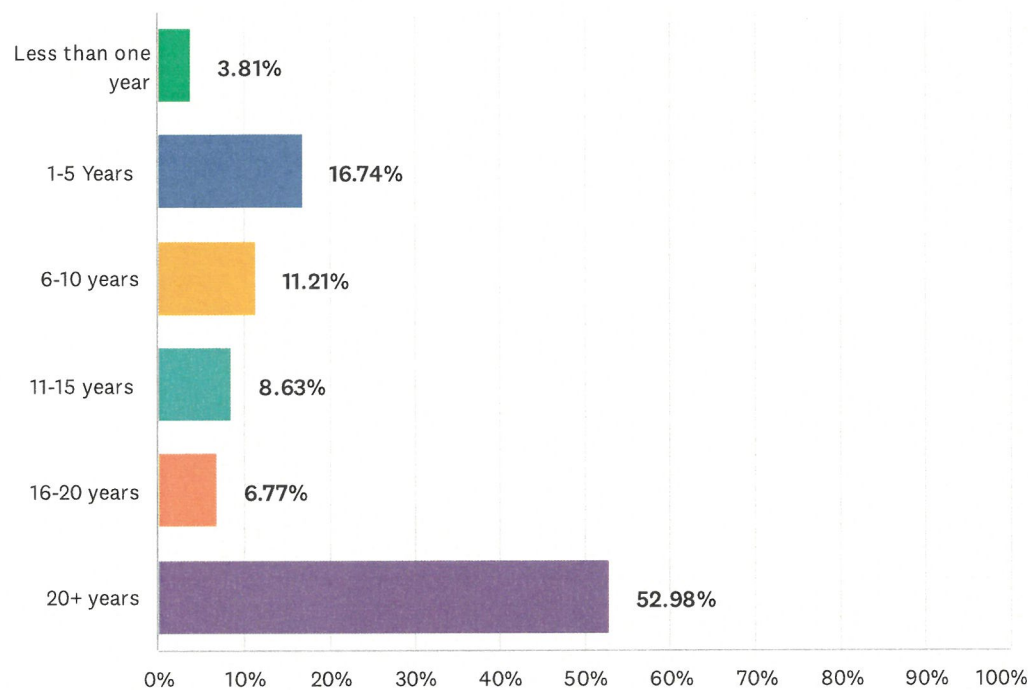


Q1 How long have you been a customer of SHELD?

