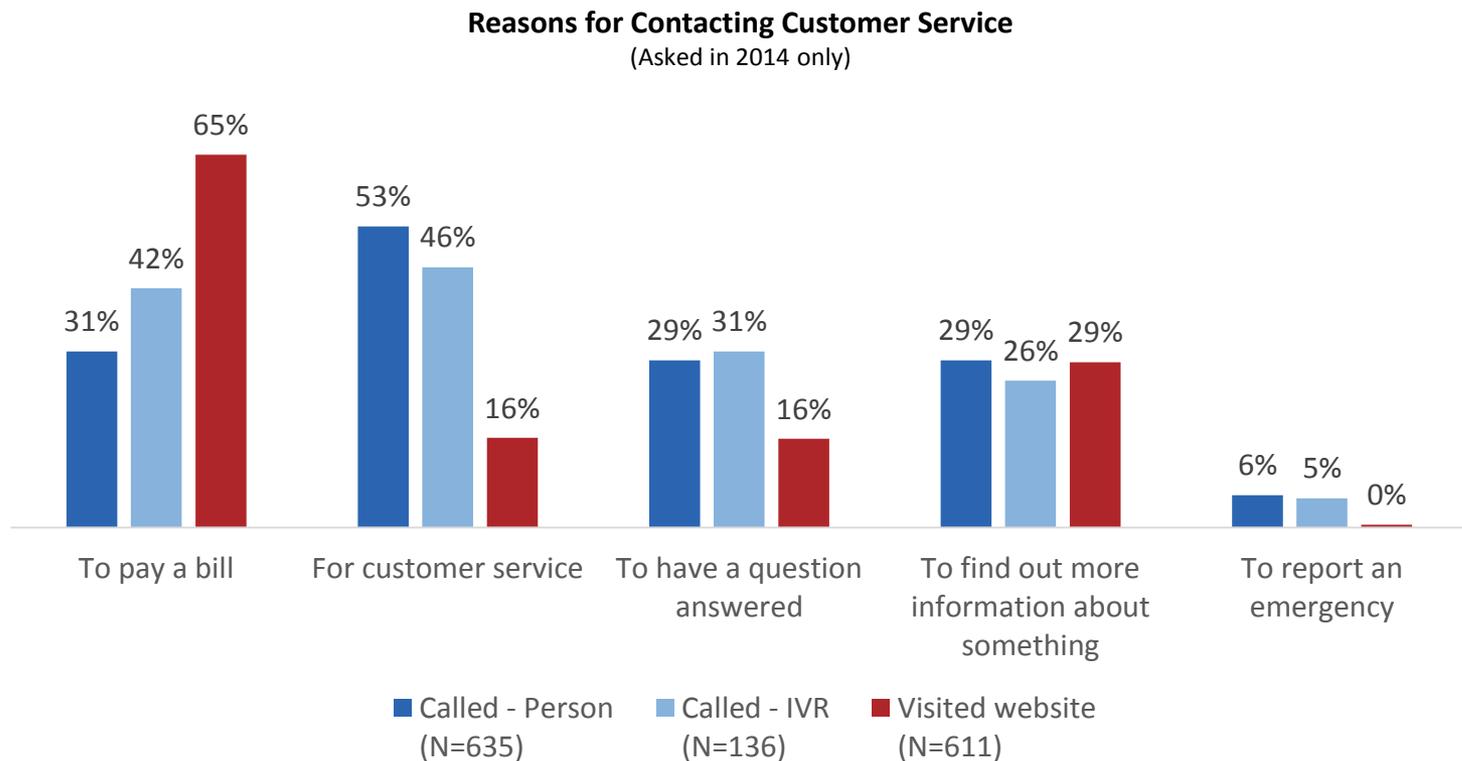
Q6z. Which of the following have you done in the past year? Please select all that apply.

Q6x. When you called Liberty Utilities in the past year, did you...?

Q6A. To the best of your recollection, how many times have you done each of the following within the last year?

Reasons for Contacting Customer Service

The most common reason for contacting customer service was related to *paying a bill*, particularly for those who visited the website. Customers calling Liberty Utilities were more likely to have customer service related issues.

