

# 2024 IRP SURVEY RESULTS

OCTOBER 26, 2023

**Presented by:**

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WATER AND  
POWER



# 12 Question Survey with 943 Responses

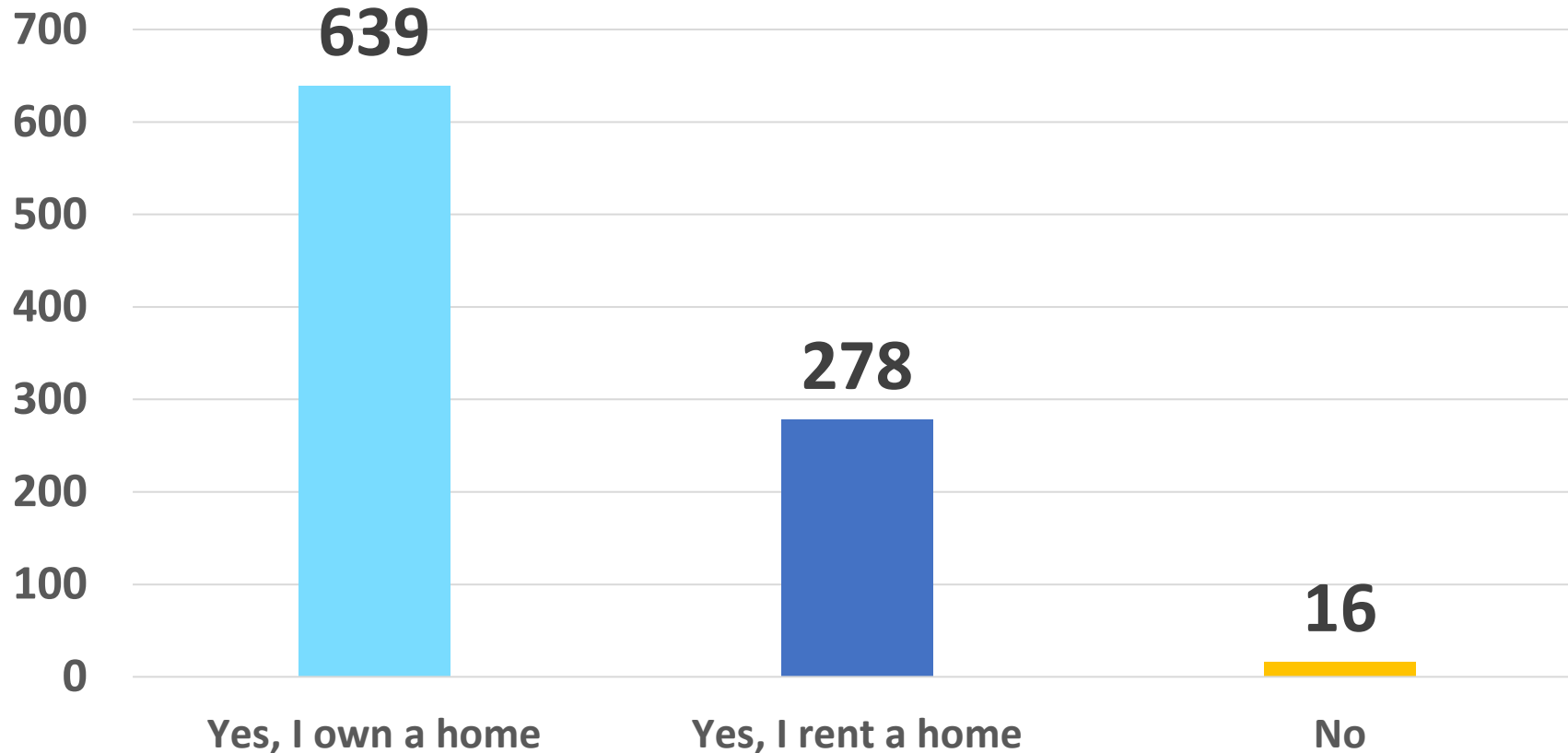
- Where they work/live
- Their needs as a customer
- What BWP priorities should be
- What their perception of rates are
- Participation with Green Choice



