



2020 Integrated Resource Plan survey results

Conducted by:





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2020 Integrated Resource Plan survey



Scope and methodology

During the spring of 2020, Platte River Power Authority, in coordination with the City of Fort Collins Utilities, conducted an Integrated Resource Plan survey to measure residential and commercial end-user favorability toward Platte River, opinions about the importance of receiving noncarbon energy, economic elasticity of renewables, and to collect basic residential demographic and commercial firmographic data.

Survey responses were received from 269 randomly selected residential customers and 280 commercial customers. The results of the residential survey have a margin of error of $\pm 5.8\%$ at a 95% degree of probability. The results of the commercial survey have a margin of error of $\pm 5.7\%$. For any given statistic, there is a 95% chance that the result does not vary by more than 5.8% for the actual total population of residential customers and 5.7% for the actual total population of commercial customers.

Of the 269 residential survey completions, 246 (91%) were completed online by customers responding to a postcard mailing or email notice. Following the online completions, 23 (9%) surveys were completed by callers conducting phone interviews. Of the 280 commercial survey completions, 118 (42%) were completed online and 162 (58%) were completed by phone.

The survey was conducted as part of a research project coordinated by Platte River Power Authority. Four communities served by Platte River participated in the project, including the Town of Estes Park, City of Fort Collins, City of Longmont and City of Loveland.

The 2020 survey results are compared with the previous surveys conducted in 2018 to identify trends that can be used to improve services and customer opinions. Several questions in this survey involve responses on a 10-point sliding scale. These responses are evaluated using “top box” analysis – that is, calculating the frequency percentage of respondents in the 8 to 10 ratings on the sliding scale. Along with top box analysis, weighted averages are also calculated for these questions. Due to rounding, response percentages may not always total 100%.

This survey was developed and conducted by Inside Information, Inc.[®], Smithville, Mo., as a research project commissioned by Platte River Power Authority, Fort Collins, Colo.

Executive summary



Platte River Power Authority

- 55% of residential customers and 60% of commercial customers are aware Platte River Power Authority provides electricity generation and transmission services to their utility
- Among commercial customers, the level of awareness increased considerably from 2018 – 13% increase
- More commercial customers rate Platte River somewhat or very favorably, increasing from 53% to 59%; however, fewer residential customers rate Platte River somewhat or very favorably, decreasing from 44% to 41%
- Commercial customers have a significantly more favorable opinion of Platte River than residential customers with an 18% gap (59% compared to 41%)
- Residential customers rated Platte River a 6.7 in both showing concern for the environment and offering the Efficiency Works program; commercial customers rated Platte River slightly higher with 7.6 and 7.3, respectively
- Same as in 2018, customers who are aware Platte River provides G&T services to their utility rate Platte River higher in overall favorability, showing concern for the environment, and offering the Efficiency Works program
- On a 10-point scale, high percentages of residential and commercial customers rated Platte River a 5 for showing concern for the environment and offering the Efficiency Works program – most likely due to their lack of awareness of Platte River and its services
- Previously, the level of awareness of solar and wind power generation among commercial customers was substantially lower than that of residential customers (21% and 19% gaps) – the gap has lessened with more commercial customers aware of solar and wind power (24% and 18% increases)
- Compared to all generating forms used by Platte River, Fort Collins' customers have the lowest awareness of Platte River's hydropower



Renewable resource options

- Service reliability is seen as the most important service characteristic by both residential and commercial customers – 82% of residential and 95% of commercial customers view it as somewhat or very important
- Only 51% of commercial customers view noncarbon resources as somewhat or very important, compared to 66% of residential customers
- When considering how much more they would be willing to pay to receive noncarbon energy, 36% of residential customers said approximately 2.6% more each year to receive 90% noncarbon energy by 2030 with 99.99% reliability
- 35% of commercial customers said about 2.2% more each year to receive 60% noncarbon energy by 2030 with 99.99% reliability



Demographics

- A mix of ages responding to the residential survey – median age is 54
- Median length of service for residential customers is nine years
- 96% of residential respondents have post-high school education
- 31% earn \$100,000 or more per year – median household income is \$78,883



Firmographics

- Median length of service for commercial customers is 13 years
- More than 6 in 10 businesses have fewer than 10 employees
- The common business types responding are service (55%), other (15%), and retail/sales (14%)
- Half of businesses have an annual revenue of less than \$500,000
- Nearly 7 in 10 report electric costs as less than 5% of their overall business expenses



Integrated Resource Plan survey results

2020

Overview

Integrated Resource Plan survey 2020



During the spring of 2020, Platte River Power Authority, in coordination with the City of Fort Collins Utilities, conducted an Integrated Resource Plan survey to measure residential and commercial end-user favorability toward Platte River, opinions about the importance of receiving noncarbon energy, economic elasticity of renewables, and to collect basic residential demographic and commercial firmographic data.

These results include online and phone survey replies from 269 residential end-users and 280 commercial customers.

