

AARP Survey of Nevada Members: Experience and Opinions on Energy Rates and Service

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Energy Rates and Service**

Report Prepared by Jennifer H. Sauer

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AARP is a nonprofit, nonpartisan membership organization dedicated to making life better for people 50 and over. We provide information and resources; engage in legislative, regulatory and legal advocacy; assist members in serving their communities; and offer a wide range of unique benefits, special products, and services for our members. These include *AARP The Magazine*, published bimonthly; *AARP Bulletin*, our monthly newspaper; *AARP Segunda Juventud*, our bi-monthly newspaper in Spanish; *NRTA Live & Learn*, our quarterly newsletter for 50+ educators; and our Web site, www.aarp.org. We have staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.

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Methodology

This report is part of a larger survey that explored AARP Nevada members' major personal concerns and the issues they view as top legislative priorities for AARP Nevada to work on with the state, as well as volunteerism, AARP opportunities, work or career and retirement plans, their health care needs and expenditures, and utility/energy costs and service.

AARP conducted the AARP Nevada Member Survey from August through September 2006. A random sample of 2,000 AARP members in Nevada, proportionally stratified by three age segments—50 to 59, 60 to 74, and 75+, was selected from AARP's membership database. 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. Nevada members returned 804 completed and useable surveys by the cut-off date, providing a 40 percent response rate. Thus, the survey has a sampling error of plus or minus 3.54 percent.

Survey responses were weighted to reflect the distribution of the age segments in the member population of Nevada. The weighted overall findings are discussed. Throughout the report, statistics representing member responses are reported in percentages. In some instances, percentages are small and may not seem to represent a significant proportion of members, yet when projected to the total Nevada membership the actual number of people may be substantial. As of February 2007, the number of individual AARP members in Nevada was 311,868. A full annotated questionnaire is included in the Appendix.

Survey Highlights

- Over half (52%) of all Nevada members say their energy rates are unreasonable and over one in ten (13%) members finds it extremely or very difficult to pay their energy bill. Another quarter (27%) say it is somewhat difficult for them to pay.
- While over four in ten (45%) Nevada members say that the state does offer assistance programs to residents to help them pay their energy bills, the same proportion (45%) say they are not sure.

- Many AARP Nevada members (44%) are not sure if a public hearing on utility rates and service has ever been held in their community.

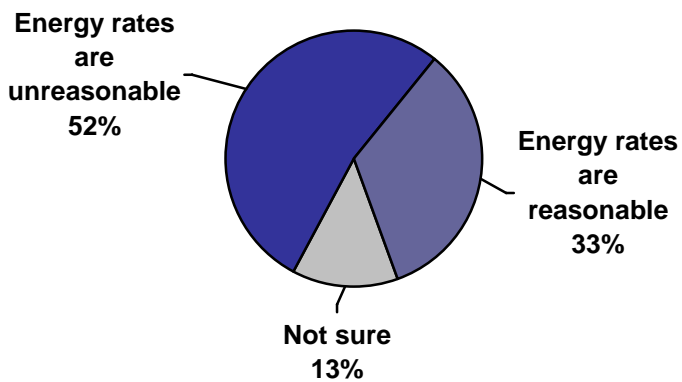
- AARP Nevada members are fairly divided in their opinion of whether consumers can have an effect on the rates and service policies of utility companies. About one in three (36%) agree that consumers can have an affect on rates and service policies of utility companies, while one in three (35%) do not agree with that statement.

Survey Findings

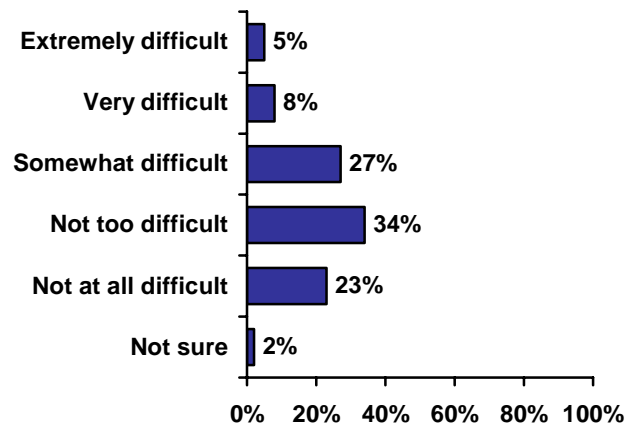
Energy Rates and Bills

Although over half of all members say they that paying their energy bill is not too or not at all difficult, over one in ten find it extremely or very difficult to pay and another quarter say it is somewhat difficult for them to pay. Moreover, over half of all Nevada members say their energy rates are unreasonable.

