

Q.1 To the best of your knowledge, which of the following home heating fuels costs less in Chelan County?

	2002	2006
	-----	-----
Total	400	400
Electricity	261 65%	311 78%
		>>>
Wood	79 20%	54 14%
		<<
Natural gas	31 8%	15 4%
		<<
They cost the same	2 1%	3 1%
Don't know/Refused	27 7%	17 4%

NEW QUESTION IN 2006

Q.2 Should hydropower be considered a renewable energy source along with wind and solar, or not?

	2002	2006
	-----	-----
Total	-	400
Yes	-	346 87%
No	-	26 7%
Don't know/Refused	-	28 7%

Q.3 To the best of your knowledge, what are the issues and concerns facing Chelan County PUD over the next several years?

	2002	2006
	-----	-----
Total	400	400
Keeping rates low	49 12%	62 16%
Improving/Gaining back public trust/ relations/image/ credibility	45 11%	18 5%
		<<<
Dam use/relicensing	41 10%	28 7%
Salmon recovery	36 9%	15 4%
		<<<
High salaries/ bonuses	26 7%	6 2%
		<<<
Ensuring enough energy/power is available	25 6%	42 11%
		>>
Money management	23 6%	24 6%
Environmental issues	22 6%	22 6%
Poor management/ leadership	21 5%	16 4%
Getting new leadership/ management	19 5%	12 3%
Breaching dams	16 4%	9 2%
Fiscal responsibility	16 4%	18 5%

The drought/lack of water/availability of water	16 4%	5 1% <<
Energy conservation	13 3%	25 6% >>
Deregulation	12 3%	6 2%
Selling electricity to other areas	11 3%	3 1% <<
Keeping the PUD a public utility and not a private corporation	11 3%	1 - <<<
Providing reliable service	10 3%	6 2%
Water storage/regulation	10 3%	5 1%
Finding alternative sources of power	8 2%	15 4%
Governmental interference	6 2%	13 3%
Concerns about Alcoa	6 2%	1 - <
Competition from other utilities	4 1%	13 3% >>
Fiber Optic Network	4 1%	15 4% >>
Consultant spending	3 1%	3 1%
Keeping up with population/industry increases	2 1%	15 4% >>>
Protecting dam from terrorists	1 -	1 -
Providing prompt service	1 -	- -
Running diesel generators	1 -	- -
Upkeep of parks	- -	1 -
Other	15 4%	- - <<<
Don't know/Refused	92 23%	80 20%

Q.4 In your opinion, what is the single greatest issue facing the PUD in the future?

	2002	2006
	-----	-----
Total	400	400
Keeping rates low	55 14%	63 16%
Improving/Gaining back public trust/ relations/image/ credibility	33 8%	11 3% <<<
Dam use/relicensing	26 7%	15 4% <
Salmon recovery	24 6%	11 3% <<
Money management	18 5%	14 4%
Environmental issues	17 4%	29 7% >
Getting new leadership/ management	17 4%	4 1% <<<
Ensuring enough energy/power is available	14 4%	38 10% >>>
Breaching dams	9 2%	9 2%
Fiscal responsibility	9 2%	10 3%
Keeping up with population/industry increases	9 2%	18 5% >
The drought/lack of water/availability of water	9 2%	6 2%
Governmental interference	8 2%	21 5% >>
Poor management/ leadership	8 2%	3 1%
Finding alternative sources of power	7 2%	8 2%
High salaries/ bonuses	7 2%	3 1%
Energy conservation	6 2%	18 5% >>
Keeping the PUD a public utility and not a private corporation	6 2%	9 2%
Selling electricity to other areas	5 1%	1 -
Water storage/ regulation	4 1%	2 1%
Providing reliable service	3 1%	7 2%
Concerns about Alcoa	3 1%	3 1%

Fiber Optic Network	3 1%	7 2%
Competition from other utilities	2 1%	3 1%
Deregulation	2 1%	3 1%
Providing prompt service	2 1%	1 -
Consultant spending	1 -	1 -
Protecting dam from terrorists	1 -	2 1%
Upkeep of parks	- -	2 1%
Other	5 1%	3 1%
Don't know/Refused	87 22%	75 19%

I am going to read you a few statements, and I would like to know the degree to which you agree or disagree with each.

Q.5 Electric rates are reasonable when compared to the increase in other items.