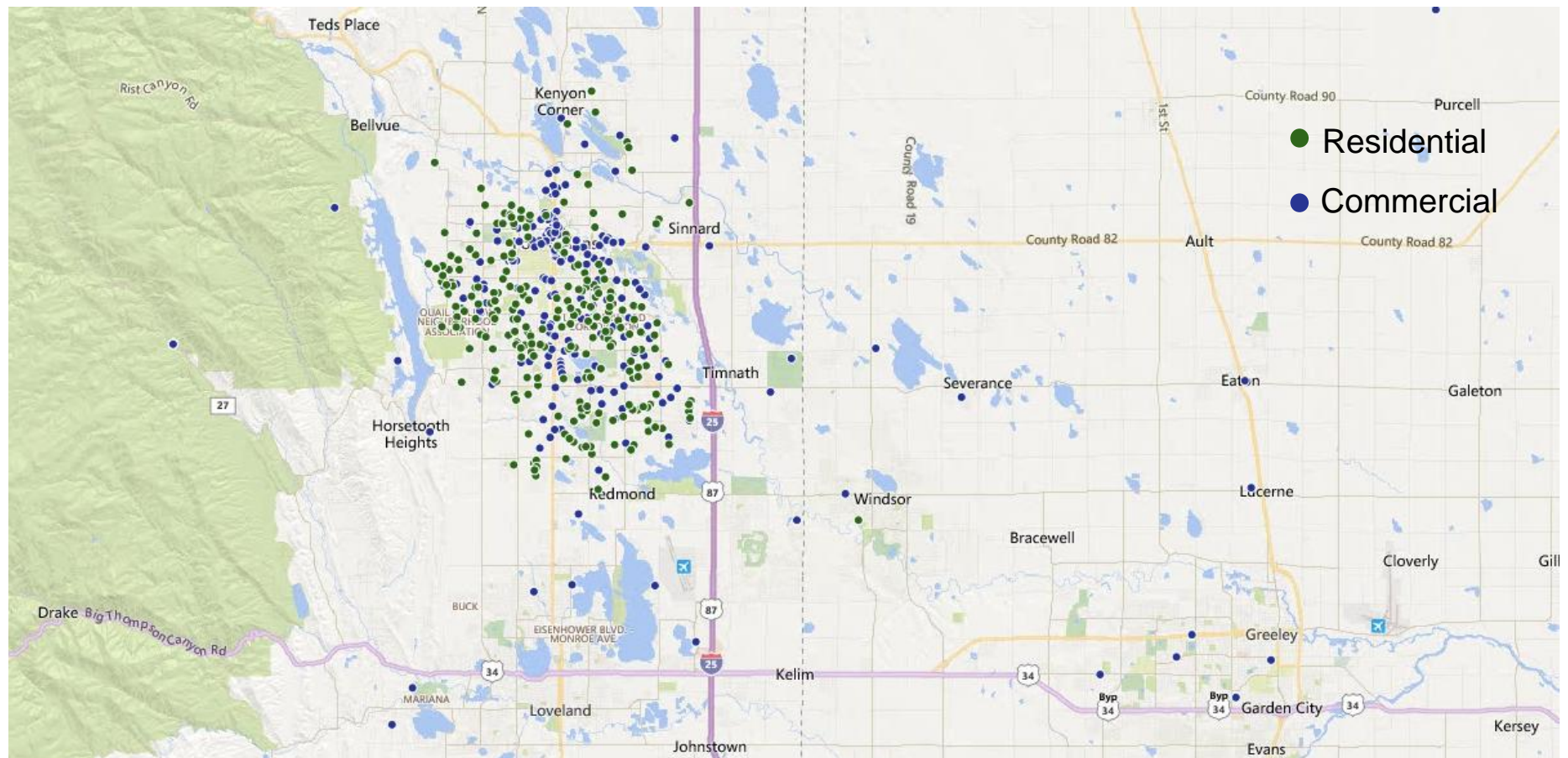
Highlights

- 55% of residential customers and 60% of commercial customers are aware Platte River Power Authority provides electricity generation and transmission services to their utility
- Among commercial customers, the level of awareness increased considerably from 2018 – 13% increase
- More commercial customers rate Platte River somewhat or very favorably, increasing from 53% to 59%; however, fewer residential customers rate Platte River somewhat or very favorably, decreasing from 44% to 41%
- Commercial customers have a significantly more favorable opinion of Platte River than residential customers with an 18% gap (59% compared to 41%)
- Residential customers rated Platte River a 6.7 in both showing concern for the environment and offering the Efficiency Works program; commercial customers rated Platte River slightly higher with 7.6 and 7.3, respectively
- Customers who are aware Platte River provides G&T services to their utility rate Platte River higher in overall favorability, showing concern for the environment, and offering the Efficiency Works program
- On a 10-point scale, high percentages of residential and commercial customers rated Platte River a 5 for showing concern for the environment and offering the Efficiency Works program – most likely due to their lack of awareness of Platte River and its services

Highlights

- More commercial customers are aware of solar and wind power – previously, their level of awareness was substantially lower than that of residential customers
- Compared to all generating forms used by Platte River, Fort Collins' customers have the lowest awareness of Platte River's hydropower
- Service reliability is seen as the most important service characteristic by both residential and commercial customers – 82% of residential and 95% of commercial customers
- Only 51% of commercial customers view noncarbon resources as somewhat or very important, compared to 66% of residential customers
- When considering how much more they would be willing to pay to receive noncarbon energy, 36% of residential customers said approximately 2.6% more each year to receive 90% noncarbon energy by 2030 with 99.99 % reliability
- 35% of commercial customers said about 2.2% more each year to receive 60% noncarbon energy by 2030 with 99.99% reliability
- Fort Collins' residential customers have a high median income of \$73,883; Fort Collins' commercial customers are primarily small businesses with 71% having an annual revenue of \$1 million or less and 63% having fewer than 10 employees

