

# IRP SURVEY RESULTS

From December 2022  
to July 2023

**Presented by:**

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WATER AND  
POWER



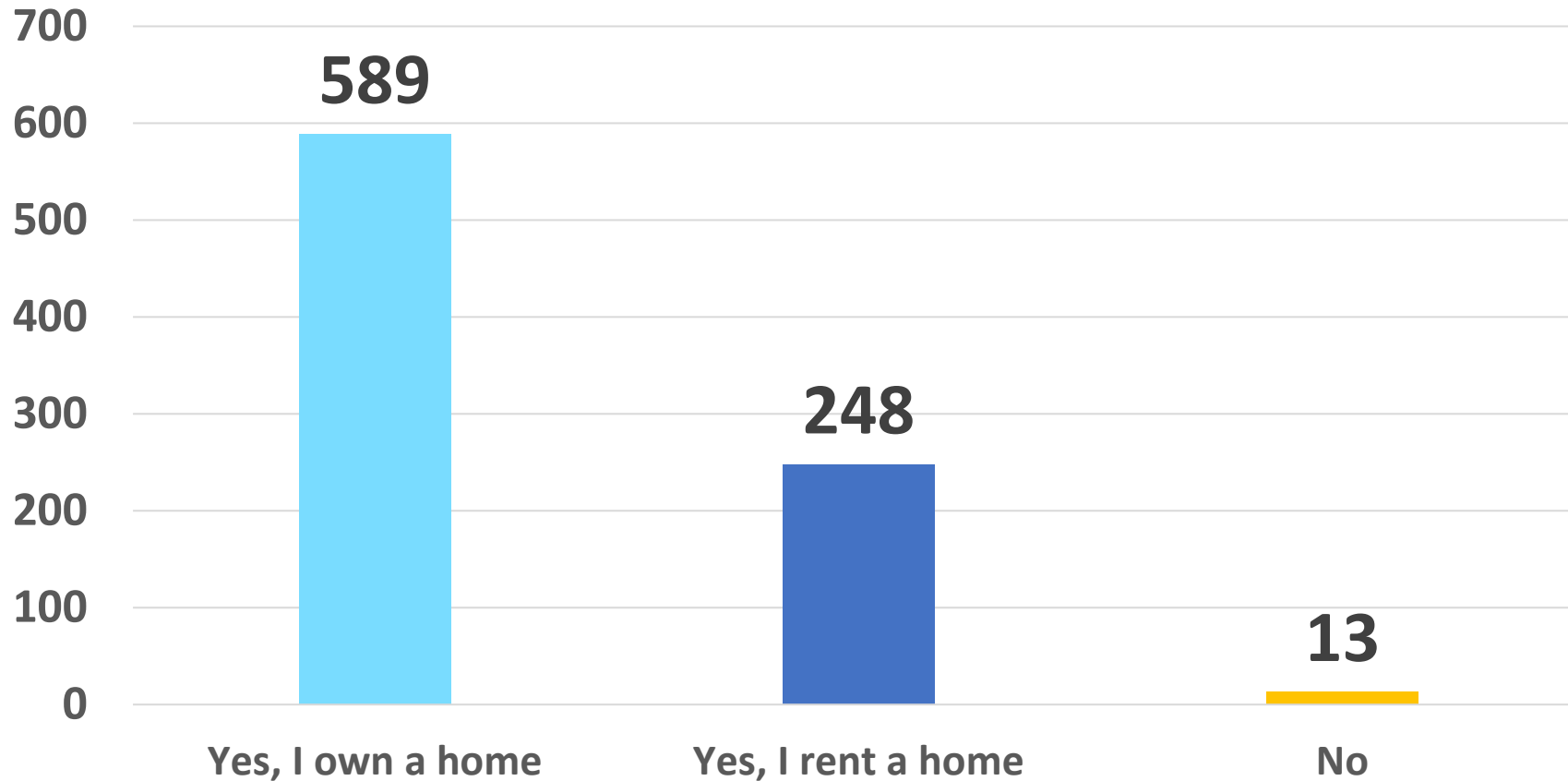
# 12 Question Survey with 859 Responses

- Where they work/live
- Their needs as a customer
- What BWP priorities should be
- What their perception of rates are
- Engagement with Green Choice



