

2012 AARP Survey of Members in Indiana on Utilities

The AARP Indiana State Office commissioned a survey to explore the views of its members on the topics of long-term care, caregiving, livable communities, retirement security, older workers and utilities. This brief focuses on the topic of utilities.

These results are based on a mail survey fielded August 21 to September 18, 2012 of 2,000 AARP members in Indiana. A total of 733 surveys were returned yielding a margin of error of ± 3.7 percent. The results are weighted to reflect the AARP membership population in Indiana. This report is based on 733 weighted responses. An annotated survey of the weighted responses to the utilities questions begins on page 6 followed by a description of the methodology. Responses to all questions asked in this survey are available upon request.

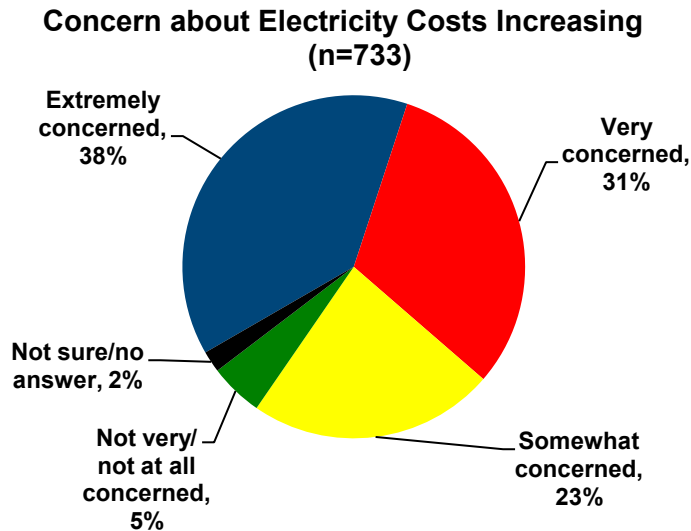
Survey-In-Brief

- ❖ **50+ AARP members in Indiana are concerned about the costs of their electricity increasing.**
 - ✓ 69% are extremely or very concerned about the costs of their electricity increasing while only 5% say they are not very or not at all concerned about this.
- ❖ **Many 50+ AARP members in Indiana believe they are paying too much for their electricity and most have experienced an increase in their monthly electric bills over the past year.**
 - ✓ 49% say they are paying too much for their monthly electric bill, while less than a percent believes they are paying too little.
 - ✓ 55% say their monthly electric bill has gone up over the past 12 months while only 3% say it has gone down.
- ❖ **50+ AARP members in Indiana are concerned about the costs of their natural gas going up.**
 - ✓ 64% say they have natural gas in their homes, and of these respondents 67% are extremely or very concerned about the costs of their natural gas increasing.
 - ✓ 9% say they are not very or not at all concerned about the costs of their natural gas going up.
- ❖ **Many 50+ AARP members in Indiana believe they are paying too much for their natural gas, and a plurality has experienced an increase in their monthly electric bills over the past year.**
 - ✓ 41% say they are paying too much for their monthly natural gas bill while less than a percent believes they are paying too little.
 - ✓ 35% say their monthly natural gas bill has gone up over the past 12 months while only 12% say it has gone down.
- ❖ **50+ AARP members in Indiana would be more likely to vote for a candidate for Governor who commits to keeping utility rates affordable for all consumers.**
 - ✓ 75% say they would be more likely to vote for a candidate for Governor who commits to ensuring that the Indiana Utility Regulatory Commission (IURC) sets affordable utility rates while only 1% says they would be less likely to vote for such a candidate. 14% say it would make no difference in how they vote, and 8% are not sure.

Detailed Findings

50+ AARP members in Indiana are concerned about the costs of their electricity going up.

- ✓ About seven in ten are extremely or very concerned about the costs of their electricity increasing while only five percent say they are not very or not at all concerned about this.