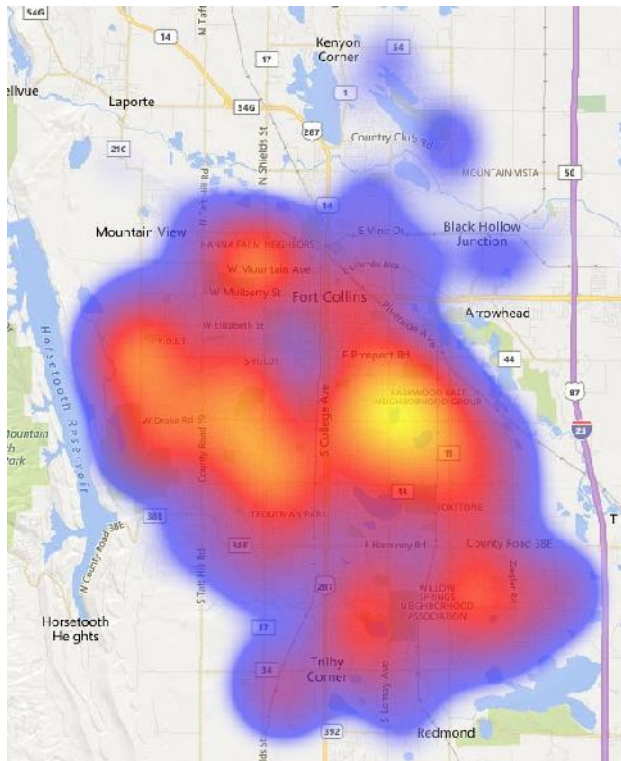
Respondents



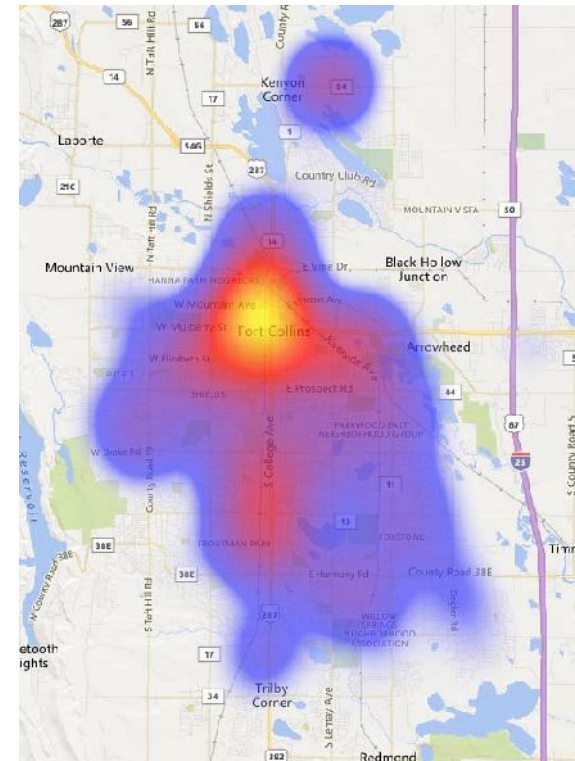
Respondents

Response density

Residential