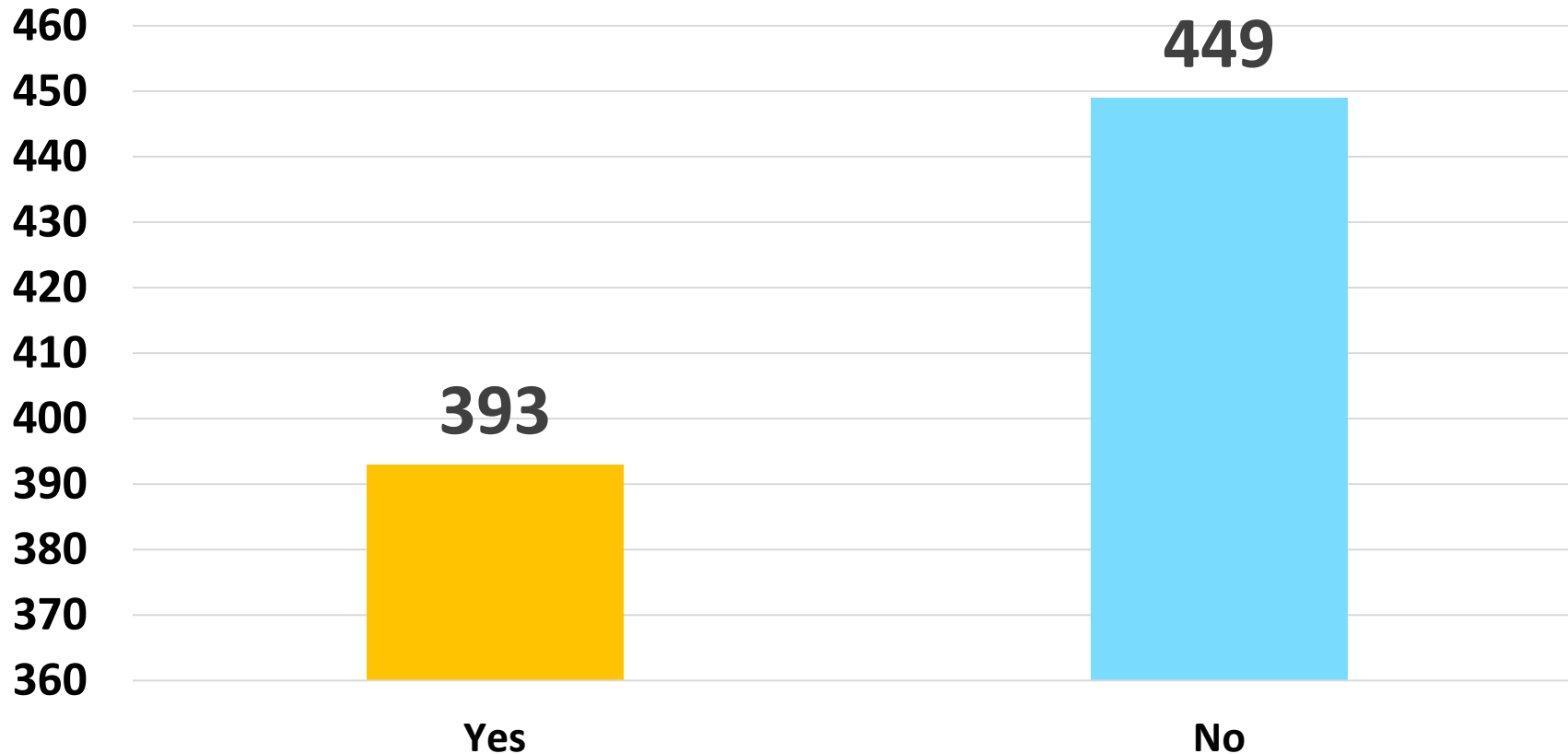
# ~69% of respondents are homeowners

## Do you live in Burbank?



# ~46% of respondents work in Burbank

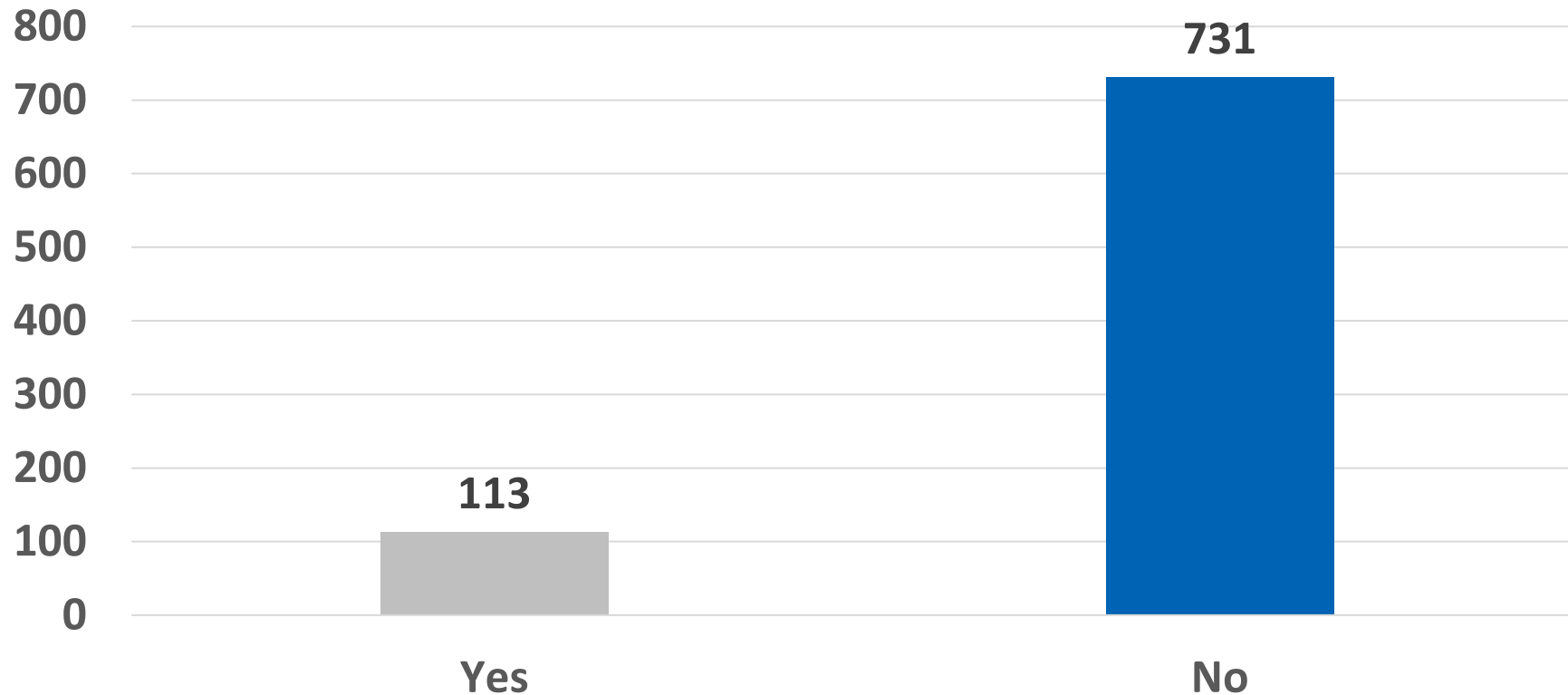