	2002 -----	2006 -----
Total	400	400
One - strongly disagree	17 4%	12 3%
Two	7 2%	5 1%
Three	14 4%	12 3%
Four	36 9%	23 6% <
Five	68 17%	58 14%
Six	83 21%	67 17%
Seven - strongly agree	164 41%	223 56% >>>
Don't know/Refused	11 3%	- - <<<
MEAN	5.66	6.01
STANDARD DEVIATION	1.60	1.47 >>>

Q.6 In terms of overall customer service, my electric utility is doing an excellent job.

	2002 -----	2006 -----
Total	400	400
One - strongly disagree	6 2%	4 1%
Two	8 2%	5 1%
Three	10 3%	12 3%
Four	41 10%	12 3% <<<
Five	70 18%	57 14%
Six	108 27%	84 21% <<
Seven - strongly agree	151 38%	223 56% >>>
Don't know/Refused	6 2%	3 1%
MEAN	5.76	6.17
STANDARD DEVIATION	1.36	1.23 >>>

Q.7 Since you have been a customer, would you say that you have been satisfied or have not been satisfied with the overall service you have received from Chelan County PUD?

	2002 -----	2006 -----
Total	400	400
Satisfied	383 96%	388 97%
Not satisfied	14 4%	12 3%
Don't know/Refused	3 1%	- - <

I am going to read you a list of words or phrases that could describe Chelan County PUD. After I read each one, please tell me whether or not you believe the phrase describes the PUD.

	2002 -----	2006 -----
Total	400	400
Yes - describes PUD	306 77%	359 90% >>>
No - does not describe PUD	70 18%	26 7% <<<
Don't know/Refused	24 6%	15 4%

I am going to read you a list of words or phrases that could describe Chelan County PUD. After I read each one, please tell me whether or not you believe the phrase describes the PUD.

Q.9 Knowledgeable about energy	2002	2006
	-----	-----
Total	400	400
Yes - describes PUD	371 93%	373 93%
No - does not describe PUD	13 3%	12 3%
Don't know/Refused	16 4%	15 4%

I am going to read you a list of words or phrases that could describe Chelan County PUD. After I read each one, please tell me whether or not you believe the phrase describes the PUD.

Q.10 Innovative	2002	2006
	-----	-----
Total	400	400
Yes - describes PUD	274 68%	324 81% >>>
No - does not describe PUD	73 18%	42 11% <<<
Don't know/Refused	53 13%	34 9% <<

I am going to read you a list of words or phrases that could describe Chelan County PUD. After I read each one, please tell me whether or not you believe the phrase describes the PUD.

Q.11 Environmentally responsible	2002	2006
	-----	-----
Total	400	400
Yes - describes PUD	335 84%	357 89% >>
No - does not describe PUD	39 10%	15 4% <<<
Don't know/Refused	26 7%	28 7%

I am going to read you a list of words or phrases that could describe Chelan County PUD. After I read each one, please tell me whether or not you believe the phrase describes the PUD.

Q.12 Friendly	2002	2006
	-----	-----
Total	400	400
Yes - describes PUD	354 88%	365 91%
No - does not describe PUD	32 8%	21 5%
Don't know/Refused	14 4%	14 4%

I am going to read you a list of words or phrases that could describe Chelan County PUD. After I read each one, please tell me whether or not you believe the phrase describes the PUD.

Q.13 Having good communication with the public

	2002	2006
	-----	-----
Total	400	400
Yes - describes PUD	237 59%	318 80%
		>>>
No - does not describe PUD	150 38%	65 16%
		<<<
Don't know/Refused	13 3%	17 4%

I am going to read you a list of words or phrases that could describe Chelan County PUD. After I read each one, please tell me whether or not you believe the phrase describes the PUD.

Q.14 Hard working

	2002	2006
	-----	-----
Total	400	400
Yes - describes PUD	293 73%	335 84%
		>>>
No - does not describe PUD	68 17%	34 9%
		<<<
Don't know/Refused	39 10%	31 8%

I am going to read you a list of words or phrases that could describe Chelan County PUD. After I read each one, please tell me whether or not you believe the phrase describes the PUD.

Q.15 Professional

	2002	2006
	-----	-----
Total	400	400
Yes - describes PUD	340 85%	377 94%
		>>>
No - does not describe PUD	37 9%	13 3%
		<<<
Don't know/Refused	23 6%	10 3%
		<<

I am going to read you a list of words or phrases that could describe Chelan County PUD. After I read each one, please tell me whether or not you believe the phrase describes the PUD.

Q.16 Believable in what they say

	2002	2006
	-----	-----
Total	400	400
Yes - describes PUD	208 52%	313 78%
		>>>
No - does not describe PUD	150 38%	60 15%
		<<<
Don't know/Refused	42 11%	27 7%
		<

I am going to read you a list of words or phrases that could describe Chelan County PUD. After I read each one, please tell me whether or not you believe the phrase describes the PUD.

