

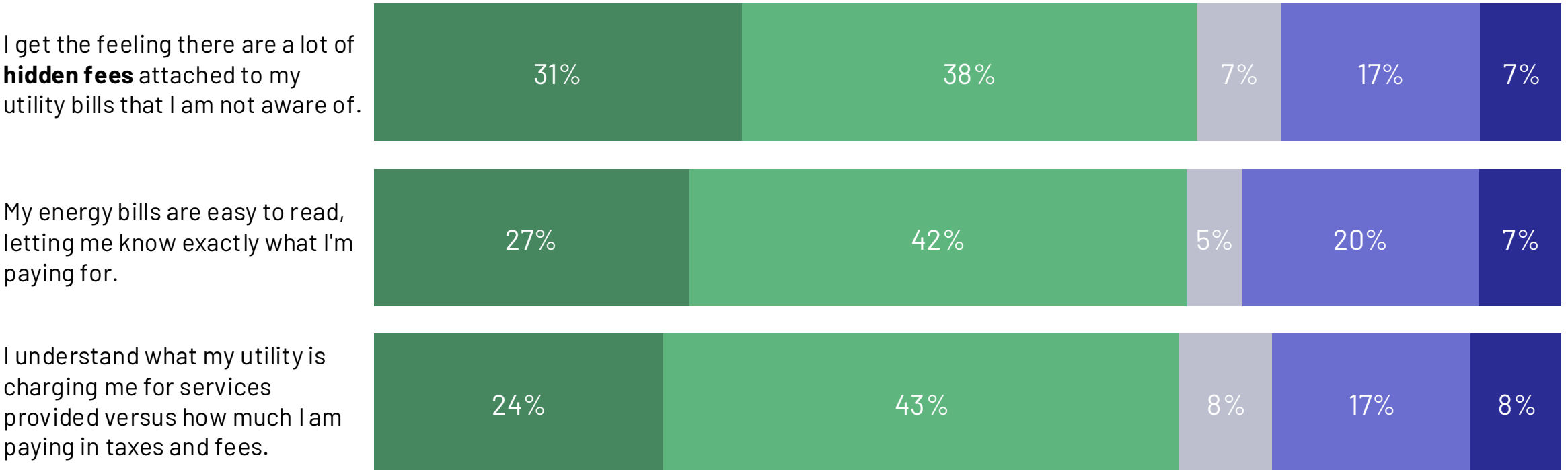
# Bill Perceptions & Affordability

What they understand, how they feel about costs, and how worried they are.

# Though most express some degree of confidence in their ability to read and understand their utility bills, more than two-thirds suspect hidden fees.

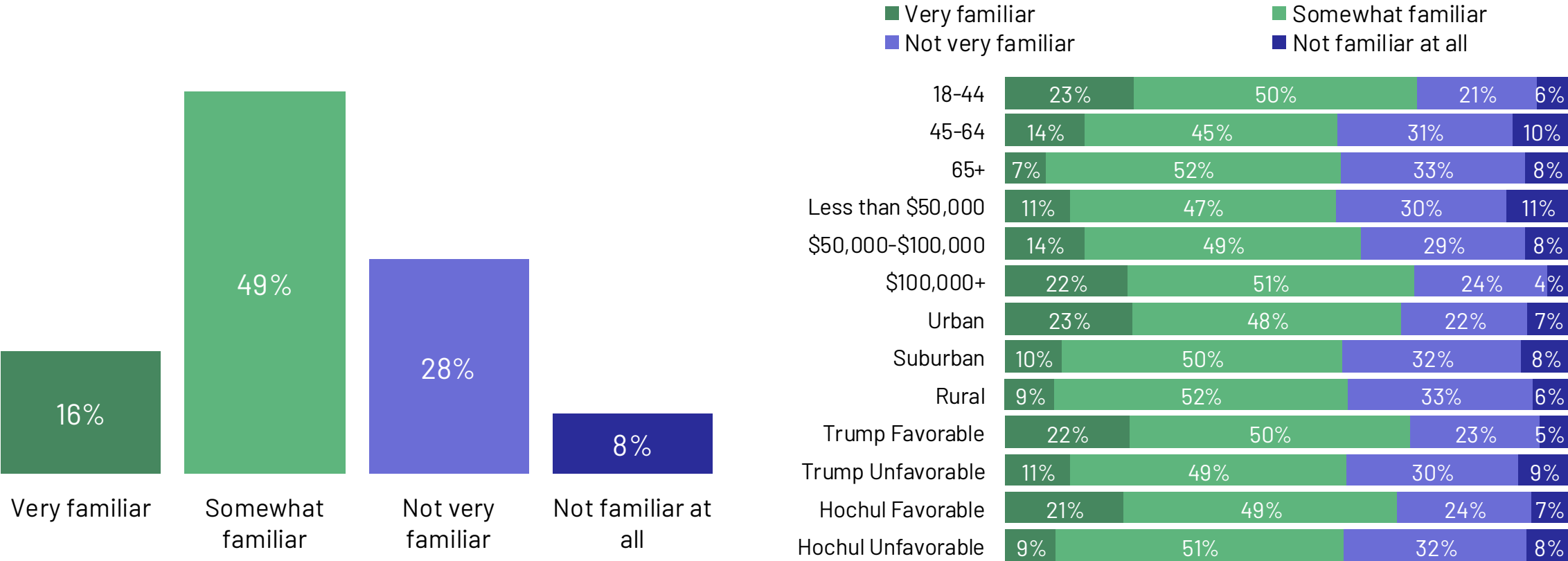
Please indicate whether you agree or disagree with each statement.

■ Strongly agree   ■ Somewhat agree   ■ Unsure   ■ Somewhat disagree   ■ Strongly disagree



# Only 1-in-6 New Yorkers feels *very familiar* with the charges that make up their monthly bills, though most indicate *some familiarity*.

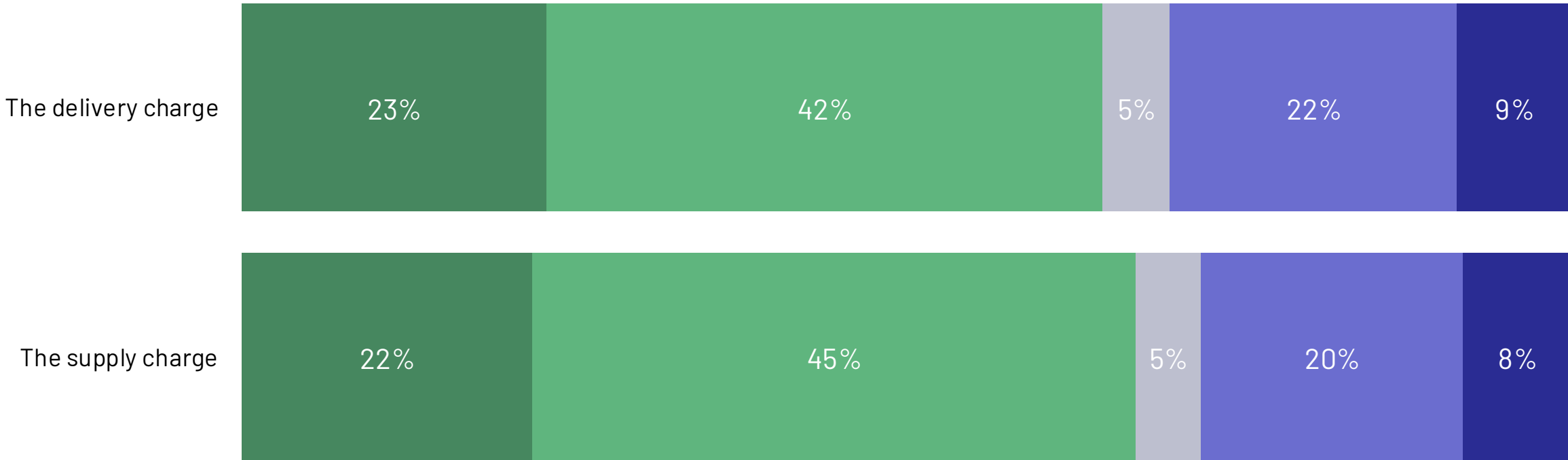
How familiar are you, if at all, with the different charges that make up your monthly energy bill(s)?



# More than one-fourth of New Yorkers admit not understanding the supply and/or delivery components of their energy bills.