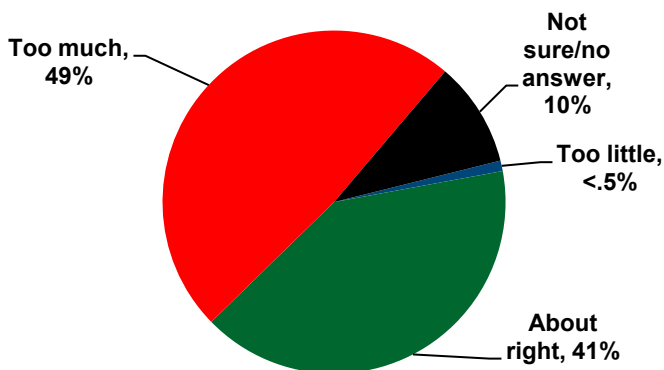


*Percentages may not add up to 100 percent due to rounding.

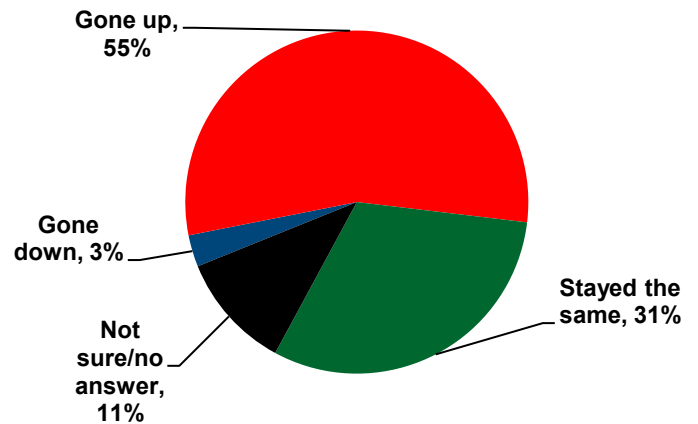
Nearly half of 50+ AARP members in Indiana believe they are paying too much for their electricity, and the majority has experienced an increase in their monthly bill over the last year.

- ✓ Almost half say they are paying too much for their monthly electric bill while less than a percent believes they are paying too little. Two in five say the amount they are currently paying is about right.
- ✓ Over half say their monthly electric bill has gone up over the past 12 months while only three percent say it has gone down. About three in ten say their monthly electric bill has remained the same over the past 12 months.

Indiana Members' Perception of Amount Paying for Monthly Electric Bill
(n=733)



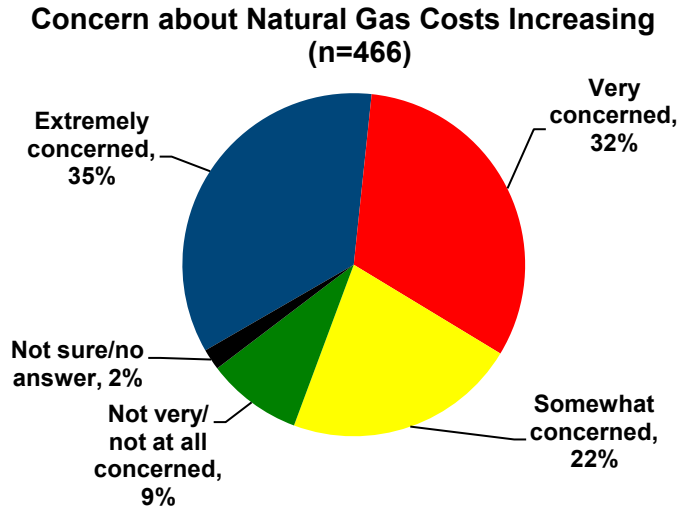
Change in Monthly Electric Bill Over the Past 12 Months
(n=733)



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

The majority of 50+ AARP members in Indiana is concerned about the costs of their natural gas going up.

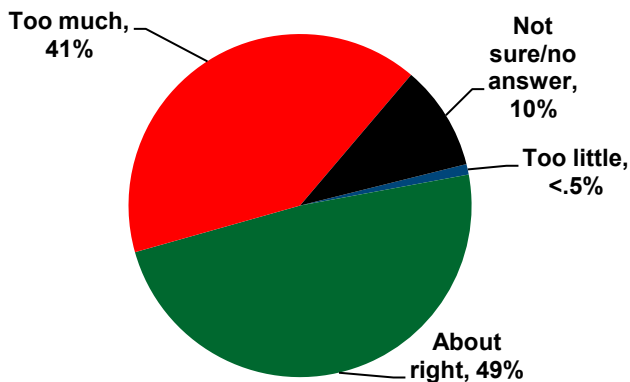
- ✓ 64% of AARP members in Indiana say they have natural gas in their homes.
- ✓ Of those respondents with natural gas in their homes (n=466), nearly seven in ten are extremely or very concerned about the costs of their natural gas increasing while fewer than one in ten says they are not very or not at all concerned about this.