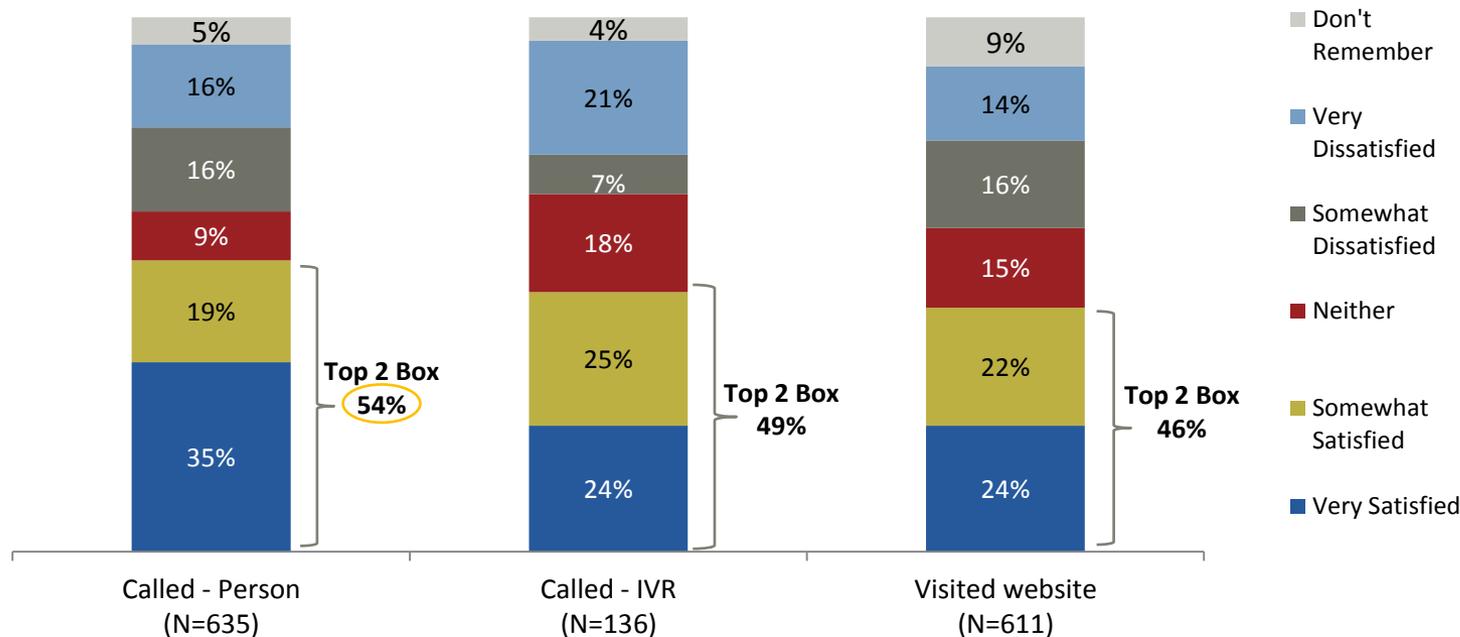


Q6w. Which of the following best describe your reason(s) for contacting Liberty Utilities in the past year? Please select all that apply.

Customer Service – Overall Experience with Contact Method

Satisfaction with customer service was higher among those who called and spoke to another person – 54% customers who called and spoke with a person were satisfied, compared to 49% of customers who used IVR and 46% of those who visited the website. One in five customers (21%) who called and interacted with IVR gave a very dissatisfied rating for their experience with this contact method.

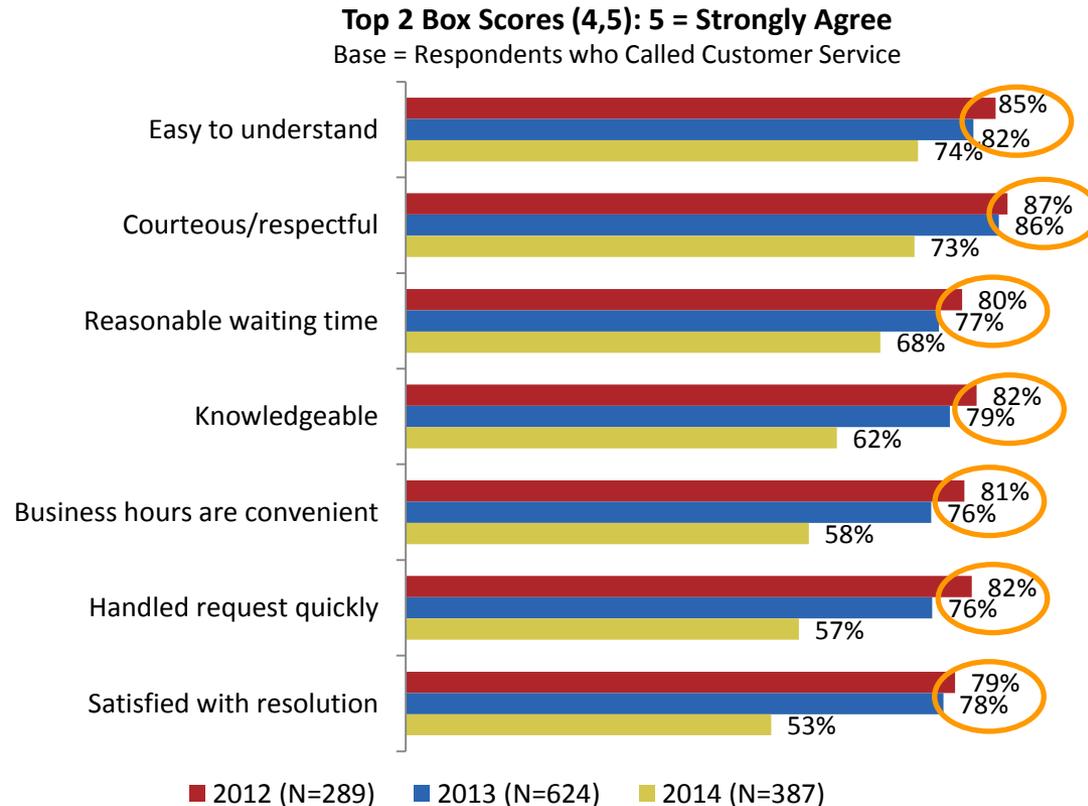
Satisfaction With Each Contact Method
(Asked in 2014 only)



NOTE: Orange circled data indicates significant differences compared to other subgroup(s).
Q6y. Overall, how satisfied are you with your experience with each of the following?