Think Home Energy Rates are Reasonable or Unreasonable
(N=804)



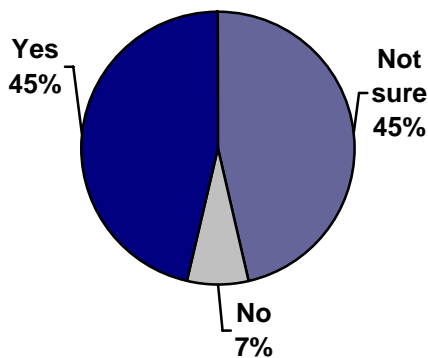
Level of Difficulty: Paying Home Energy Bill
(N=804)



Knowledge and Use of State Energy Assistance Programs

While over four in ten Nevada members say that the state does offer assistance programs to residents to help them pay their energy bills, the same proportion say they are not sure. This could be explained in part by the majority of members saying they have not applied to assistance program (94%) primarily because they are not eligible. However, one in five of those who have not applied for energy assistance say it was because they do not want or need help from the government or state. Interestingly, over one in ten say they don't know much or enough about such programs.

Knowledge of Nevada Energy Assistance (N=804)



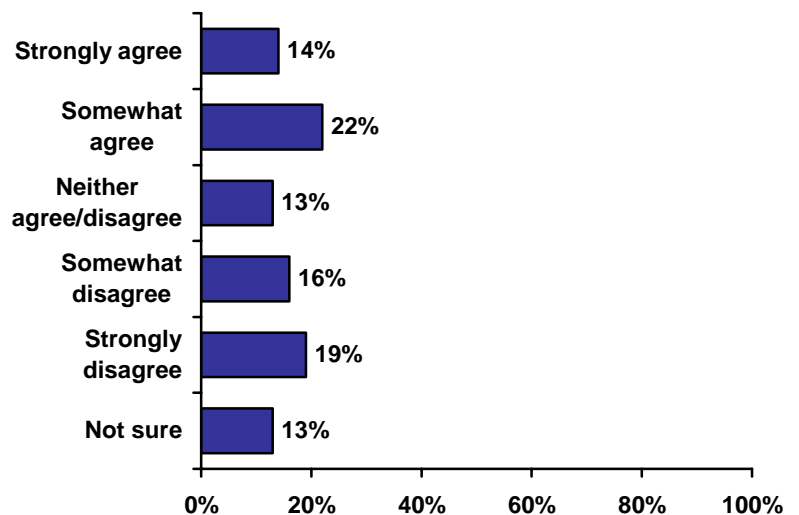
Reasons Why Most Have Not Applied For Assistance (n=754 members who have not applied to an energy assistance programs)

Not eligible	46%
Don't want/need help from government or state	20%
Don't know much/enough about programs	13%
Didn't know assistance programs were available	6%
Get financial help from family	2%
Get financial help from other sources	1%
No answer	12%

Citizen Action Regarding Energy Rates and Service

Many AARP Nevada members are not sure (44%) if a public hearing on utility rates and service has ever been held in their community. However, four in ten (41%) say that a hearing has been held in their community and one in ten (11%) say it hasn't. Among those members who have heard or were not sure they had heard about a public hearing (n=681) on utility rates and service held in their community, most (87%) say they have not attended such a hearing (see Appendix, Annotated Survey, Questions 34 and 35).

**Level of Agreement:
Consumers Can Have Effect on
Utility Companies Rates and Service Policies
(AARP Nevada Members, weighted N=804)**

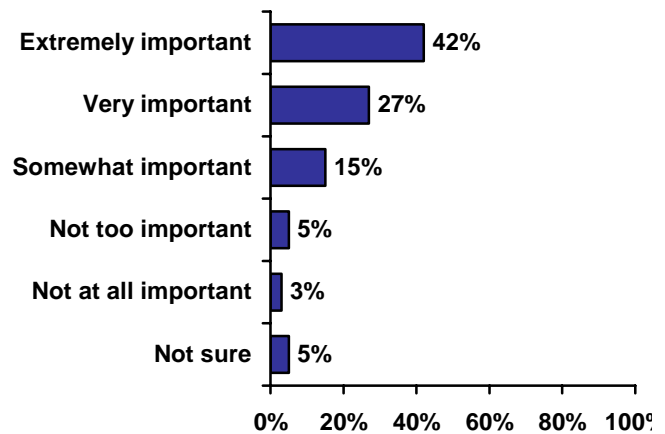


Interestingly, while most members (79%) have never contacted the Public Utility Commission about their energy rates and services, they are fairly divided in their opinion of whether consumers can have an effect on the rates and service policies of utility companies by attending public hearings.

Energy Legislation

AARP Nevada members were asked how important it was to them that the current Consumer Bill of Rights be revised to prevent service shut-downs to a home that has not paid its bill during the winter and summer months. Most members report that it is extremely or very important to them that this revision be made. Another one in six say it is somewhat important to them but very few say this revision is unimportant to them. About one in three (36%) agree that consumers can have an affect on rates and service policies of utility companies, while one in three (35%) do not agree with that statement.