# ~97% live in Burbank

Answered: 933 Skipped: 10

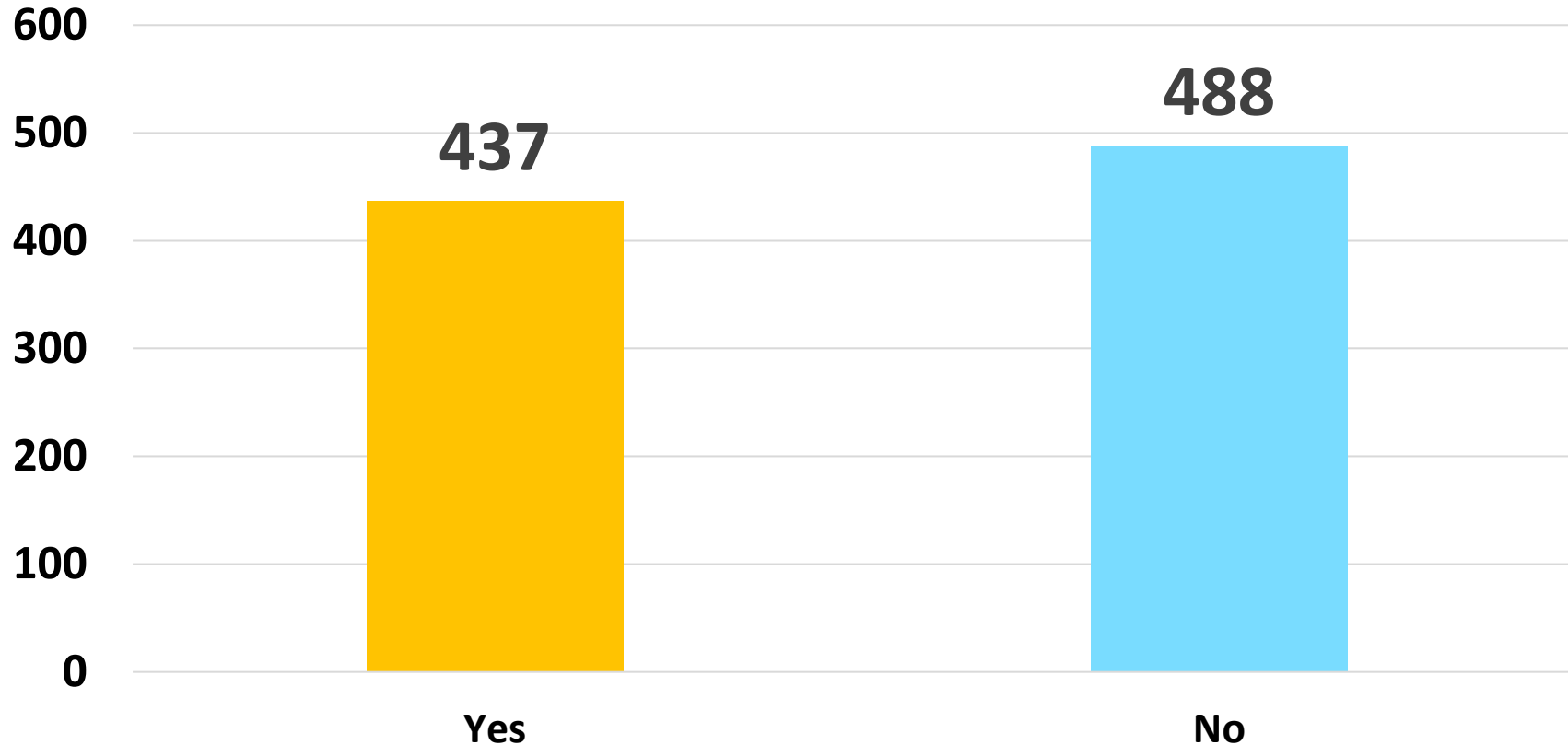
## Do you live in Burbank?