Customer Service – Satisfaction

Satisfaction with customer service significantly decreased in all areas in 2014. The biggest decreases were seen for knowledgeable (-17%) and satisfied with resolution (-15%).



NOTE: Orange circled data indicates significant increases between years.

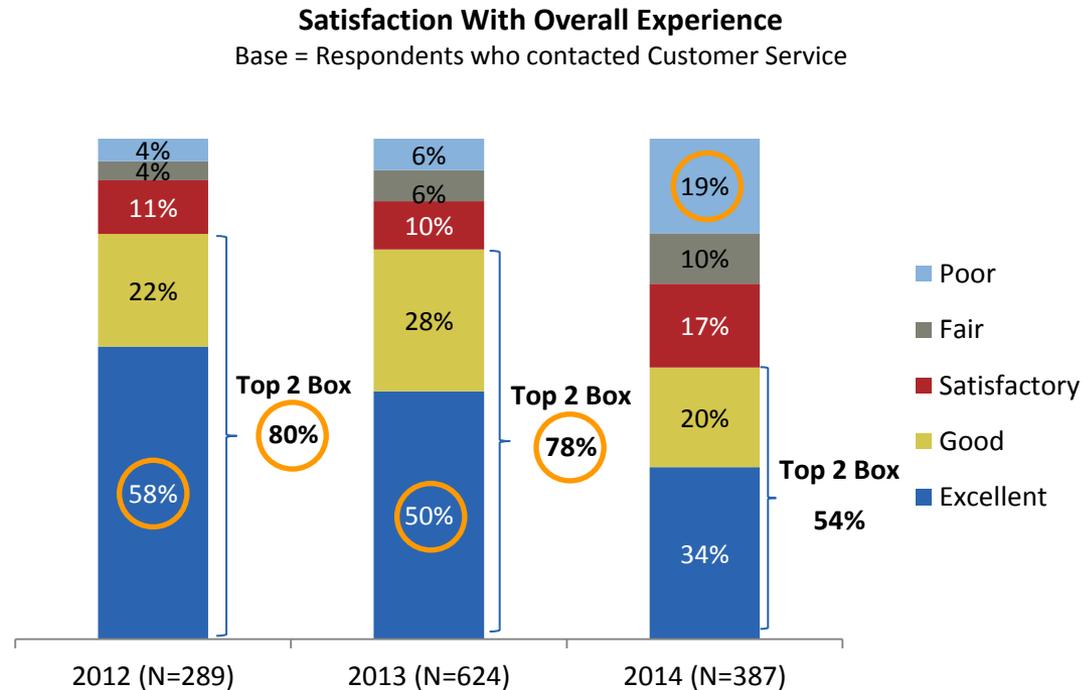
NOTE: In 2013, respondents were asked this question if they contacted Liberty Utilities within the past year. In 2014, respondents were asked this question if they contacted Liberty Utilities for customer service within the past year.

Q7. Using a 5-point scale where 5 is Strongly Agree and 1 is Strongly Disagree, please tell me how much you agree or disagree with each of the following statements about Liberty Utilities' customer service. If you have called more than once within the last year, please think only about your last contact with Liberty Utilities.

Customer Services – Overall Experience

Just over half of customers said they were satisfied with their customer service experience in 2014 (54%), a significant decrease from the previous year (78%).

Fewer customers rating their experience as excellent (34% vs. 50% in 2013) and more customer reporting their experience as poor (19% vs. 6% in 2013).



NOTE: Orange circled data indicates significant increases between years.