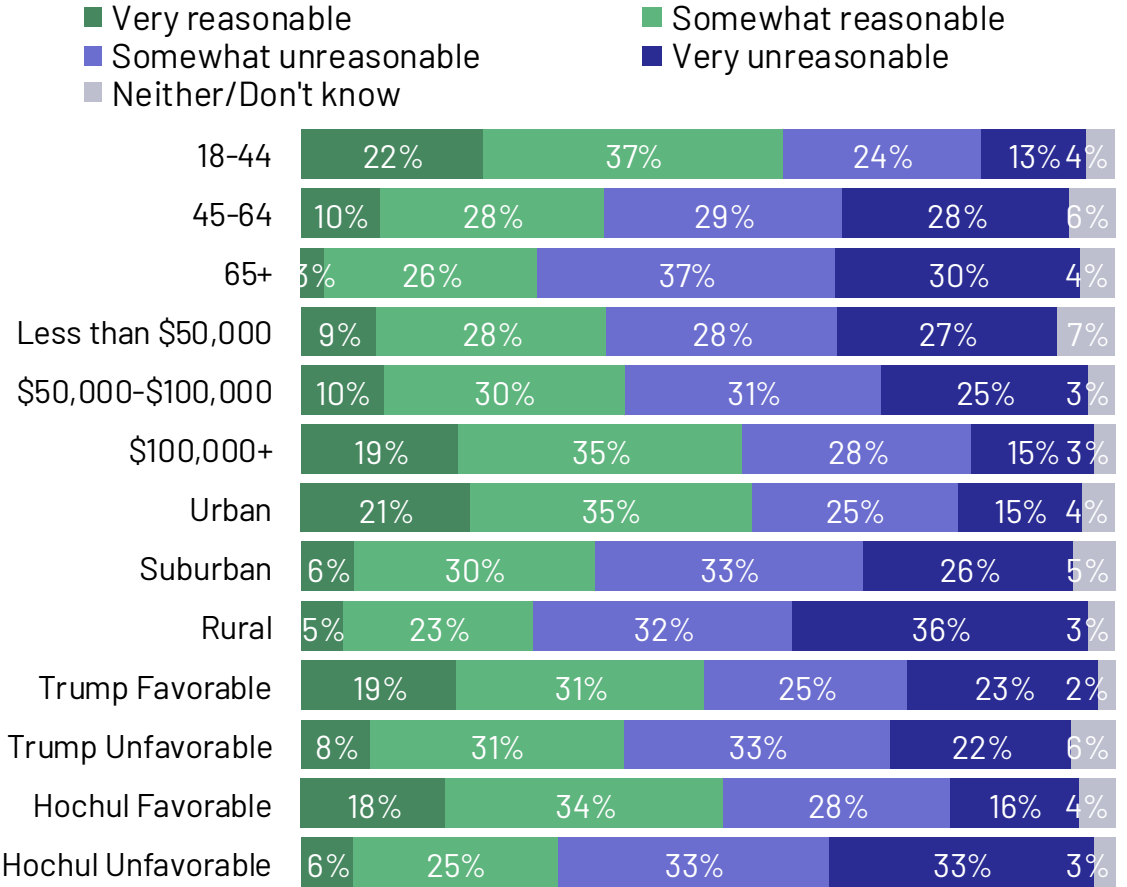
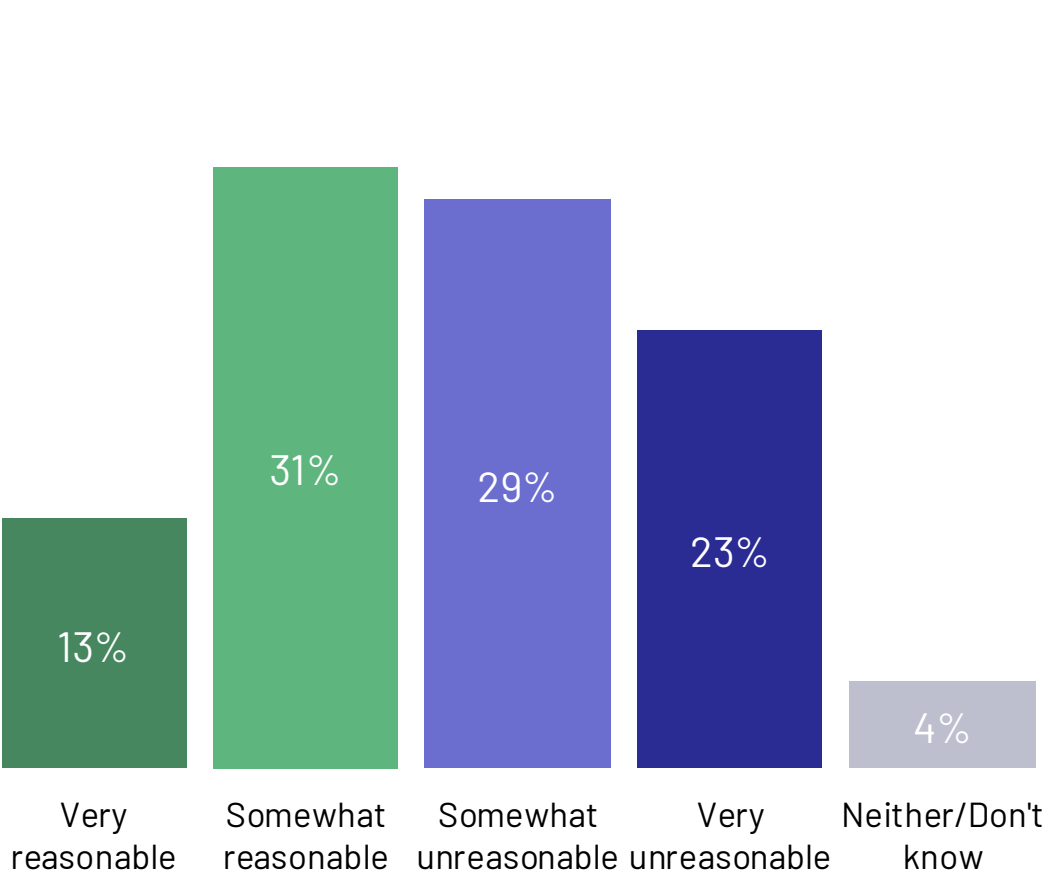
How well do you understand what each of them means on your energy bill(s)?

■ Understand very well   ■ Understand somewhat well   ■ Unsure   ■ Do not understand well   ■ Do not understand at all



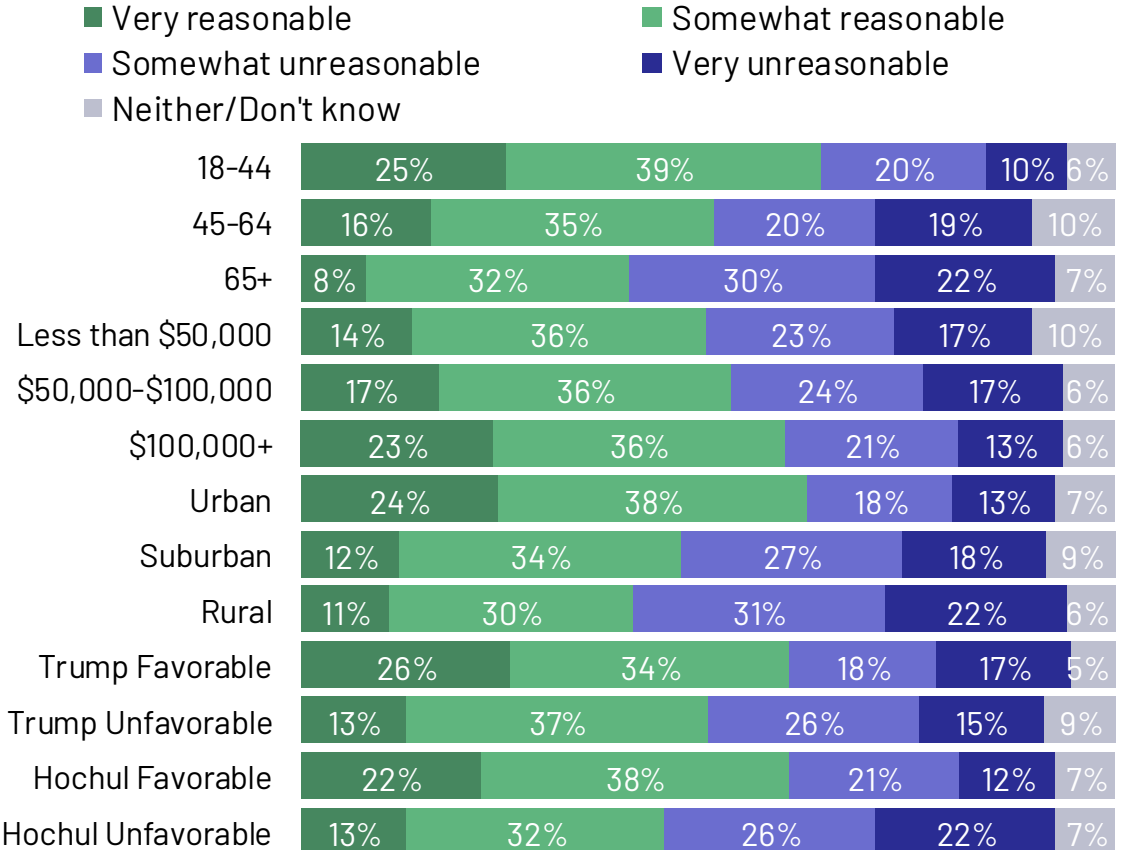
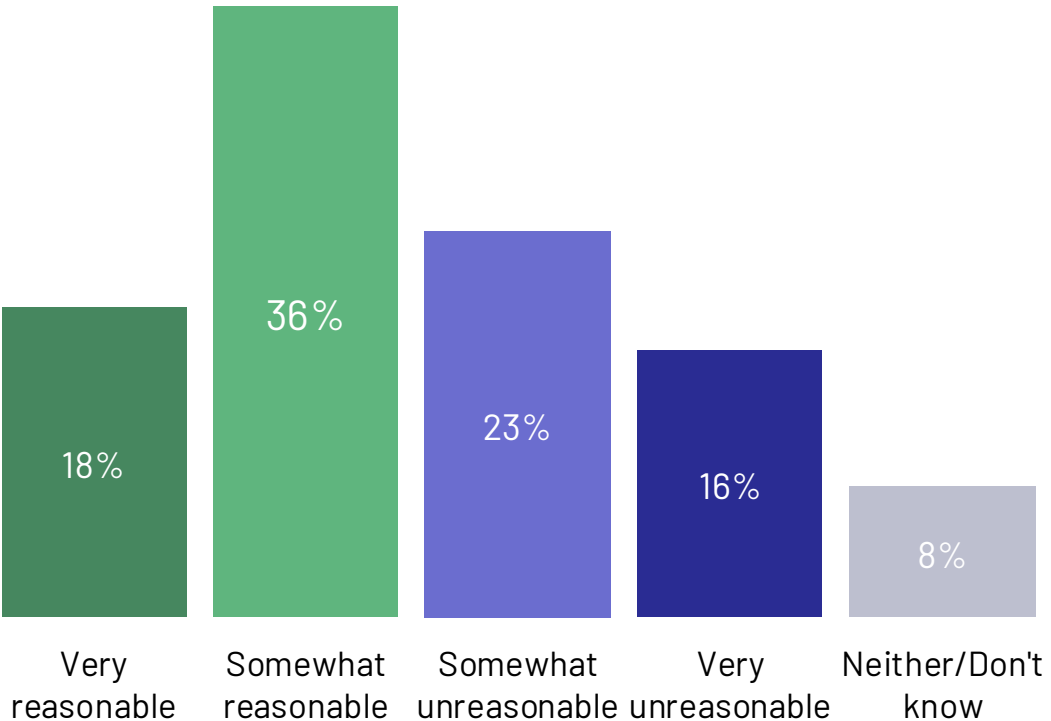
# Most New Yorkers (52%) find their electricity bills unreasonable, with higher shares among seniors and those in rural areas.

Generally speaking, do you think your electricity bills are reasonable or unreasonable?