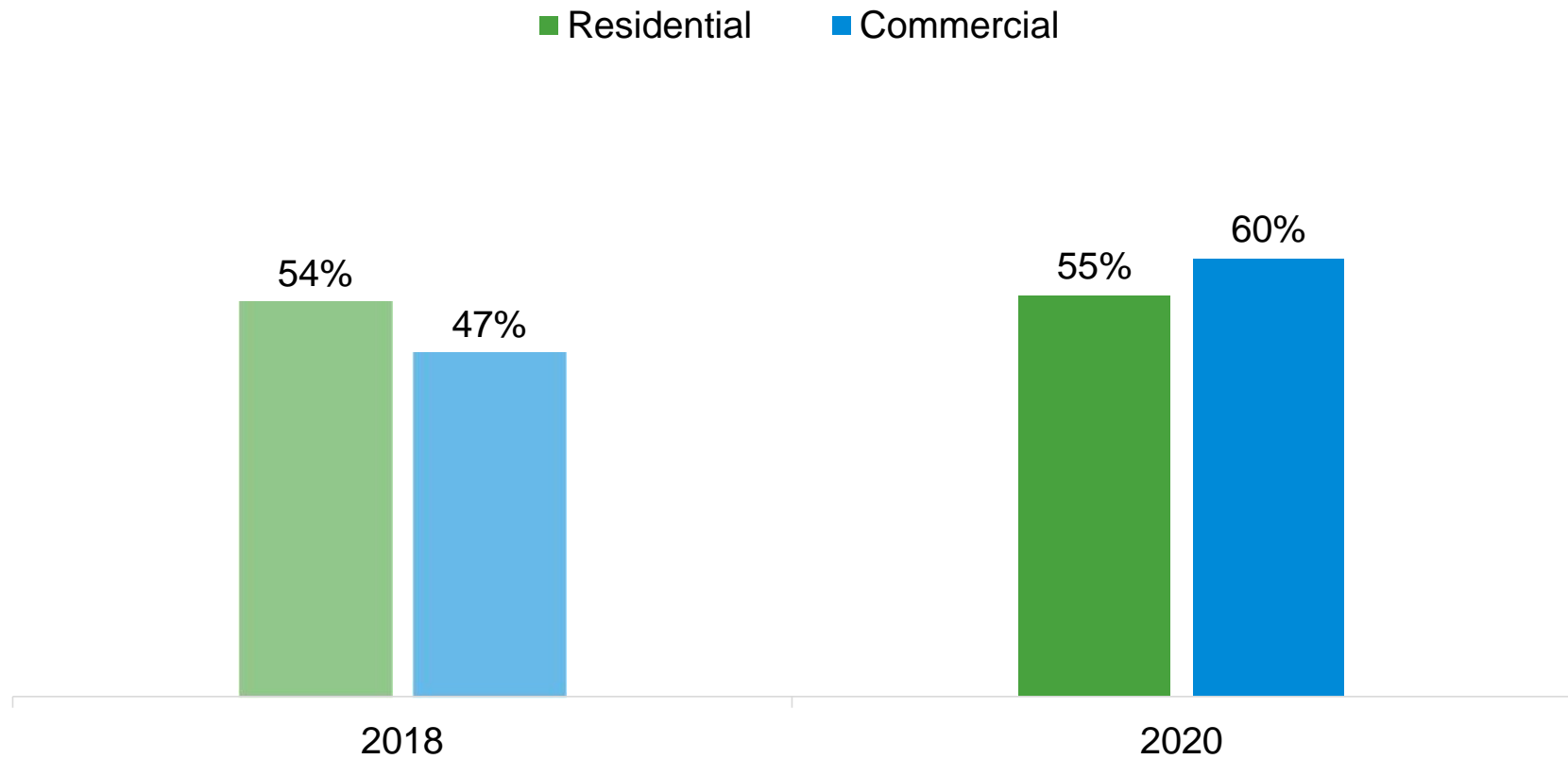
Commercial





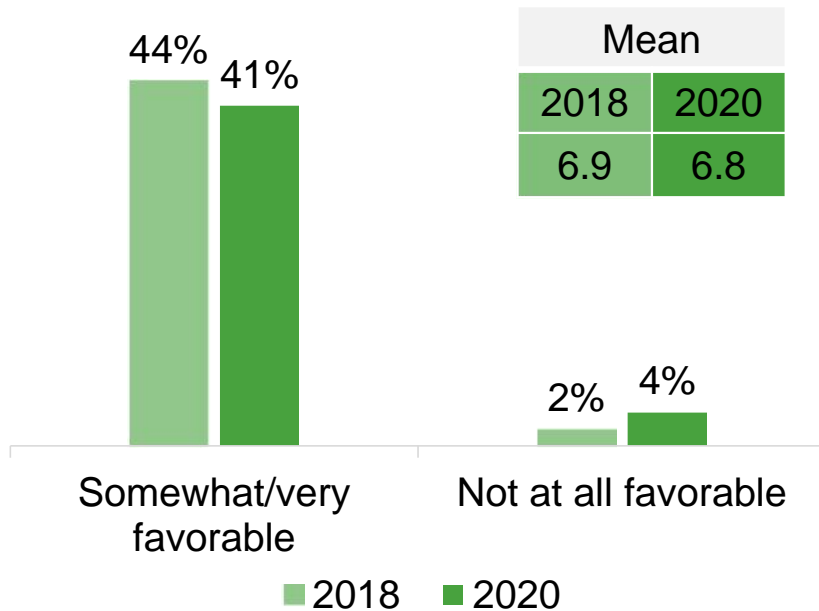
Awareness and opinions

Aware Platte River provides generation