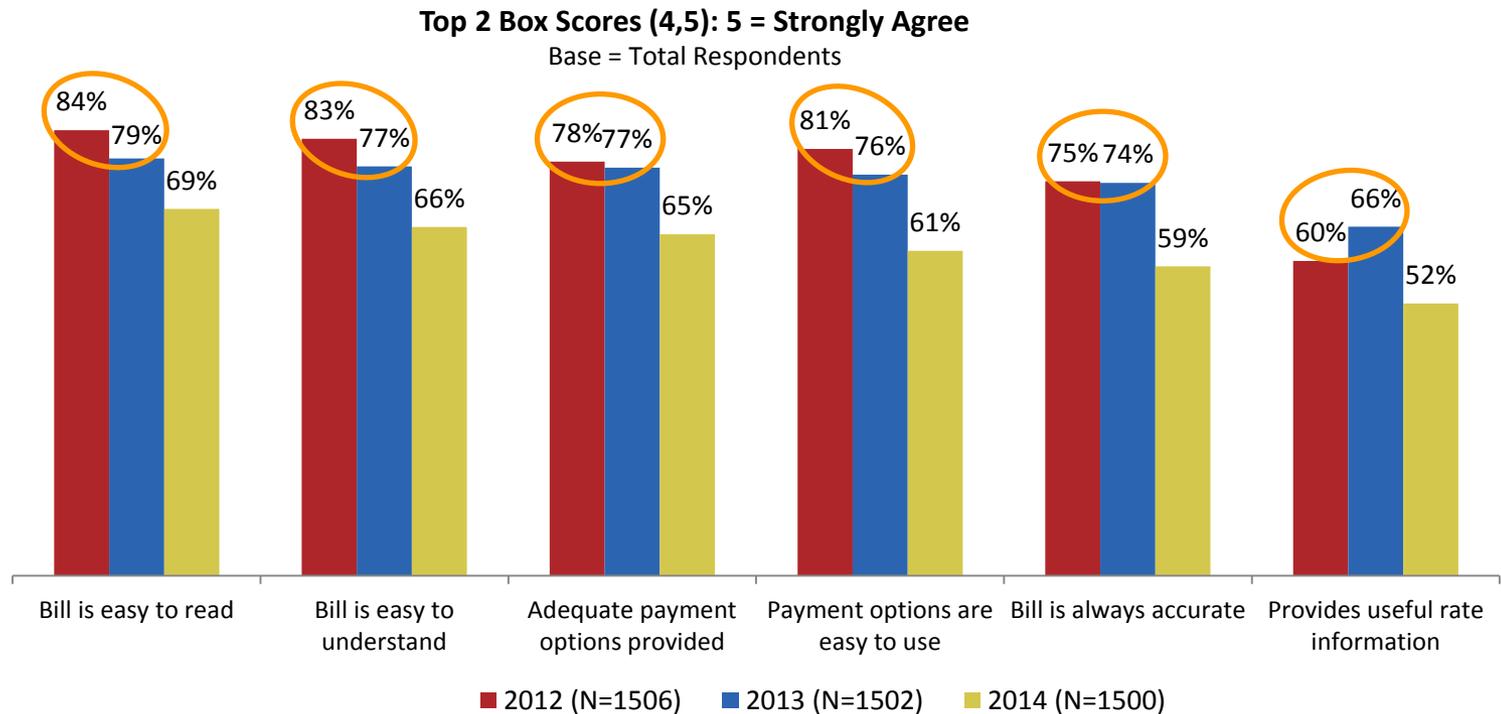
NOTE: In 2013, respondents were asked this question if they contacted Liberty Utilities within the past year. In 2014, respondents were asked this question if they contacted Liberty Utilities for customer service within the past year.

Q8. Overall, how would you rate your experience with the customer service you received? If you have called the office more than once in the last year, please think only about your last contact with Liberty Utilities.

CUSTOMER BILLING

Customer Billing – Satisfaction

Satisfaction with all aspects of customer billing decreased in 2014. The biggest decreases were seen for payment options are easy to use (-15%), bill is always accurate (-15%), and provides useful rate information (-14%).



NOTE: Orange circled data indicates significant increases between the years.

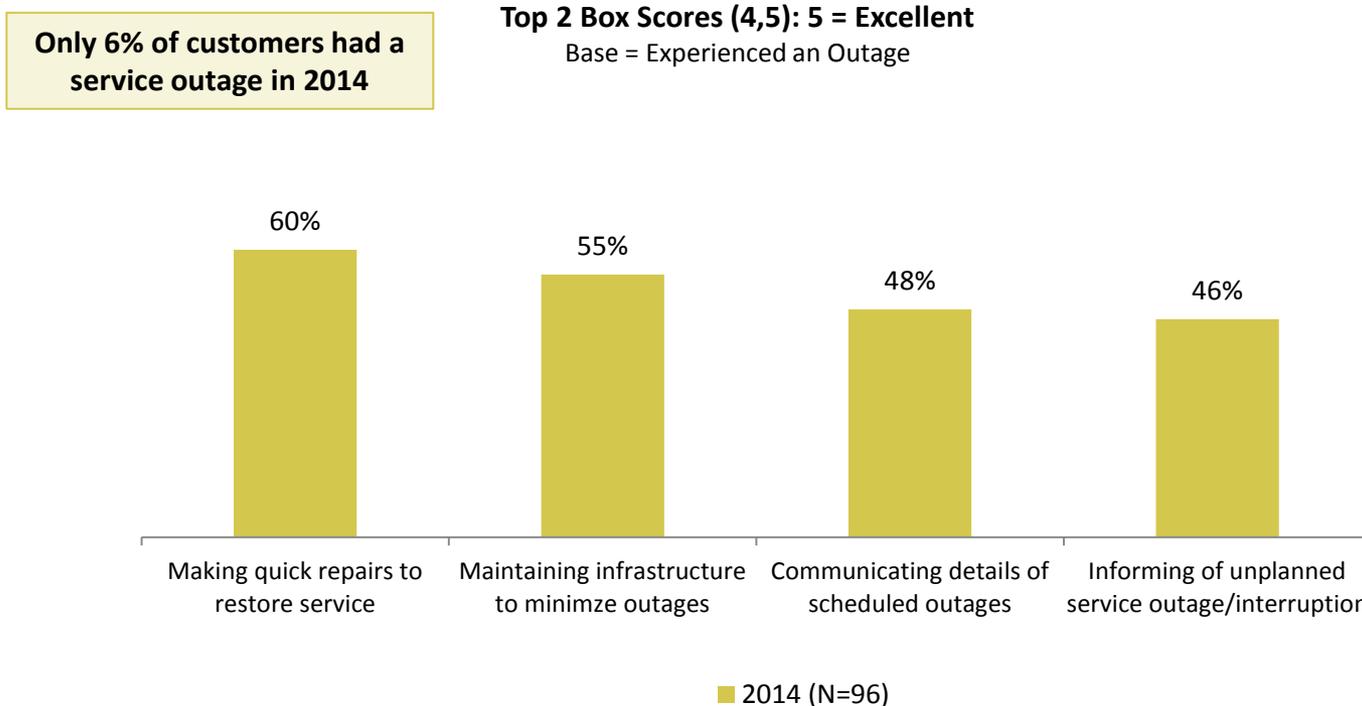
Q9. Using a 5-point scale where 5 is Strongly Agree and 1 is Strongly Disagree, please tell me how much you agree or disagree with each of the following statements.