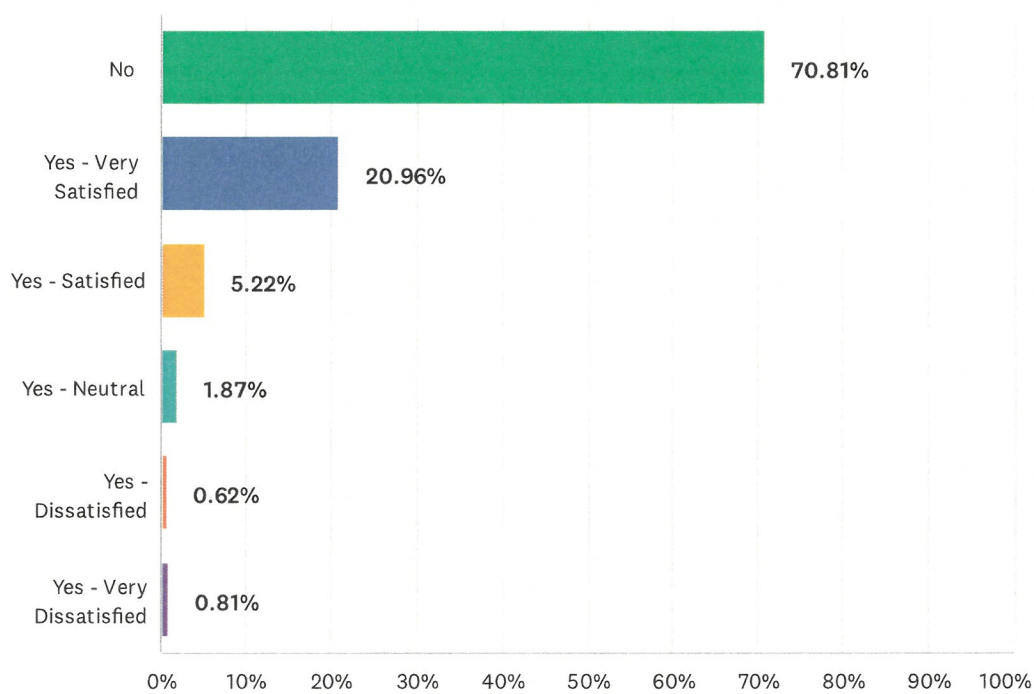
Answered: 2,097 Skipped: 8



ANSWER CHOICES	RESPONSES	
Less than one year	3.81%	80
1-5 Years	16.74%	351
6-10 years	11.21%	235
11-15 years	8.63%	181
16-20 years	6.77%	142
20+ years	52.98%	1,111
Total Respondents: 2,097		

Q2 Have you contacted SHELd for assistance in the past 12 months?

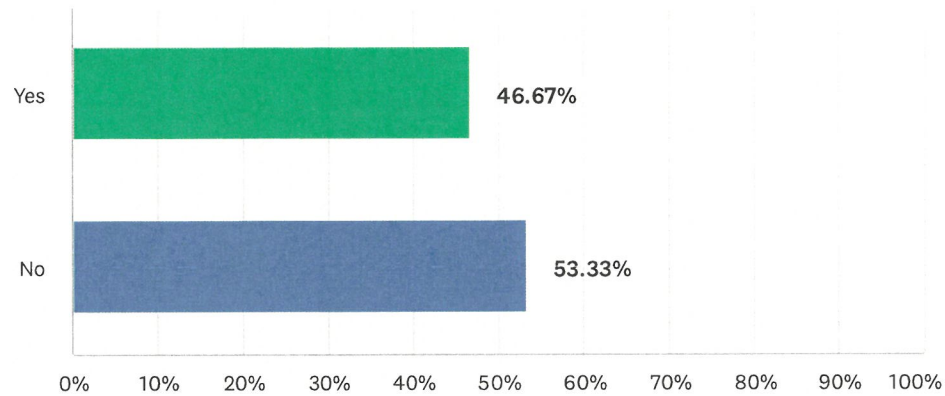
Answered: 2,090 Skipped: 15



ANSWER CHOICES	RESPONSES	
No	70.81%	1,480
Yes - Very Satisfied	20.96%	438
Yes - Satisfied	5.22%	109
Yes - Neutral	1.87%	39
Yes - Dissatisfied	0.62%	13
Yes - Very Dissatisfied	0.81%	17
Total Respondents: 2,090		

Q3 The SHELd website (www.sheld.org) is regularly updated with new information and features: have you used it in the last year?

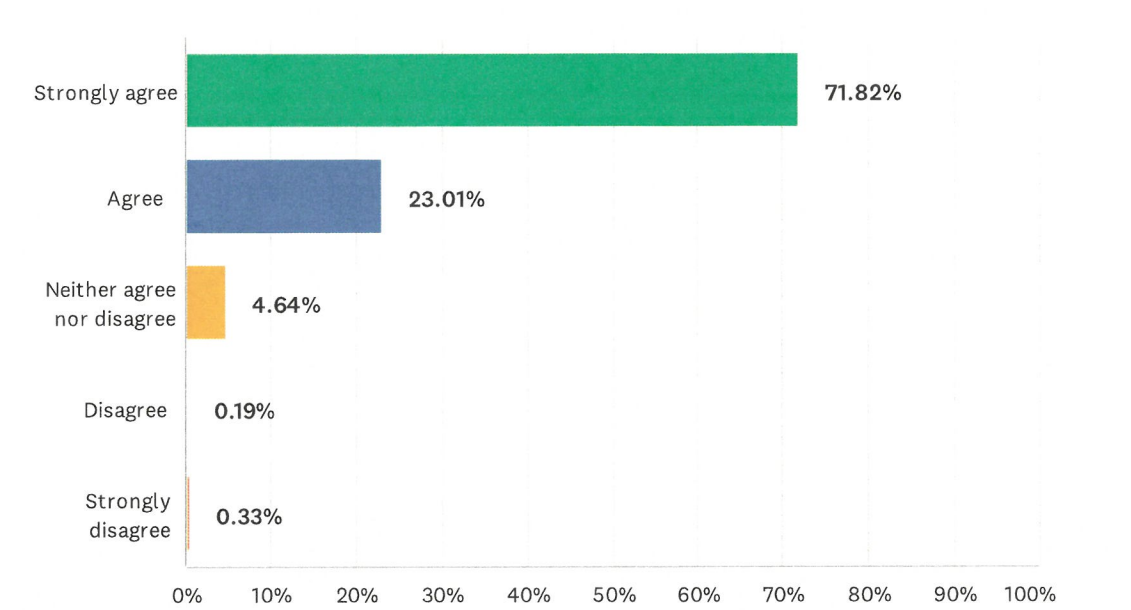
Answered: 2,089 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes	46.67%	975
No	53.33%	1,114
TOTAL		2,089