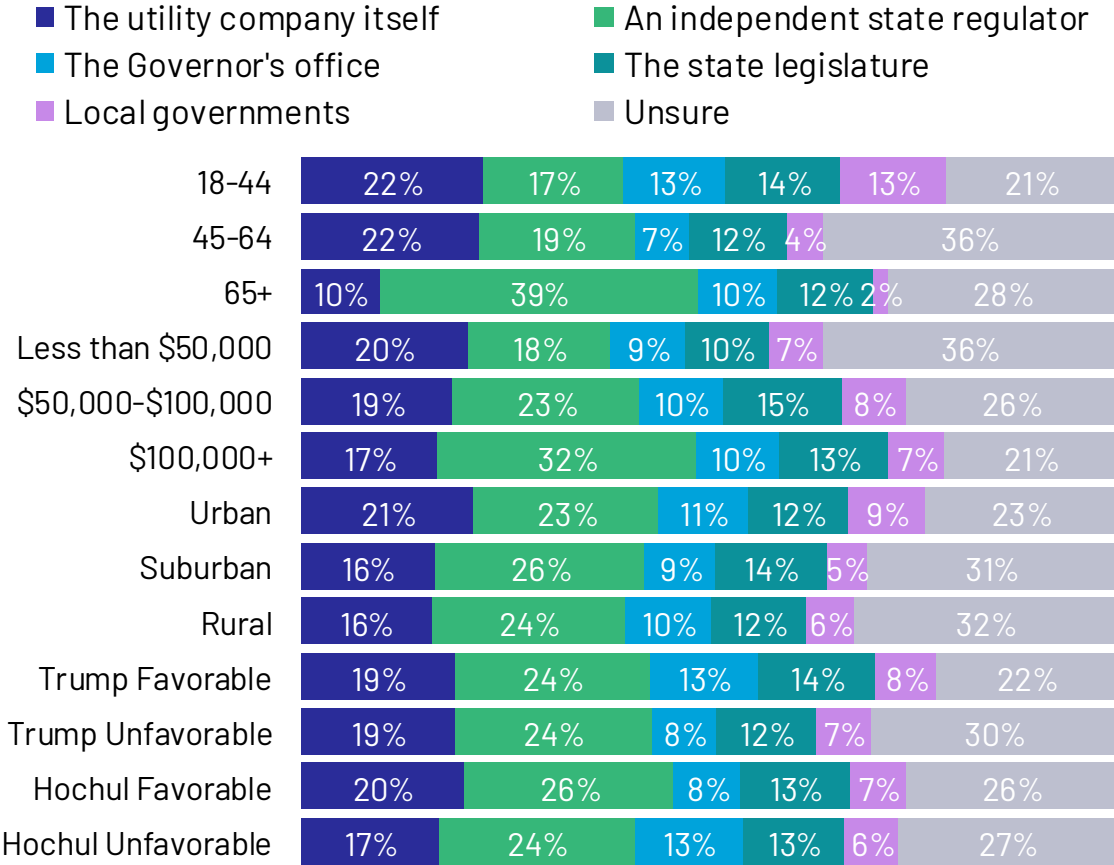
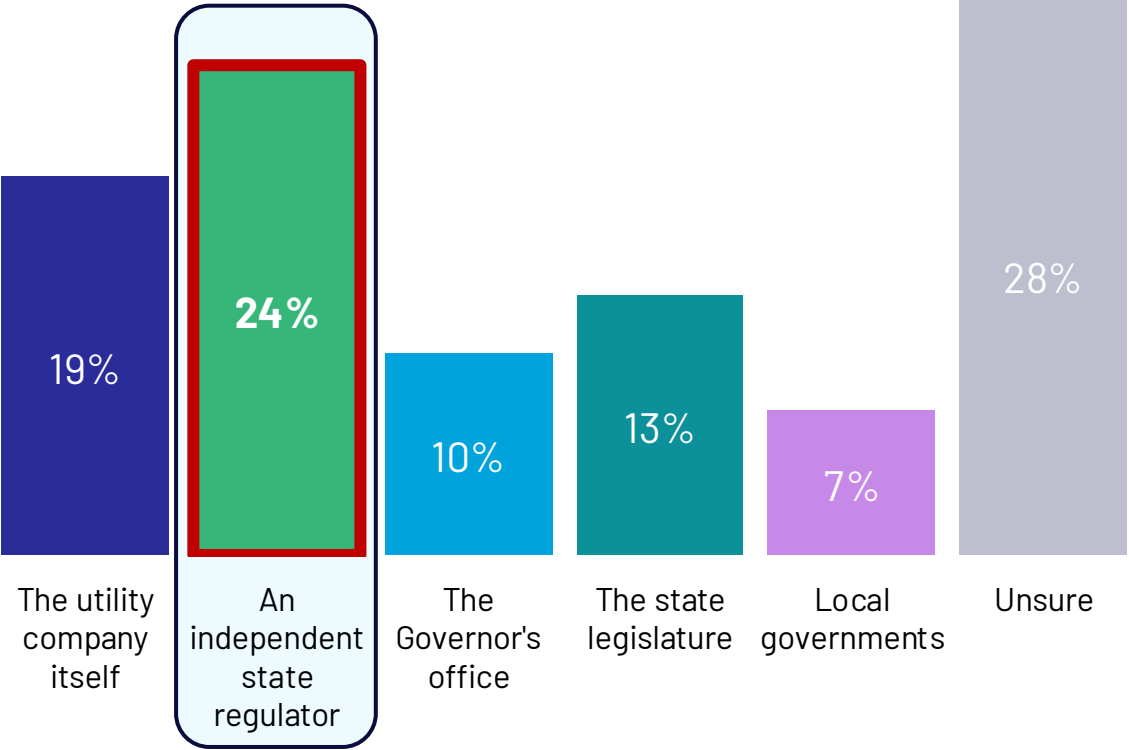
# Voters are less critical of their natural gas bills, though a sizable minority (39%) find theirs *unreasonable*.

And do you think your natural gas bills are generally reasonable or unreasonable?



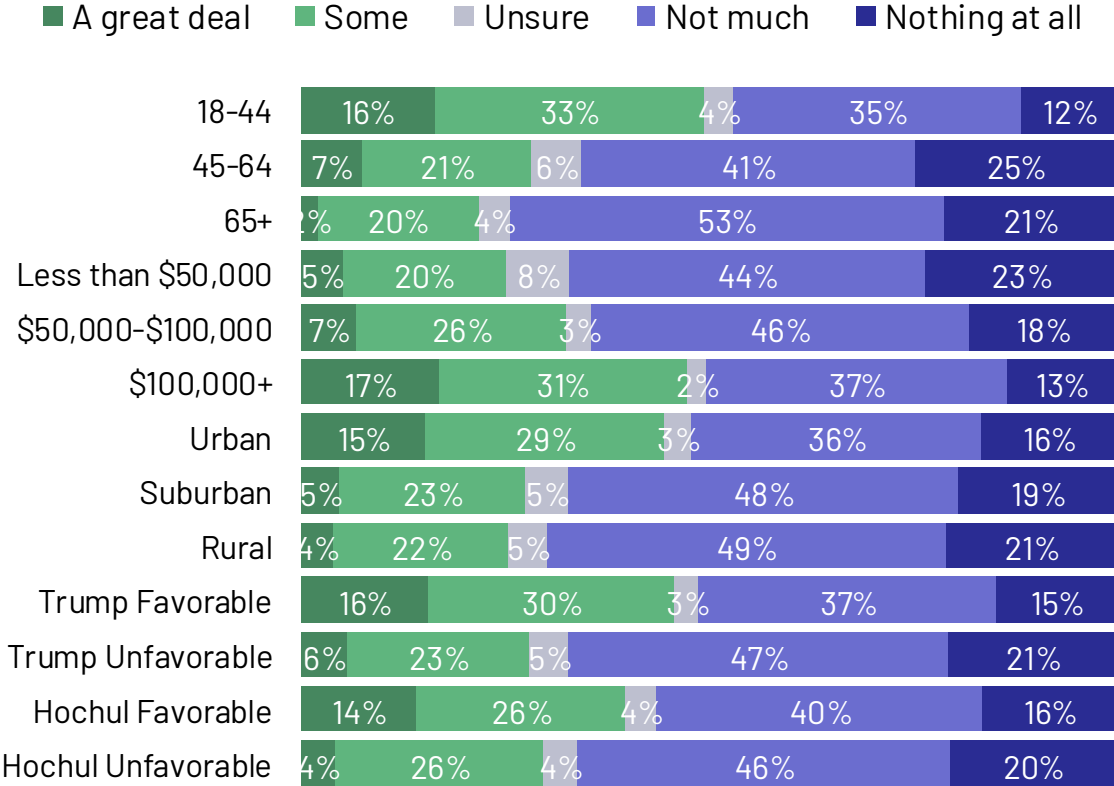
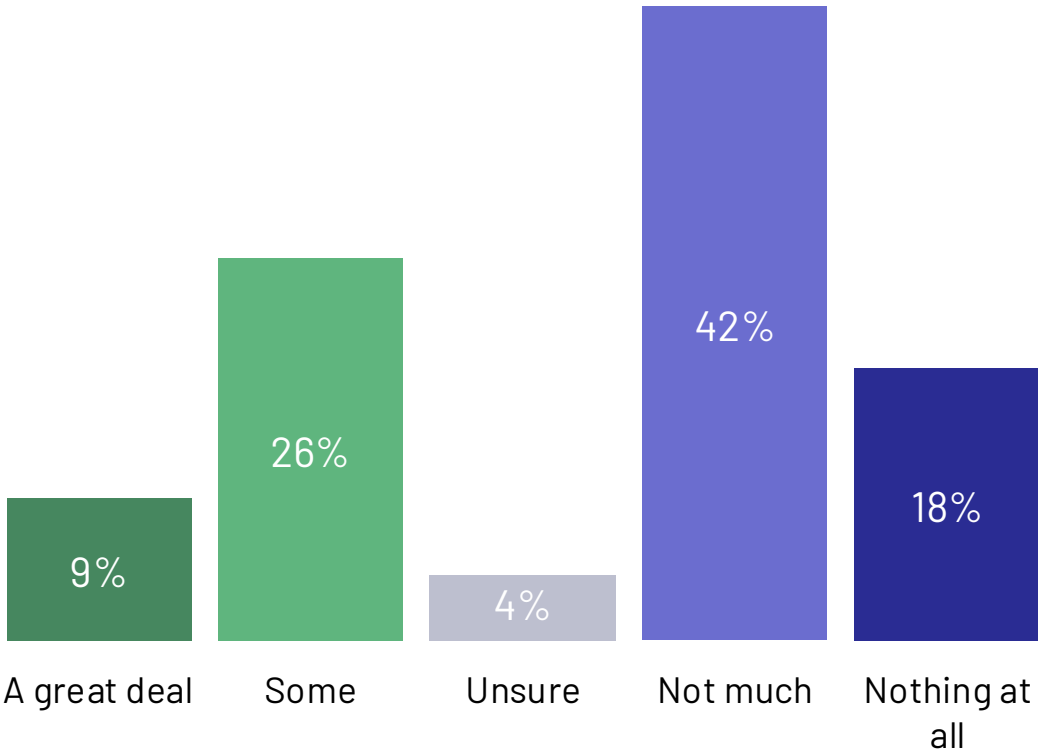
# About one-fourth of New York voters correctly identify the authority for approving utility rate changes.

To the best of your knowledge, who approves the rates utilities can charge customers in New York?