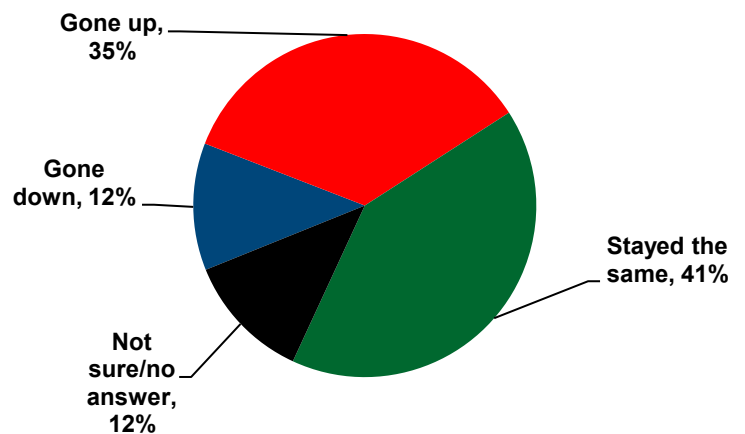
Many 50+ AARP members in Indiana believe they are paying too much for their natural gas and a plurality has experienced an increase in their monthly bill over the last year.

- ✓ About two in five say they are paying too much for their monthly natural gas bill while less than a percent believes they are paying too little. Just under half say the amount they are currently paying is about right.
- ✓ Over a third says their monthly natural gas bill has gone up over the past 12 months while only 12 percent say it has gone down. Two in five their monthly natural gas bill has remained the same over the past 12 months.

Indiana Members' Perception of Amount Paying for Monthly Natural Gas Bill (n=466)



Change in Monthly Natural Gas Bill Over the Past 12 Months (n=466)



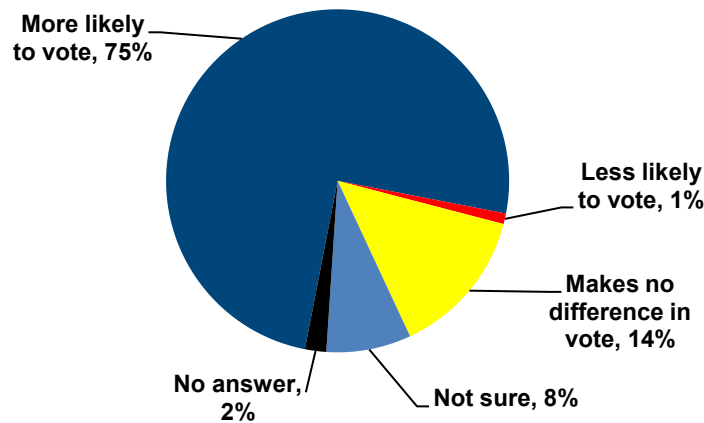
*Percentages may not add up to 100 percent due to rounding.

Three-quarters of 50+ AARP members in Indiana say they would be more likely to vote for a candidate for Governor who works to ensure affordable utility rates for all consumers.

State law authorizes the Indiana Utility Regulatory Commission (IURC) to regulate rates and services provided by Indiana public utilities. These utilities include electrical, common carrier, pipeline, gas, telephone, telegraph and water corporations, all of which supply services to the public. The IURC is made up of individuals who are appointed by the Governor. After reading the description of the function of the IURC, respondents were then asked how likely they would be to vote for a candidate for Governor who works to ensure that the IURC continues to set reasonable utility rates.

