

2014 AARP Survey of Puerto Rico Residents Age 25 and Older on Electric Utilities

Puerto Rico residents strongly support having a consumer advocate office to fairly represent the interests of residential electric utility customers.

- ❖ **Over four in five (83%) Puerto Rico residents age 25 and older are concerned about the rising costs of electricity in their homes and almost as many (78%) believe their elected officials are not doing enough to lower these costs.**

- ❖ **More than four in five (82%) Puerto Rico residents age 25 and older do not believe their interests are fairly represented and taken into consideration when electric rate increases are set by the Puerto Rico Electric Power Authority (PREPA).**

- ❖ **More than half (54%) of Puerto Rico residents age 25 and older say they are not aware of the current energy reform legislation that would make PREPA more accountable to the public, diversify energy resources and create a new regulatory agency to oversee electric rates.**

- ❖ **Most (86%) Puerto Rico residents age 25 and older support including a residential utility consumer advocate office as part of any energy reform that is adopted in Puerto Rico and the majority (54%) supports using a portion of monthly electricity fees paid by residential customers to fund this office.**

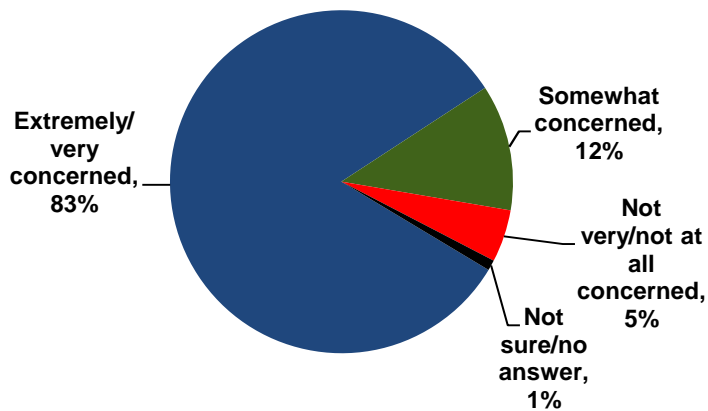
This AARP telephone survey on electric utilities was conducted among Puerto Rico residents age 25 and older. The survey was fielded from February 10th to 18th, 2014. A total of 700 interviews were completed and the sample was weighted to reflect the age and gender of the population age 25 and older in Puerto Rico. The margin of sampling error for this random sample is ± 3.8 percent. An annotated survey of the weighted responses begins on page 5 followed by a detailed description of the methodology.

Detailed Findings

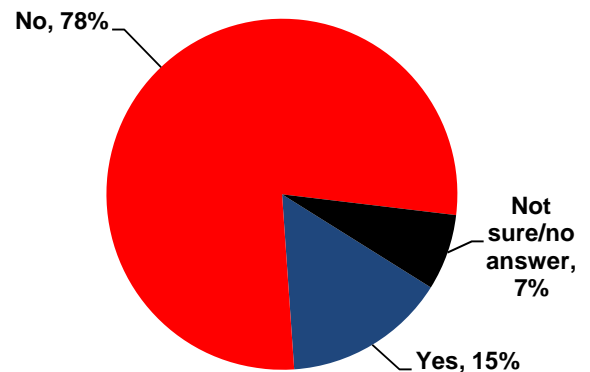
Puerto Rico residents age 25 and older are concerned about the costs of their electricity going up and many believe that their elected officials are not doing enough to lower the costs of electricity.

- ✓ Over four in five are extremely (37%) or very concerned (46%) about the costs of their electricity going up and another one in eight is somewhat concerned about this. In fact, 82 percent believe the electric rate they are currently being charged is too much.
- ✓ Nearly four in five say they do not believe that elected officials are doing enough to lower the cost of electricity while only 15 percent believe officials are doing enough to lower electric rates.

Concern About the Costs of Electricity Going Up*
(n=700)



Opinion on Whether Elected Officials Are Doing Enough to Lower Electricity Rates
(n=700)

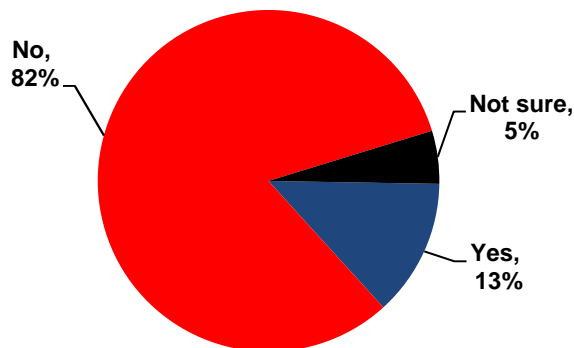


*Percentages may not add up to 100 percent due to rounding.