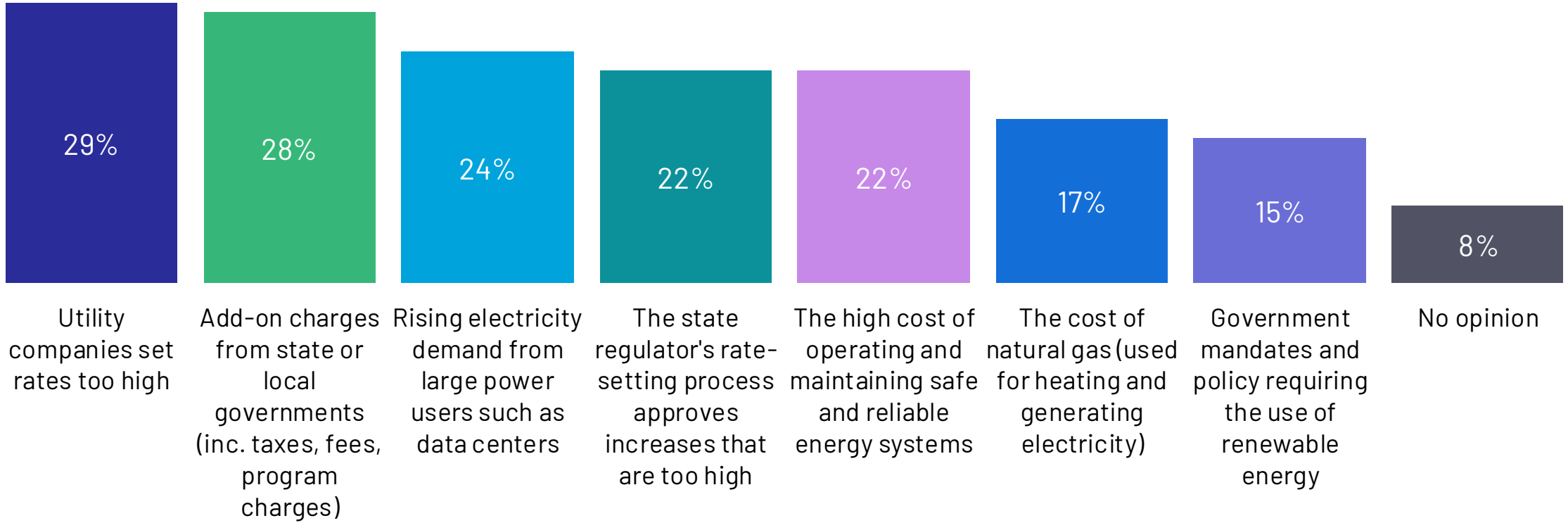
# Seniors feel least informed about how rates are set, with higher perceived awareness among high earners and urbanites.

How much do you feel you know about how utility rates are set in New York?



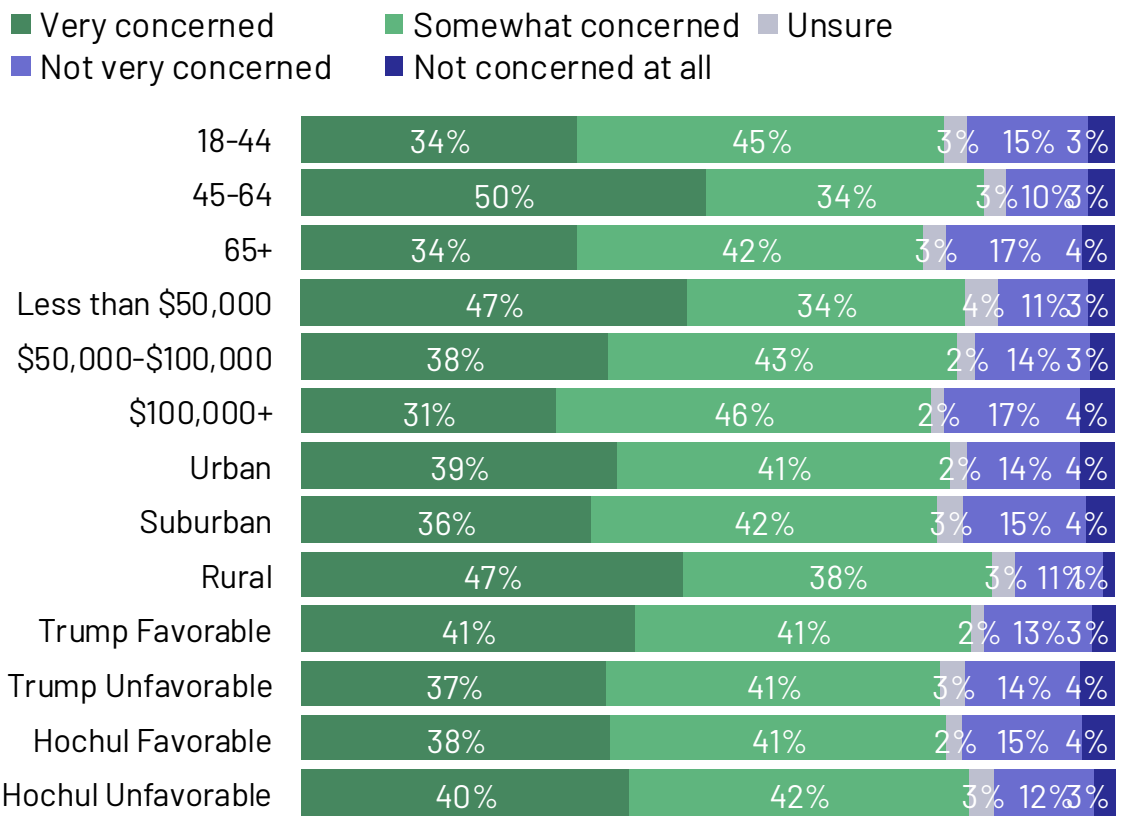
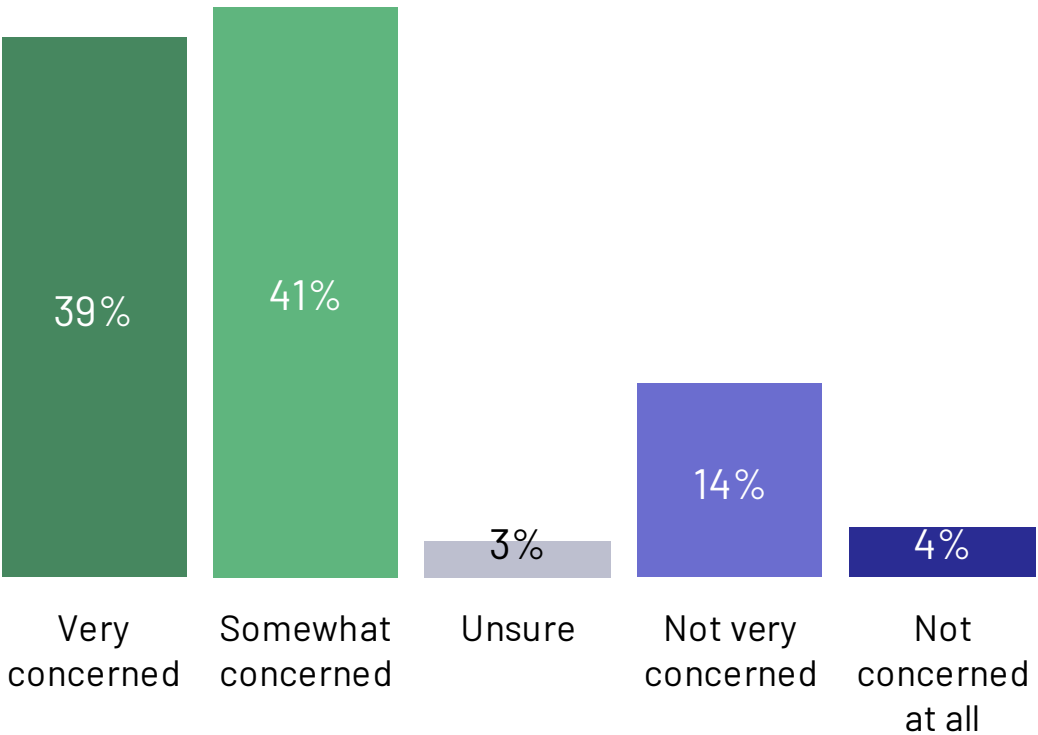
# Utilities take a sizable piece of the blame for costly bills, though considerable shares also blame state/local fees or other factors.

Thinking about energy bills in your area, which of the following do you think are the biggest drivers of high electricity bills?



# Four-in-five voters express concern about their energy bills becoming unaffordable, including 77% of those earning six figures annually.

How concerned are you about the possibility of your energy bills becoming unaffordable in the next 12 months?