Q.17 Efficient	2002 -----	2006 -----
Total	400	400
Yes - describes PUD	289 72%	338 84% >>>
No - does not describe PUD	87 22%	40 10% <<<
Don't know/Refused	24 6%	22 6%

Thinking specifically of Chelan County PUD, I would like you to tell me how well they perform in a variety of areas.

Q.18 Providing prompt restoration of electric service following an outage

	2002 -----	2006 -----
Total	400	400
One - perform poorly	3 1%	5 1%
Two	1 -	2 1%
Three	3 1%	4 1%
Four	3 1%	13 3% >>
Five	36 9%	24 6%
Six	91 23%	80 20%
Seven - perform very well	203 51%	222 55%
No experience with this	54 14%	46 11%
Don't know/Refused	6 2%	4 1%
MEAN	6.39	6.36
STANDARD DEVIATION	.97	1.13

Q.19 Charging reasonable electric rates

	2002	2006
	-----	-----
Total	400	400
One - perform poorly	7 2%	9 2%
Two	9 2%	2 1% <<
Three	10 3%	4 1%
Four	29 7%	18 5% <
Five	54 14%	46 11%
Six	83 21%	90 23%
Seven - perform very well	201 50%	228 57% >
No experience with this	5 1%	3 1%
Don't know/Refused	2 1%	- -
MEAN	5.97	6.20
STANDARD DEVIATION	1.41	1.25 >>

Q.20 Being involved in the community

	2002	2006
	-----	-----
Total	400	400
One - perform poorly	9 2%	5 1%
Two	2 1%	4 1%
Three	13 3%	10 3%
Four	31 8%	19 5% <
Five	91 23%	78 19%
Six	80 20%	75 19%
Seven - perform very well	134 34%	181 45% >>>
No experience with this	22 6%	21 5%
Don't know/Refused	18 5%	7 2% <<
MEAN	5.69	5.98
STANDARD DEVIATION	1.38	1.28 >>>

Q.21 Providing good customer service

	2002	2006
	-----	-----
Total	400	400
One - perform poorly	1	7
	-	2%
		>>
Two	9	5
	2%	1%
Three	7	3
	2%	1%
Four	12	16
	3%	4%
Five	81	46
	20%	11%
		<<<
Six	103	95
	26%	24%
Seven - perform very well	177	225
	44%	56%
		>>>
No experience with this	10	2
	3%	1%
		<<
Don't know/Refused	-	1
	-	-
MEAN	6.03	6.21
STANDARD DEVIATION	1.17	1.23
		>>

Q.22 Providing dependable and reliable electrical service

	2002	2006
	-----	-----
Total	400	400
One - perform poorly	-	2
	-	1%
Two	2	2
	1%	1%
Three	4	2
	1%	1%
Four	9	6
	2%	2%
Five	25	21
	6%	5%
Six	106	83
	26%	21%
		<
Seven - perform very well	252	282
	63%	70%
		>>
No experience with this	2	2
	1%	1%
MEAN	6.47	6.57
STANDARD DEVIATION	.86	.87

NEW QUESTION IN 2006

Q.23 Providing a dependable and reliable wholesale fiber-optic system

	2002	2006
	-----	-----
Total	-	400
One - perform poorly	-	17
	-	4%
Two	-	9
	-	2%
Three	-	13
	-	3%
Four	-	28
	-	7%
Five	-	35
	-	9%
Six	-	38
	-	10%
Seven - perform very well	-	100
	-	25%
No experience with this	-	144
	-	36%
Don't know/Refused	-	16
	-	4%
MEAN	-	5.37
STANDARD DEVIATION	-	1.87

NEW QUESTION IN 2006

Q.24 Providing dependable and reliable water/wastewater service

	2002	2006
	-----	-----
Total	-	400
One - perform poorly	-	7
	-	2%
Two	-	5
	-	1%
Three	-	4
	-	1%
Four	-	14
	-	4%
Five	-	29
	-	7%
Six	-	60
	-	15%
Seven - perform very well	-	146
	-	36%
No experience with this	-	122
	-	30%
Don't know/Refused	-	13
	-	3%
MEAN	-	6.08
STANDARD DEVIATION	-	1.40