Q4 SHELDT is a valuable Town asset

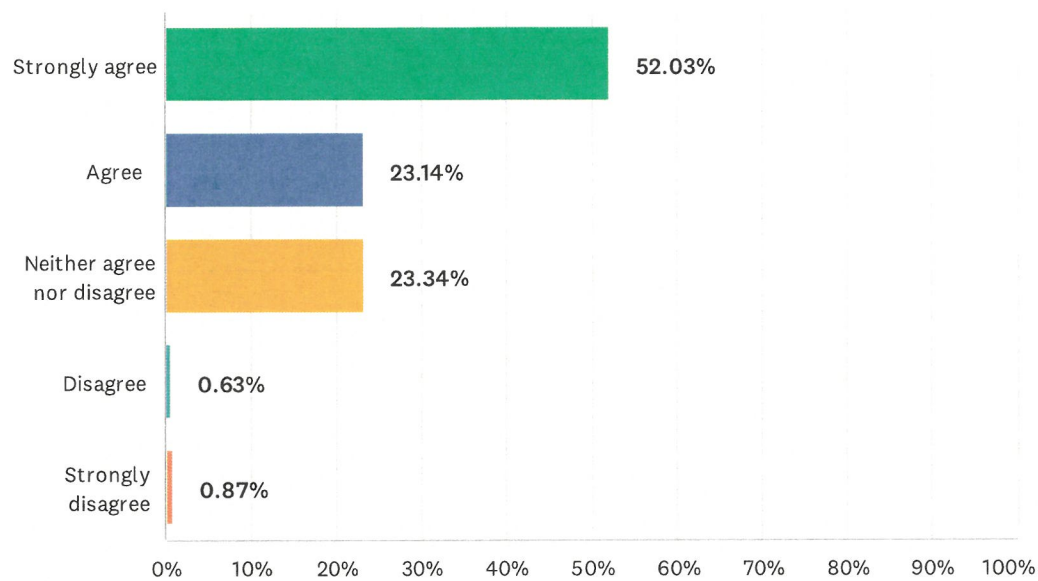
Answered: 2,090 Skipped: 15



ANSWER CHOICES	RESPONSES	
Strongly agree	71.82%	1,501
Agree	23.01%	481
Neither agree nor disagree	4.64%	97
Disagree	0.19%	4
Strongly disagree	0.33%	7
TOTAL		2,090