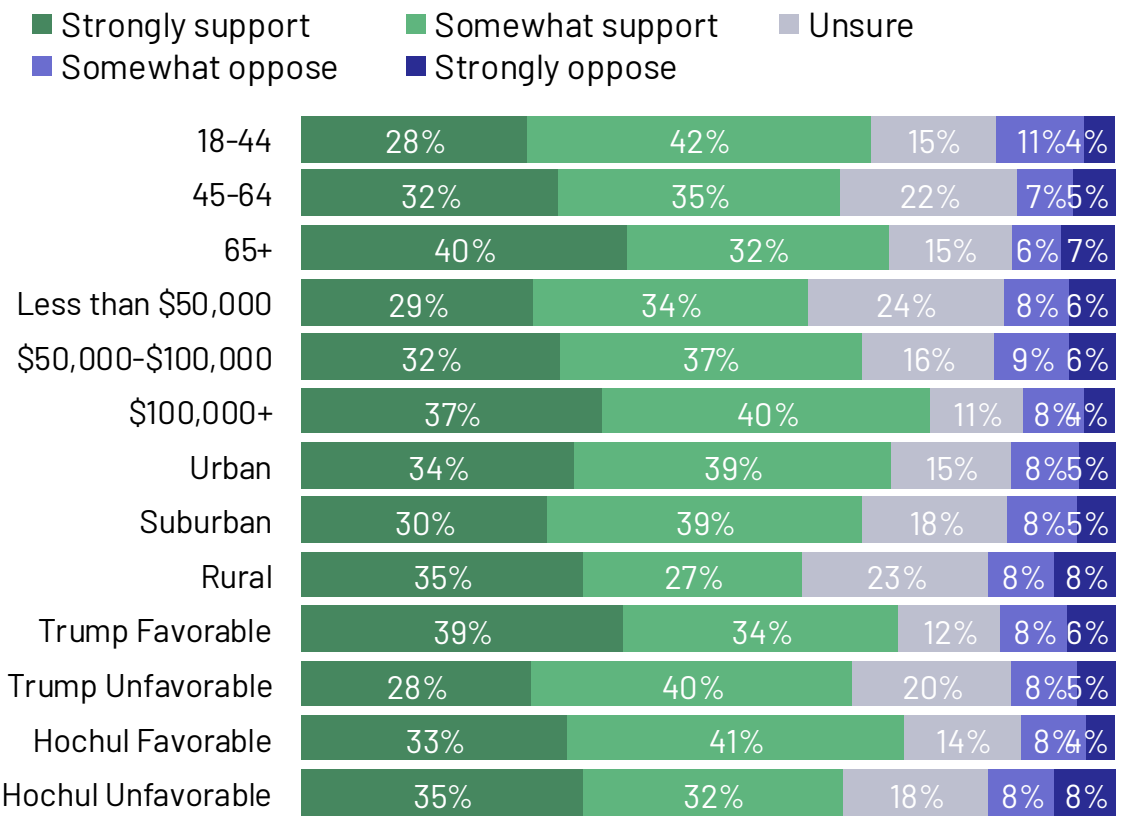
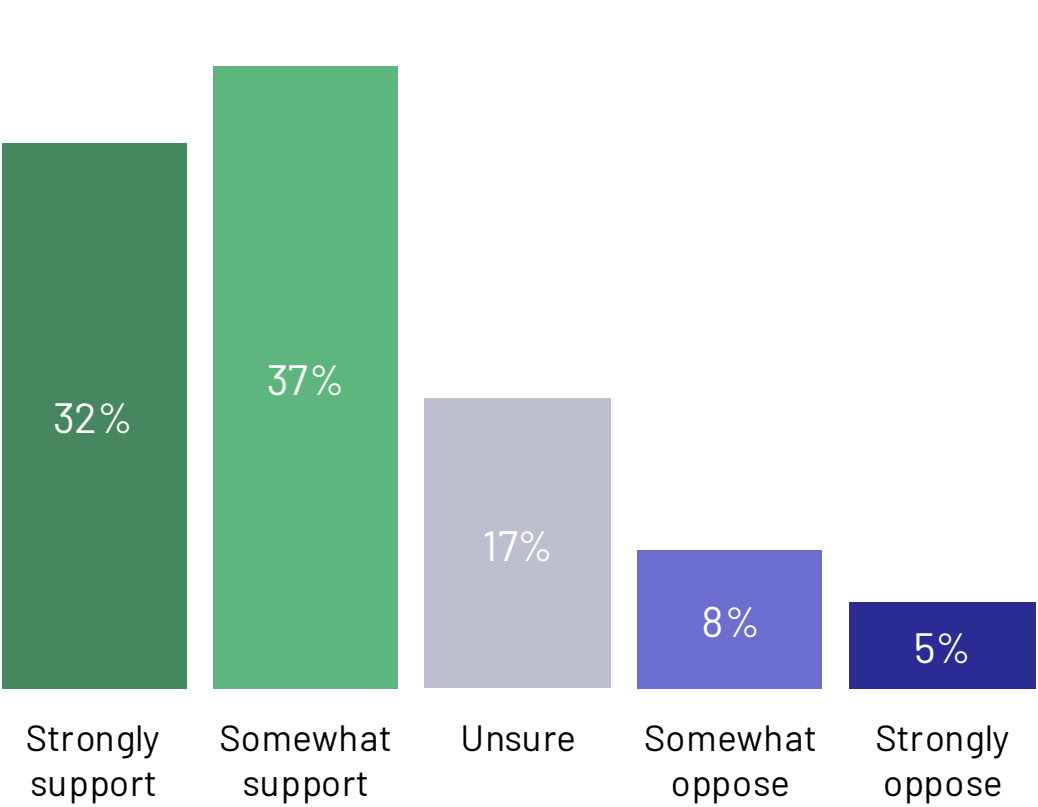


# Clean Energy & Hidden Charges

Views on the CLCPA and reactions to learning about government's share of bills.

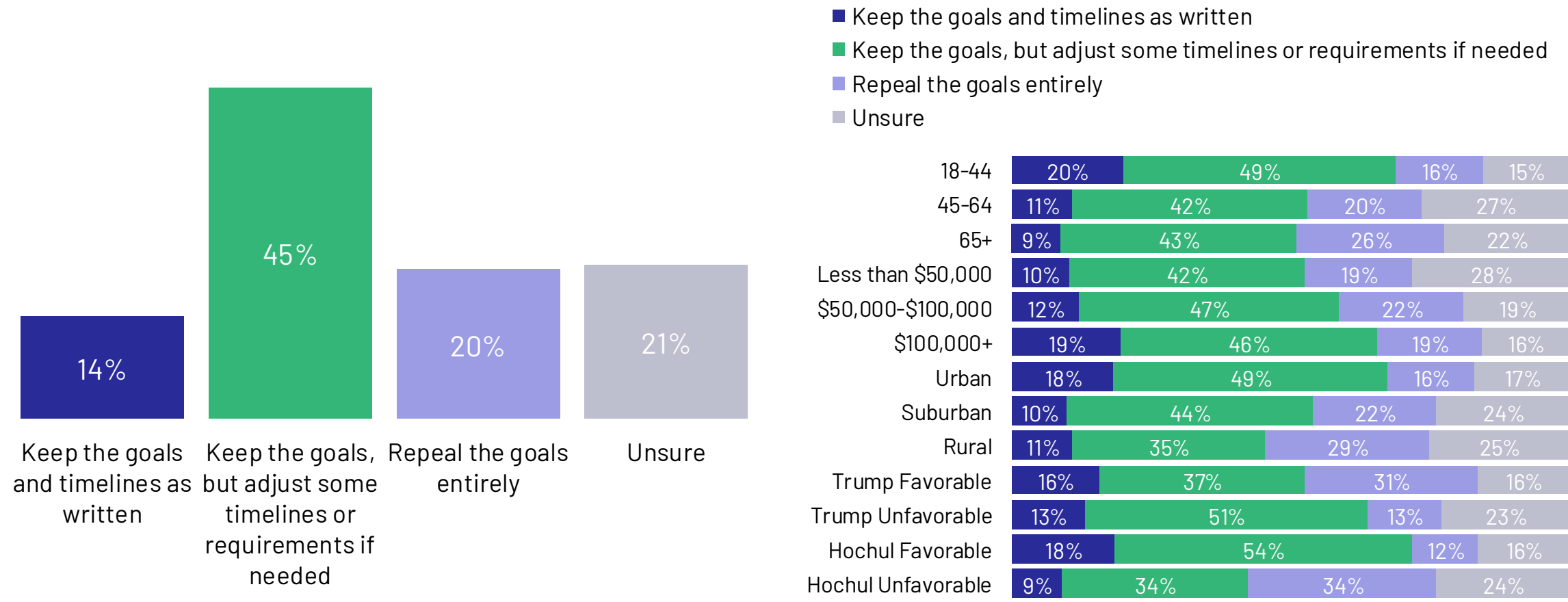
# Nearly 7 in 10 support re-examining the CLCPA's timelines, with higher support among \$100k+ earners, seniors, and Trump supporters.

Do you support or oppose New York re-examining the CLCPA's goals and timelines to determine whether any timelines or requirements should be adjusted?



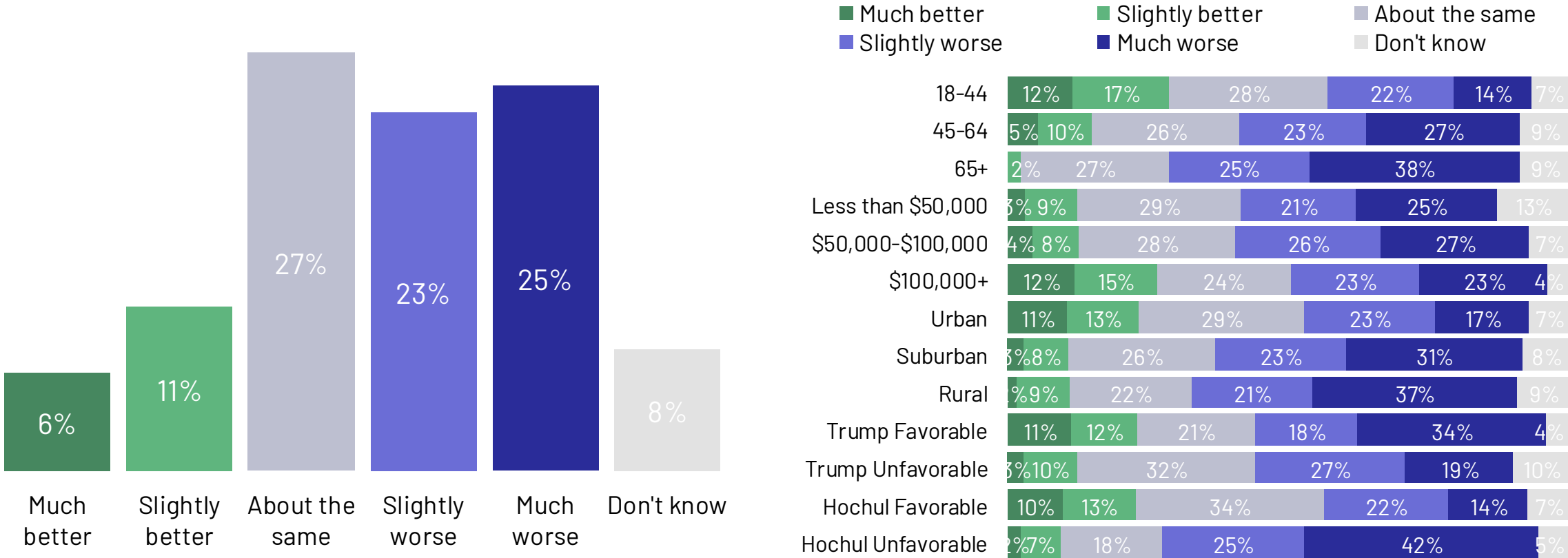
# While most (59%) favor keeping the CLCPA’s goals intact, 45% of voters support amending the timelines set to achieve them. Outright repeal has support among rural and Trump voters but lacks a plurality in either group.

If New York re-examines the CLCPA, which approach would you prefer?