RENUMBERED - WAS Q.24 IN 2002

Q.25 Helping salmon survival in the region

	2002	2006
	-----	-----
Total	400	400
One - perform poorly	9 2%	3 1% <
Two	5 1%	3 1%
Three	8 2%	16 4% >
Four	20 5%	25 6%
Five	56 14%	48 12%
Six	83 21%	78 19%
Seven - perform very well	151 38%	158 40%
No experience with this	42 11%	59 15% >
Don't know/Refused	26 7%	10 3% <<<
MEAN	5.90	5.95
STANDARD DEVIATION	1.41	1.31

NEW QUESTION IN 2006

Q.26 Providing a useful web site

	2002	2006
	-----	-----
Total	-	400
One - perform poorly	-	3 1%
Two	-	3 1%
Three	-	3 1%
Four	-	8 2%
Five	-	16 4%
Six	-	28 7%
Seven - perform very well	-	58 14%
No experience with this	-	264 66%
Don't know/Refused	-	17 4%
MEAN	-	5.92
STANDARD DEVIATION	-	1.46

RENUMBERED - WAS Q.26 IN 2002

Q.27 Providing good customer service on your most recent contact with the PUD

	2002	2006
Total	400	400
One - perform poorly	5 1%	4 1%
Two	5 1%	6 2%
Three	5 1%	5 1%
Four	6 2%	12 3%
Five	49 12%	22 6% <<<
Six	92 23%	72 18% <
Seven - perform very well	196 49%	251 63% >>>
No experience with this	42 11%	27 7% <
Don't know/Refused	- -	1 -
MEAN	6.21	6.39
STANDARD DEVIATION	1.19	1.16 >>

RENUMBERED - WAS Q.27 IN 2002

Q.28 Your overall assessment of the job Chelan County PUD is doing

	2002	2006
Total	400	400
One - perform poorly	3 1%	3 1%
Two	4 1%	5 1%
Three	16 4%	2 1% <<<
Four	27 7%	17 4%
Five	82 20%	54 14% <<<
Six	142 35%	119 30% <
Seven - perform very well	119 30%	198 50% >>>
No experience with this	3 1%	- - <
Don't know/Refused	4 1%	2 1%
MEAN	5.76	6.17
STANDARD DEVIATION	1.20	1.10 >>>

REWORDED (ADDED LONG LIST ITEM AND ALL OF THE ABOVE) AND RENUMBERED - WAS Q.28 IN 2002

Q.29 Which of the following four qualities should Chelan County PUD focus on most?

	2002	2006
	-----	-----
Total	400	400
Providing reliable power	192 48%	69 17% <<<
Providing low electric rates	118 30%	110 28%
Providing good customer service	48 12%	15 4% <<<
Providing reliable overall utility services, including fiber-optics, water, wastewater and electricity for the people of Chelan County	-	117 29% >>>
All of the above	-	81 20% >>>
None of the above	19 5%	4 1% <<<
Don't know/Refused	23 6%	4 1% <<<

NEW QUESTION IN 2006

Please indicate how important it is for Chelan County PUD to provide the following service:

Q.30 Building, maintaining and operating public parks

	2002	2006
	-----	-----
Total	-	400
One - not at all important	-	13 3%
Two	-	6 2%
Three	-	15 4%
Four	-	36 9%
Five	-	101 25%
Six	-	72 18%
Seven - very important	-	152 38%
Don't know/Refused	-	5 1%
MEAN	-	5.61
STANDARD DEVIATION	-	1.50

NEW QUESTION IN 2006

Please indicate how important it is for Chelan County PUD to provide the following service:

Q.31 Building, maintaining and operating domestic water systems

	2002	2006
	-----	-----
Total	-	400
One - not at all important	-	8 2%
Two	-	3 1%
Three	-	8 2%
Four	-	13 3%
Five	-	49 12%
Six	-	78 19%
Seven - very important	-	187 47%
Don't know/Refused	-	54 14%
MEAN	-	6.10
STANDARD DEVIATION	-	1.32

NEW QUESTION IN 2006

Please indicate how important it is for Chelan County PUD to provide the following service:

Q.32 Building, maintaining and operating wastewater systems

	2002	2006
	-----	-----
Total	-	400
One - not at all important	-	9 2%
Two	-	3 1%
Three	-	7 2%
Four	-	18 5%
Five	-	47 12%
Six	-	73 18%
Seven - very important	-	154 39%
Don't know/Refused	-	89 22%
MEAN	-	5.98
STANDARD DEVIATION	-	1.40

NEW QUESTION IN 2006

Please indicate how important it is for Chelan County PUD to provide the following service:

Q.33 Building, maintaining and operating fiber-optic systems

	2002	2006
	-----	-----
Total	-	400
One - not at all important	-	29 7%
Two	-	4 1%
Three	-	21 5%
Four	-	25 6%
Five	-	85 21%
Six	-	69 17%
Seven - very important	-	84 21%
Don't know/Refused	-	83 21%
MEAN	-	5.13
STANDARD DEVIATION	-	1.78

NEW QUESTION IN 2006

Please indicate how important it is for Chelan County PUD to provide the following service:

Q.34 Maintaining and expanding infrastructure that allows new development

	2002	2006
	-----	-----
Total	-	400
One - not at all important	-	14 4%
Two	-	9 2%
Three	-	16 4%
Four	-	32 8%
Five	-	84 21%
Six	-	81 20%
Seven - very important	-	143 36%
Don't know/Refused	-	21 5%
MEAN	-	5.58
STANDARD DEVIATION	-	1.56

NEW QUESTION IN 2006

Q.35 In the past 12 months, have you contacted Chelan County PUD for any reason?

	2002	2006
	-----	-----
Total	-	400
Yes	-	187 47%
No	-	209 52%
Don't know/Refused	-	4 1%

RENUMBERED - WAS Q.29 IN 2002

Q.36 For what reasons have you recently contacted Chelan County PUD in the past twelve months?

	2002	2006
	-----	-----
Total	400	187
Request for service or information	94 24%	70 37% >>>
Billing concern	74 19%	52 28% >>
Power outage	37 9%	23 12%
To make payment arrangements	16 4%	5 3%
Problem or complaint	13 3%	22 12% >>>
Energy conservation	5 1%	4 2%
SNAP sign-up or inquiry	1 -	3 2%
Water leak	1 -	8 4% >>>
Park reservations or information	- -	3 2% >
Weatherization	- -	5 3% >>
Have not contacted PUD	140 35%	- - <<<
Other	5 1%	- - <<
Don't know/Refused	28 7%	3 2% <<<

NEW QUESTION IN 2006

Over the next few years, Chelan County PUD faces choices on spending that could affect rates. Please indicate the degree to which you may support the following financial investment in PUD services.

Q.37 Building the fiber-optic infrastructure necessary to support advanced technology

	2002	2006
	-----	-----
Total	-	400
One - Do not support at all	-	33 8%
Two	-	11 3%
Three	-	26 7%
Four	-	37 9%
Five	-	72 18%
Six	-	62 16%
Seven - Support completely	-	133 33%
Don't know/Refused	-	26 7%
MEAN	-	5.20
STANDARD DEVIATION	-	1.90

NEW QUESTION IN 2006

Over the next few years, Chelan County PUD faces choices on spending that could affect rates. Please indicate the degree to which you may support the following financial investment in PUD services.

Q.38 Improving parks and recreation facilities

	2002	2006
	-----	-----
Total	-	400
One - Do not support at all	-	12 3%
Two	-	10 3%
Three	-	26 7%
Four	-	48 12%
Five	-	94 24%
Six	-	70 18%
Seven - Support completely	-	136 34%
Don't know/Refused	-	4 1%
MEAN	-	5.41
STANDARD DEVIATION	-	1.57

NEW QUESTION IN 2006

Over the next few years, Chelan County PUD faces choices on spending that could affect rates. Please indicate the degree to which you may support the following financial investment in PUD services.

Q.39 Additional water reservoirs and pipelines to allow for continued growth of Chelan County

	2002	2006
	-----	-----
Total	-	400
One - Do not support at all	-	14 4%
Two	-	8 2%
Three	-	19 5%
Four	-	27 7%
Five	-	69 17%
Six	-	74 19%
Seven - Support completely	-	179 45%
Don't know/Refused	-	10 3%
MEAN	-	5.74
STANDARD DEVIATION	-	1.58

NEW QUESTION IN 2006

Over the next few years, Chelan County PUD faces choices on spending that could affect rates. Please indicate the degree to which you may support the following financial investment in PUD services.

Q.40 Improvements in power lines and substations to enhance reliability and allow for future growth

	2002	2006
	-----	-----
Total	-	400
One - Do not support at all	-	3 1%
Two	-	7 2%
Three	-	13 3%
Four	-	24 6%
Five	-	41 10%
Six	-	94 24%
Seven - Support completely	-	212 53%
Don't know/Refused	-	6 2%
MEAN	-	6.10
STANDARD DEVIATION	-	1.28

NEW QUESTION IN 2006

Over the next few years, Chelan County PUD faces choices on spending that could affect rates. Please indicate the degree to which you may support the following financial investment in PUD services.