Do you work in Burbank?



# Most respondents do not own a business

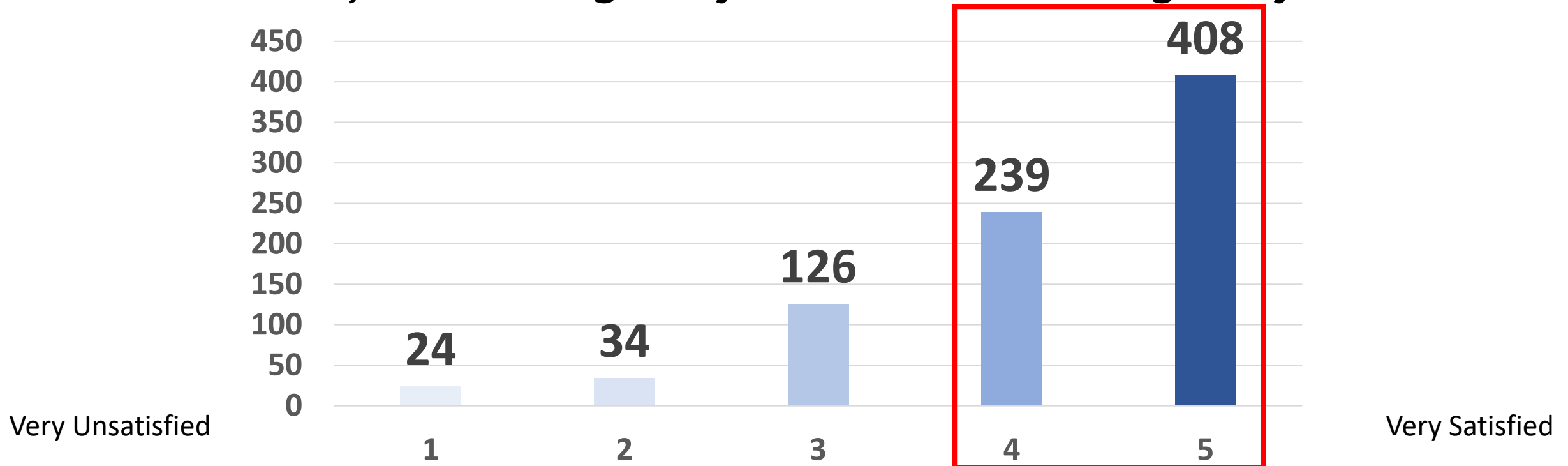
## Do you own a business in Burbank?