Puerto Rico residents age 25 and older do not believe their best interests are taken into consideration whenever electric rate increases are set by the Puerto Rico Electric Power Authority (PREPA).

- ✓ Over four in five say the interests of residential electric utility customers are not fairly represented and taken into consideration when electric rate increases are set by PREPA while only about one in eight believes customer interests are taken into consideration.

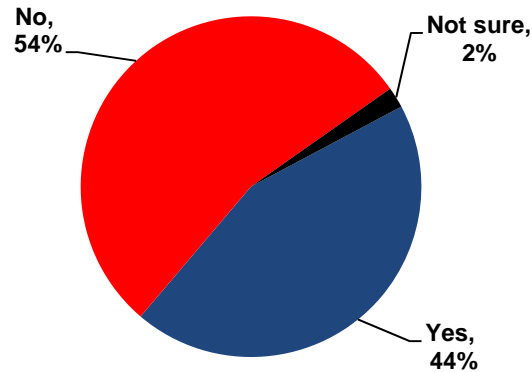
Opinion on Whether Interests of Customers Are Taken into Consideration When Electric Rate Increases Are Proposed
(n=700)



The majority of Puerto Rico residents age 25 and older is not aware of the current energy reform legislation that is being debated in the Legislative Assembly.

- ✓ Over half say they are not aware that the Legislative Assembly is debating a package of energy reform legislation that would make PREPA more accountable to the public, diversify energy resources and create a new regulatory agency to oversee electricity rates while less than half say they are aware of this.

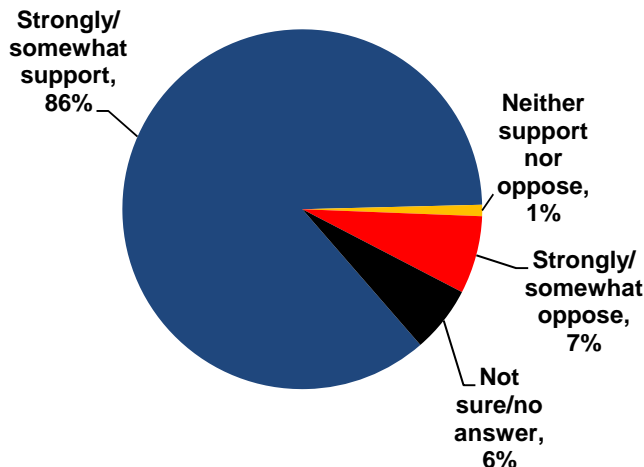
Awareness of the Current Debate in the Legislative Assembly About Energy Reform (n=700)



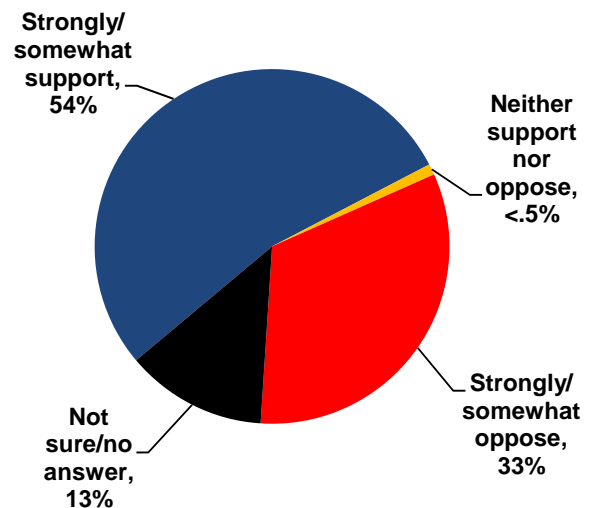
Most Puerto Rico residents age 25 and older support including a residential utility consumer advocate office in any energy reform package and using a portion of electric utility fees to fund this office.

- ✓ Over four in five say they would strongly (64%) or somewhat support (22%) including a residential utility consumer advocate office as part of any energy reform adopted by the Legislative Assembly in Puerto Rico.
- ✓ Over half strongly support (32%) or somewhat support (23%) using a small portion of the existing fee that residential electric utility customers pay as part of their monthly bill to help fund a consumer advocate office while a third strongly (22%) or somewhat opposes (11%) this action.