Q.41 Modernizing hydroelectric dams to replace aging generating equipment

	2002	2006
	-----	-----
Total	-	400
One - Do not support at all	-	2 1%
Two	-	3 1%
Three	-	4 1%
Four	-	16 4%
Five	-	39 10%
Six	-	74 19%
Seven - Support completely	-	249 62%
Don't know/Refused	-	13 3%
MEAN	-	6.37
STANDARD DEVIATION	-	1.06

NEW QUESTION IN 2006

Over the next few years, Chelan County PUD faces choices on spending that could affect rates. Please indicate the degree to which you may support the following financial investment in PUD services.

Q.42 Promoting energy conservation and efficiency measures

	2002	2006
	-----	-----
Total	-	400
One - Do not support at all	-	3 1%
Two	-	3 1%
Three	-	8 2%
Four	-	23 6%
Five	-	47 12%
Six	-	79 20%
Seven - Support completely	-	230 58%
Don't know/Refused	-	7 2%
MEAN	-	6.22
STANDARD DEVIATION	-	1.18

NEW QUESTION IN 2006

Over the next few years, Chelan County PUD faces choices on spending that could affect rates. Please indicate the degree to which you may support the following financial investment in PUD services.

Q.43 Acquiring alternative energy sources such as wind and solar

	2002	2006
	-----	-----
Total	-	400
One - Do not support at all	-	18 5%
Two	-	9 2%
Three	-	22 6%
Four	-	25 6%
Five	-	57 14%
Six	-	62 16%
Seven - Support completely	-	196 49%
Don't know/Refused	-	11 3%
MEAN	-	5.74
STANDARD DEVIATION	-	1.70

NEW QUESTION IN 2006

Q.44 Imagine for a moment that you were building or buying a new home. For an extra \$3,000, it would include energy-saving appliances and other measures in order to achieve more comfort and continuous, long-term savings on your energy bill. How likely would you be to spend the extra \$3,000?

	2002	2006
	-----	-----
Total	-	400
One - Not at all likely	-	14 4%
Two	-	8 2%
Three	-	6 2%
Four	-	29 7%
Five	-	53 13%
Six	-	43 11%
Seven - Very likely	-	236 59%
Don't know/Refused	-	11 3%
MEAN	-	6.01
STANDARD DEVIATION	-	1.55

NEW QUESTION IN 2006

Q.45 Do you think Chelan County PUD should be doing more, doing less or is doing the right amount to encourage development of new technologies such as solar power, wind turbines and plug-in hybrid vehicles?

	2002	2006
	-----	-----
Total	-	400
Doing more	-	125 31%
Doing less	-	27 7%
Doing the right amount	-	185 46%
Don't know/Refused	-	63 16%
MEAN	-	.29
STANDARD DEVIATION	-	.61

RENUMBERED (WAS Q.41 IN 2002) AND REWORDED IN 2006

Q.46 Based on what you have seen, read, or heard, how likely would you be to support the Chelan County PUD's continuing build-out of fiber connections within Chelan County?

	2002	2006
	-----	-----
Total	400	400
One - Would not support	40 10%	50 13%
Two	10 3%	7 2%
Three	23 6%	18 5%
Four	35 9%	32 8%
Five	84 21%	86 21%
Six	53 13%	40 10%
Seven - Support completely	125 31%	136 34%
Don't know/Refused	30 8%	31 8%
MEAN	5.09	5.06
STANDARD DEVIATION	1.95	2.05

RENUMBERED - WAS Q.42 IN 2002

Q.47 Do you have access to the Internet on a home computer?

	2002	2006
	-----	-----
Total	400	400
Yes	277 69%	306 77% >>
No	123 31%	91 23% <<
Refused	-	3 1% >

RENUMBERED - WAS Q.43 IN 2002

Q.48 What type of Internet access do you have at your home, if any?

	2002	2006
	-----	-----
Total	277	306
Dial-up - 56K	174 63%	68 22% <<<
Dial-up - less than 56K	40 14%	13 4% <<<
DSL/xDSL	27 10%	83 27% >>>
Cable modem	19 7%	56 18% >>>
Chelan County PUD fiber optics	2 1%	68 22% >>>
Satellite	1 -	5 2%
T1/T3/Office LAN Connection	- -	2 1%
Web TV	- -	1 -
Other	1 -	1 -
Don't know/Refused	13 5%	9 3%

NEW QUESTION IN 2006

Q.49 The PUD has recently offered customers the ability to pay their utility bill online using a home computer. Within the next twelve months, how likely would you be to use this service?