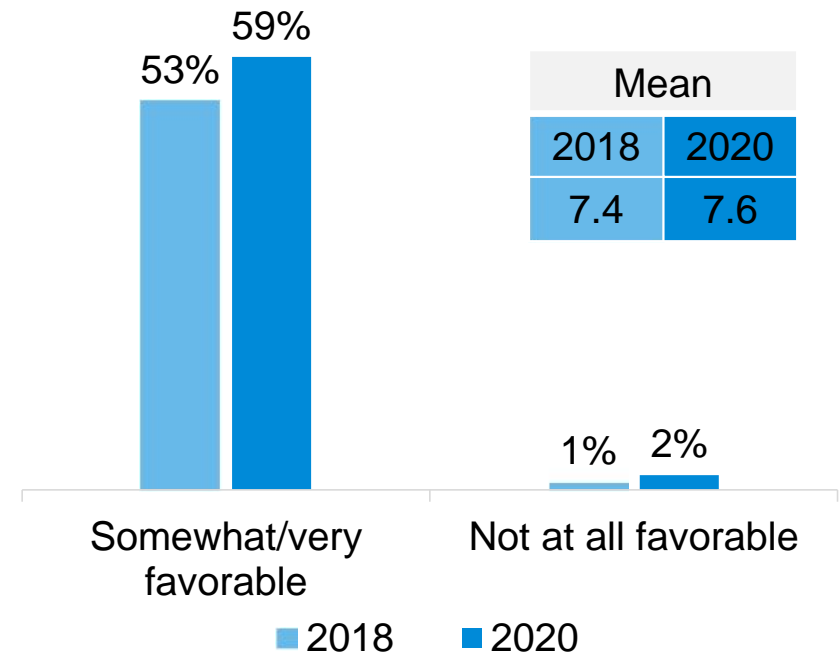


Opinion of Platte River

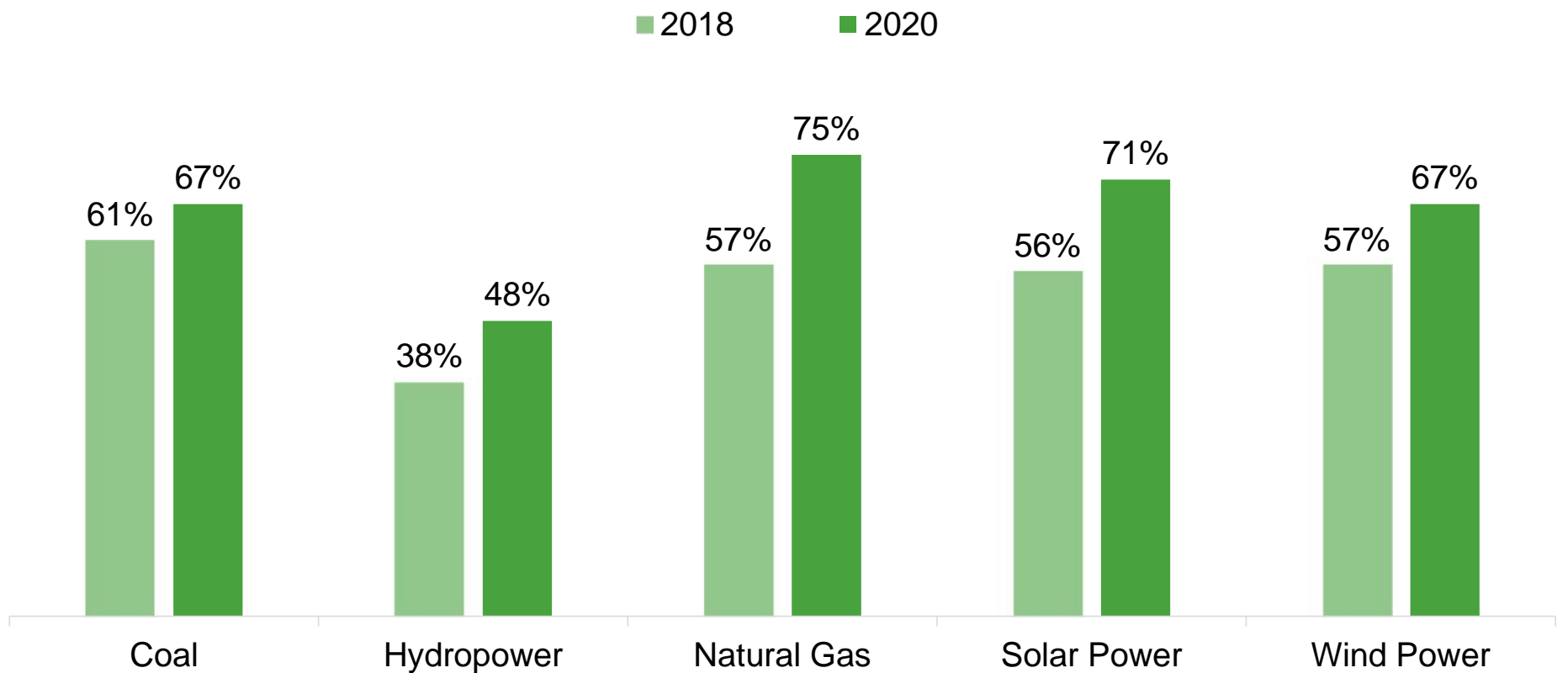
Residential



Commercial

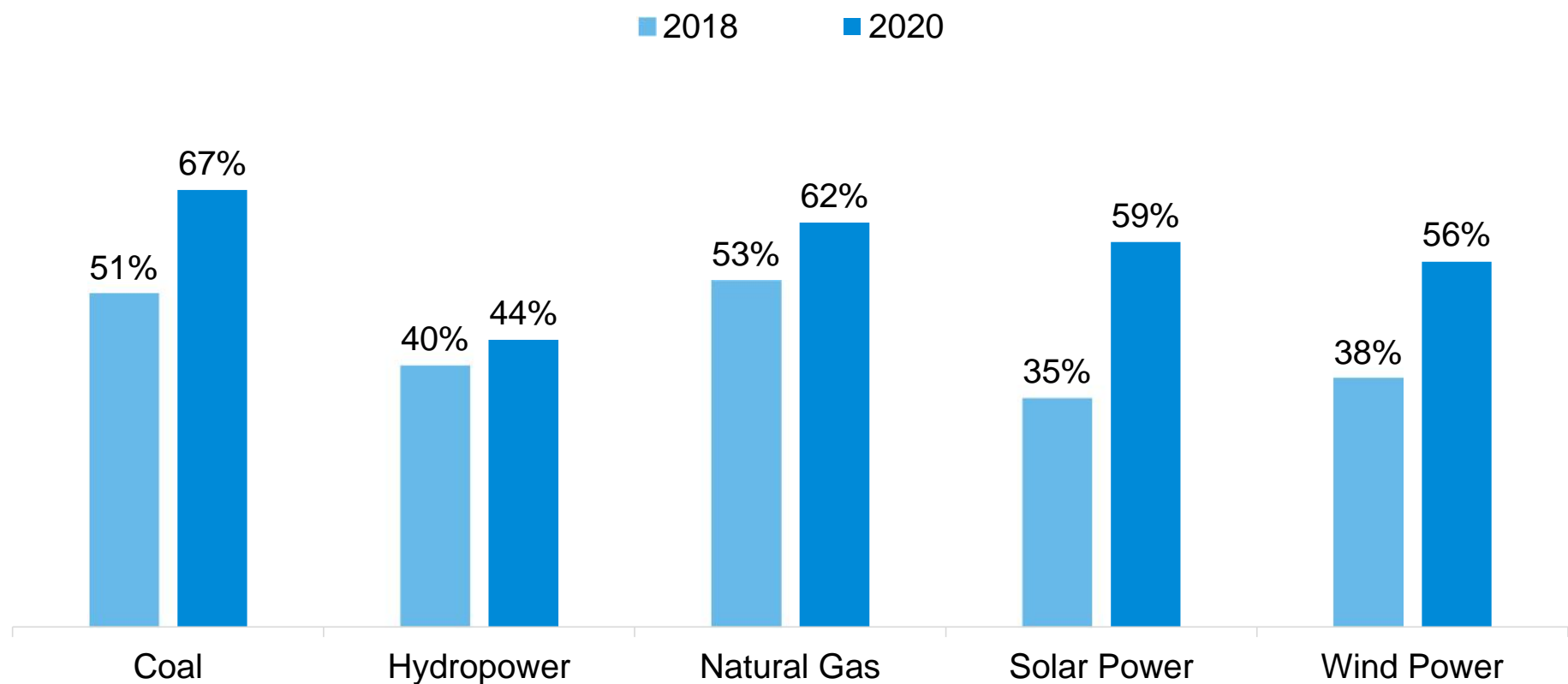