Q5 Fiberspring gig-speed internet and phone service is a valuable Town asset

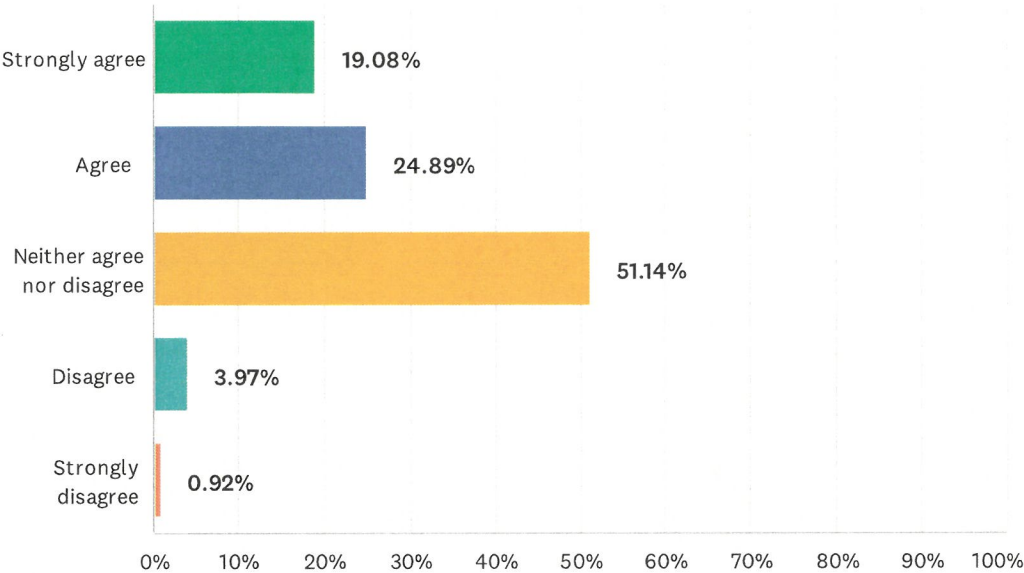
Answered: 2,074 Skipped: 31



ANSWER CHOICES	RESPONSES	
Strongly agree	52.03%	1,079
Agree	23.14%	480
Neither agree nor disagree	23.34%	484
Disagree	0.63%	13
Strongly disagree	0.87%	18
TOTAL		2,074

Q6 SHELDT makes Community Action fuel assistance information readily available to me

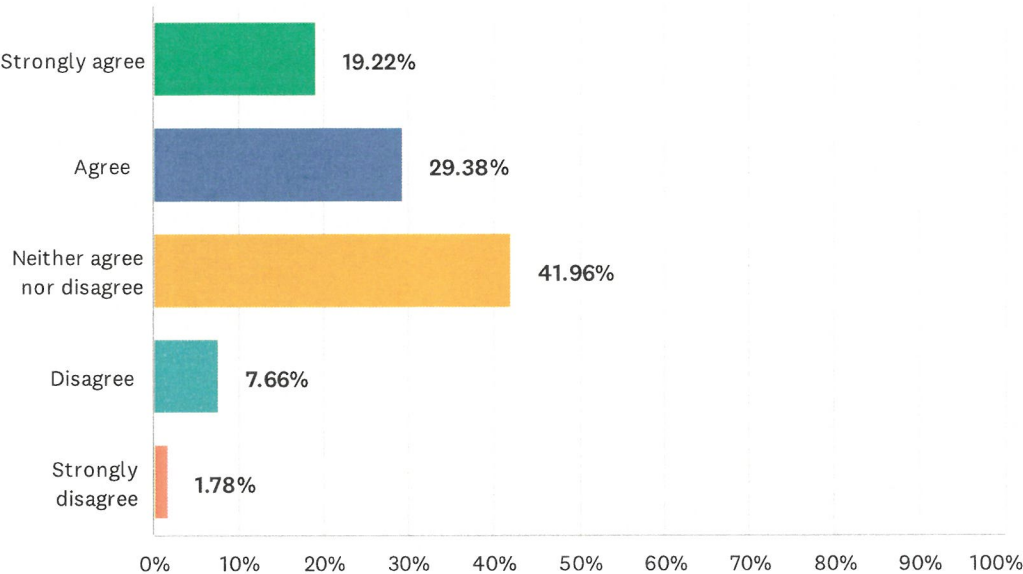
Answered: 2,065 Skipped: 40



ANSWER CHOICES	RESPONSES	
Strongly agree	19.08%	394
Agree	24.89%	514
Neither agree nor disagree	51.14%	1,056
Disagree	3.97%	82
Strongly disagree	0.92%	19
TOTAL		2,065