Support for Including a Residential Utility Consumer Advocate Office in Energy Reform Proposals (n=700)

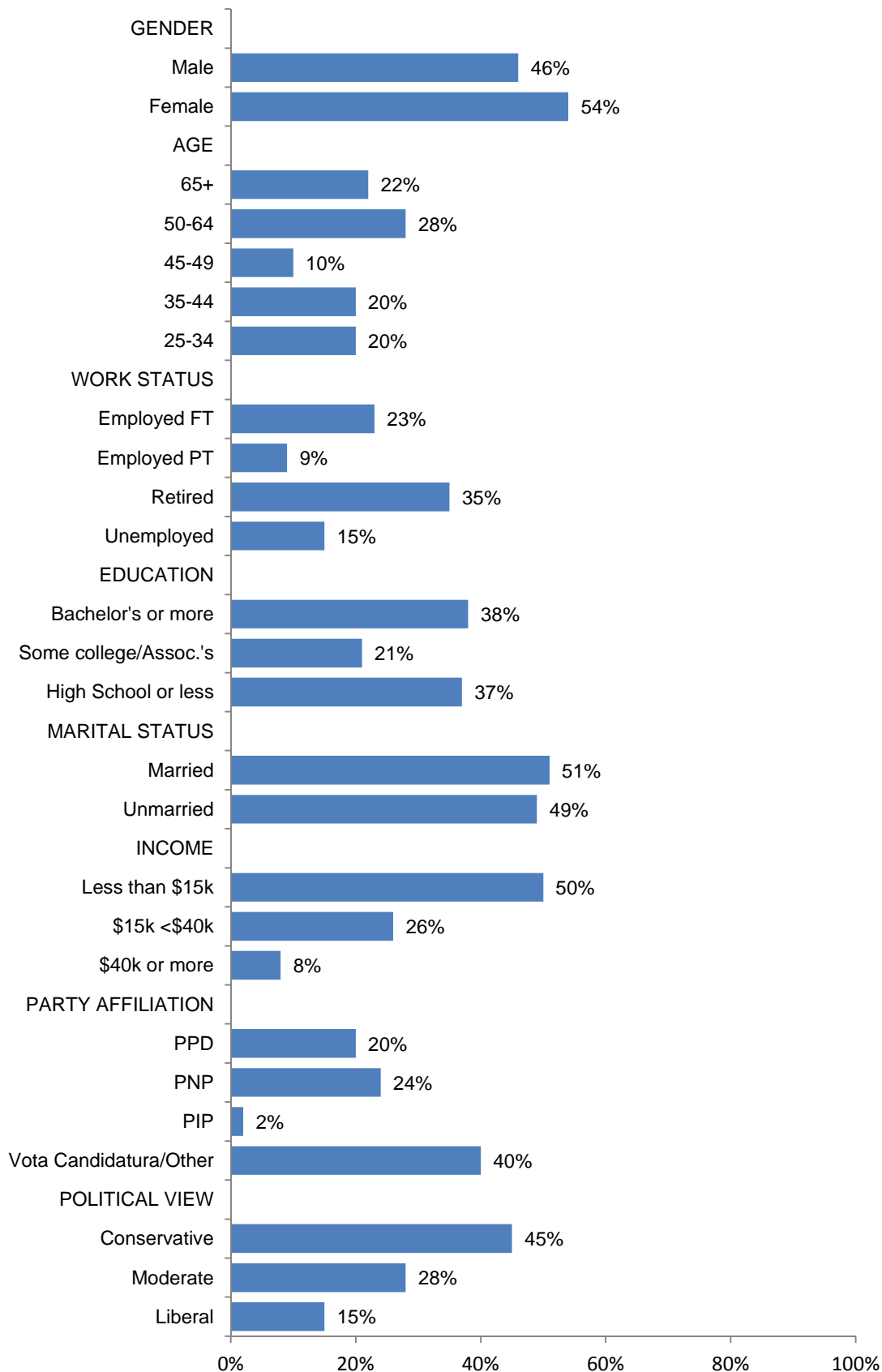


Support for Using a Small Portion of Electric Utility Fees to Fund the Consumer Advocate Office* (n=700)



*Percentages may not add up to 100 percent due to rounding.

Demographic Profile of Respondents



**2014 Puerto Rico Electric Utility Survey of Residents Age 25+
Weighted by Age and Gender
(Weighted N=700)**

**INTRODUCTION/SCREENER
INTRODUCCIÓN/ENCUESTADOR**

Hello, this is _____ calling from _____, a national opinion research firm. We are not telemarketers and are not trying to sell you anything. We are interested in your opinions on your electric service. Your views are important and we would greatly appreciate your participation. All your responses will be kept entirely confidential.