Perceived generation source - residential



Multiple response question

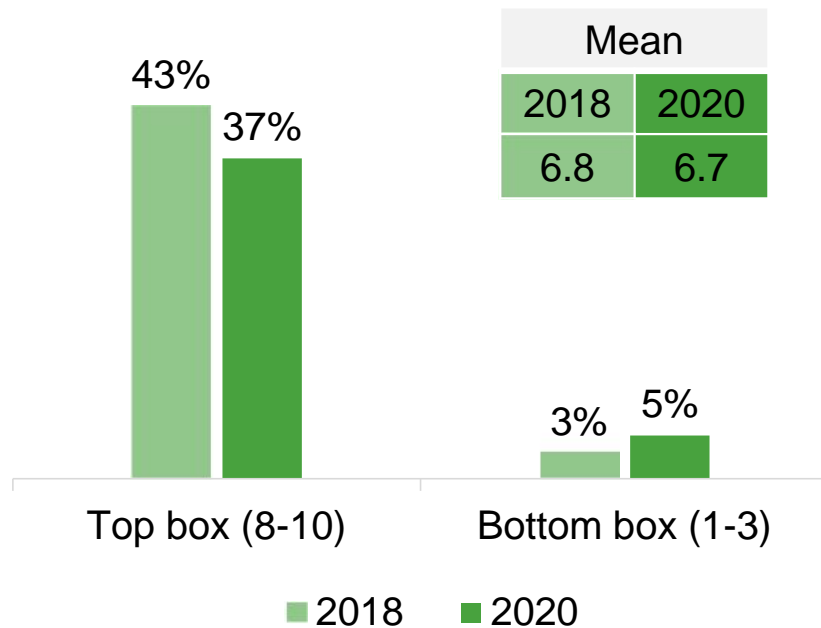
Perceived generation source - commercial