SERVICE OUTAGE

Service Outage

Only 6% of all NH Gas customers experienced a service outage in the past year.

Those who experienced an outage were most happy with Liberty's ability to make quick repairs (60%). Areas of improvement for Liberty include communication around scheduled and unplanned outages (rated 48% and 46%, respectively).



Note: Statements based differently in 2013 and 2014; in 2013 all statements were asked of all respondents contacting customer service; in 2014, only those who had a service outage were asked statements.

NOTE: Orange circled data indicates significant differences between the two years.

Q10b. Have you experienced a service outage in the past year?

Q10. Thinking about all of your experiences with Liberty Utilities, please rate how good a job they do on each of these items on a scale from 1 to 5, where 1 is "Poor" and 5 is "Excellent".

COMMUNICATION

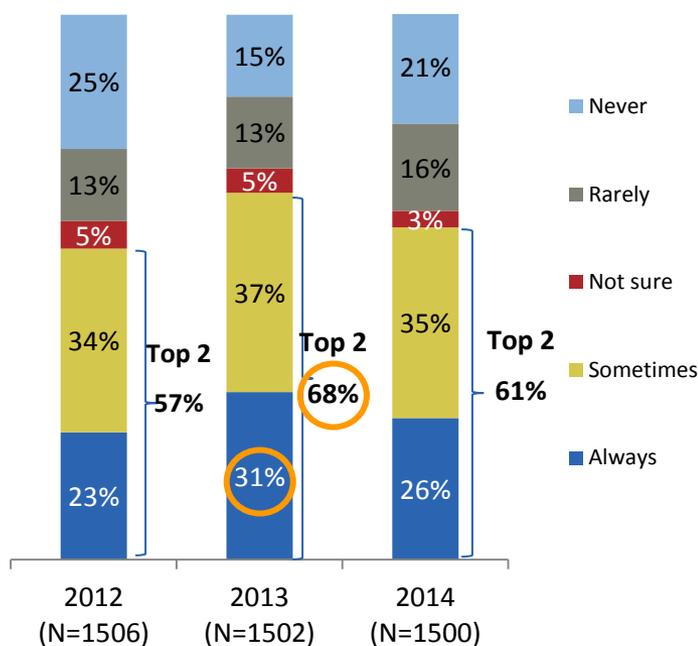
Billing Inserts & Preferred Channels

Insert readership levels in 2014 were more on par with 2012, as fewer customers reported reading their bill inserts.

The top preferred method of communication among New Hampshire gas customers was regular mail/letter, favored by almost half of customers (49%). Email was a close second (41%), remaining on par with 2013.