**Level of Importance:
Nevada Consumer Bill of Rights Revision to
Prevent Shut-off in Winter/Summer Months
(AARP Nevada Members, weighted N=804)**

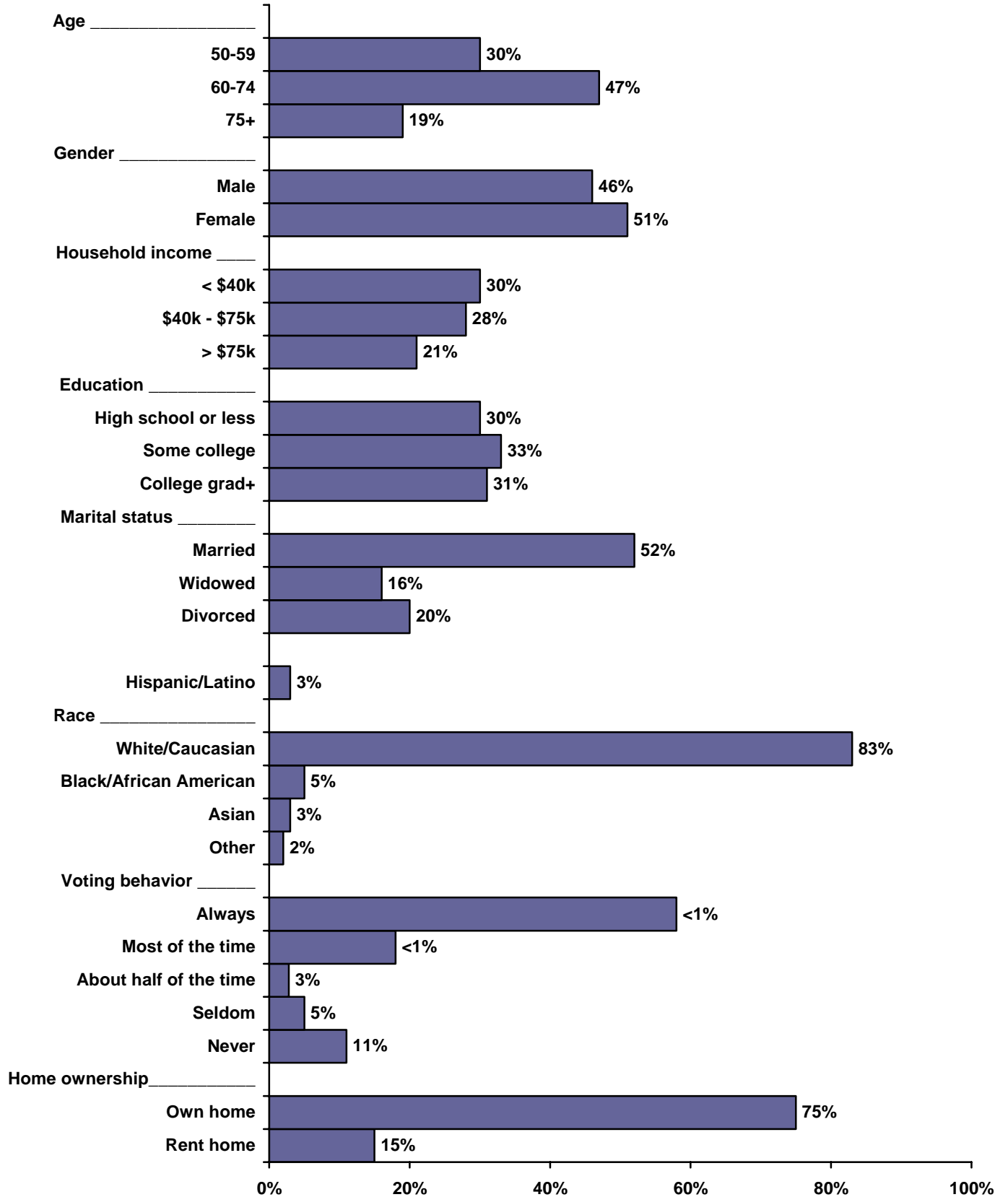


Summary of Survey Findings

The data from this survey show that while most AARP members in Nevada are not experiencing much difficulty in paying their home energy bills, over half do find their energy rates unreasonable. While they could attend a public hearing in their community on utility rates and services, just under half of all members are not sure if one has ever been held in their community, and among those who have or may have heard of these hearings, most have never attended one. So it is not surprising to learn that members seem uncertain as to whether consumers can have any kind of effect on a utility company and their rates and services. Perhaps most interesting is that while most AARP Nevada members have not applied for energy assistance largely because they are not eligible, the majority of them say it is important to them that the state revise its shut-off policy during the summer and winter months for those who have not been able to pay their bill.

The findings from this survey clearly suggest a need for education, information, and communications about state assistance programs as well as how members, and probably consumers of all ages and income levels can have an impact on their rates and service and ultimately their home energy bills.

