

Clean Electricity Business Benefits Survey Results – Cover

Memo

June 16, 2021

Puget Sound Energy conducted an informal survey to better understand the types of clean electricity benefits that are important to our business customers in our service area and inform the development of PSE's first Clean Energy Implementation Plan (CEIP). This memorandum summarizes key concepts found in survey comments, information about how the survey was distributed, and the demographic information that respondents provided. A report of survey data is attached to this memo.

The survey was informal and aimed to reach PSE electricity business customers of all sizes. Respondents self-selected to take the survey. The survey results are not scientific and are not predictive of the opinions of PSE business customers.

Key concepts heard from business survey respondents

A summary of key concepts that survey respondents provided about clean electricity benefits are listed below.

- **The four most common challenges reported by respondents relate to costs and regulations.**
 - High overhead costs
 - Taxes
 - Regulation
 - Cost of healthcare
- **Affordability, Environment, Economic and Public Health benefits are most important to business survey respondents.** The survey results of small and medium sized businesses were compared with the results of large businesses. Both groups listed the same four benefit categories among the most important to them in different orders. The full list of each group is provided below.

Small and medium sized businesses

1. Affordability
2. Economic
3. Environment
4. Public Health
5. Energy Resiliency
6. Accessibility
7. Clean electricity participation
8. Comfort and satisfaction

Large businesses

1. Environment
2. Public Health
3. Affordability
4. Economic
5. Clean electricity participation
6. Energy Resiliency
7. Accessibility
8. Comfort and satisfaction

- **Affordability: Decrease the amount spent on electricity and help businesses pay for new technologies.** Business respondents asked for benefits that help reduce the amount spent on their electricity bills while maintaining reliable access to the electricity they need. Respondents also asked for cost assistance programs to help them purchase and install new technologies that reduce greenhouse gas emissions.
- **Environment: Reduce greenhouse gas emissions and fossil fuel extraction.** Most comments in the Environment category called for benefits that result in lower greenhouse gas emissions, reduced fossil fuel extraction and a transition to sustainable energy sources.
- **Economic: Bring clean energy jobs to the region.** Business respondents want the clean electricity transition to bring economic activity to the local region in the form of jobs. They also want education and training programs created to prepare local workers at all stages of career to acquire skills needed for the clean electricity economy.
- **Public health: Increase air quality and improve community wellness.** Most comments in the Public Health category called for cleaner air and a way to measure public health more broadly, including healthcare expenditures and general rates of illness in a community.
- **Energy resiliency: Use clean electricity technologies to keep the power on.** Business respondents were interested in benefits that would maintain their access to electricity during major power outage events through investments in rooftop solar, battery storage and system redundancies.
- **Accessibility: Make clean electricity accessible to all income levels.** Respondents called for all businesses and people to have affordable access to electricity and said populations that have historically been more impacted by pollution and energy insecurity should benefit from any cost savings associated with the clean electricity transition.
- **Clean electricity participation: Find opportunities to reduce customer costs through solar.** Business respondents were interested in the potential for solar power programs to reduce electricity bills through net metering programs.
- **Comfort and satisfaction: Build a clean electricity system that customers know they can depend on and reflects their values of environmental stewardship.** Business respondents said they took satisfaction knowing the electricity that serves their business was reliable. They also asked for ways to demonstrate the environmental values they share with their customers through participation in clean electricity programs.

- **The four most common potential challenges customers considered when thinking about the clean electricity transformation included:**
 - Costs and potential bill increases
 - Dependability of variable clean electricity sources like wind and solar
 - Potential environmental impact of source material for clean energy technology
 - Construction impacts for new electric infrastructure

Distribution

The CEIP project team distributed the survey via email to a random sample of PSE’s small and medium sized business customers and PSE’s largest commercial, industrial and business customers. The survey was available in English and included contact information in other languages to request the survey be translated.

Survey respondents

The survey included questions about survey respondents to understand who in the community participated, their relationship to PSE, and how they learned about the survey.

Total respondents	194
Small/medium businesses	114
Large businesses	80

PSE customer status	Responses (Total / %)
Electricity and natural gas	58 / 41.1%
Electricity only	69 / 48.9%
Natural gas only	11 / 7.8%
No	3 / 2.1%
Total respondents	141

Minority-owned business status	Responses (Total / %)
Yes	18 / 12.9%
No	112 / 80.6%
Unsure	9 / 6.5%
Total respondents	139

Rent or own business space	Responses (Total / %)
Own	95 / 67.9%
Rent	45 / 32.14%
Total respondents	140

Business industry	Responses (Total / %)
Accommodations/hotel/motel	3 / 2.2%
Administrative and Support and Waste Management and Remediation Services	0 / 0.0%
Agriculture, Forestry, Fishing and Hunting	7 / 5.2%

Business industry	Responses (Total / %)
Arts, Entertainment, and Recreation	6 / 4.4%
Construction	12 / 8.9%
Educational Services	7 / 5.2%
Finance and Insurance	4 / 2.9%
Grocery/convenience store	1 / 0.7%
Health Care and Social Assistance	8 / 5.9%
Information	3 / 2.2%
Management of Companies and Enterprises	1 / 0.7%
Manufacturing	13 / 9.6%
Mining	0 / 0.0%
Other Services (except Public Administration)	5 / 3.7%
Professional, Scientific, and Technical Services	10 / 7.4%
Property management	6 / 4.4%
Public Administration	3 / 2.2%
Real Estate Rental and Leasing	7 / 5.2%
Restaurant/food service	7 / 5.2%
Retail Trade	9 / 6.67%
Transportation and Warehousing	3 / 2.2%
Utilities	2 / 1.5%
Wholesale Trade	2 / 1.5%
Other (please specify)	16 / 11.9%
Total respondents	135

Survey respondent locations