Q7 SHELD makes electric rebate program information readily available

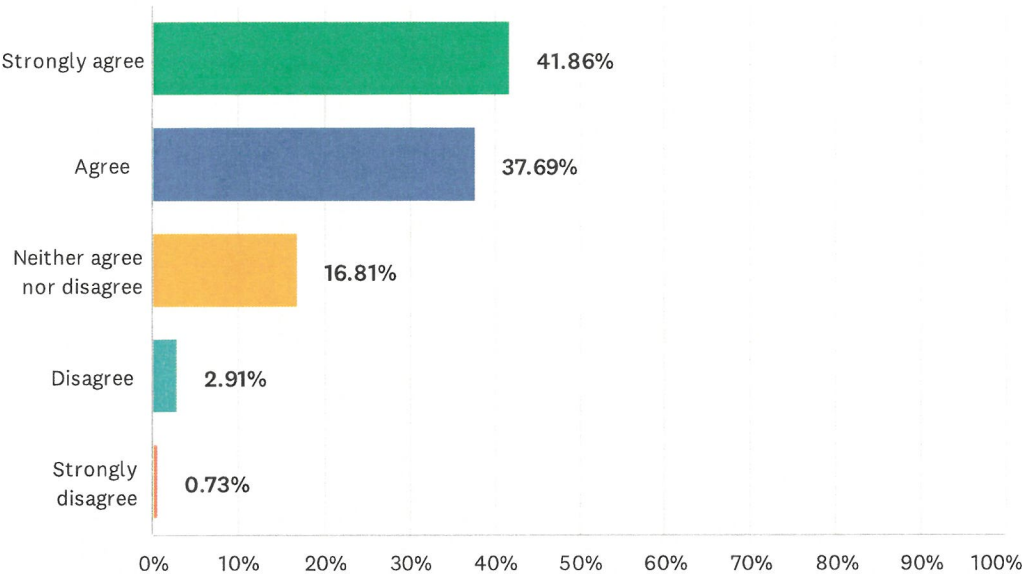
Answered: 2,076 Skipped: 29



ANSWER CHOICES	RESPONSES	
Strongly agree	19.22%	399
Agree	29.38%	610
Neither agree nor disagree	41.96%	871
Disagree	7.66%	159
Strongly disagree	1.78%	37
TOTAL		2,076

Q8 SHELDT electricity prices are competitive

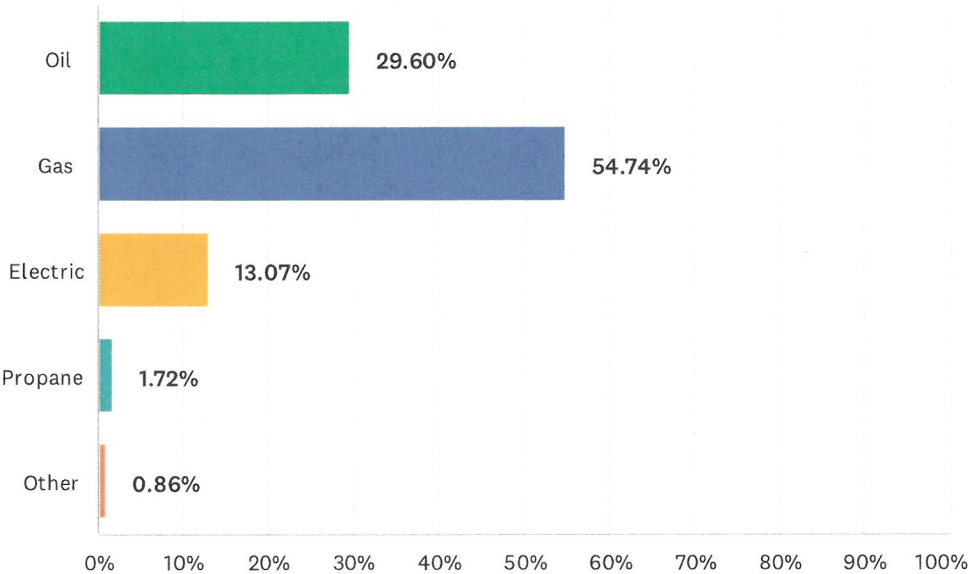
Answered: 2,064 Skipped: 41



ANSWER CHOICES	RESPONSES	
Strongly agree	41.86%	864
Agree	37.69%	778
Neither agree nor disagree	16.81%	347
Disagree	2.91%	60
Strongly disagree	0.73%	15
TOTAL		2,064

Q9 How do you heat your home or business?