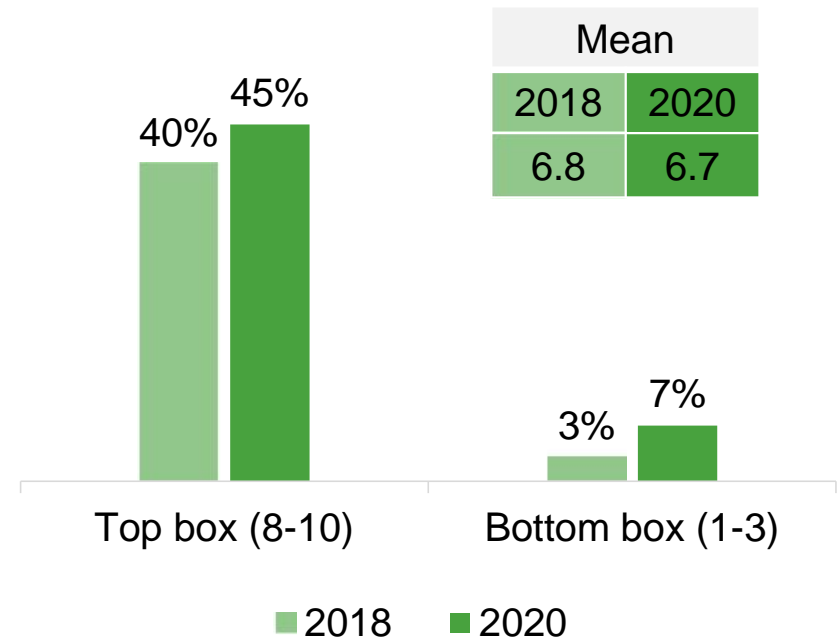
Multiple response question

Energy efficiency ratings - residential

Shows concern for the environment

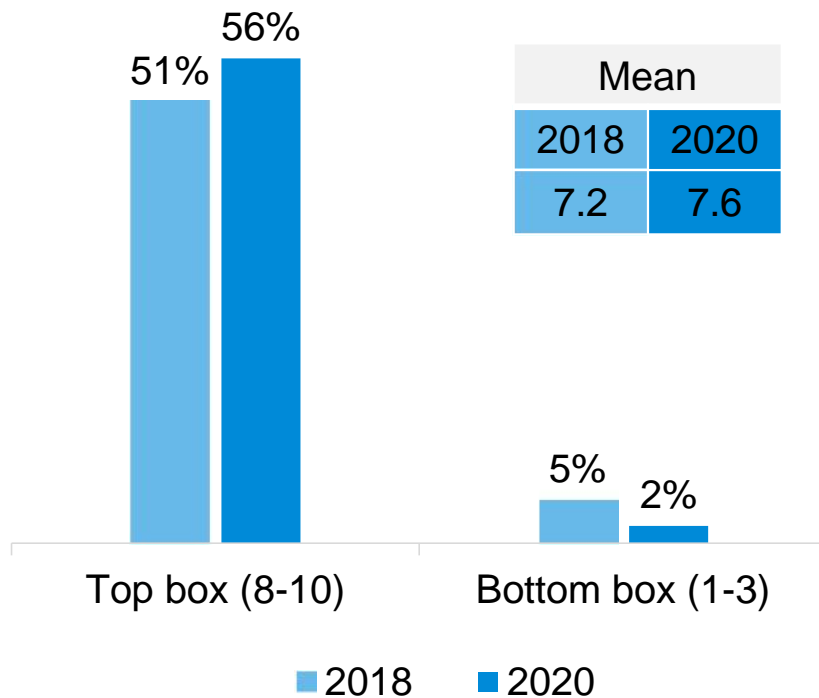


Offers Efficiency Works program

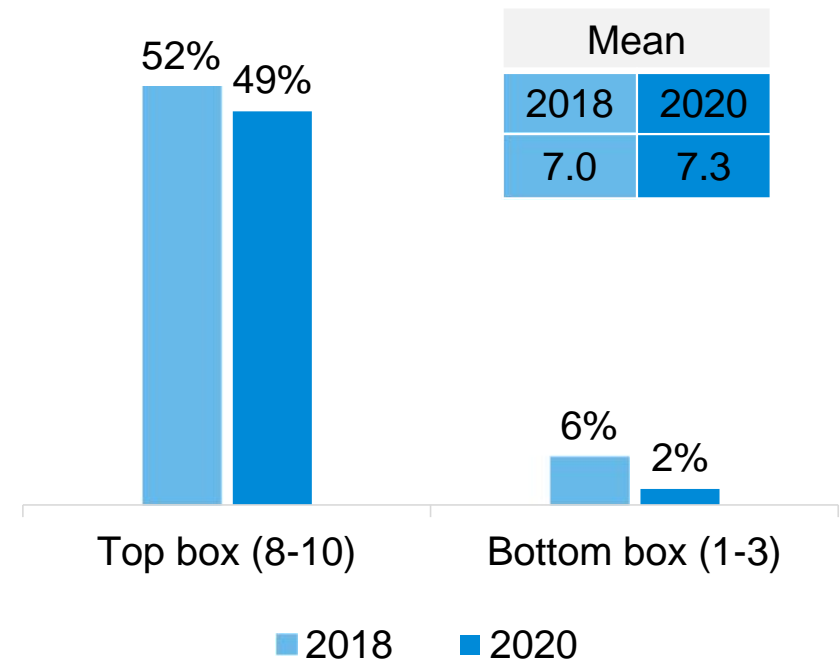