Demographic Profile of Nevada AARP Members (N=804)



APPENDIX A

Age and Income Differences

Energy Rates and Bills

AARP Nevada members with incomes less than \$40,000 are more likely than those with higher incomes to say that paying their home energy bill is extremely or very difficult for them (<\$20K: **31%**; \$20K-<\$40K: **19%**; \$40K-<\$75K: **7%**; \$75K+: **4%**). Conversely, reporting that paying the home energy bill is not too or not at all difficult significantly increases with income (<\$20K: **29%**; \$20K-<\$40K: **47%**; \$40K-<\$75K: **65%**; \$75K+: **80%**).

Interestingly, while one might expect members with lower incomes (more so than those with higher incomes) to find their energy rates unreasonable, members in Nevada across all income groups equally indicate dissatisfaction with their energy rates. Likewise, there are no income differences among members who feel their rates are reasonable. Members do not differ by age with respect to either view of energy rates.

Knowledge and Use of State Energy Assistance Programs

While there are no age or income differences between members regarding awareness of state energy assistance programs, as would be expected, lower income members have applied to energy assistance programs more than higher income members (<\$20K: **13%**; \$20K-<\$40K: **2%**; \$40K-<\$75K: **1%**; \$75K+: **1%**). Among members who have not applied to an energy assistance program, there are no age related differences; however, lower income members are more likely to say they get financial help from family when needed (<\$20K: **5%**; \$20K-<\$40K: **2%**; \$40K-<\$75K: **1%**; \$75K+: **1%**) or are unsure or don't know enough about the programs (<\$20K: **25%**; \$20K-<\$40K: **18%**; \$40K-<\$75K: **7%**; \$75K+: **6%**) than higher income members.

Citizen Action Regarding Energy Rates and Service

Younger members are more likely to say they are not sure about public hearings on utility rates being held in their communities than older members (age 50-64: **49%**, age 65+: **42%**); however, low income members are more likely than higher income members to say they didn't know they could attend public hearings on utility rates and services (<\$20K: **10%**; \$20K-<\$40K: **5%**; \$40K-<\$75K: **4%**; \$75K+: **2%**). Interestingly, higher income members hold more pessimistic opinions regarding whether or not consumers can have an effect on the rates and service policies of utility companies than lower income members (<\$20K: **23%**; \$20K-<\$40K: **34%**; \$40K-<\$75K: **41%**; \$75K+: **42%**).

Energy Legislation

Consumers who could be impacted by energy service termination due to non payment, namely those with incomes less than \$75,000 a year, are more likely to say it is important that Nevada revise legislation that would allow energy companies to shut-off energy service when the temperatures get as high as 105 degrees or as cold as 15 degrees than members with higher incomes (<\$20K: **77%**; \$20K-<\$40K: **77%**; \$40K-<\$75K: **70%**; \$75K+: **59%**).

APPENDIX B

Annotated Questionnaire

Annotated Survey
2006 AARP NEVADA MEMBER SURVEY
AARP Members Weighted N =804; Response Rate =40%; Sampling Error =+/-3.54%)
(Percentages may add to more than 100% due to rounding)

Personal Concerns

1. Below is a list of concerns that have been expressed by people age 50 and older. Please check the box that most closely matches your level of concern about each item.

	Extremely Concerned <u>%</u>	Very Concerned <u>%</u>	Somewhat Concerned <u>%</u>	Not very Concerned <u>%</u>	Not at all Concerned <u>%</u>	Not sure <u>%</u>	No Answer <u>%</u>
a. Affording the cost of prescription drugs	41	31	15	6	4	<.5	4
b. Having Social Security as a base for retirement income ...	43	24	15	9	4	1	4
c. Affording the cost of my energy services.....	37	28	20	7	3	<.5	6
d. Having Medicare as a base for retirement health insurance	42	29	15	6	3	2	4
e. Having a state budget that maintains essential health and social services	35	32	18	6	2	2	5
f. Staying in my own home as long as possible as I get older	50	24	11	6	4	1	4
g. Having access to affordable assisted-living facilities or communities.....	34	28	22	8	2	1	4
h. Having enough money to meet daily living expenses....	50	21	13	7	4	0	4
i. Having good employment opportunities	19	16	21	16	20	2	7
j. Assuring my pension benefits and retirement savings are safe	54	18	11	5	4	1	6
k. Affording the cost of health care.....	59	22	9	3	3	0	4
l. Affording my housing costs..	45	22	16	7	6	1	4

2. Listed below are some opportunities AARP Nevada could provide members to address member interests and concerns. Please indicate whether or not you would take part in the following types of activities if they were offered in your community.