	2002	2006
	-----	-----
Total	-	400
One - Not at all likely	-	206 52%
Two	-	25 6%
Three	-	11 3%
Four	-	23 6%
Five	-	31 8%
Six	-	21 5%
Seven - Very likely	-	75 19%
Don't know/Refused	-	8 2%
MEAN	-	3.03
STANDARD DEVIATION	-	2.47

NEW QUESTION IN 2006

Q.50 Have you or members of your family ever visited the center or the grounds at Rocky Reach Dam?

	2002	2006
Total	-	400
Yes	-	346
	-	87%
No	-	49
	-	12%
Don't know/Refused	-	5
	-	1%

NEW QUESTION IN 2006

Q.51 Based on your own experiences or anything you may have seen, read or heard, what visitor-friendly features are included at Rocky Reach Dam?

	2002	2006
Total	-	400
Visitor center	-	195
	-	49%
Museum	-	198
	-	50%
Park-like grounds	-	170
	-	43%
Other	-	8
	-	2%
Don't know/Refused	-	92
	-	23%

NEW QUESTION IN 2006

Q.52 Should the PUD expand, reduce or keep the same emphasis on Visitor Center educational and tourism activities?

	2002	2006
Total	-	400
Expand	-	117
	-	29%
Reduce	-	6
	-	2%
Keep same emphasis	-	236
	-	59%
Don't know/Refused	-	41
	-	10%

Q.53 Chelan County PUD has developed parks along the Rock Island, Rocky Reach and Lake Chelan Hydro Project reservoirs. Do you use any of these parks?

	2002	2006
Total	400	400
Yes, Lake Chelan	155	136
	39%	34%
Yes, Rock Island	132	91
	33%	23%
		<<<
Yes, Rocky Reach	169	100
	42%	25%
		<<<
Yes, Lincoln Rock State Park	-	16
	-	4%
		>>>
Yes, other	-	8
	-	2%
		>>>
No	108	169
	27%	42%
		>>>
Don't know/Refused	9	15
	2%	4%

Q.54 What features do you like best about the parks?

	2002	2006
	-----	-----
Total	283	216
Scenic view/ surroundings	77 27%	26 12% <<<
Well maintained/ clean	70 25%	95 44% >>>
Hiking trails	54 19%	31 14%
Boat launch facilities/boat trailer parking	38 13%	33 15%
Provides access to Lake Chelan/Columbia River	34 12%	5 2% <<<
Picnic areas/ shelters	28 10%	26 12%
Wildlife	24 8%	6 3% <<<
Playground equipment	21 7%	21 10%
Sports facilities	18 6%	20 9%
Historical galleries	15 5%	1 - <<<
Restrooms	11 4%	5 2%
Swimming areas	11 4%	21 10% >>
RV/Camping facilities	9 3%	2 1% <
Fish viewing room	7 2%	2 1%
Convenient locations	5 2%	9 4%
Showers	2 1%	- -
Other	11 4%	8 4%
Nothing	5 2%	1 -
Don't know/Refused	7 2%	3 1%

Q.55 What features would you like to see added to the parks?

	2002	2006
	-----	-----
Total	283	216
Expansion of parks	14 5%	24 11% >>
Boat launch facilities/boat trailer parking	13 5%	16 7%
Hiking trails	13 5%	5 2%
Playground equipment	12 4%	12 6%
Picnic areas/shelters	10 4%	11 5%
Food/beverage available/concessions	9 3%	5 2%
Scenic view/surroundings	6 2%	7 3%
Additional parking	4 1%	2 1%
RV/Camping facilities	4 1%	4 2%
Sports facilities	4 1%	5 2%
Wildlife	4 1%	5 2%
Provides access to Lake Chelan/Columbia River	3 1%	1 -
Restrooms	3 1%	10 5% >>
Swimming areas	3 1%	9 4% >>
Fish viewing room	1 -	- -
Historical galleries	1 -	1 -
Showers	1 -	- -
Other	20 7%	17 8%
Nothing	79 28%	75 35%
Don't know/Refused	85 30%	22 10% <<<

D.1 Are you a registered voter?

	2002	2006
	-----	-----
Total	400	400
Yes	345 86%	356 89%
No	54 14%	37 9% <
Don't know/Refused	1 -	7 2% >>

D.2 Are you presently renting, or do you own your home?

	2002	2006
	-----	-----
Total	400	400
Own	298 75%	326 82% >>
Rent	100 25%	61 15% <<<
Refused	2 1%	13 3% >>>

D.3 What is your primary source of energy for home heating?