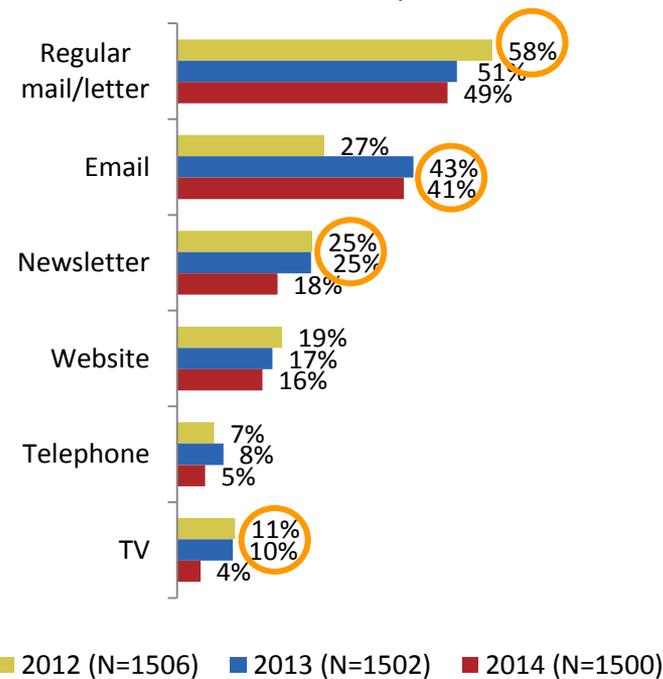
Read Info Inserts in Bill

Base = Total Respondents



Preferred Method of Receiving Information

Base = Total Respondents



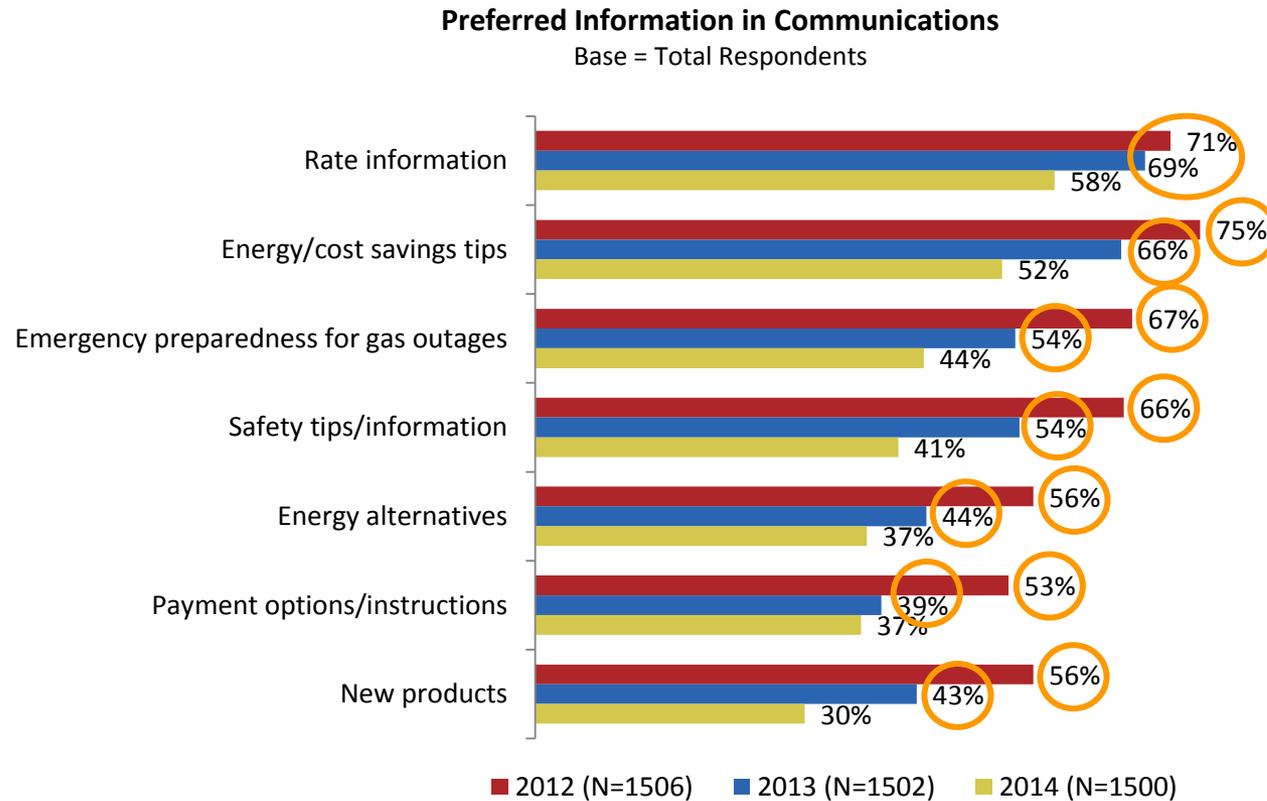
NOTE: Orange circled data indicates significant increase compared to other year(s).

Q11. Liberty Utilities inserts informational newsletters into their customers' monthly bill. How often do you read the informational inserts included in your bill?

Q12. How would you like to receive information from Liberty Utilities? Please select all that apply.

Preferred Types of Info

While interest in receiving almost all types of information continued to decline in 2014, rate information remained a top priority, followed by energy/cost saving tips. All other types of information were of interest to less than half of customers.



NOTE: Orange circled data indicates significant increase between years.

QEAST05. What types of information would you like Liberty Utilities to include in future communications? Please select all that apply.

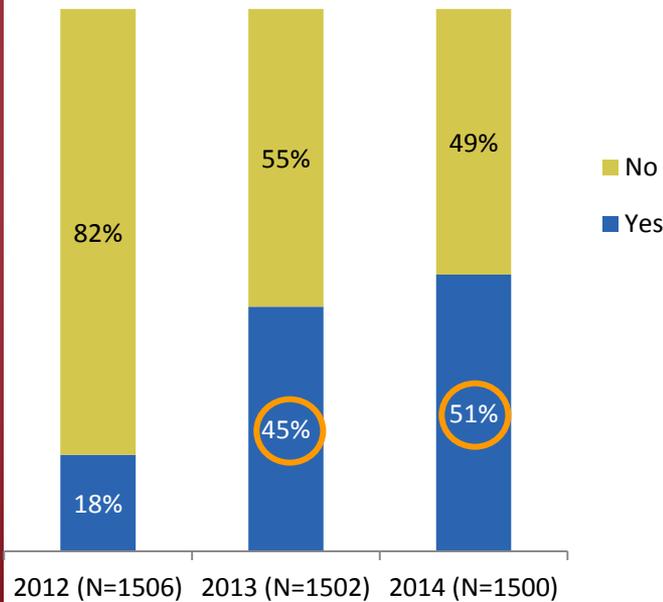
Website Access & Reasons for Visit

The number of customers who visited the utility's website increased significantly from 2013 to 2014 (45% to 51%).

The majority of customers visited the website for billing related reasons, and visitation increased significantly to pay a bill (49%), as well as needing billing info (25%).