Answered: 844 Skipped: 15



# ~75% of respondents are satisfied With BWP electric services

How satisfied are you with the electric services offered by BWP?  
On a scale of 1-5, with 5 being “very satisfied” and 1 being “very unsatisfied”



# Maintaining high reliability and affordable rates are top priorities for respondents

What is most important to you?\* Ranked in priority, 1<sup>st</sup> through 4<sup>th</sup>

## High Reliability

Highest answer for both #1 and #2 priority

## Affordable Rates

Runner up in #1 and #2 (within >5%)

## Minimizing Environmental Impact

Not a clear majority in any rank

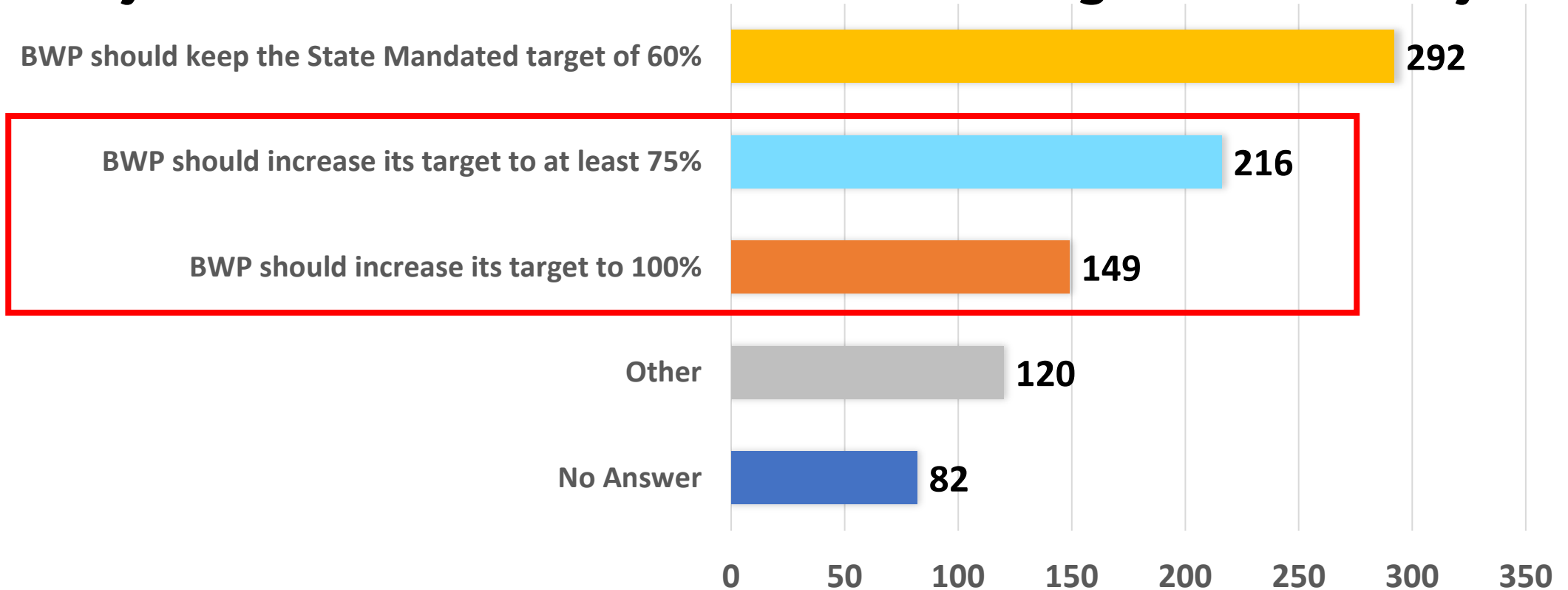
## Quality of Customer Service

36% placed this last



# More respondents think BWP should increase renewable than remain at 60%

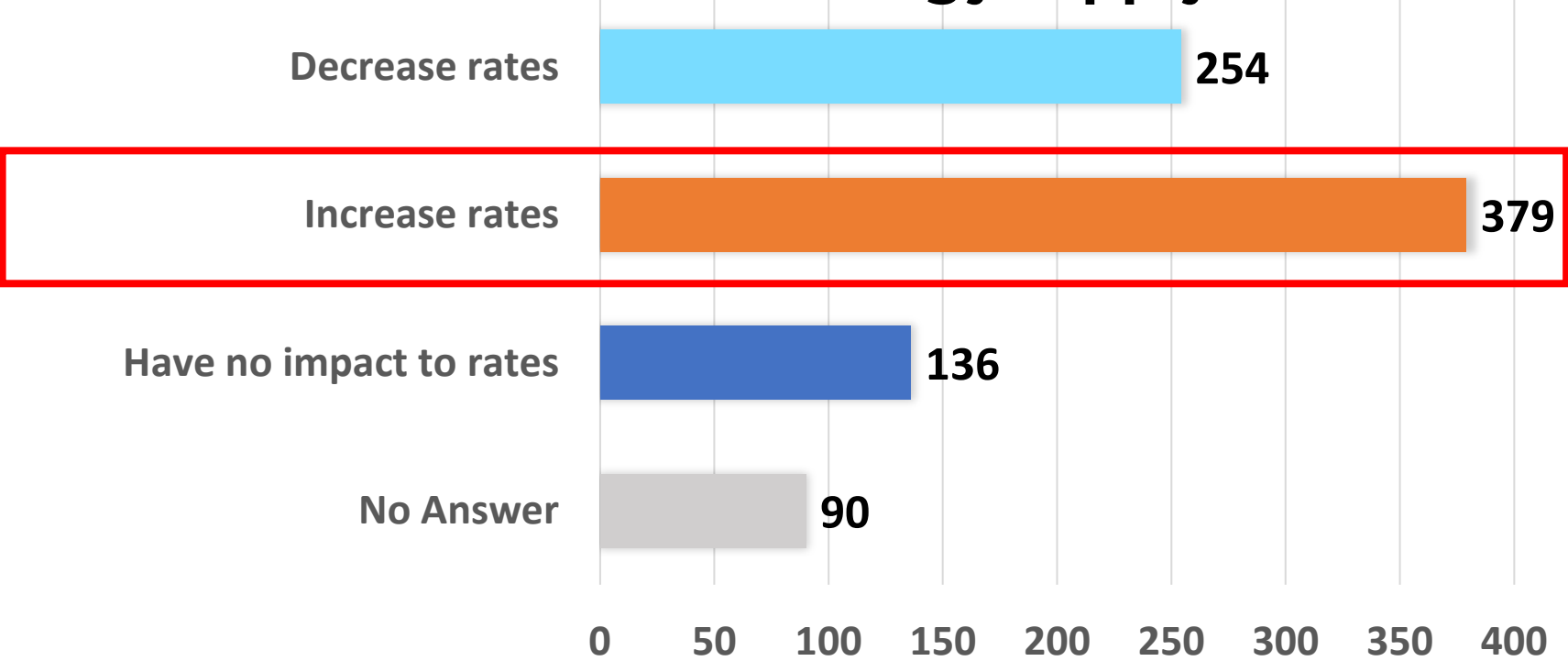
What do you think BWP's renewable resource target should be by 2030?