# ~46% of respondents work in Burbank

## Do you work in Burbank?

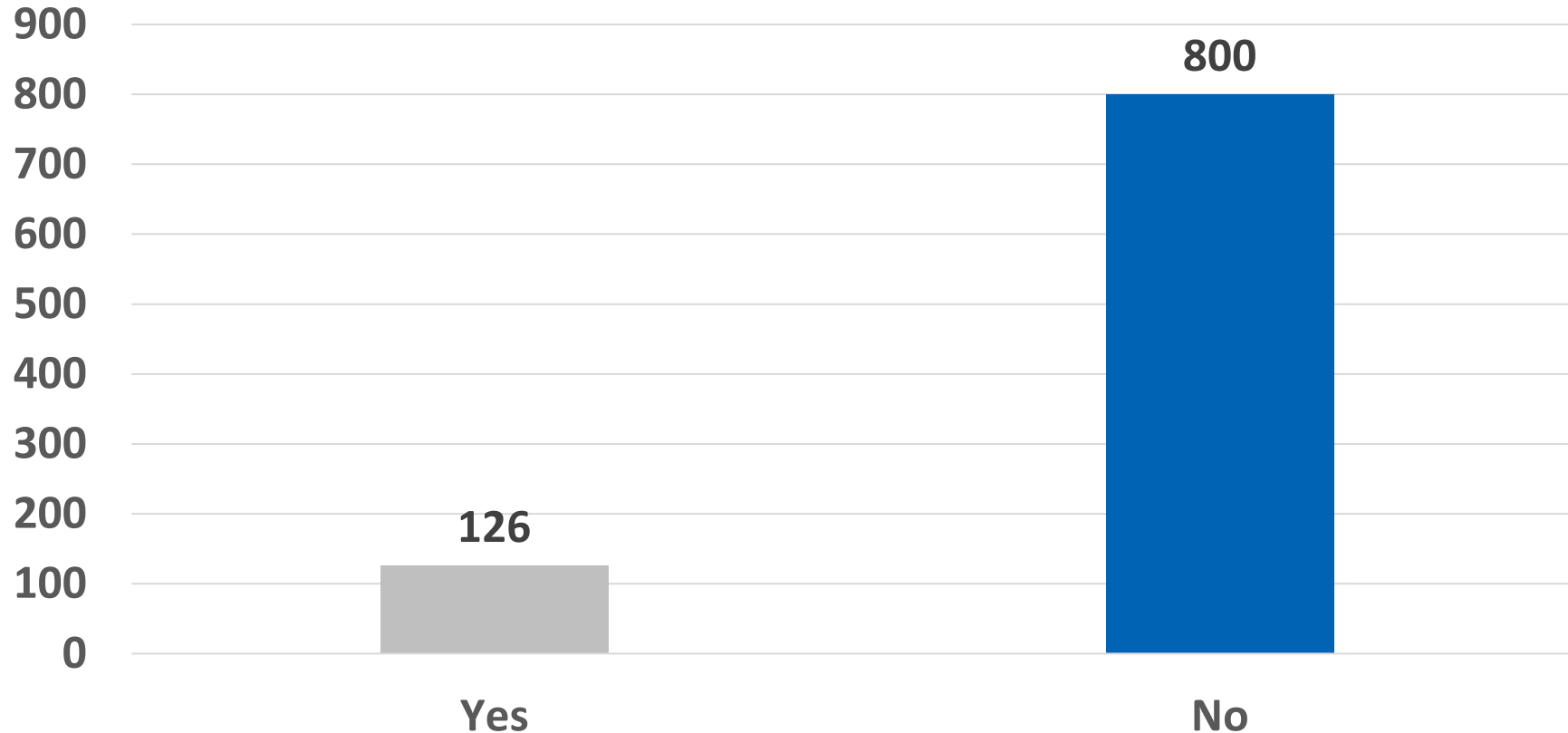
Answered: 925 Skipped: 18



# Most respondents do not own a business

## Do you own a business in Burbank?

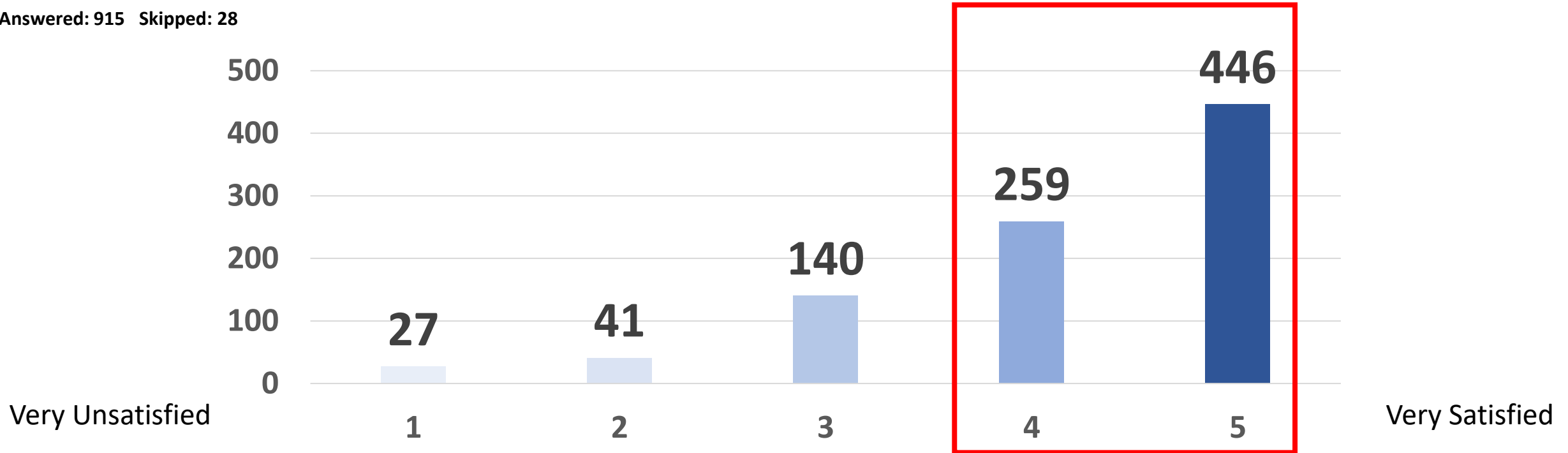
Answered: 926 Skipped: 17