Saludos, le habla _____ y estoy llamando de _____, una compañía que efectúa encuestas y sondeos de opinión a nivel de todo el país. No somos una compañía de tele mercadeo, y no estamos tratando de venderle nada. Nos interesa saber su opinión sobre su servicio eléctrico. Su opinión es importante y agradecemos su participación. Todas sus respuestas se mantendrán completamente confidenciales.

S1. Our study is interested in the opinions of certain age groups. Could you please tell me your age as of your last birthday? **[IN YEARS]** _____

S1. Para este estudio, nos interesa saber las opiniones de las personas según su edad. ¿Sería tan amable de decirnos cuántos años tiene? **[EDAD EN AÑOS]** _____

[RECORD ACTUAL AGE AND USE THE AGE GROUPS BELOW TO KEEP TRACK OF HOW MANY RESPONDENTS WE ARE GETTING IN EACH GROUP. ADDITIONALLY, WE NEED TO HAVE THE FOLLOWING AGE BREAKS FOR OUR SEGMENTATION DATA: 50-64; 65+]

	[DO NOT READ] Under 25 [ASK TO SPEAK TO SOMEONE 25 OR OLDER AND REPEAT INTRO AND THEN ASK S1. IF NO ONE 25 OR OLDER, TERMINATE] [NO LEER] Menos de 25 años. [SOLICITE HABLAR CON ALGUIEN MAYOR DE 25 AÑOS, REPITA LA INTRODUCCIÓN Y HAGA LA PREGUNTA S1. SI NO HAY UNA PERSONA MAYOR DE 25 AÑOS DISPONIBLE, TERMINE LA LLAMADA]
20.1%	25-34
19.8%	35-44
10.1%	45-49
27.8%	50-64
22.1%	65 or older
0.0%	[DO NOT READ] Refused [GO TO S1B] [NO LEER] La persona se negó a dar su edad [VAYA A S1B]

S1B. [If refused in S1:] I understand. Some people are not comfortable giving their age, but would you let me know which of the following age ranges you fall into?

S1B. [Si se negó a contestar S1:] Entendemos que hay personas que no se sienten cómodas diciendo su edad, pero ¿sería tan amable de decirnos dónde se ubica usted dentro de los siguientes grupos de edades?

	Under 25 [THANK & TERMINATE] Menos de 25 [DAR LAS GRACIAS Y TERMINAR LA LLAMADA]
	25-34
	35-44
	45-49
	50-64
	65 or older
	[DO NOT READ] Refused [THANK & TERMINATE] [NO LEER] La persona se negó a contestar. [DAR LAS GRACIAS Y TERMINAR LA LLAMADA]

S2. RECORD RESPONDENT’S GENDER. ASK ONLY IF ABSOLUTELY

NECESSARY: “To ensure it is recorded accurately, could you please state your gender?”

S2. ANOTE EL GÉNERO DEL PARTICIPANTE. PREGÚNTELE SU GÉNERO SÓLO SI ES

ABSOLUTAMENTE NECESARIO: “Para asegurarnos de tener la información correcta, ¿nos pudiera decir su género?”

46.3%	Male Masculino
53.7%	Female Femenino

S3. And just to confirm, are you a resident of Puerto Rico?

S3. Y sólo para verificar, ¿es usted residente de Puerto Rico?

100.0%	Yes Sí
0.0%	No [TERMINATE] No [TERMINE LA LLAMADA]

S4. Does your household pay an electricity bill as a subscriber of the Electric Energy Authority?

S4. En su hogar, ¿paga factura de electricidad como abonado de la Autoridad de Energía Eléctrica?

100.0%	Yes Sí
0.0%	No [TERMINATE] No [TERMINAR]
0.0%	[DO NOT READ] Not sure [TERMINATE] [NO LEER] No está seguro [TERMINAR]
0.0%	[DO NOT READ] Refused [TERMINATE] [NO LEER] Se negó a contestar [TERMINAR]

Main Questionnaire

Q1. Do you think the rate that you are charged for your electricity is too little, about right, or too much?

Q1. ¿Piensa usted que la tarifa de electricidad que se cobra es muy baja, es más o menos razonable, o es muy alta?

2.9%	Too little Muy baja
14.3%	About right Más o menos Razonable
82.2%	Too much Muy alta
0.5%	[DO NOT READ] Not sure [NO LEER] No está seguro
0.1%	[DO NOT READ] Refused [NO LEER] No quiso contestar

Q2. How concerned are you about the costs of your electricity going up? Are you extremely concerned, very concerned, somewhat concerned, not very concerned or not at all concerned?