	<u>Yes</u> <u>%</u>	<u>No</u> <u>%</u>	<u>Not</u> <u>sure</u> <u>%</u>	<u>No</u> <u>Answer</u> <u>%</u>
a. Attend workshop series or several meetings, or classes, on topics of interest or concern to me.....	34	28	32	6
b. Attend one-time educational events on topics of interest or concern to me	51	24	19	6
c. Participate in activities to improve state laws, policies, regulations, or practices that affect me	30	32	32	7
d. Volunteer my time to an AARP activity in my own community	18	38	37	6
e. Receive written information on topics of interest or concern to me	70	15	9	6
f. Receive email on topics of interest or concern to me.....	30	50	12	7
g. Attend AARP Chapter meetings in my community	20	39	35	6

3. Below are ways in which AARP Nevada could share information with residents age 50 and older about their activities and opportunities. Would you like to learn about AARP Nevada:

	<u>Yes</u> <u>%</u>	<u>No</u> <u>%</u>	<u>Not</u> <u>sure</u> <u>%</u>	<u>No</u> <u>Answer</u> <u>%</u>
a. By mail	77	13	3	6
b. From an email	25	57	7	12
c. By visiting the AARP website.....	38	41	10	12
d. By calling a toll-free number.....	36	43	10	11
e. In the major newspaper/news stories.....	55	26	9	10
f. In local community newspapers	57	25	8	10
g. In local senior or aging related news periodicals	47	31	12	10
h. On television – news or other program	61	22	9	9
i. At local event or activity	27	39	23	11
j. On radio – news or other program.....	40	37	13	11
k. Through AARP volunteer, staff, or Chapter member	24	43	23	11
l. Other (specify) _____	2	20	16	63

Volunteerism

4. In the last 12 months, have you volunteered any of your time for free to any local or national organizations or groups such as charities, schools, hospitals, religious organizations, associations, or civic groups?

28%	Yes	—————→	4a. IF YES, which ONE way best describes how you currently volunteer? (n=229)
69%	No		51% I volunteer occasionally during the year for special projects
3%	No Answer		18% I usually spend about the same amount of time volunteering each month
			28% I volunteer a regular amount of time each month AND extra hours for special projects
			4% No Answer

5. How interested would you be in volunteering for AARP:

	Extremely interested %	Very interested %	Somewhat interested %	Not too interested %	Not at all interested %	Not Sure %	No Answer %
a. occasionally during the year for special projects.....	2	8	21	16	37	11	5
b. about the same amount of time each month	1	2	11	16	44	13	13
c. a regular amount of time each month PLUS extra hours for special projects.....	1	2	7	16	49	13	13

6. Which of the following factors would motivate you enough to be involved as a volunteer for AARP? [Check (✓) ALL that apply]

<u>%</u>	
31	Opportunity to learn about issues that affect people 50 and over
27	Opportunity to develop new friendships
27	Opportunity for fun and socializing
22	Opportunity to affect public policy
26	Opportunity to help older people in the community
18	Opportunity to use my professional and leadership skills
26	Opportunity to make a difference on issues that are important to me
25	A way to stay active/busy
34	None of these factors motivate me
10	No Answer

7. Which of the following topics might interest you enough to be involved as a volunteer for AARP? [Check (✓) ALL that apply]

%

- 23 Prescription drug affordability and access
- 24 Energy/utility rate and service
- 17 Consumer protection
- 24 Health care reform
- 20 Long-term care: assisted living, nursing home quality
- 17 Fun and leisure
- 23 National issues like Medicare and Social Security
- 9 Voter education
- 12 Outreach and community education – health fairs, forums, community meetings, etc.
- 6 Other: (specify) _____
- 33 Not sure
- 18 No Answer

8. Please check (✓) the top TWO ways in which you would like to learn about AARP volunteer opportunities in your community.

%

- 57 Mail
- 18 Email
- 17 From the AARP website
- 24 Announcement in local newspaper(s)
- 17 Announcement on local TV station(s)
- 5 Announcement on local radio station(s)
- 5 At a meeting where AARP programs and activities are described
- 2 Other: (specify) _____
- 14 Not sure
- 11 No Answer

Work and Retirement

9. Check (✓) the ONE that best describes your present employment situation:

<u>%</u>	
26	Employed full-time
3	Employed part-time
3	Self-employed full-time
2	Self-employed part-time
2	Unemployed and looking for work
1	Retired and working <u>again</u> full-time
5	Retired and working <u>again</u> part-time
3	Retired and <u>looking</u> for work
43	Retired, NOT working, and NOT looking for work
5	Other
7	No Answer

10. Whether or not you are currently working or retired, how likely is it that you will work at some point beyond retirement?