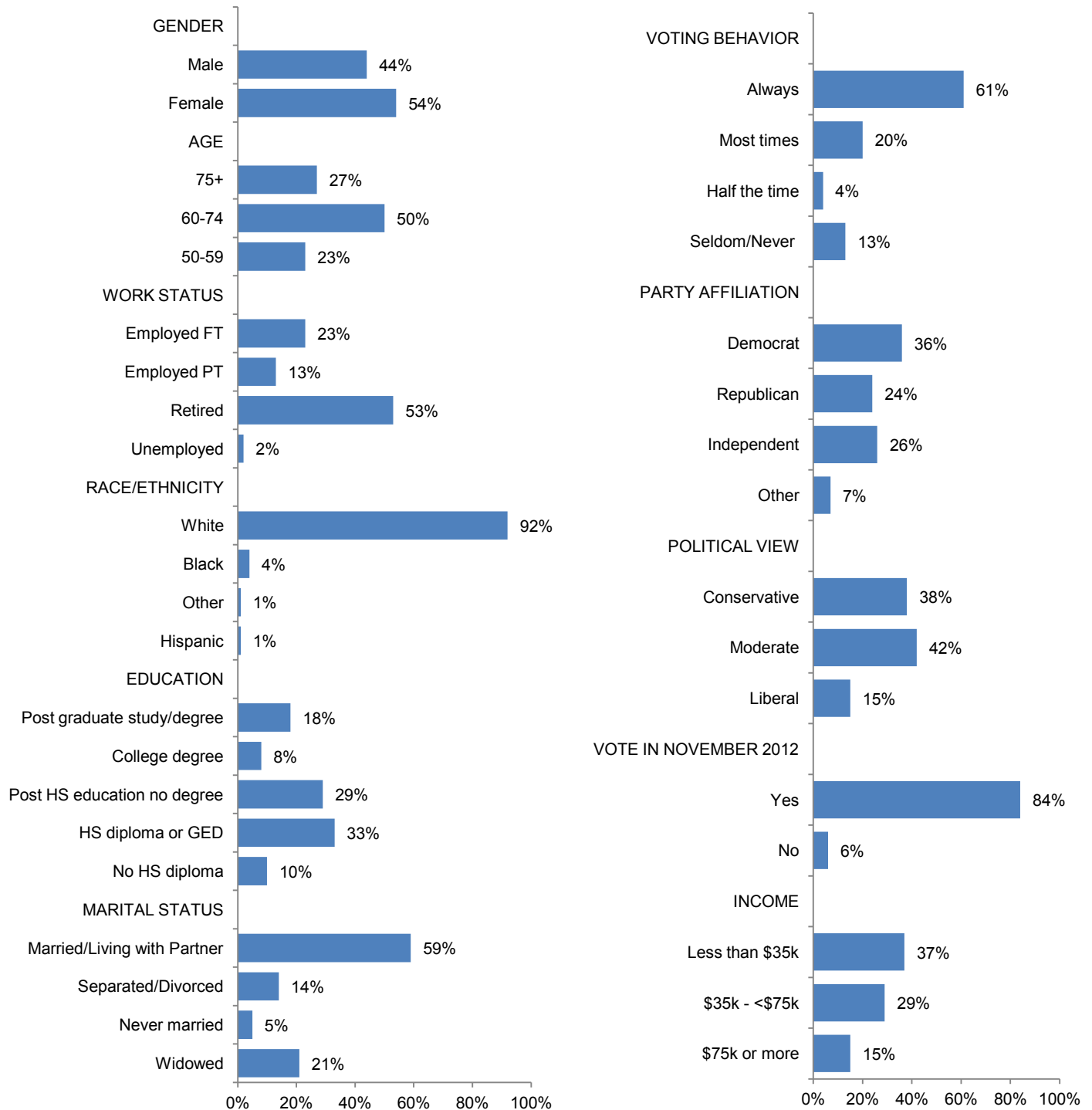
- ✓ Three-quarters of all 50+ AARP members in Indiana say they would be more likely to vote for a candidate for Governor who commits to ensuring that the IURC sets affordable utility rates while only one percent says they would be less likely to vote for such a candidate. One in seven says it would make no difference in how they vote.

Likelihood of Voting for a Candidate Who Commits to Ensuring that the IURC Sets Affordable Utility Rates for All Consumers
(n=733)



Demographic Profile of Respondents

- ✓ Less than a quarter of survey respondents are ages 50-59, half are ages 60-74 and over a quarter are ages 75 or older. Most respondents are married or living with a partner. The majority is retired and about a quarter is employed full-time. The majority has a high school or post high school education but no college degree. The majority has an annual household income of less than \$75,000. Over a third identifies their political party as Democrat and a quarter as Republican or Independent. The majority votes always or most of the time. About two in five identify themselves as conservative or moderate in their political views and about one in seven say they are liberal. More than four in five say they intend on voting in the November 2012 Presidential election.