Q2. ¿Le preocupa que el costo de su factura de electricidad aumente? ¿Está extremadamente preocupado, muy preocupado, un poco preocupado, no le preocupa mucho o no le preocupa para nada?

37.0%	Extremely concerned Extremadamente preocupado
46.2%	Very concerned Muy preocupado
11.8%	Somewhat concerned Un poco preocupado
2.9%	Not very concerned No le preocupa mucho
1.6%	Not at all concerned No le preocupa para nada
0.4%	[DO NOT READ] Not sure [NO LEER] No está seguro
0.1%	[DO NOT READ] Refused [NO LEER] Se negó a contestar

Q3. Do you believe your elected officials are doing enough to help people affected by rising energy costs?

Q3. ¿Piensa usted que los funcionarios electos del Gobierno están haciendo suficiente para asistir a la gente perjudicada por los aumentos del costo de la electricidad?

14.7%	Yes Sí
77.9%	No No
6.4%	[DO NOT READ] Not sure [NO LEER] No está seguro
1.0%	[DO NOT READ] Refused [NO LEER] Se negó a contestar

Q4. When electricity rates are set by the Puerto Rico Electric Power Authority also known as PREPA, do you believe the interests of residential utility customers like you are fairly represented and taken into consideration?

Q4. Cuando la Autoridad de Energía Eléctrica, o la AEE, establece las tarifas eléctricas, ¿cree usted que los intereses del consumidor están debidamente representados y son tomados en consideración?

12.9%	Yes Sí
82.3%	No No
4.3%	[DO NOT READ] Not sure [NO LEER] No está seguro
0.4%	[DO NOT READ] Refused [NO LEER] Se negó a contestar

Q5. Are you aware that the Legislative Assembly is currently debating a package of energy reform legislation that would make PREPA more accountable to the public, diversify energy resources and create a new regulatory agency to oversee electricity rates?

Q5. ¿Sabía usted que en estos momentos la Legislatura está considerando una serie de proyectos de ley que pretenden obligar a la Autoridad de Energía Eléctrica a responderle mejor al interés público, diversificar sus fuentes energéticas y crear una agencia reguladora para supervisar las tarifas de electricidad?

43.9%	Yes Sí
54.4%	No No
1.7%	[DO NOT READ] Not sure [NO LEER] No está seguro
0.0%	[DO NOT READ] Refused [NO LEER] Se negó a contestar

Q6. In many states, a utility consumer advocate office independently represents the interests of residential utility customers when rates and policy are discussed. These advocates present evidence at regulatory agencies about how rate and policy proposals will affect consumers. Would you support or oppose including a residential utility consumer advocate office in any energy reform adopted by the Legislative Assembly in Puerto Rico?

Q6. En muchos estados de los Estados Unidos, existe una oficina de protección del consumidor de energía eléctrica, que representa de forma independiente los intereses de los consumidores en la discusión de la política pública y las tarifas. Este ente protector presenta evidencia ante las agencias reguladoras para medir el impacto que tienen en los consumidores las tarifas y las políticas energéticas. ¿Usted estaría de acuerdo o se opondría a que se incluya una oficina de protección al consumidor de energía eléctrica como parte de la reforma energética que se está discutiendo en la Legislatura de Puerto Rico?

87.9%	Support [ASK QUESTION 6A] Está de acuerdo [HACER PREGUNTA 6A]
6.8%	Oppose [ASK QUESTION 6A] Se opone [HACER PREGUNTA 6A]
4.3%	[DO NOT READ] Not sure [SKIP TO QUESTION 7] [NO LEER] No está seguro [PROCEDA A LA Q7]
1.1%	[DO NOT READ] Refused [SKIP TO QUESTION 7] [NO LEER] Se negó a contestar [PROCEDA A LA Q7]

Q6a. Is that strongly or somewhat?

Q6a. ¿Completamente o más o menos?

64.0%	Strongly support Está completamente de acuerdo
22.3%	Somewhat support Está más o menos de acuerdo
0.8%	[DO NOT READ] Neither support nor oppose [NO LEER] No está ni de acuerdo ni en oposición
3.7%	Somewhat oppose Está más o menos en oposición
2.8%	Strongly oppose Se opone completamente
5.2%	[DO NOT READ] Not sure [NO LEER] No está seguro
1.2%	[DO NOT READ] Refused [NO LEER] Se negó a contestar

Q7. If such a consumer advocate office was created, funding would be needed to support the office. 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?