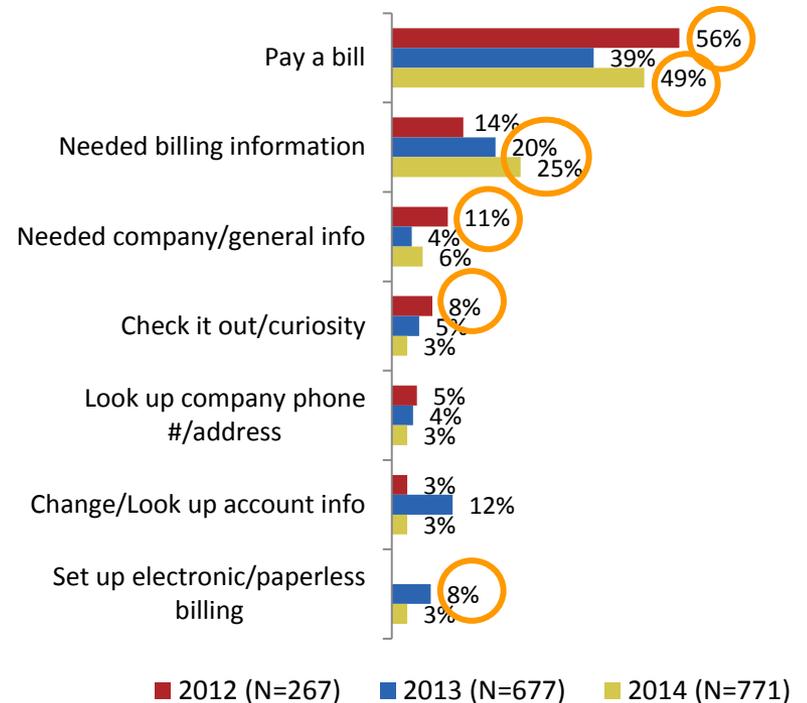
Accessed Website

Base = Total Respondents



Why Visit Website

Base = Respondents Who Visited Liberty Utilities' Website

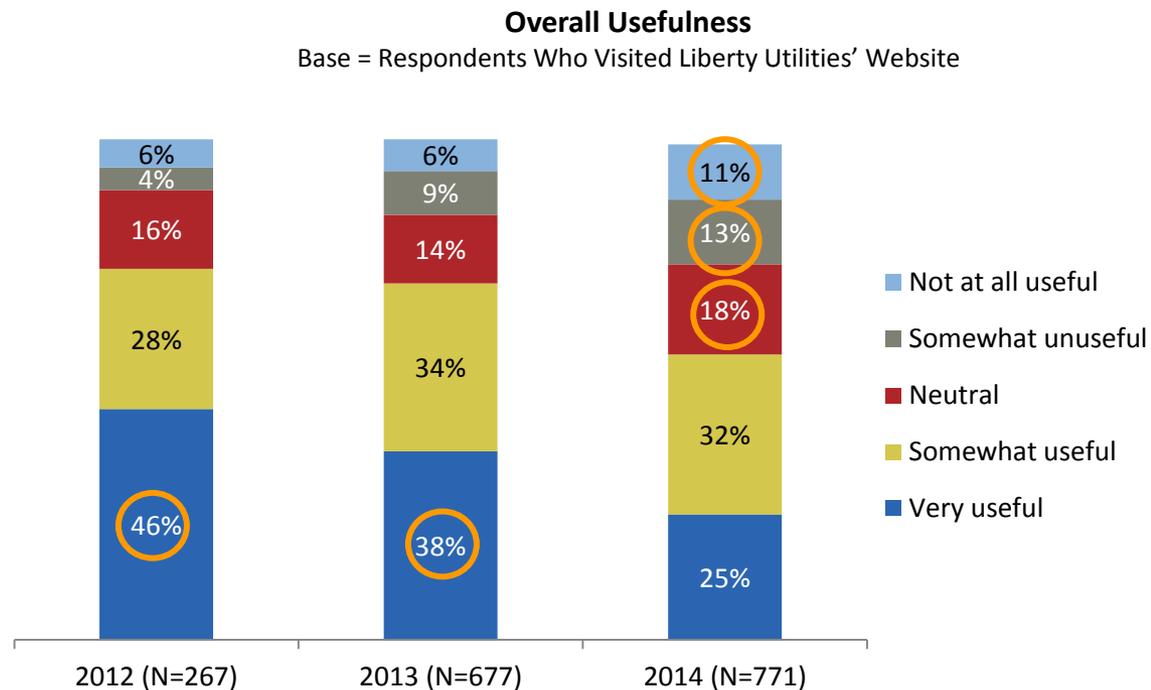


NOTE: Orange circled data indicates significant increases between years; 5%+ mentions shown for Q14

Q13. Have you visited the Liberty Utilities website within the past year? / Q14. For what reasons did you visit the website?

Website Satisfaction

Satisfaction with the website decreased significantly; there was a noticeable decline in those who perceived the website as being very useful along with a corresponding increase in those who perceived the website to be not useful.



NOTE: Orange circled data indicates significant increases compared between years.

Q15. Please rate the usefulness of Liberty Utilities website using a scale from 1 to 5, where 1 is "not at all useful" and 5 is "very useful".