	2002	2006
	-----	-----
Total	400	400
Electricity	350 88%	357 89%
Wood	24 6%	15 4%
Natural gas	11 3%	15 4%
Heat pump	7 2%	3 1%
Oil	3 1%	3 1%
Propane	2 1%	- -
Solar	1 -	- -
None	1 -	1 -
Refused	1 -	6 2% >

D.4 Are you planning to build or have a new home build for you in the next ten years?

	2002	2006
	-----	-----
Total	400	400
Yes, within the next year	14 4%	16 4%
Yes, within the next five years	39 10%	34 9%
Yes, within the next ten years	34 9%	38 10%
No, not planning a new home	307 77%	296 74%
Refused	6 2%	16 4%
		>>

D.5 Approximately how many years have you lived in Chelan County?

	2002	2006
	-----	-----
Total	400	400
Less than one year	14 4%	2 1%
		<<<
1 - 5 years	72 18%	76 19%
6 - 10 years	60 15%	63 16%
11 - 20 years	93 23%	85 21%
Over 20 years	160 40%	166 42%
Don't know/Refused	1 -	8 2%
		>>
MEAN	21.19	23.77
		>
MEDIAN	15.00	17.00

D.6 May I ask your age please?

	2002	2006
	-----	-----
Total	400	400
18 - 24	16 4%	9 2%
25 - 34	56 14%	38 10% <<
35 - 44	78 19%	57 14% <<
45 - 54	108 27%	79 20% <<
55 - 64	72 18%	91 23% >
65+	66 16%	106 26% >>>
Refused	4 1%	20 5% >>>
MEAN	49.38	54.92 >>>
MEDIAN	49.00	55.00

D.7 What is the last grade of education you have had the opportunity to complete?

	2002	2006
	-----	-----
Total	400	400
Grade school (8 years or less)	9 2%	5 1%
Some high school (1-3 years)	15 4%	11 3%
High school graduate	75 19%	107 27% >>>
Some college (including training schools and junior colleges)	115 29%	109 27%
College Graduate	143 36%	113 28% <<
Post college	38 10%	44 11%
Refused	5 1%	11 3%
MEAN	14.48	14.32
STANDARD DEVIATION	2.16	2.16

D.8 What is your marital status?

	2002	2006
	-----	-----
Total	400	400
Married or Living as Married	262 65%	261 65%
Single	79 20%	60 15% <
Widowed	25 6%	40 10% >
Divorced or Separated	32 8%	27 7%
Refused	2 1%	12 3% >>>

D.9 Are there any dependent children in your household under the age of 21 years?

	2002	2006
	-----	-----
Total	400	400
Yes	159 40%	130 33% <<
No	239 60%	261 65%
Refused	2 1%	9 2% >>

D.10 Are there any dependent children in your household under the age 13 years?

	2002	2006
	-----	-----
Total	159	130
Yes	108 68%	84 65%
No	51 32%	45 35%
Refused	-	1 1%

D.11 Which of the following best describes your total annual household income?

	2002	2006
	-----	-----
Total	400	400
Under \$10,000	18 5%	11 3%
\$10,001 to \$20,000	44 11%	24 6% <<
\$20,001 to \$30,000	62 16%	36 9% <<<
\$30,001 to \$40,000	45 11%	45 11%
\$40,001 to \$50,000	53 13%	42 11%
\$50,001 to \$60,000	45 11%	41 10%
\$60,001 to \$70,000	19 5%	24 6%
\$70,001 to \$80,000	18 5%	19 5%
\$80,001 to \$90,000	9 2%	20 5% >>
\$90,001 to \$100,000	12 3%	18 5%
Over \$100,000	25 6%	42 11% >>
Refused	50 13%	78 19% >>>
MEAN	44929	54752
MEDIAN	41133	50733 >>>

D.15 What is the zip code for your location?

	2002	2006
	-----	-----
Total	400	400
98801	268 67%	270 68%
98807	4 1%	6 2%
98815	4 1%	1 -
98816	42 11%	42 11%
98821	- -	1 -
98826	54 14%	51 13%
98828	1 -	3 1%
98831	27 7%	25 6%
Don't know/Refused	- -	1 -

Record gender by observation.

	2002	2006
	-----	-----
Total	400	400
Male	200 50%	200 50%
Female	200 50%	200 50%

D.17 Area

	2002	2006
	-----	-----
Total	400	400
Wenatchee	275 69%	275 69%
Leavenworth	55 14%	55 14%
Chelan	45 11%	45 11%
Manson	25 6%	25 6%