Q7. Si se estableciera una oficina independiente de protección al consumidor de energía eléctrica, harían falta fondos para su operación. ¿Usted estaría de acuerdo o se opondría a que una pequeña fracción de lo que usted paga en su factura de electricidad se dedique a costear el funcionamiento de esa oficina de protección al consumidor?

55.3%	Support [ASK QUESTION 7A] Está de acuerdo [HACER PREGUNTA Q7A]
33.2%	Oppose [ASK QUESTION 7A] Se opone [HACER PREGUNTA Q7A]
10.8%	[DO NOT READ] Not sure [SKIP TO QUESTION D1] [NO LEER] No está seguro [PROCEDA A LA PREGUNTA D1]
0.6%	[DO NOT READ] Refused [SKIP TO QUESTION D1] [NO LEER] Se negó a contestar [PROCEDA A LA PREGUNTA D1]

Q7a. Is that strongly or somewhat?

Q7a. ¿Completamente o más o menos?

31.5%	Strongly support Está completamente de acuerdo
22.6%	Somewhat support Está más o menos de acuerdo
0.3%	[DO NOT READ] Neither support nor oppose [NO LEER] No está ni de acuerdo ni en oposición
10.7%	Somewhat oppose Está más o menos en oposición
21.8%	Strongly oppose Se opone completamente
12.2%	[DO NOT READ] Not sure [NO LEER] No está seguro
0.9%	[DO NOT READ] Refused [NO LEER] Se negó a contestar

Demographics/ Datos demográficos

The last few questions are for classification purposes only and will be kept entirely confidential.

Las preguntas finales son sólo para propósito de clasificación y las respuestas se mantendrán completamente confidenciales.

D1. What is your current marital status? Are you... [INSERT AND READ EACH ANSWER CATEGORY]?

D1. ¿Cuál es su estado civil? [LEA CADA CATEGORÍA]

50.7%	Married Casado
6.8%	Not married, living with your partner or significant other No está casado, pero vive con su pareja
5.2%	Separated Separado
10.9%	Divorced Divorciado
12.4%	Widowed Viudo
13.3%	Or are you currently single and never married Soltero que nunca ha estado casado
0.0%	[DO NOT READ] Not sure [NO LEER] No está seguro
0.7%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

D2. [IF D1 = 1 ASK: “Are you or your spouse currently a member of AARP?” IF D1 = 2 ASK: “Are you or your partner currently a member of AARP?” OTHERWISE ASK “Are you currently a member of AARP?”]

D2. [Si es casado (D1=1), PREGUNTE: “Es usted o su cónyuge socio de AARP? Si convive con su pareja (D1=2), PREGUNTE: “Es usted o su pareja socio de AARP?” PARA LAS DEMÁS CATEGORÍAS, PREGUNTE: “Es usted socio de AARP?”]

16.9%	Yes Sí
74.4%	No No
8.2%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
0.4%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

D3. Thinking about who lives in your household, do you currently...[INSERT AND READ ITEMS A THROUGH C BELOW]?

D3. Favor de decirnos si alguna de las siguientes respuestas describe la composición de su hogar... **[LEER LAS DISTINTAS RESPUESTAS]**

- A.** Have any children under age 18 living with you
 Tiene hijos menores de 18 años viviendo en el hogar

27.0%	Yes Sí
72.6%	No No
0.0%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
0.3%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

- B.** Have any children over age 18 living with you
 Tiene hijos mayores de 18 años viviendo en el hogar

29.3%	Yes Sí
70.3%	No No
0.0%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
0.5%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

- C.** Have any children away at college
 Tiene hijos en la Universidad que se hospedan fuera del hogar

9.6%	Yes Sí
89.5%	No No
0.4%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
0.5%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

D4. What is the highest level of education that you completed? Was it...[INSERT AND READ EACH ANSWER CATEGORY]

D4. Favor de decirnos, de la lista a continuación, el nivel de educación al que usted ha llegado... [LEER LA LISTA DE CATEGORÍAS Y REGISTRAR LA RESPUESTA]

17.9%	0 to 12 th grade, but with no diploma Entre grados kínder a doce sin graduarse de escuela superior
18.9%	High school graduate or equivalent Graduado de escuela superior con diploma o equivalente
9.0%	Post high school education, but with no degree Estudios después de escuela superior sin completar un grado
12.4%	2 year degree Grado asociado
18.2%	4 year degree Bachillerato
4.3%	Post graduate study, but with no degree Estudios post graduados sin completar
15.7%	Graduate or professional degree Completó escuela graduada o tiene un título profesional
2.4%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
1.3%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