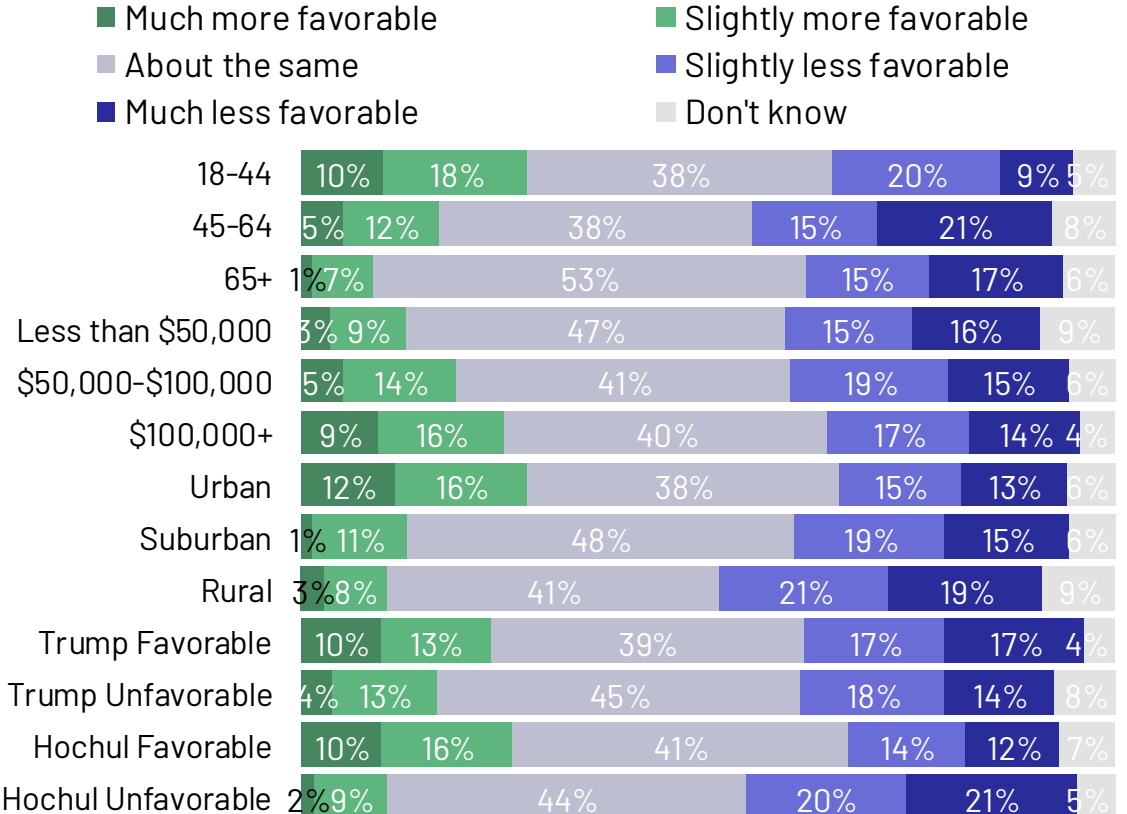
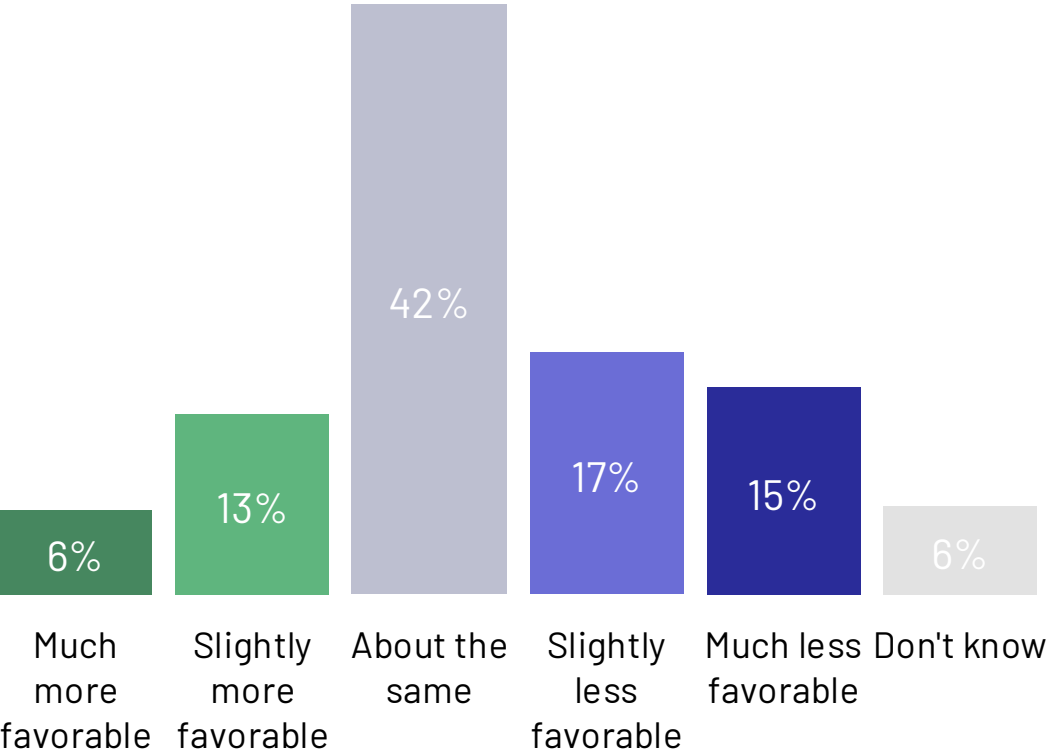
# Nearly half of voters feel worse about New York's regulatory standards knowing 20% or more of their energy bills fund state programs.

If you learned that \$20 or more of every \$100 spent on your energy bills goes towards taxes and state-mandated energy policies and programs - NOT costs set by your energy provider - would that make you feel better or worse about New York's regulatory standards?



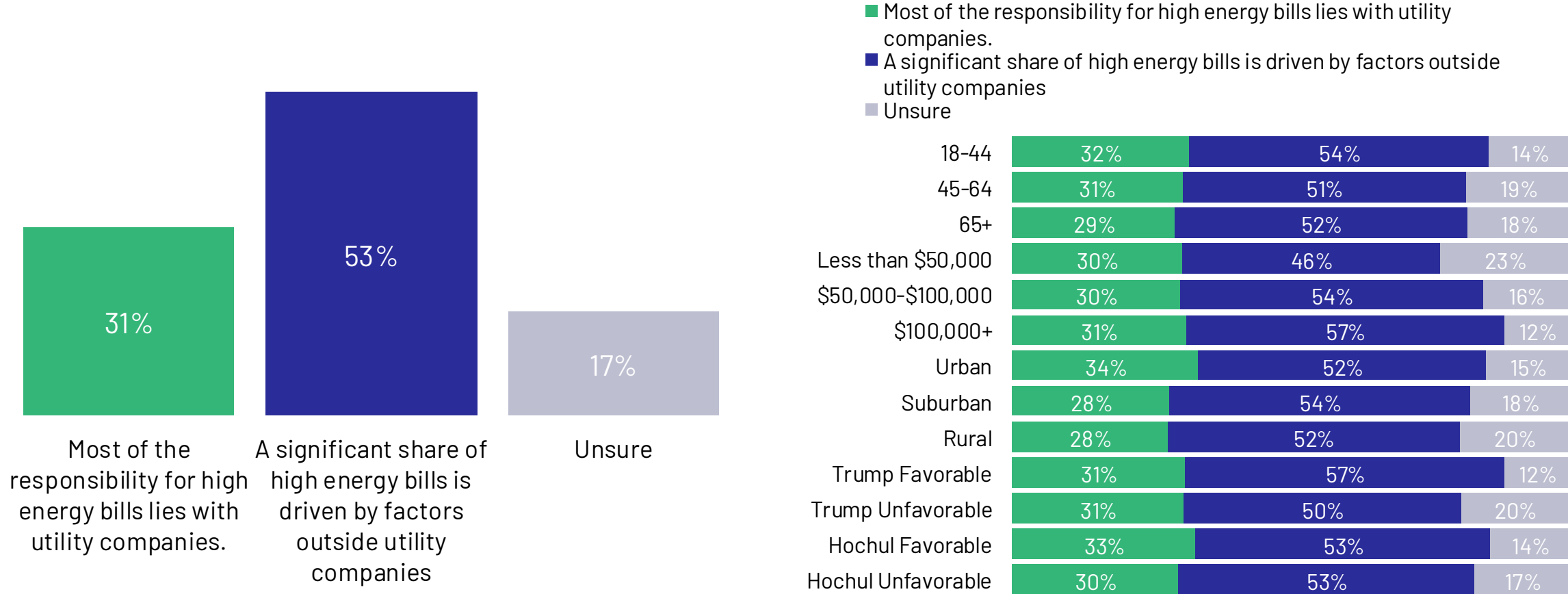
# Views toward energy providers are less affected, but impact is net-negative overall.

Would learning that \$20 or more of every \$100 spent on your energy bills goes toward taxes and state-mandated energy policies and programs make you feel more or less favorable toward your energy provider?