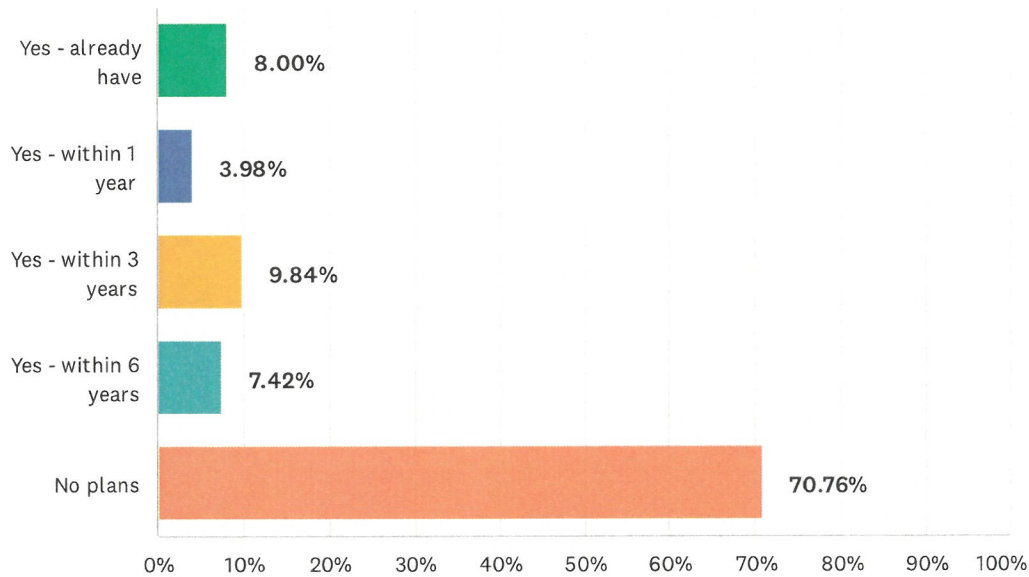
Answered: 2,088 Skipped: 17



ANSWER CHOICES		RESPONSES	
Oil		29.60%	618
Gas		54.74%	1,143
Electric		13.07%	273
Propane		1.72%	36
Other		0.86%	18
TOTAL			2,088

Q10 Do you have any plans to reduce your household Greenhouse Gas (GHG) footprint, such as buying an electric vehicle, or replacing a fossil fuel heating system with heat pumps?

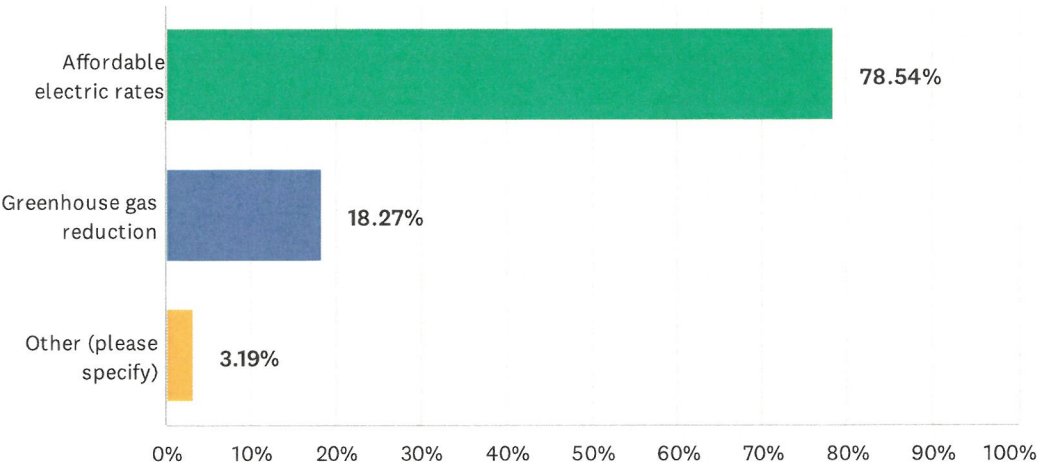
Answered: 2,062 Skipped: 43



ANSWER CHOICES	RESPONSES	
Yes - already have	8.00%	165
Yes - within 1 year	3.98%	82
Yes - within 3 years	9.84%	203
Yes - within 6 years	7.42%	153
No plans	70.76%	1,459
TOTAL		2,062

Q11 What is most important to you, affordable electric rates, or greenhouse gas reduction?