D5. Which of the following best describes your current employment status? Are you... [INSERT AND READ EACH ANSWER CATEGORY]

D5. Favor de decirnos, de la lista a continuación, la que mejor describa su situación de empleo actual... [LEER LA LISTA DE CATEGORÍAS Y REGISTRAR LA RESPUESTA]

4.7%	Self-employed full-time Empleo por cuenta propia a tiempo completo
2.9%	Self-employed part-time Empleo por cuenta propia a tiempo parcial
18.2%	Employed full-time Empleado a tiempo completo
6.5%	Employed part-time Empleado a tiempo parcial
35.4%	Retired and not working at all Retirado y no está empleado
14.7%	Unemployed and looking for work Desempleado y buscando trabajo
14.9%	Or are you not in the labor force for other reasons O está fuera de la fuerza laboral por otras razones
1.0%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
1.8%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

D6. Do you own or rent your primary residence?

D6. ¿Es usted dueño de su residencia primaria o alquila?

78.4%	Own Dueño
15.2%	Rent Alquila
3.2%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
3.1%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

D7. What type of home is your primary residence? Is it a **[INSERT AND READ EACH ANSWER CATEGORY]**?

D7. ¿En qué tipo de residencia vive usted? **[LEER LA LISTA Y REGISTRAR LA RESPUESTA]**

79.1%	Single family home Casa de una sola familia
6.6%	Town home or duplex Residencia multifamiliar, “town house” o “duplex”
6.0%	Apartment Apartamento individual
5.0%	Condominium or coop Condominio o cooperativa de vivienda
0.6%	Something else [DO NOT READ] Otro tipo de residencia [NO LEER]
0.1%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
2.5%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

D8. Thinking about your state elections for Puerto Rico Governor and Legislators in the last 10 years, which of the following best describes your voting behavior? Would you say you vote always, most of the time, about half of the time, seldom, or would you say you never vote?

D8. ¿Con cuánta frecuencia usted ha participado en las elecciones generales de Puerto Rico para elegir al Gobernador y Legisladores durante los pasados 10 años? ¿Diría usted que vota siempre, casi siempre, la mitad del tiempo, pocas veces, o nunca ha votado?

69.1%	Always Siempre
11.8%	Most of the time Casi siempre
1.3%	About half of the time La mitad del tiempo
8.3%	Seldom Pocas veces
6.8%	NeverNunca
0.3%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
2.3%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

D9. Which political party do you most identify with? Do you identify with the...**[INSERT, READ AND RANDOMIZE ITEMS A, B, and C. ALWAYS READ D, E and F LAST IN THAT ORDER.]?**

D9. ¿Con cuál de las siguientes opciones electorales se identifica usted? **[LEER LA LISTA VARIANDO EL ORDEN DE LAS OPCIONES “A”, “B”, y “C” PARA CADA PARTICIPANTE Y LEYENDO SIEMPRE LA “D”, “E”, y “F” AL FINAL]**

20.4%	Popular Democratic Party (PPD) Partido Popular Democrático (PPD)
24.3%	New Progressive Party (PNP) Partido Nuevo Progresista (PNP)
2.3%	Puerto Rican Independence Party (PIP) Partido Independentista Puertorriqueño (PIP)
4.9%	Some other political party Otro partido político
24.7%	Vota Candidatura No afiliado que vota candidatura
10.1%	None of the above [DO NOT READ] Ninguna de las anteriores [NO LEER]
1.7%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
11.6%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

D10. How would you characterize your political views? Would you say you are **[INSERT, READ, AND RANDOMIZE ITEMS A, B, and C.]?**

D10. ¿Cómo describiría usted sus opiniones políticas? ¿Diría usted que es...? **[LEA INSERTANDO CADA UNA DE LAS POSIBLES RESPUESTAS Y VARIANDO EL ORDEN DE LAS OPCIONES “A”, “B” y “C” PARA CADA PARTICIPANTE]**

45.4%	Conservative Conservador(a)
28.2%	Moderate Moderado(a)
15.1%	Liberal Liberal
4.1%	None of these [DO NOT READ] Ninguna de las anteriores [NO LEER]
2.7%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
4.5%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

D11. We realize income is a private matter and so rather than ask you anything specific about your income, I'd like to ask you to please stop me when I get to the category that includes your household's income before taxes in 2013. Was it...**[INSERT AND READ EACH ANSWER CATEGORY]**?

