

## 2012 OMNIBUS SURVEY OF NEW YORK RESIDENTS ON UTILITIES

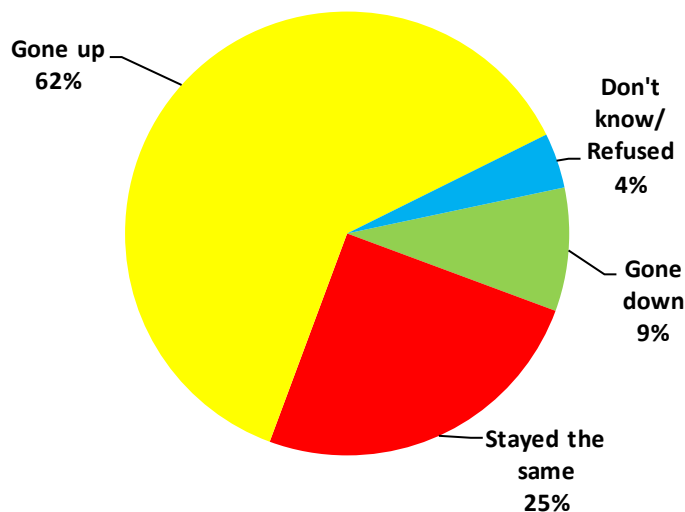
*AARP's New York State Office, in response to its commitment to ensure affordable electric rates and consumer protections for all residents, commissioned questions on the Empire State Poll to explore the views of residents regarding utility affordability. A recent AARP report found<sup>1</sup> that in 2010 about 321,000 residential ratepayers were terminated from electrical and or gas service for non-payment.*

*These results are based on a telephone survey of 800 New York residents age 18+ fielded between February 22 and April 29, 2012. The survey has a margin of error of ±3.5 percent. A weighted, annotated survey of responses begins on page 2.*

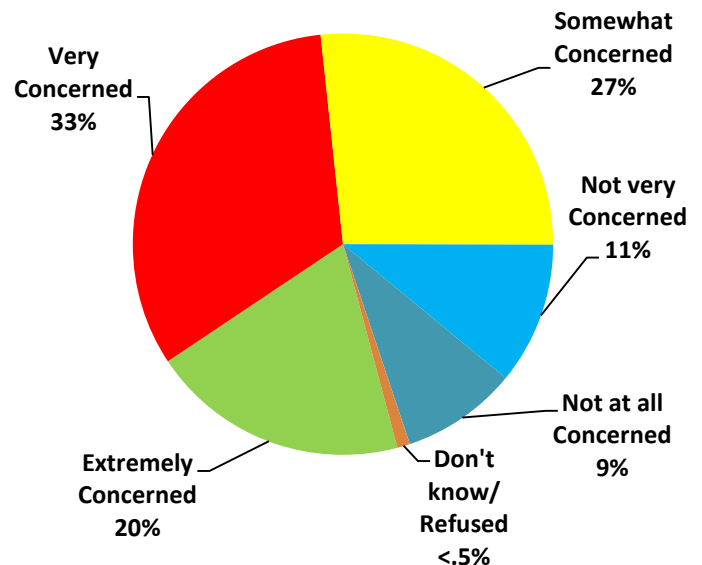
### SURVEY-IN-BRIEF

New York residents express concern about the rising cost of heating/cooling their homes and report that they have experienced an increase in their heating/cooling bills.

**Difficulty Paying for Heating/ Cooling Bills**  
n=800



**Concern About Heating/Cooling Bill Going up**  
n=800



- ✓ Nearly two-thirds (62%) of New York State residents report that in the past two years, their housing heating or cooling bill has increased.
- ✓ More than one-half (53%) of New York State residents age 18 and older are extremely or very concerned about their heating/cooling bill going up.
- ✓ Nearly half (47%) of New York residents report that it was at least somewhat difficult to pay for their gas/electric bill.

<sup>1</sup> AARP. New York's Utility Termination Storm "The Quiet Blackout", 2011.

**2012 Survey of New York Residents on Electric Utilities**  
**(N=800, margin of error = ± 3.5%)**

---

**D1. Thinking of your current household finances, how difficult is it for you to pay for your utility bill to heat or cooling your home? Is it extremely difficult, very difficult, somewhat difficult, not very difficult, or not at all difficult?**

Extremely difficult	6%
Very difficult	10%
Somewhat difficult	30%
Not very difficult	23%
Not at all difficult	28%
Don't know/Refused	2%

**D2. How concerned are you about the costs of your heating or cooling bill going? Are you extremely concerned, very concerned, somewhat concerned, not very concerned or not at all concerned?**

Extremely concerned	20%
Very concerned	33%
Somewhat concerned	27%
Not very concerned	11%
Not at all concerned	9%
Don't know/Refused	1%

**D3. In the past two years, has your households heating or cooling bill gone down, gone up or has it stayed the same?**

Gone down	9%
Gone up	62%
Stayed the same	25%
Don't know/Refused	4%

## Demographic

### D4. What was your age on your last birthday?

Under 50	48%
50-59	25%
60-74	21%
75+	7%
Don't know/Refused	<.5%

### D5. Some of our remaining questions depend on your employment status, so: Last week, did you do any work for either pay or profit?

Employed	60%
Not employed	17%
Retired	18%
Disabled	5%
Unable to work	1%
Don't know/Refused	<.5%

### D6. Are you married, divorced, separated, widowed, or single?

Married	51%
Divorced	9%
Seperated	4%
Widowed	6%
Single	29%
Other	<.5%
Don't know/Refused	1%

### D7. What is the last grade or class that you completed in school?

Attended high school but did not graduate	6%
Graduated high school/GED	21%
Graduated 2 year college/technical school	24%
Graduated 4 year college	25%
Attended post graduate school	21%
Don't know/Refused	1%

**D8. For statistical purposes, last year (that is in 2011) what was your total household income from all sources, before taxes?**

Less than \$10,000	3%
\$10,000 to \$19,999	7%
\$20,000 to \$39,999	8%
\$30,000 to \$49,999	9%
\$40,000 to \$50,999	14%
\$50,000 to \$75,999	24%
\$75,000 to \$99,999	11%
\$100,000 to \$149,999	13%
\$150,000+	10%
Don't know/Refused	4%

**D9. RECORD Gender**

Male	46%
Female	54%

## Methodology

AARP commissioned the Survey Research Institute at Cornell University to conduct the 2012 Survey of New York Residents on Utilities, a telephone survey with New York residents age 18+. The survey was conducted between February 22 and April 29, 2012 and a total of 800 interviews were completed. A sample of this size has a margin of error of plus or minus 3.5 percent at a 95 percent confidence level.

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).

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**  
**Research and Strategic Analysis**  
**For more information, please contact Cassandra Burton at:**  
**202.434.3547 or e-mail [ccantave@aarp.org](mailto:ccantave@aarp.org)**