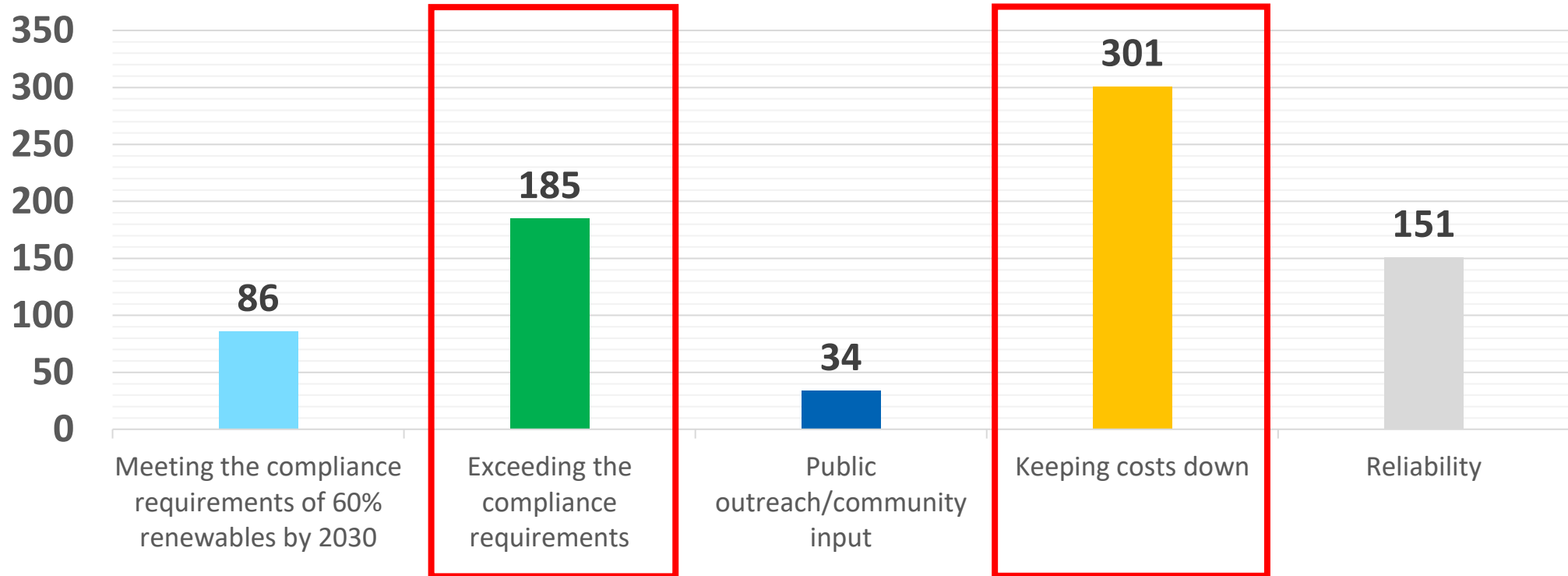
# Nearly half of respondents think additional renewable resources will increase rates

I believe adding additional renewable resources to BWP's energy supply will:



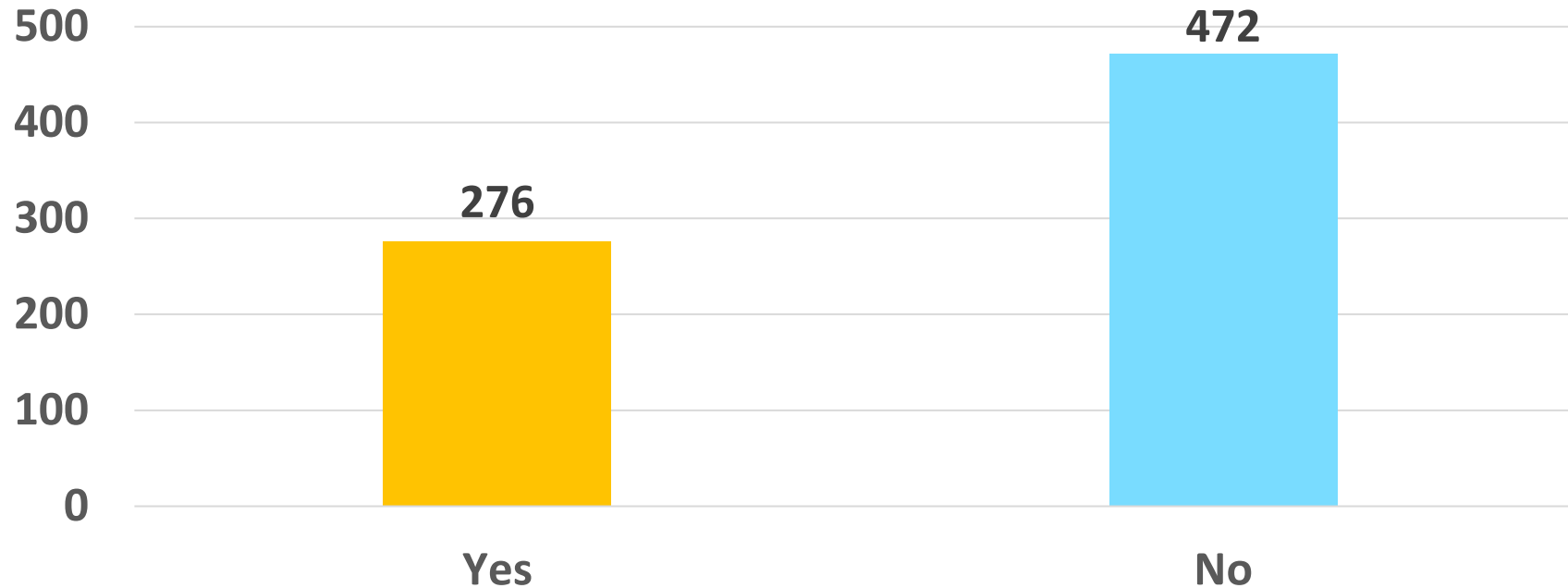
# Respondents want to “keep costs down” and “exceed compliance requirements”