# ~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”

Answered: 915 Skipped: 28



# 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

35% placed this last

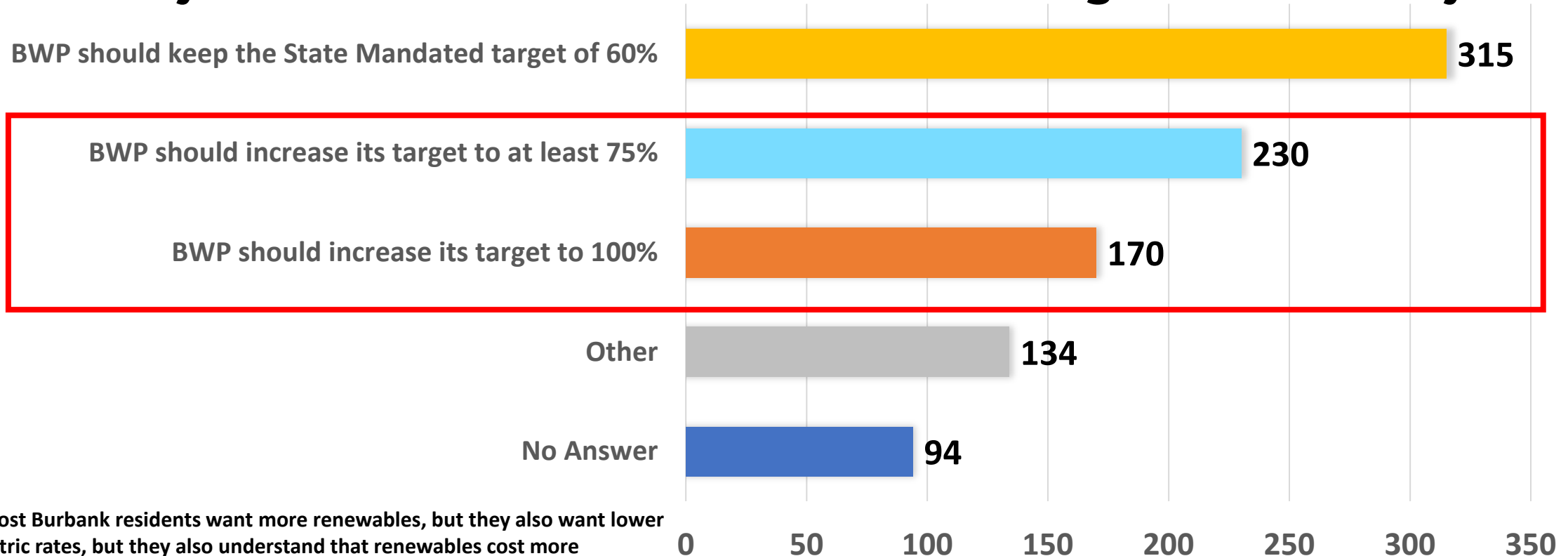
Many left no answer