2012 AARP Survey of Members in Indiana on Long-Term Care
(Weighted by Age & Gender, N=733 members)

Utilities

27. How concerned are you about the costs of your electricity going up?

<u>%</u>	
38	Extremely concerned
31	Very concerned
23	Somewhat concerned
4	Not very concerned
1	Not at all concerned
1	Not sure
1	No answer

28. Thinking about the amount you currently pay for your monthly electric bill, is this amount too little, about right, or too much?

<u>%</u>	
<.5	Too little
41	About right
49	Too much
9	Not sure
2	No answer

29. In the past 12 months, since August 2011, has your monthly electric bill gone down, gone up, or stayed the same?

<u>%</u>	
3	Gone down
55	Gone up
31	Stayed the same
9	Not sure
2	No answer

30. Is anything in your home fueled by natural gas?

<u>%</u>	
64	Yes → <i>GO TO Question 31</i>
32	No → <i>GO TO Question 34</i>
2	Not sure → <i>GO TO Question 34</i>
3	No answer

31. How concerned are you about the costs of your natural gas going up? (N=466)

%

35	Extremely concerned
32	Very concerned
22	Somewhat concerned
8	Not very concerned
1	Not at all concerned
1	Not sure
1	No answer

32. Thinking about the amount you currently pay for your monthly natural gas bill, is this amount too little, about right, or too much? (N=466)

%

<.5	Too little
49	About right
41	Too much
8	Not sure
2	No answer

33. In the past 12 months, since August 2011, has your monthly natural gas bill gone down, gone up, or stayed the same? (N=466)

%

12	Gone down
35	Gone up
41	Stayed the same
11	Not sure
1	No answer

34. State law authorizes the Indiana Utility Regulatory Commission (IURC) to regulate rates and services provided by Indiana public utilities. These utilities include electrical, common carrier, pipeline, gas, telephone, telegraph and water corporations, all of which supply services to the public. The IURC is made up of individuals who are appointed by the Governor.

Would you be more or less likely to vote for a candidate for Governor who commits to ensuring that IURC sets affordable utility rates for all consumers or would it make no difference in your voting behavior?

%

75	More likely to vote for a gubernatorial candidate who commits to ensuring affordable utility rates for all consumers
1	Less likely to vote for a gubernatorial candidate who commits to ensuring affordable utility rates for all consumers
14	Would not make a difference in your voting behavior
8	Not sure
2	No answer

About You

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

D1. Are you male or female?

%

44 Male
54 Female
2 No answer

D2. What is your age as of your last birthday? (in years)

%

23 50-59
50 60-74
27 75+
<.5 No answer

D3. What is your current marital status?

%

57 Married
2 Not married, living with partner
1 Separated
13 Divorced
21 Widowed
5 Never married
1 No answer

D4. Do you own or rent your primary residence?

%

85 Own
10 Rent
4 Other
1 No answer

D5. Besides you, do you have any of the following people living in your household?

	Yes <u>%</u>	No <u>%</u>	No Answer <u>%</u>
a. Spouse or partner	58	25	18
b. Child/children under 18	4	60	36
c. Child/children 18 or older	12	54	33
d. Child/children away at college.....	3	60	38
e. Grandchildren under 18	2	60	38
f. Grandchildren 18 or older	3	61	36
g. Parents/parents-in-law	2	61	38
h. Other relatives	2	60	38
i. Others not related to you or your spouse or partner	2	60	38
j. No other people in household	24	49	27

D6. Do you have any kind of health care coverage, including employer-provided health insurance, private health insurance, or government plans such as Medicare or Medicaid?

<u>%</u>	
92	Yes → GO TO Question D7
4	No → GO TO Question D8
1	Not sure → GO TO Question D8
4	No answer

D7. Do you have health care coverage through the following sources? (n=674)

	Yes <u>%</u>	No <u>%</u>	No Answer <u>%</u>
a. Current employer or spouse's current employer	29	39	32
b. Past employer or spouse's past employer (may be a retirement benefit)	21	44	35
c. On your own through an individual insurance policy	29	38	33
d. Medicare	63	20	17
e. Medicaid	9	48	44
f. Veteran's Administration (VA) or military benefits	9	48	44

D8. Does any disability, impairment or chronic disease keep you from participating fully in work, school, household, or other activities?