<u>%</u>	
21	Extremely likely
11	Very likely
15	Somewhat likely
7	Not too likely
36	Not at all likely → SKIP TO QUESTION 15
4	Not sure
5	No Answer

11. How much of a factor are each of the following in your decision to work beyond retirement? (n=471)

	Major factor	Minor factor	Not a factor at all	No Answer
	%	%	%	%
a. Health insurance coverage	49	14	22	15
b. To pay for prescription drugs.....	41	20	22	17
c. Enjoy the job/enjoy working.....	42	22	16	20
d. Need/want the extra income.....	61	22	7	10
e. Need to fulfill requirements for employer pension plan...	10	9	53	29
f. Vision and/or dental benefits.....	36	17	28	19
g. Build up/maintain savings.....	47	22	15	16
h. Build up/maintain retirement account.....	35	20	25	20
i. Other: (specify)_____	5	1	11	83

12. Thinking about future work plans, how likely would you be to work beyond retirement for an employer that offered any of the following: (n=471)

	Extremely likely	Very likely	Somewhat likely	Not too likely	Not at all likely	Not Sure	No Answer
	%	%	%	%	%	%	%
a. Phased retirement positions	16	11	12	9	15	18	19
b. Flexible work schedules (Flex Time) .	38	24	15	4	8	5	7
c. Job sharing	15	10	14	12	16	13	21
d. Mentoring opportunities.....	12	9	15	16	17	10	22
e. Incentive pay	24	16	14	7	13	9	17
f. Professional training & educational opportunities.....	17	11	12	13	18	9	20
g. Professional advancement opportunities.....	15	8	10	12	22	10	22

13. Again, thinking about future work plans, what type of job situation would you most prefer: [Check (✓) only ONE] (n=471)

<u>%</u>	
7	Contract work – project-by-project
31	Part-time with benefits
14	Part-time, benefits not necessary
12	Full-time with benefits
2	Full-time, benefits not necessary
2	Job share with other employee with benefits
3	Phased retirement position with benefits
5	Consultant – when needed basis
3	Other: (specify) _____
7	Not sure
15	No Answer

14. How important are each of the following to you when thinking about working beyond retirement: (n=471)

	Extremely important	Very important	Somewhat important	Not too important	Not at all important	Not Sure	No Answer
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
a. A job that allows me to use my skills and experience.....	39	26	16	4	4	3	8
b. A new career in different industry	7	5	19	17	23	10	19
c. A new career in same industry	5	8	21	18	21	7	20
d. A job with less responsibility than my current position	8	13	14	17	23	7	18
e. A job more suited to my family or personal schedule or lifestyle	26	24	13	6	13	4	14
f. Starting/running my own business.....	8	7	8	10	40	10	17
g. Staying in my current/old job at reduced hours.....	12	6	14	11	30	10	18

15. Whether or not you are currently looking for a job, which of the following resources do you think would best help those Nevada residents ages 50 and older who are searching for a job to find one? [Check (✓) ALL that apply]

<u>%</u>		<u>%</u>	
51	One-stop Career Center (Federal, State, county, city government)	20	Occupational, industry or company newsletters, fliers, bulletins
23	Professional employment agencies	16	Leaders or employees of companies
24	Company human resource offices	30	Temporary job placement agencies
30	Internet job boards	37	Job/employment fairs
42	Family, friends, word of mouth	37	Sunday newspaper classified section
24	Leaders or employees of community organizations, centers, universities, churches	2	Other: (specify) _____
11	Not sure	6	No Answer

State Legislative Issues

16. To be more effective, AARP Nevada wants to work on the most important issues facing members in the state. How much of a priority do you think it should be for AARP Nevada to work on the following?

	Top Priority <u>%</u>	High Priority <u>%</u>	Medium Priority <u>%</u>	Low Priority <u>%</u>	Not a Priority <u>%</u>	Not Sure <u>%</u>	No Answer <u>%</u>
a. Ensure access to affordable prescription drugs.....	55	31	6	1	1	1	5
b. Ensure the affordability of energy rates and services.....	48	34	9	1	1	1	5
c. Improve energy assistance programs for low and fixed income residents	39	31	17	3	2	2	6
d. Strengthen consumer protections on energy issues	34	31	19	3	2	3	8
e. Help residents remain in own home as they age.....	48	28	13	2	2	2	6
f. Expand human services & assistance programs for low income and older Nevadans.....	38	33	14	4	2	2	6
g. Expand Medicaid, the government health program for low income	34	25	20	7	4	3	7
h. Strengthen protections against elder abuse, neglect, exploitation.....	47	28	13	3	1	2	7
i. Ensuring workers age 50 and older have access to jobs, promotions, employee benefits.....	43	29	16	3	1	2	7

Prescription Drugs

17. How concerned are you about being able to afford the cost of needed prescription drugs ?

<u>%</u>	
43	Extremely concerned
23	Very concerned
19	Somewhat concerned
9	Not very concerned
5	Not at all concerned
1	Not sure
2	No Answer

18. Have you taken any prescription drugs in the past 12 months?

<u>%</u>	
85	Yes
13	No
<.5	Not sure
2	No Answer

19. Approximately how many different prescription medications do you take on a regular basis– a daily, weekly, monthly, or some other recurring basis?

<u>%</u>	
18	0 – None
14	1 prescription medication
29	2-3 prescription medications
20	4-5 prescription medications
18	6 or more prescription medications
<.5	Not sure
2	No Answer

20. In the past 12 months, approximately how much have you spent each month out of your own pocket for prescription drugs?