D11. Estamos conscientes de que su nivel de ingresos es un asunto privado. Así que en vez de preguntarle específicamente cuánto gana usted anualmente, vamos a leer una lista ascendente de niveles de ingreso y usted nos pide que nos detengamos cuando lleguemos a la categoría donde cae su nivel de ingreso bruto para el año 2013. ¿Gana usted al año...? **[LEA INSERTANDO CADA UNA DE LAS POSIBLES RESPUESTAS]**

34.4%	Less than \$10,000 Menos de \$10,000
15.8%	\$10,000 to less than \$15,000 De \$10,000 hasta menos de \$15,000
10.6%	\$15,000 to less than \$20,000 De \$15,000 hasta menos de \$20,000
5.5%	\$20,000 to less than \$25,000 De \$20,000 hasta menos de \$25,000
5.0%	\$25,000 to less than \$30,000 De \$25,000 hasta menos de \$30,000
4.6%	\$30,000 to less than \$40,000 De \$30,000 hasta menos de \$40,000
3.7%	\$40,000 to less than \$50,000 De \$40,000 hasta menos de \$50,000
1.7%	\$50,000 to less than \$75,000 De \$50,000 hasta menos de \$75,000
1.3%	\$75,000 to less than \$100,000 De \$75,000 hasta menos de \$100,000
1.4%	\$100,000 or more \$100,000 o más
5.2%	[DO NOT READ] Not sure [DO NOT READ] [NO LEER] No está seguro
10.7%	[DO NOT READ] Refused [DO NOT READ] [NO LEER] Se negó a contestar

D12. What is your 5-digit zip code? ____ _

D12. ¿Cuál es su código postal de 5 dígitos? ____ _

That was our last question for tonight/today. Thanks you very much for taking the time to help us out. Have a great day/night!

Esa es nuestra última pregunta por el día de hoy. Muchísimas gracias por su tiempo y su aportación. Que tenga un buen día/buenas tardes/buenas noches.

Full Methodology

The 2014 AARP Survey of Puerto Rico Residents Age 25+ on Electric Utilities was conducted through telephone interviews with a sample of 700 respondents ages 25 and older drawn at random from the US Territory of Puerto Rico. The interviews were conducted in Spanish by Precision Opinion, Inc. from February 10 through February 18, 2014. The results from the study were weighted by age and gender. The margin of error for the complete set of 700 interviews is $\pm 3.8\%$.

Respondents were screened to insure that they were residents of Puerto Rico and age 25 or older.

The questionnaire was developed by AARP staff. In order to improve the quality of the data, the questionnaire was pretested with a small number of respondents. The pretest interviews were monitored by Precision Opinion, Inc. and AARP staff.

The response rate for this study was 32 percent and was calculated using AAPOR's response rate 3 method. The cooperation rate was 58 percent as calculated using AAPOR's cooperation rate 3 method.¹

Throughout the report, statistics representing survey responses are reported in percentages which may not add up to 100 due to rounding and non-response. Also due to rounding, the percentages reported in the text may vary slightly from those in the annotation or in graphs.

¹ Calculated using AAPOR's Outcome Rate Calculator Version 2.1, May 2003

AARP is a nonprofit, nonpartisan organization, with a membership of nearly 38 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 and income security, retirement planning, affordable utilities and protection from financial abuse. We advocate for individuals 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; AARP TV & Radio; AARP Books; and AARP en Español, a Spanish-language website addressing the interests and needs of Hispanics. 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.

State Research brings the right knowledge at the right time to our state and national partners in support of their efforts to improve the lives of people age 50+. State Research consultants provide strategic insights and actionable research to attain measurable state and national outcomes. The views expressed herein are for information, debate, and discussion, and do not necessarily represent official policies of AARP.

AARP staff from the Puerto Rico State Office, Campaigns, State Advocacy and Strategy Integration (SASI) and State Research contributed to the design, implementation and reporting of this study. Special thanks go to AARP staff including Jose Acaron, State Director of the AARP Puerto Rico State Office; Eddie Olivera, Associate State Director of Advocacy of the AARP Puerto Rico State Office; Chryste Hall and Nathalie Shortal, Campaigns; Janee Briesemeister, SASI; Rachelle Cummins, Angela Houghton, Cassandra Cantave, Darlene Matthews and Cheryl Barnes, State Research; and Michael Schuster, Office of General Counsel. Please contact Joanne Binette at 202-434-6303 for more information regarding this survey.



AARP Research

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