# 42% of respondents think BWP should increase renewable than remain at 60%

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



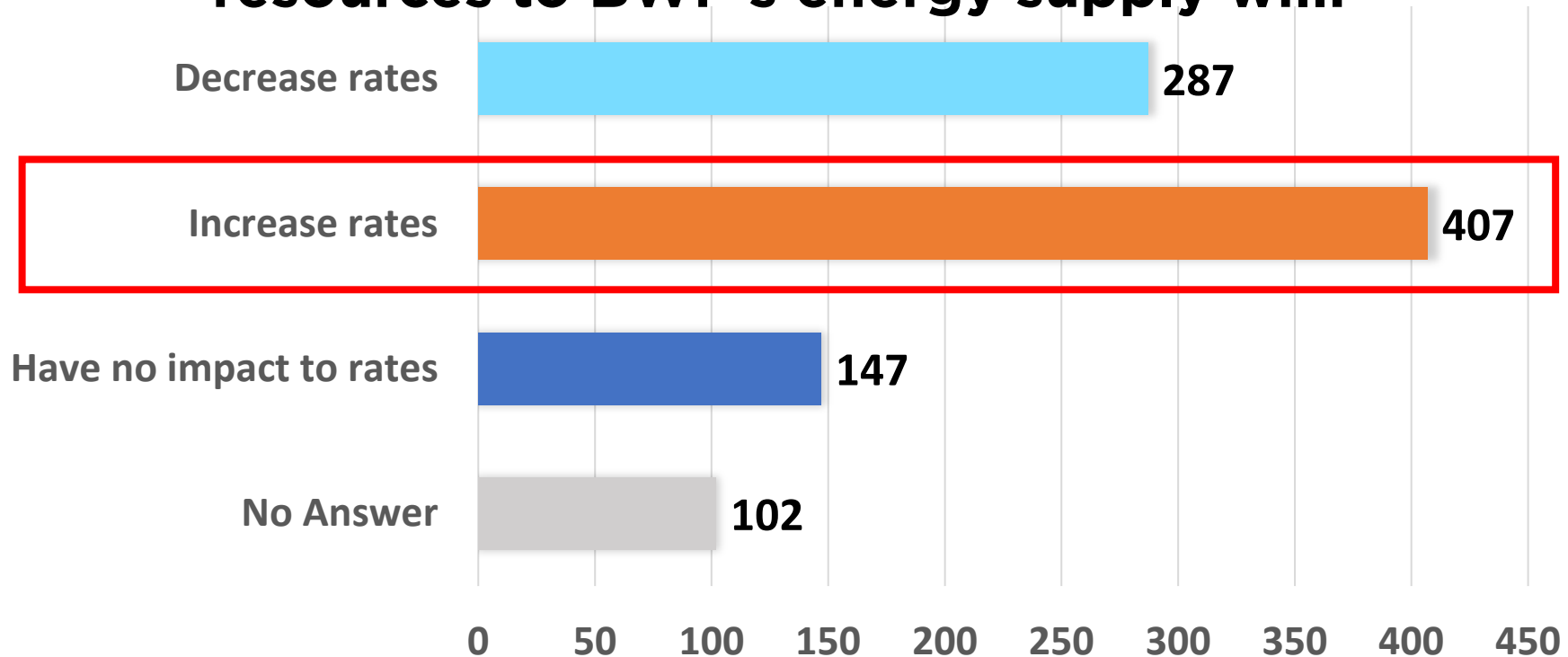
\* Most Burbank residents want more renewables, but they also want lower electric rates, but they also understand that renewables cost more