AWARENESS OF ENERGY EFFICIENCY PROGRAMS

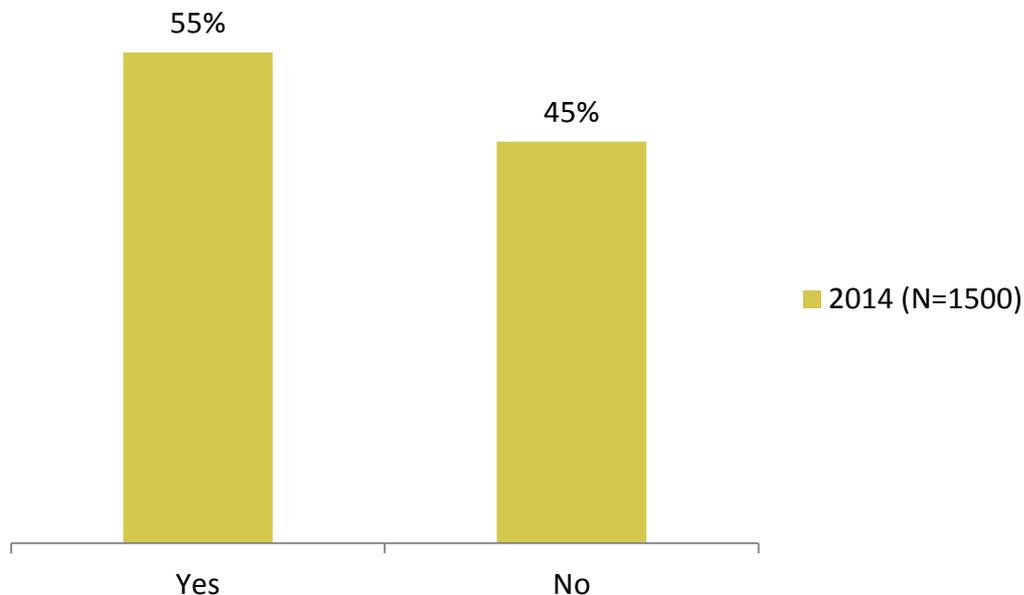
Awareness of Energy Efficiency Programs

Just over half of NH Gas customers stated they were aware of energy efficiency programs (55%). There is still a large margin of customers not aware of the programs, and opportunity to grow in this area.

Customers ages 18-44 were significantly less likely to be aware of energy efficiency programs, making them a potential customer segment to start marketing/awareness efforts towards.

Awareness of Energy Efficiency Programs

Base = Total Respondents



RESPONDENT PROFILE

Respondent Profile

	2012	2013	2014
Total	N=1506	N=1502	N=1500
Gender			
Male	51%	47%	48%
Female	49%	53%	52%
Age			
18 to 24 years	3%	2%	2%
25 to 34 years	15%	10%	15%
35 to 44 years	14%	11%	12%
45 to 54 years	18%	18%	16%
55 to 64 years	19%	22%	22%
65 years or older	31%	38%	33%
Household Income			
Under \$25,000	10%	11%	11%
\$25,000 - \$49,999	20%	20%	19%
\$50,000 - \$74,999	16%	16%	17%
\$75,000 - \$99,999	12%	13%	17%
\$100,000 - \$149,999	9%	9%	10%
\$150,000 or more	6%	5%	4%
Prefer not to say	26%	27%	27%
Ethnicity			
White/Caucasian	86%	87%	85%
Asian or Pacific Islander	3%	1%	2%
Hispanic/Latino (White/Caucasian)	2%	1%	1%
Hispanic/Latino (all other or multiple race)	1%	0.3%	1%
Black/African-American	1%	1%	1%
Native American/Alaska Native	1%	1%	1%
Hispanic/Latino (Black/African-American)	0%	0%	<1%
Other	2%	1%	2%
Prefer not to say	4%	8%	8%

NOTE: Bold red data indicates significant differences between the two years.

Respondent Profile

	2012	2013	2014
Total	N=1506	N=1502	N=1500
Average Number of Children in Household			
Under 18 years of age	1.84	1.74	1.77
Education			
Less than high school	2%	2%	2%
High school/GED	20%	16%	15%
Professional school/training	5%	6%	4%
Some college	19%	17%	15%
Associate's degree	8%	10%	10%
Bachelor's degree	21%	20%	22%
Some graduate school	3%	4%	6%
Graduate school degree	16%	18%	18%
Prefer not to say	5%	7%	8%
Home Own Status			
Rent	30%	23%	26%
Own	69%	76%	73%
Years In Current Residence			
0 to 5 years	45%	36%	37%
6 to 10 years	21%	15%	15%
11 to 20 years	15%	20%	24%
More than 20 years	18%	28%	25%

NOTE: Bold red data indicates significant differences between the two years.

Respondent Profile

	2012	2013	2014
Total	N=1506	N=1502	N=1500
Home Type			
Single family	61%	68%	65%
Multi-family/apartment	35%	24%	29%
Other	3%	7%	6%
DK/Not Sure	<1%	<1%	<1%
Main Heat Source For Home			
Natural Gas	87%	92%	93%
Oil	3%	3%	3%
Electricity	3%	1%	2%
Wood	1%	1%	1%
Propane Gas	1%	1%	<1%
Kerosene	<1%	0%	-
Geothermal Heat Pump	<1%	<1%	-
Other	1%	1%	1%

NOTE: Bold red data indicates significant differences between the two years.