<u>%</u>	
14	None
6	Less than \$10 per month
24	\$10 but less than \$50 per month
22	\$50 but less than \$100 per month
15	\$100 but less than \$200 per month
12	\$200 but less than \$500 per month
2	\$500 or more per month
2	Not sure
3	No Answer

21. Has paying for prescription medications been a major problem, a minor problem, or not a problem for you in the past 12 months?

<u>%</u>	
15	A major problem
26	A minor problem
56	Not a problem
2	Not sure
3	No Answer

22. Many people face difficult decisions when buying prescription medications. Have you done any of the following in the past 12 months?

	Yes	No	Not Sure	No Answer
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
a. Delayed getting a prescription filled?.....	17	75	<.5	8
b. Taken less medicine than prescribed to make it last longer?	14	76	1	9
c. Cut back on items such as food, fuel, or electricity to afford prescription drugs?.....	12	79	1	9
d. Decided not to fill a prescription because of the cost of the drug?	17	73	1	10
e. Ordered your prescription drugs by mail or Internet from a <u>company in the U.S.</u> because they cost less?	26	65	<.5	9
f. Ordered your prescription drugs from a company in <u>another country</u> via the mail or Internet because they cost less?.....	5	86	1	9
g. Traveled to Mexico or another country to purchase prescription drugs because they cost less?.....	4	86	1	9

**23. Which of the following best describes your sources for health coverage?
[Check (√) ALL that apply]**

- %
- 24 Health insurance through your current employer
 - 19 Health insurance through your former employer
 - 8 Health insurance through spouse's current employer
 - 7 Health insurance through spouse's former employer
 - 11 Health insurance through individually purchased plan
 - 42 Medicare, government health insurance program for persons age 65 and older
 - 2 Medicaid, government health insurance program for low income families
 - 6 Some other government program
 - 7 Medi-gap, a supplement plan that covers costs not paid by Medicare
 - 10 Other: (specify) _____
 - 4 None – not covered by any type of health coverage → **SKIP TO QUESTION 25**
 - <.4 Not sure → **SKIP TO QUESTION 25**
 - 5 No Answer

24. Does this health coverage help pay for prescription drugs? (n=730)

- %
- 85 Yes
 - 10 No
 - 2 Not sure
 - 4 No Answer

25. Have you ever heard of, read about, or seen any information about the Nevada Senior Rx prescription drug program?

- %
- 36 Yes
 - 59 No
 - 5 No Answer

26. How strongly would you support or oppose Nevada offering a state prescription drug discount program for low-income, uninsured residents?

- %
- 54 Strongly support
 - 20 Somewhat support
 - 10 Neither support or oppose
 - 2 Somewhat oppose
 - 2 Strongly oppose
 - 7 Not sure
 - 5 No Answer

27. Sales representatives from pharmaceutical companies sometimes provide doctors and other healthcare professionals with free meals, trips, entertainment, and gifts. Currently in Nevada, the pharmaceutical industry is not required to disclose the type and cost of gifts given to physicians and other health care professionals. How strongly do you support or oppose Nevada requiring that pharmaceutical companies disclose the type and cost of gifts given to physicians?

<u>%</u>	
55	Strongly support
14	Somewhat support
13	Neither support or oppose
2	Somewhat oppose
5	Strongly oppose
7	Not sure
5	No Answer

28. Currently in Nevada, the information on the drugs each doctor prescribes is not confidential. Pharmacies sell this information to drug companies that in turn use it to help them market their products to doctors. How strongly do you support or oppose Nevada restricting drug companies from obtaining doctors' prescription information from local pharmacies?

<u>%</u>	
44	Strongly support
13	Somewhat support
17	Neither support or oppose
4	Somewhat oppose
8	Strongly oppose
9	Not sure
5	No Answer

Energy Rates and Service

29. Thinking in general about your home energy rates, would you say they are reasonable or not reasonable?

<u>%</u>	
33	My energy rates are reasonable
52	My energy rates are not reasonable
13	Not sure
3	No Answer

30. How easy is it for you to understand your energy bills?

<u>%</u>	
18	Extremely easy
39	Very easy
27	Somewhat easy
7	Not too easy
4	Not easy at all
3	Not sure
2	No Answer

31. Thinking of your current household finances, how difficult is it for you these days to pay your energy bill?

<u>%</u>	
5	Extremely difficult
8	Very difficult
27	Somewhat difficult
34	Not too difficult
23	Not at all difficult
2	Not sure
2	No Answer

32. To the best of your knowledge, does Nevada offer assistance programs to residents to help pay energy bills?

<u>%</u>	
45	Yes
7	No
45	Not sure
3	No Answer

33. In the past 12 months, have you applied to an assistance program to help you pay your energy bills?

3%	Yes
94%	No
3%	No Answer

33a. <u>If NO</u> , which of the following best describes why you have never applied for such assistance: (n=754)	
46%	I'm not eligible
2%	I get financial help from family when needed
1%	I get financial help from other sources when needed
20%	I don't want or need help from government/state
13%	Don't know much/enough about such programs
6%	Didn't know assistance programs were available in Nevada
12%	No Answer