<u>%</u>	
24	Yes
68	No
4	Not sure
1	Refused
3	No answer

D9. What is the highest level of education that you completed?

<u>%</u>	
10	0-12 th grade (no diploma)
33	High school graduate (or equivalent)
20	Post-high school education (no degree)
10	2-year college degree
8	4-year college degree
4	Post-graduate study (no degree)
14	Graduate or professional degree

D10. Are you of Hispanic, Spanish, or Latino origin or descent?

<u>%</u>	
1	Yes
96	No
3	No answer

D11. What is your race?

<u>%</u>	
92	White or Caucasian
4	Black or African American
<.5	American Indian or Alaska Native
<.5	Asian
0	Native Hawaiian or other Pacific Islander
1	Other

D12. Thinking about state elections for Indiana Governor and Legislators in the last 10 years, how often would you say you vote?

%

61 Always
20 Most of the time
4 Almost half of the time
8 Seldom
5 Never
3 No answer

D13. Do you plan to vote in the upcoming election this November 2012 for Indiana's Governor?

%

84 Yes
6 No
8 Not sure
2 No answer

D14. Do you consider yourself to be a Democrat, Republican, Independent, or something else?

%

36 Democrat
24 Republican
26 Independent
7 Something else
7 No answer

D15. In general, would you describe your political views as very conservative, somewhat conservative, moderate, somewhat liberal, or very liberal?

%

9 Very conservative
29 Somewhat conservative
42 Moderate
11 Somewhat liberal
4 Very liberal
5 No answer

D16. In the last 12 months, have you accessed the Internet or sent or received email?

%

70 Yes → **GO TO Question 17**
28 No → **GO TO Question 19**
3 No answer

D17. In the last 12 months, have you visited any of AARP's Internet/Web sites (aarp.org, AARPmagazine.org, etc.)? (N=509)

<u>%</u>	
35	Yes
63	No
3	No answer

D18. Do you do any of the following activities when you use the Internet? (n=509)

	Yes	No	No
	<u>%</u>	<u>%</u>	<u>Answer</u>
			<u>%</u>
a. Send and receive email	95	4	1
b. Perform online banking or other financial services	55	40	5
c. Seek information on community events, news, or schedules	73	22	5
d. Buy or make a reservation online for a travel service, such as an airline ticket, hotel room, or rental car	64	32	4
e. Buy a product online, such as books, music, toys, clothing.....	72	24	4
f. Use a social networking site like Facebook or Twitter	49	47	4

D19. What is your 5-digit ZIP Code? (Write in your ZIP CODE) :

D20. What city or town do you live in? _____ (Write in city or town)

D21. What was your annual household income before taxes in 2011?

<u>%</u>	
5	Less than \$10,000
11	\$10,000 to \$19,999
21	\$20,000 to \$34,999
13	\$35,000 to \$49,999
8	\$50,000 to \$59,999
8	\$60,000 to \$74,999
6	\$75,000 to \$99,999
9	\$100,000 or more
9	Not sure
10	No answer

Full Methodology

AARP commissioned a mail survey of 2,000 members in Indiana between August 21, 2012 and September, 18, 2012. Surveys were mailed to a statewide sample of members, stratified by age to select members proportionate to each of three age groups: 50-59, 60-74, and 75+. Each sampled member was contacted about the survey in four ways: a pre-notification postcard, the survey itself, a reminder postcard, and a second survey. Of those surveyed, 733 completed questionnaires were used yielding a response rate of 37 percent. The survey has a sampling error of ± 3.7 percent at the 95% level of confidence. This means that in 95 out of 100 samples of this size, the results would be within ± 3.7 percentage points of the results obtained had everyone in the population completed a survey. Responses were weighted to reflect the actual distribution of members by age. The weighted number of responses for this survey is also 733. Throughout the report, statistics representing member responses are reported in percentages which may not add up to 100 due to rounding and non-response. Also due to rounding, the percents reported in the text may vary slightly from those in the annotation or in graphs.

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; 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.

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.

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Research and Strategic Analysis

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