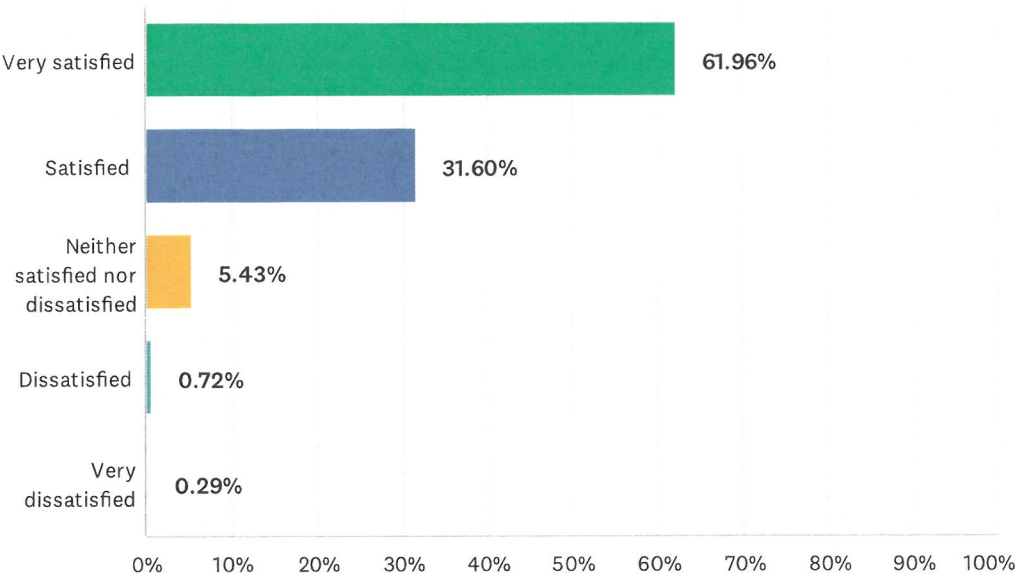
Answered: 1,943 Skipped: 162



ANSWER CHOICES	RESPONSES	
Affordable electric rates	78.54%	1,526
Greenhouse gas reduction	18.27%	355
Other (please specify)	3.19%	62
TOTAL		1,943

Q12 Overall, how satisfied are you with SHELD?

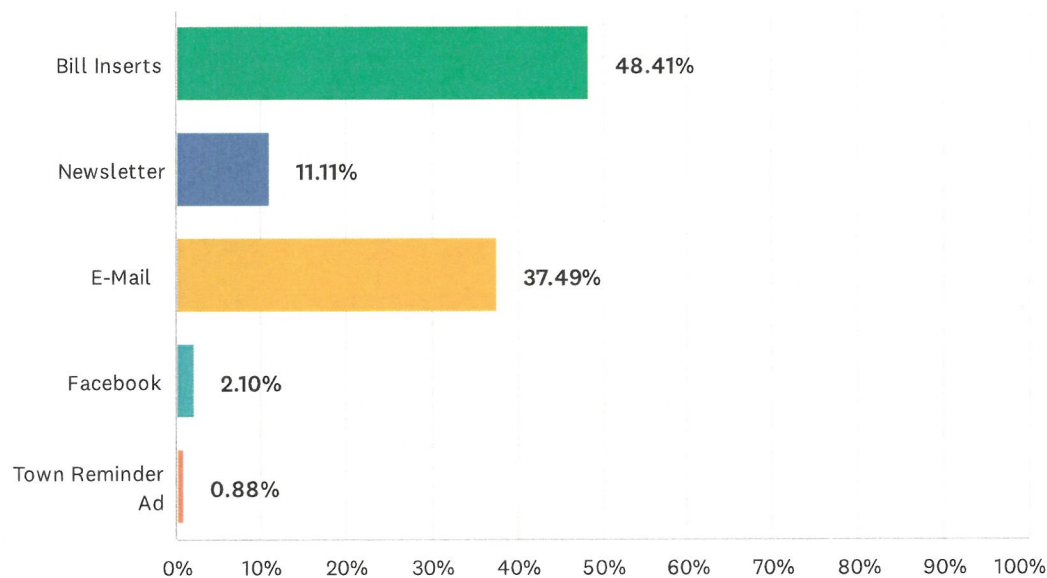
Answered: 2,082 Skipped: 23



ANSWER CHOICES	RESPONSES	
Very satisfied	61.96%	1,290
Satisfied	31.60%	658
Neither satisfied nor dissatisfied	5.43%	113
Dissatisfied	0.72%	15
Very dissatisfied	0.29%	6
TOTAL		2,082

Q14 Communication with our customers is important! What is the best way for us to keep you updated about the great things happening at SHELD/Fiberspring?

Answered: 2,043 Skipped: 62



ANSWER CHOICES	RESPONSES	
Bill Inserts	48.41%	989
Newsletter	11.11%	227
E-Mail	37.49%	766
Facebook	2.10%	43
Town Reminder Ad	0.88%	18
TOTAL		2,043