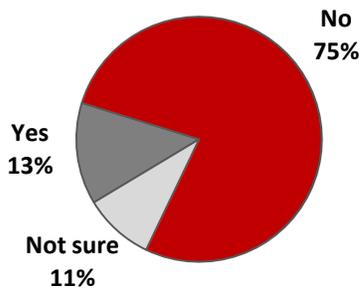


## 2013 AARP NEW YORK UTILITY CONSUMER ADVOCATE SURVEY

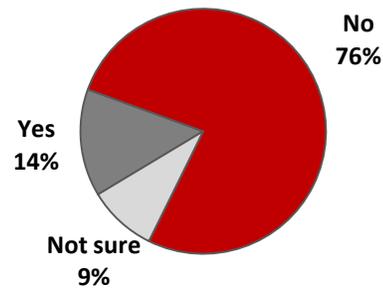
*Results show broad support for the creation of a public utilities consumer advocate office in New York State.*

Nearly three-quarters of New York residents age 18 and older say they are very (41%) or somewhat concerned (31%) about their home energy rates going up, and just as many residents (75%)—regardless of political party—do not believe elected officials are doing enough to help people when home energy costs increase.

### Are Elected Officials Doing Enough to Help When Home Energy Costs Increase? (n=813)

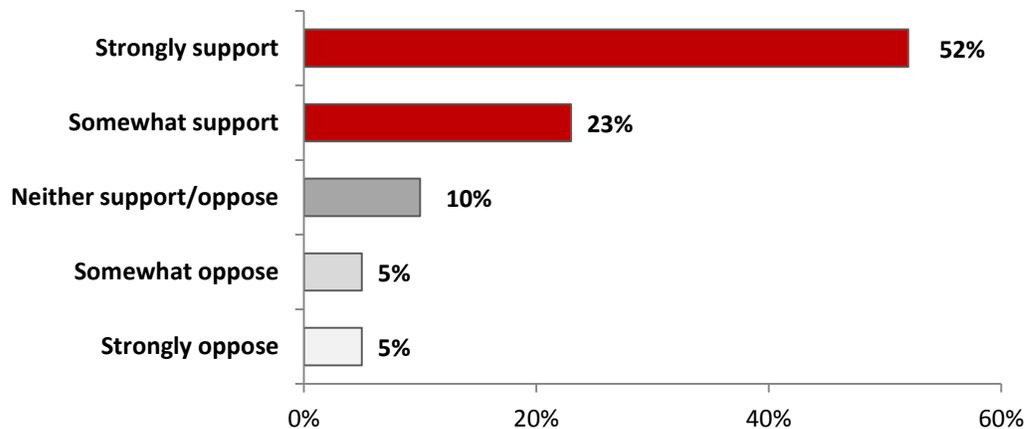


### Are Utility Customers' Interests Represented in Rate Cases? (n=813)



Moreover, most (76%) New York residents do not believe the interests of residential customers are sufficiently represented and taken into consideration when rate increases are proposed for electricity and gas. As such, the majority of respondents say they would support a law to create an independent consumer advocate office to represent and protect residential customers when utility companies request a rate increase before the New York State Public Service Commission.

### Opinions on Creating a Consumer Advocate Office (n=813)



Further, three out of five (62%) New Yorkers say they would support redirecting a small portion of the existing fee customers currently pay each month on their electric bills to fund the consumer advocate office.

## 2013 New York Utility Consumer Advocate Survey

These data were collected by the Siena College Research Institute on behalf of AARP through a telephone omnibus survey of 813 New York State residents age 18 and older. Interviews were conducted between April 2 and April 10, 2013. The survey has a margin of error of  $\pm 3.4$  percent. The data in this report has been weighted to reflect the 18 and older population in New York.

**Q1. How concerned are you about costs of heating your home going up? Are you...?**

<b>N=</b>	<b>813</b>
Very concerned	41%
Somewhat concerned	31%
Not very concerned	15%
Not at all concerned	12%
Don't know/Refused	1%

**Q2. Do you believe your elected officials are doing enough to help people when home energy costs increase?**

<b>N=</b>	<b>813</b>
Yes	13%
No	75%
Not sure	11%

**Q3. When rate increases are proposed for electricity and gas, do you believe the interests of residential utility customers are sufficiently represented and taken into consideration?**

<b>N=</b>	<b>813</b>
Yes	14%
No	76%
Not sure	9%

**Q4. In 40 other states, a consumer advocate independently represents the interests of residential utility customers when utility companies request a rate increase from the state. New York does not currently have a public utilities advocate. How strongly would you support or oppose a law that would establish an independent consumer advocate office to represent and protect residential customers when utility companies request an increase in rates before the New York State Public Service Commission in Albany?**

<b>N=</b>	<b>813</b>
Strongly support	52%
Somewhat support	23%
Neither support nor oppose	10%
Somewhat oppose	5%
Strongly oppose	5%
Not sure	4%

**Q5. If such a consumer advocate office was created, funding would be needed to support the office. How strongly would you support or oppose redirecting a small portion of the existing fee customers currently pay each month on their electric bills to fund the consumer advocate office?**

<b>N=</b>	<b>813</b>
Strongly support	31%
Somewhat support	31%
Neither support nor oppose	11%
Somewhat oppose	8%
Strongly oppose	15%
Not sure	4%

AARP is a nonprofit, nonpartisan organization, with a membership of more than 37 million, that helps people turn their goals and dreams into real possibilities, strengthens communities and fights for the issues that matter most to families such as healthcare, employment security and retirement planning. We advocate for consumers in the marketplace by selecting products and services of high quality and value to carry the AARP name as well as help our members obtain discounts on a wide range of products, travel, and services. A trusted source for lifestyle tips, news and educational information, AARP produces AARP The Magazine, the world's largest circulation magazine; AARP Bulletin; [www.aarp.org](http://www.aarp.org); AARP TV & Radio; AARP Books; and AARP VIVA, a bilingual news source. AARP does not endorse candidates for public office or make contributions to political campaigns or candidates. The AARP Foundation is an affiliated charity that provides security, protection, and empowerment to older persons in need with support from thousands of volunteers, donors, and sponsors. AARP has staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. Learn more at [www.aarp.org](http://www.aarp.org).

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### **Research and Strategic Analysis**

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