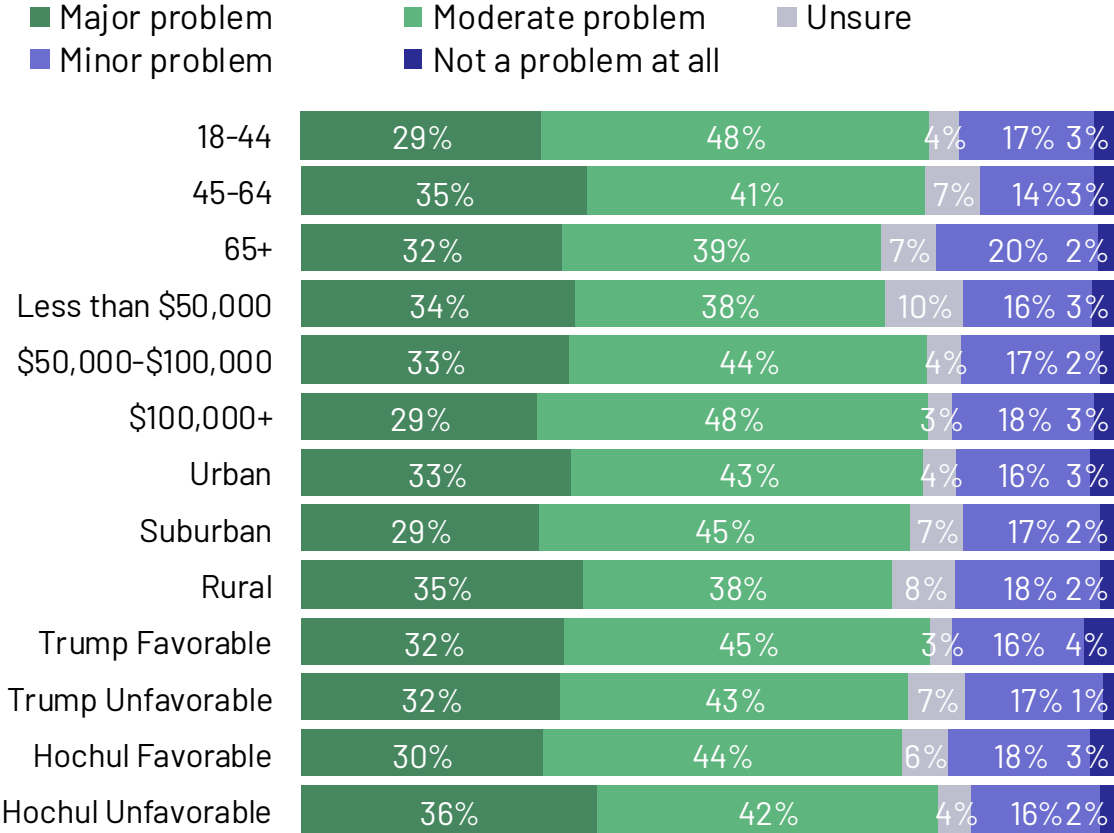
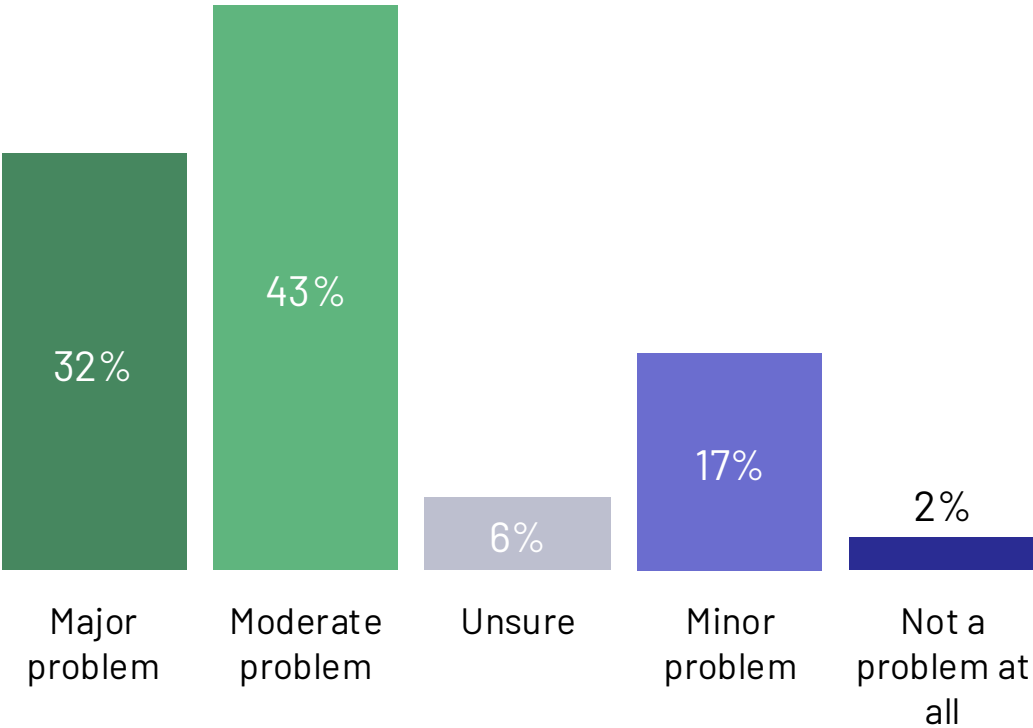
# Informed of state and local fees, most New Yorkers attribute blame for costly bills to factors outside utilities' control. This holds true across demographics.

After hearing that some parts of utility bills can reflect taxes and state/local programs, which comes closer to your view, even if neither is exactly right?



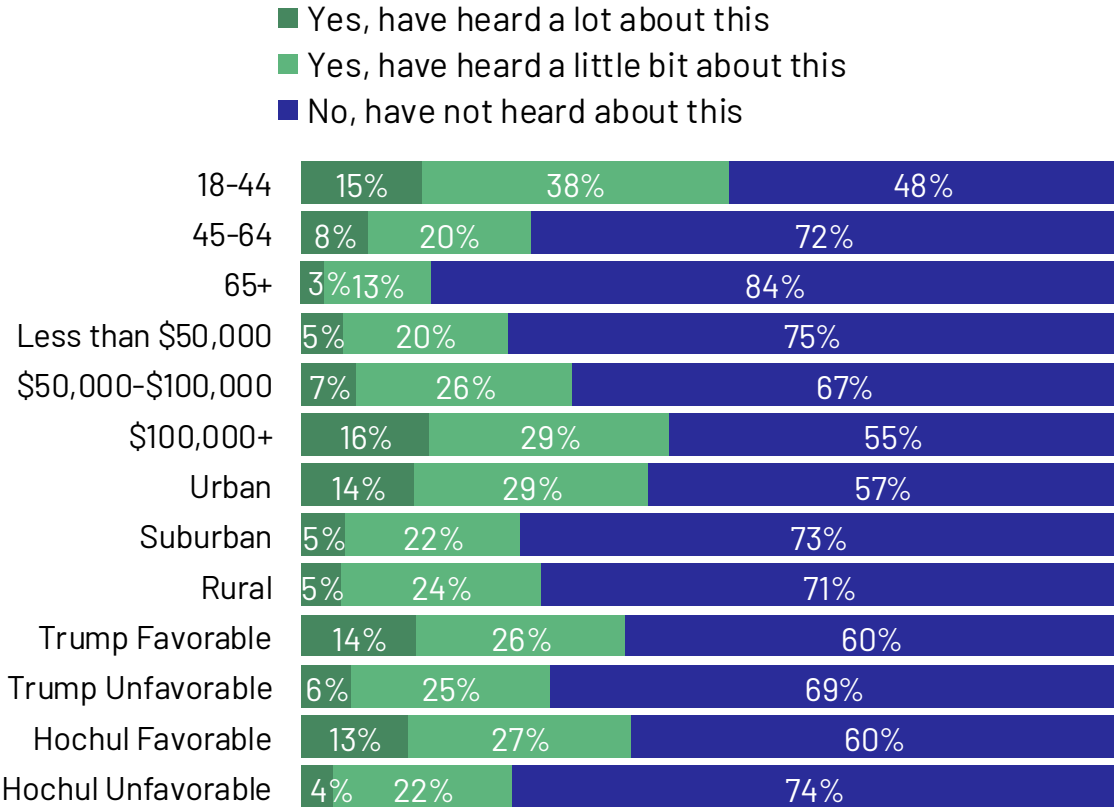
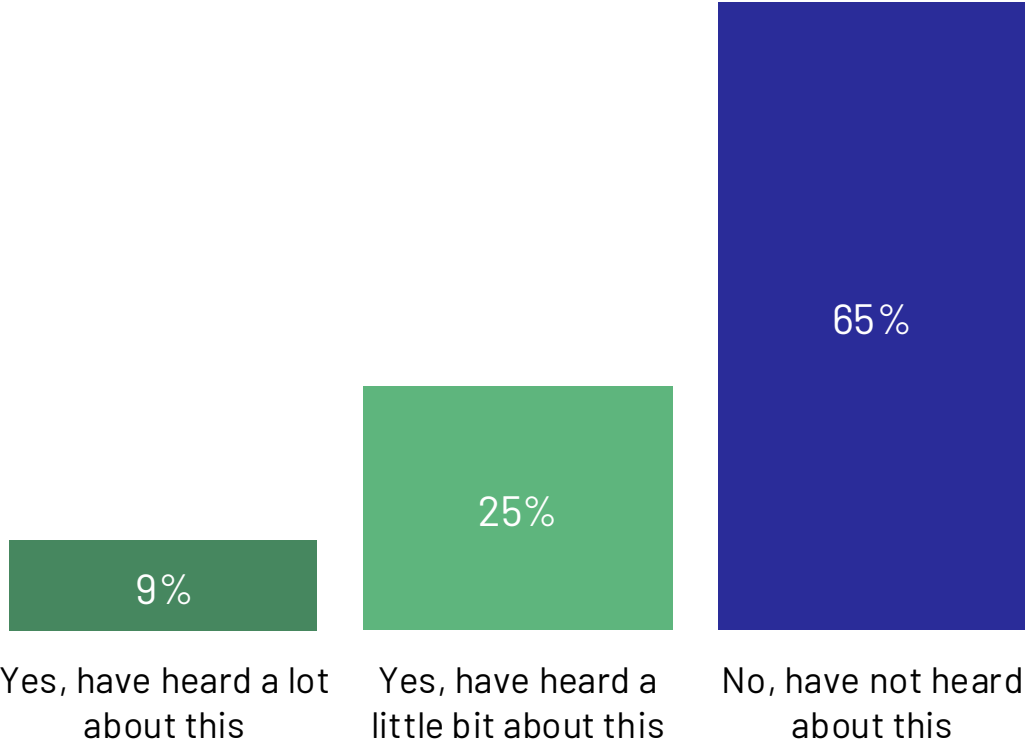
# One-third call the lack of transparency around utility bills a major problem.

In your view, how much of a problem is the lack of transparency around utility bills?



# One-third report awareness of state lawmakers' efforts to eliminate hidden fees for ratepayers, with higher recall among younger voters.

Have you heard anything about efforts by your state or local lawmakers to eliminate hidden fees in household energy bills?