34. Has a public hearing on utility rates and services ever been held in your community?

<u>%</u>	
41	Yes
11	No → SKIP TO QUESTION 36
44	Not sure
4	No Answer

**35. Have you ever attended a public hearing in your community on utility rates and services?
(n=681)**

<u>%</u>	
5	Yes
87	No
5	Didn't know I could
3	No Answer

36. Have you ever contacted the Public Utility Commission about your energy rates or services?

<u>%</u>	
12	Yes
79	No
5	Didn't know I could
4	No Answer

37. How strongly do you agree or disagree that consumers like yourself can have an effect on the rates and service policies of utility companies?

<u>%</u>	
14	Strongly agree
22	Somewhat agree
13	Neither agree or disagree
16	Somewhat disagree
19	Strongly disagree
13	Not sure
3	No Answer

38. In Nevada, a Consumer Bill of Rights exists that requires energy companies to follow a set of uniform consumer protection policies. However, this bill of rights provides only limited protection against service shut-off. Energy companies in Nevada can shut service off to a home that has not paid their bill when the temperatures get as high as 105 degrees or as cold as 15 degrees across the state.

How important is it to you that Nevada revises its shut-off rules to prevent service termination during the winter and summer months for all Nevadans?

<u>%</u>	
42	Extremely important
27	Very important
15	Somewhat important
5	Not too important
3	Not at all important
5	Not sure
3	No Answer

Home and Community Based Services

Home and community-based services allow older individuals to remain in their homes as they age. Such services often include home delivered meals, help with chores and personal care, home health care, and adult day care.

39. How important is it to you that home and community-based services be available in your community?

<u>%</u>	
44	Extremely important
32	Very important
14	Somewhat important
3	Not too important
1	Not at all important
3	Not sure
4	No Answer

40. How strongly would you support or oppose Nevada increasing state funds to expand home and community-based services in Nevada?

<u>%</u>	
48	Strongly support
28	Somewhat support
10	Neither support or oppose
3	Somewhat oppose
3	Strongly oppose
5	Not sure
4	No Answer

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

D1. Are you male or female?

<u>%</u>	
46	Male
51	Female
4	No Answer

D2. What is your 5-digit zip code? WRITE IN YOUR ZIP CODE _____

D3. What county do you live in? _____

<u>%</u>		<u>%</u>	
56	Clark	1	Humboldt
15	Washoe	1	Lander
3	Carson City	<.5	Lincoln
3	Nye	<.5	Pershing
3	Douglas	<.5	Esmeralda
2	Elko	<.5	Storey
2	Lyon	<.5	Cleveland County, OK
1	Churchill	<.5	Berrien County, MI
1	White Pine	13	No Answer
1	Mineral		

D4. What is your age as of your last birthday? _____ years

<u>%</u>	
30	50-59
47	60-74
19	75+
5	No Answer

D5. Do you own or rent a home?

<u>%</u>	
75	Own
15	Rent
5	Neither
5	No Answer

D6. Do you have access to a personal computer at home, at work, or some other place?

<u>%</u>	
4	Yes, at work
50	Yes, at home
12	Yes, at both home and work
26	No → SKIP TO QUESTION D8
9	No Answer

D7. Do you have access to the Internet or the ability to use online services such as America Online (AOL)? (n=523)

<u>%</u>	
92	Yes,
6	No
2	No Answer

D8. What is your current marital status?

<u>%</u>	
52	Now married
4	Living with partner
16	Widowed
20	Divorced
1	Separated
4	Never married
4	No Answer

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

<u>%</u>	
9	0-12 th grade (no diploma)
21	High school graduate (or equivalent)
22	Post-high school education (no degree)
11	2-year college degree
14	4-year college degree
5	Post-graduate study (no degree)
12	Graduate or professional degree (s)
8	No Answer

D10. What is your race?

<u>%</u>	
83	White or Caucasian
5	Black or African American
3	Hispanic, Spanish, Latino
3	Asian
<.5	Native American or Alaskan Native
1	Other: _____
5	No Answer

D11. What was your annual household income before taxes in 2005?

<u>%</u>	
4	Less than \$10,000
12	\$10,000 to \$19,999
14	\$20,000 to \$29,999
11	\$30,000 to \$39,999
12	\$40,000 to \$49,999
16	\$50,000 to \$74,999
21	\$75,000 or more
11	No Answer

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

<u>%</u>	
58	Always
18	Most of the time
4	About half the time
5	Seldom
11	Never
1	Not sure
3	No Answer

Thank you for completing this survey.
Please use the postage-paid envelope and return it no later than September 8, 2006 to State Member Research, AARP, 601 E Street, NW, Washington, DC 20049.

AARP
Knowledge Management
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