What do you think BWP should prioritize as it develops the IRP?



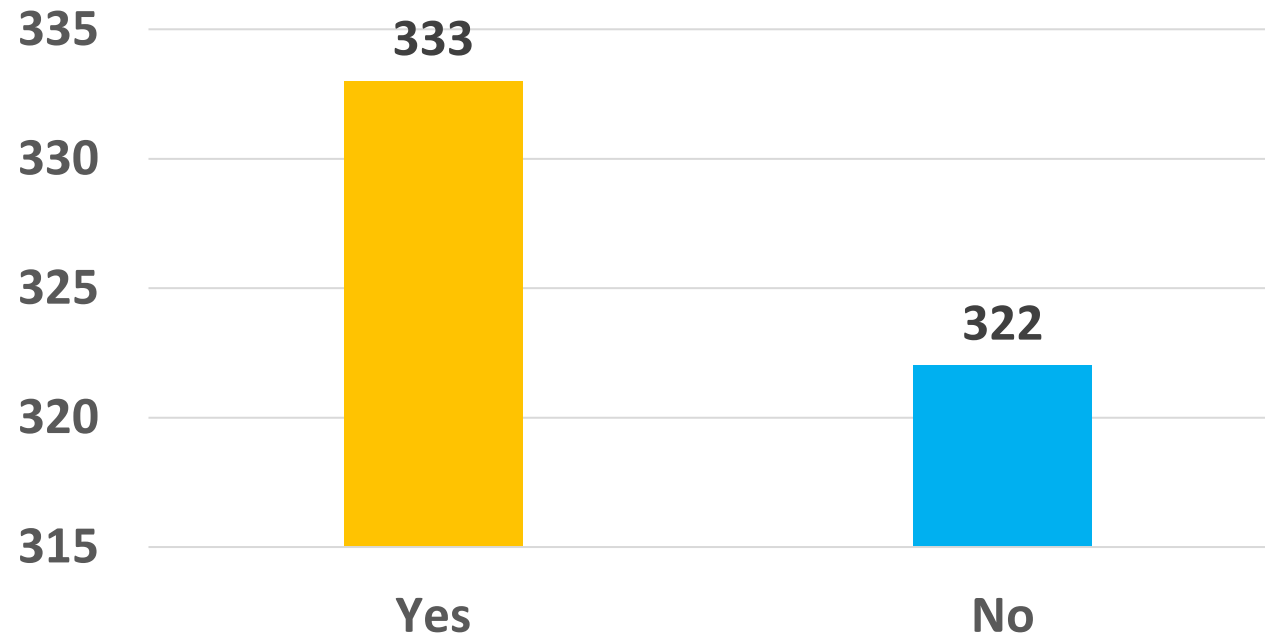
# ~55% of respondents would NOT support a rate increase to implement the IRP recommendations

**Would you support an electric rate increase to implement the IRP recommendations?**



# 37% of respondents would support a rate increase to reduce fossil fuel reliance

**Would you support a rate increase for investments in City renewable and energy storage projects that create resiliency for our community and reduce reliance on fossil fuels?**



# Most respondents are not Green Choice Program Participants

Are you a Green Choice Program customer?