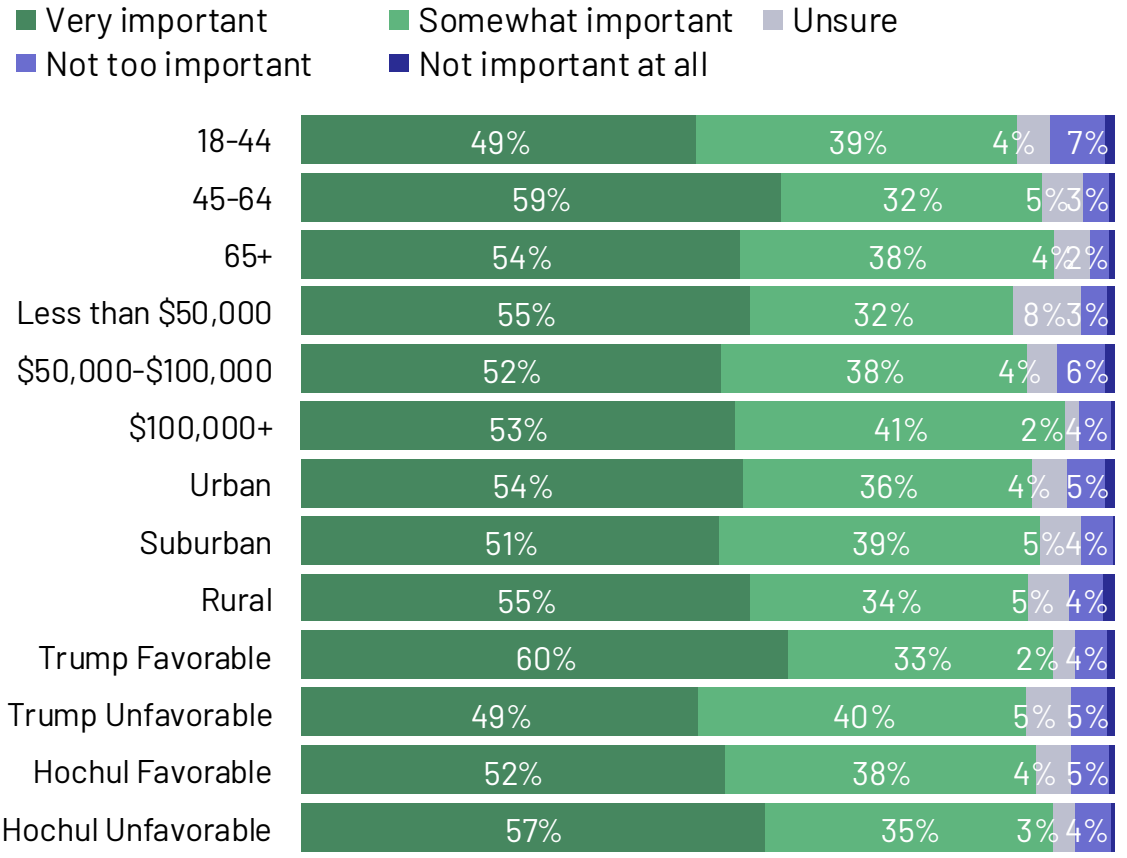
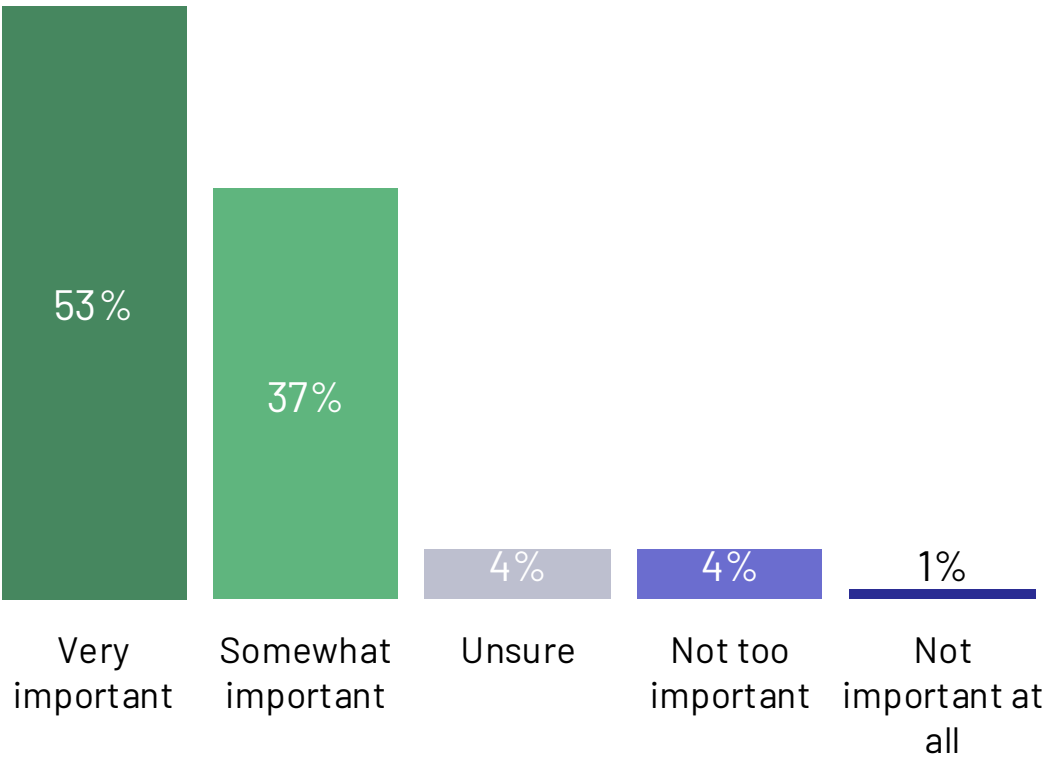


# Reform Priorities & Policy Support

What voters want policymakers to do about it.

# Most find cutting back on hidden fees a *very important* priority for policymakers, with even higher prioritization among Trump supporters.

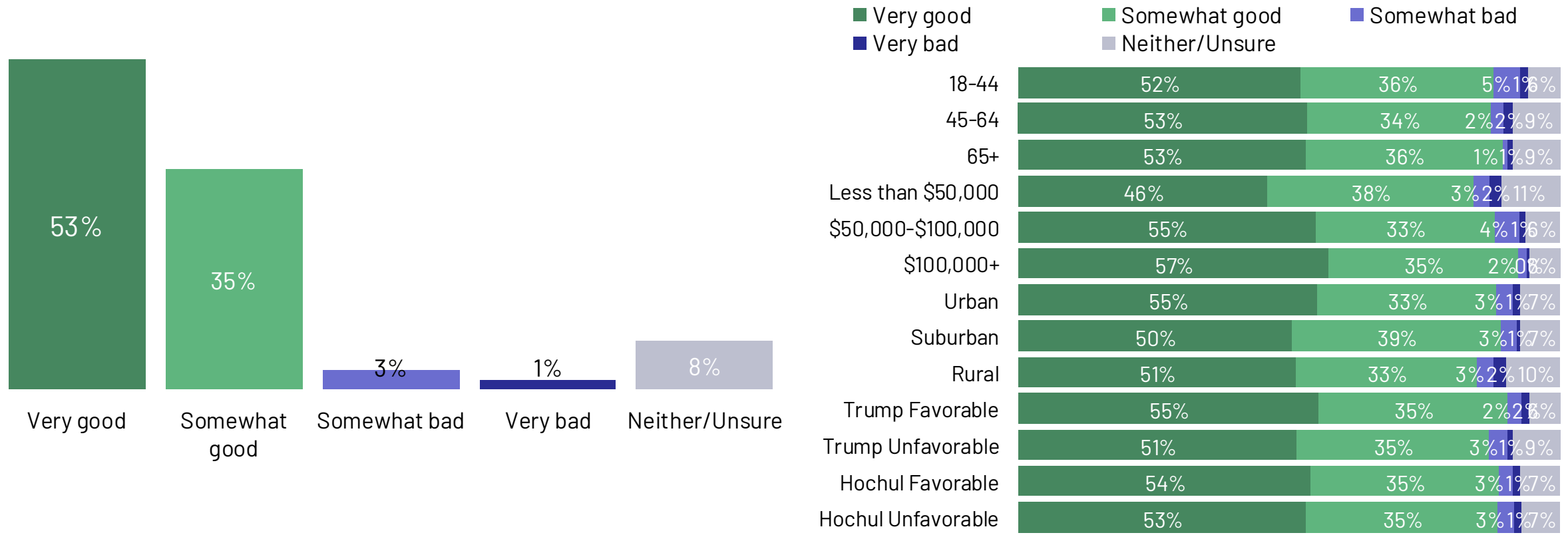
How important of a focus, if any, should cutting back on hidden taxes and fees be for state policymakers?



# Itemizing energy bills has near-universal approval.

In some states energy bills are broken out and itemized to show the cost of **supply** (the cost of electricity/gas itself), **delivery** (the cost to bring it to your home), as well as the fees and taxes imposed by government.

**Do you think providing this information on your bill is a good idea or bad idea?**



# Voters support a wide range of policy measures to reduce costs for ratepayers, especially returning unspent money collected for state energy programs.

The following policy measures relate to charges included on utility bills. Do you support or oppose each of the policy measures listed below in New York?

■ Strongly support    
 ■ Somewhat support    
 ■ Unsure    
 ■ Somewhat oppose    
 ■ Strongly oppose

Returning unspent money collected from ratepayers for state energy programs back to ratepayers as a bill credit or rebate.



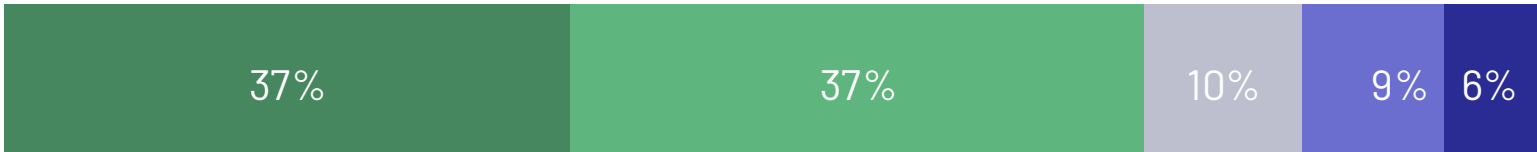
Requiring public estimates of the typical monthly household cost before adding new state-mandated charges to utility bills.



Reducing the share of utility bills that goes to state or local taxes and fees.



Paying for certain public programs through the state budget or general taxes instead of adding them to utility bills.



# Policy Measure Support by Demographic

- Seniors are the strongest supporters across all four policies tested
- Trump and Hochul supporters are largely aligned on each reform, with the main discrepancy being higher support for *reducing the share of utility bills going to state/local fees and taxes* among Trump-favorable voters
- *Returning unspent taxes and fees collected for state energy programs to ratepayers* is strongly supported by majorities across demo groups

The following policy measures relate to charges included on utility bills. Do you support or oppose each of the policy measures listed below in New York?

Policy Measure	Topline	18-44	45-64	65+	Less than \$50,000	\$50,000-\$100,000	\$100,000+	Urban	Suburban	Rural	Trump Favorable	Trump Unfavorable	Hochul Favorable	Hochul Unfavorable
Returning unspent money collected from ratepayers for state energy programs back to ratepayers as a bill credit or rebate.	56%	47%	58%	67%	53%	60%	55%	53%	59%	59%	55%	56%	55%	61%
Requiring public estimates of the typical monthly household cost before adding new state-mandated charges to utility bills.	41%	38%	40%	45%	35%	45%	42%	42%	41%	36%	43%	40%	42%	41%
Reducing the share of utility bills that goes to state or local taxes and fees.	40%	36%	42%	44%	37%	41%	43%	39%	41%	41%	47%	36%	37%	45%
Paying for certain public programs through the state budget or general taxes instead of adding them to utility bills.	37%	33%	34%	44%	36%	36%	39%	38%	36%	36%	39%	36%	37%	38%

Table shows % **strongly support** for each policy measure