# 43% of respondents think additional renewable resources will increase rates

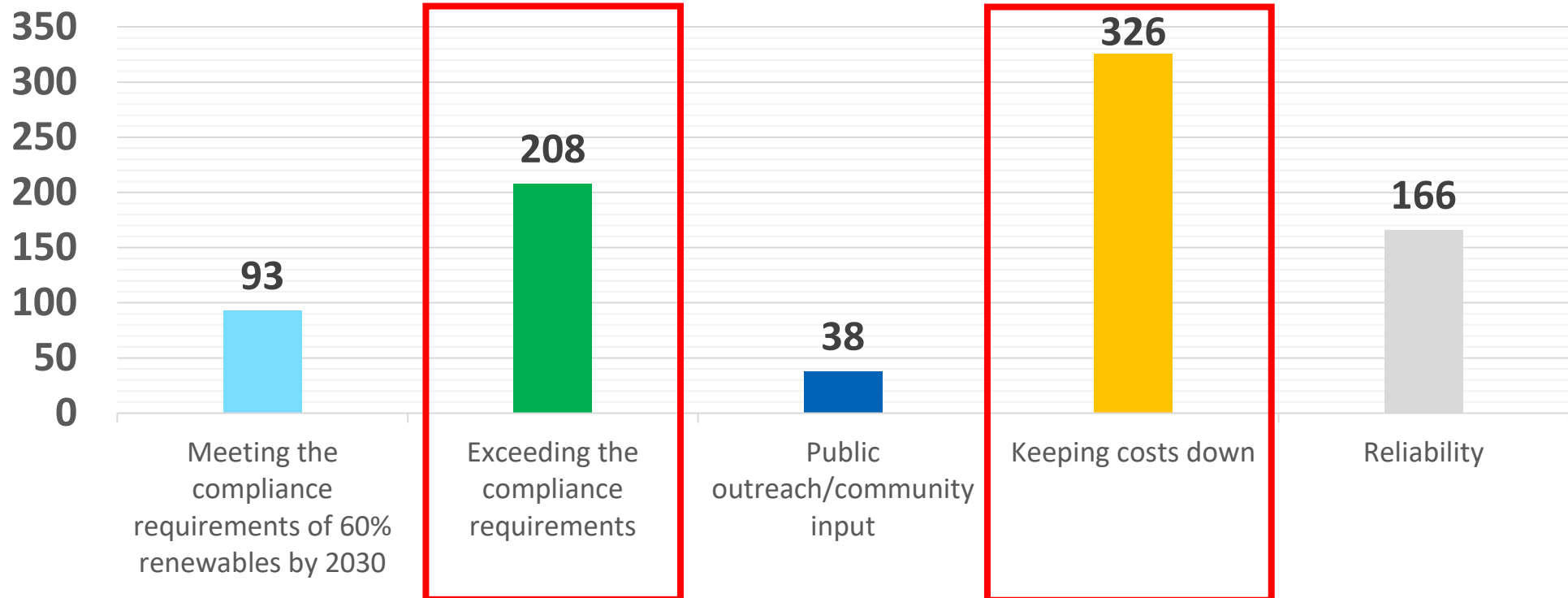
I believe adding additional renewable resources to BWP's energy supply will:



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

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

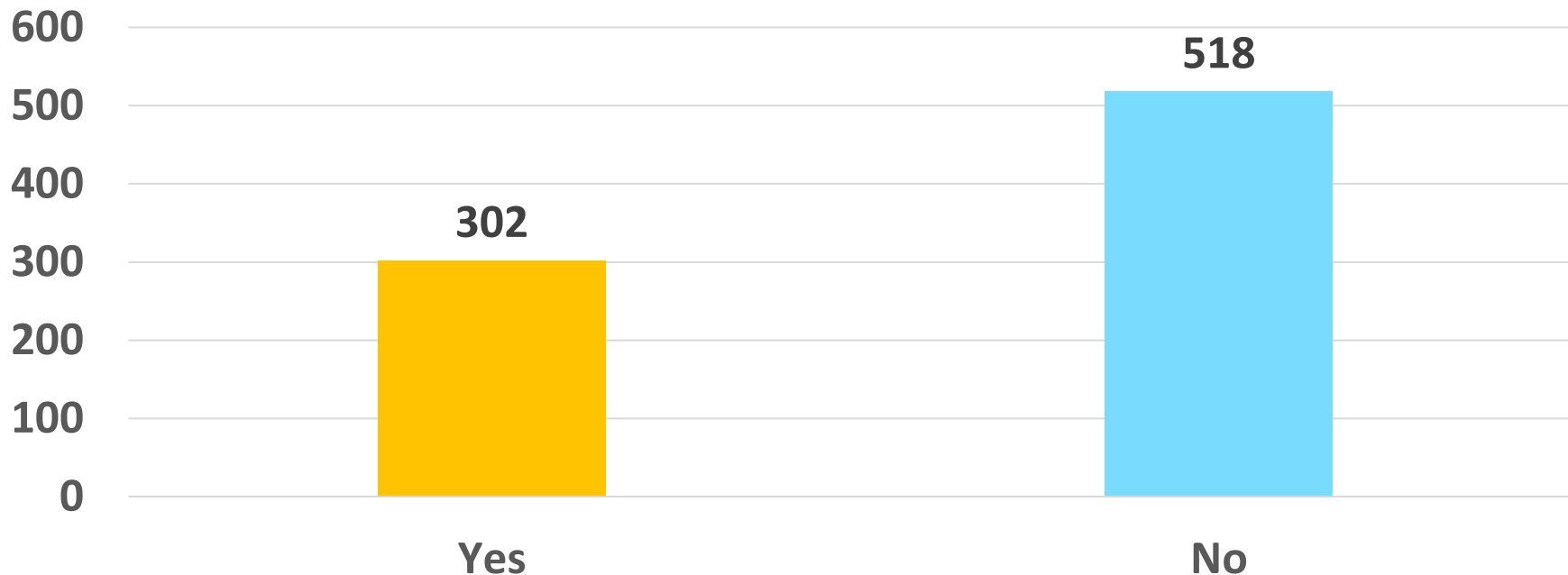
Answered: 831  
Skipped: 112



# ~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?**

Answered: 820 Skipped: 123

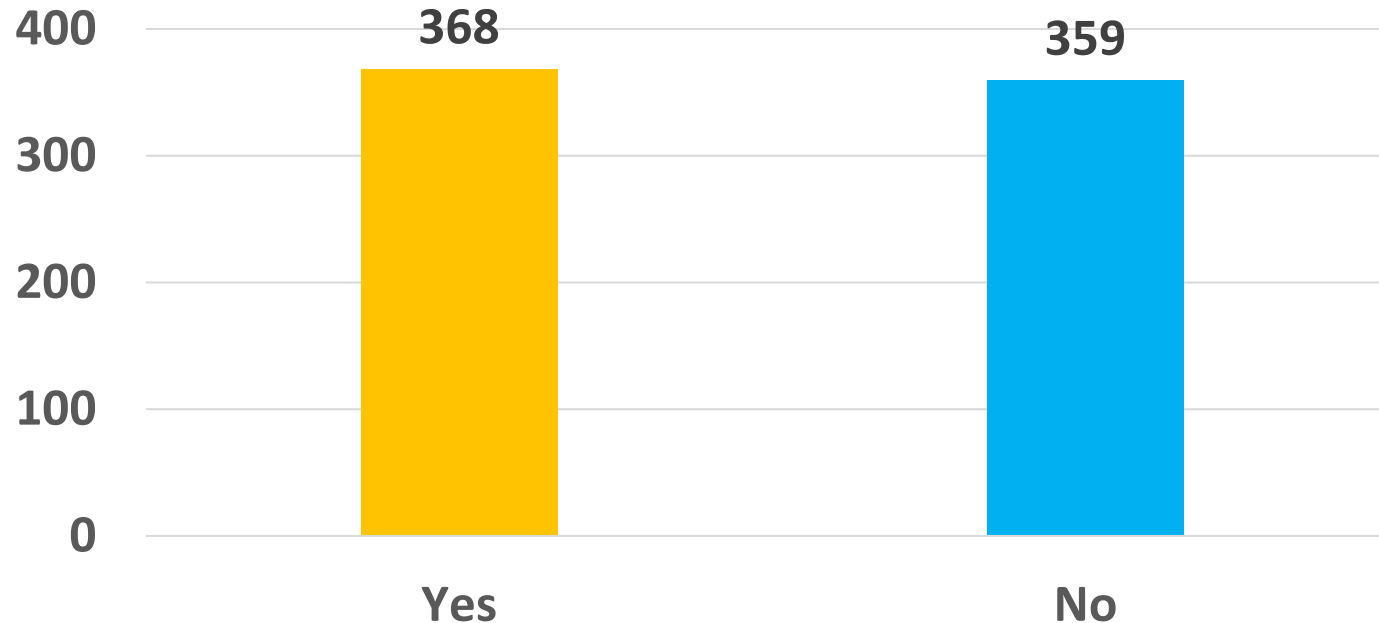


# 38% of respondents would not support a rate increase to reduce fossil fuel reliance

**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?**

Answered: 727 Skipped: 216

The number of respondents skipping this question suggests that this topic presents a challenge for Burbank residents – on the one hand they want more renewables but the flip side is at what cost?



# Most respondents are not Green Choice Program Participants

Are you a Green Choice Program customer?