Energy efficiency ratings - commercial

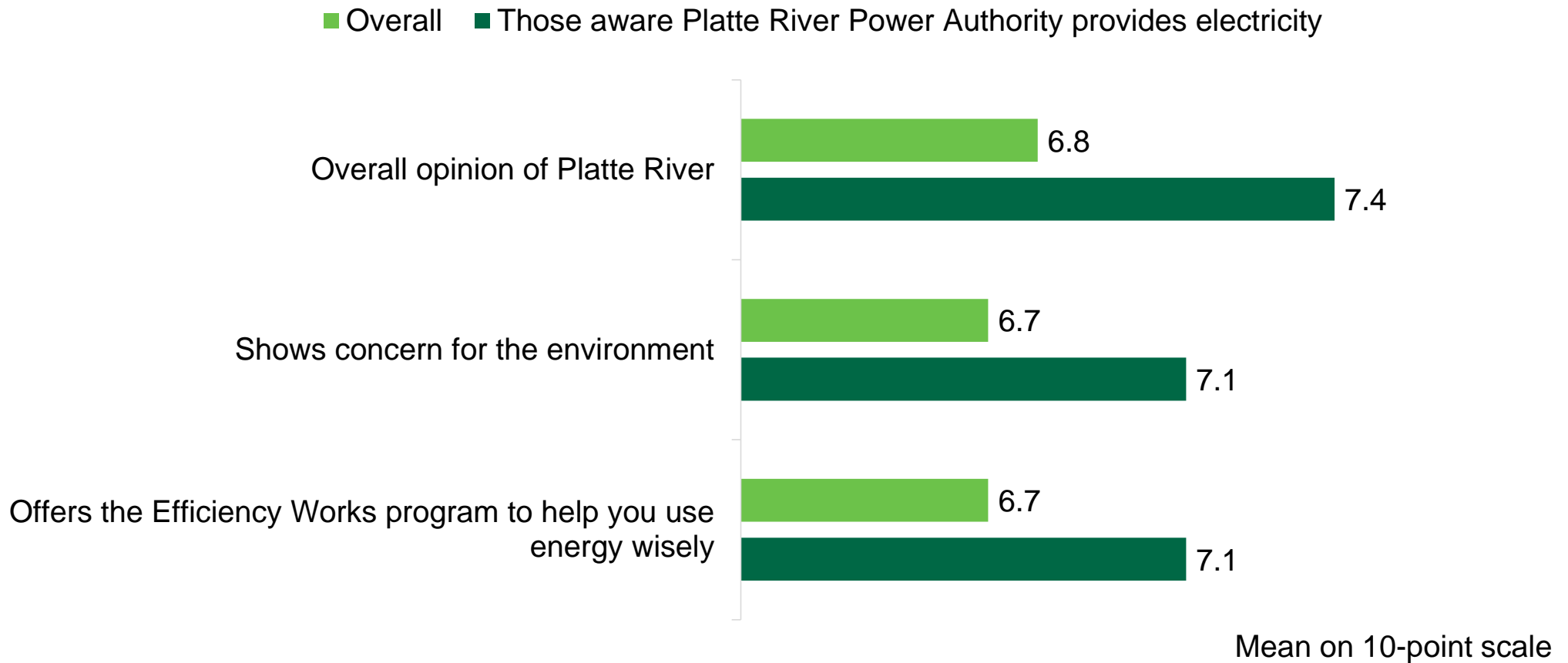
Shows concern for the environment



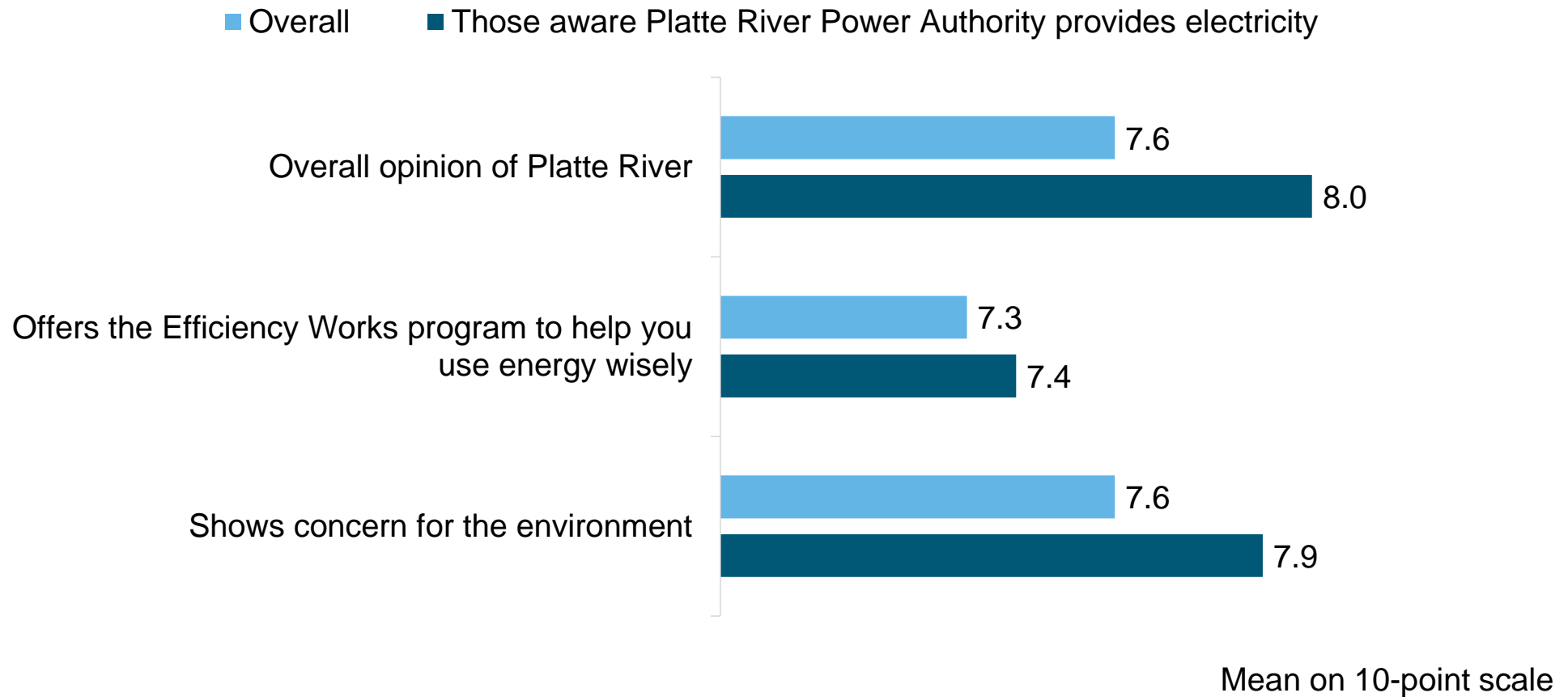
Offers Efficiency Works program

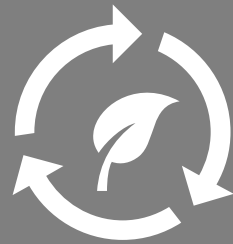


Opinion comparison - residential



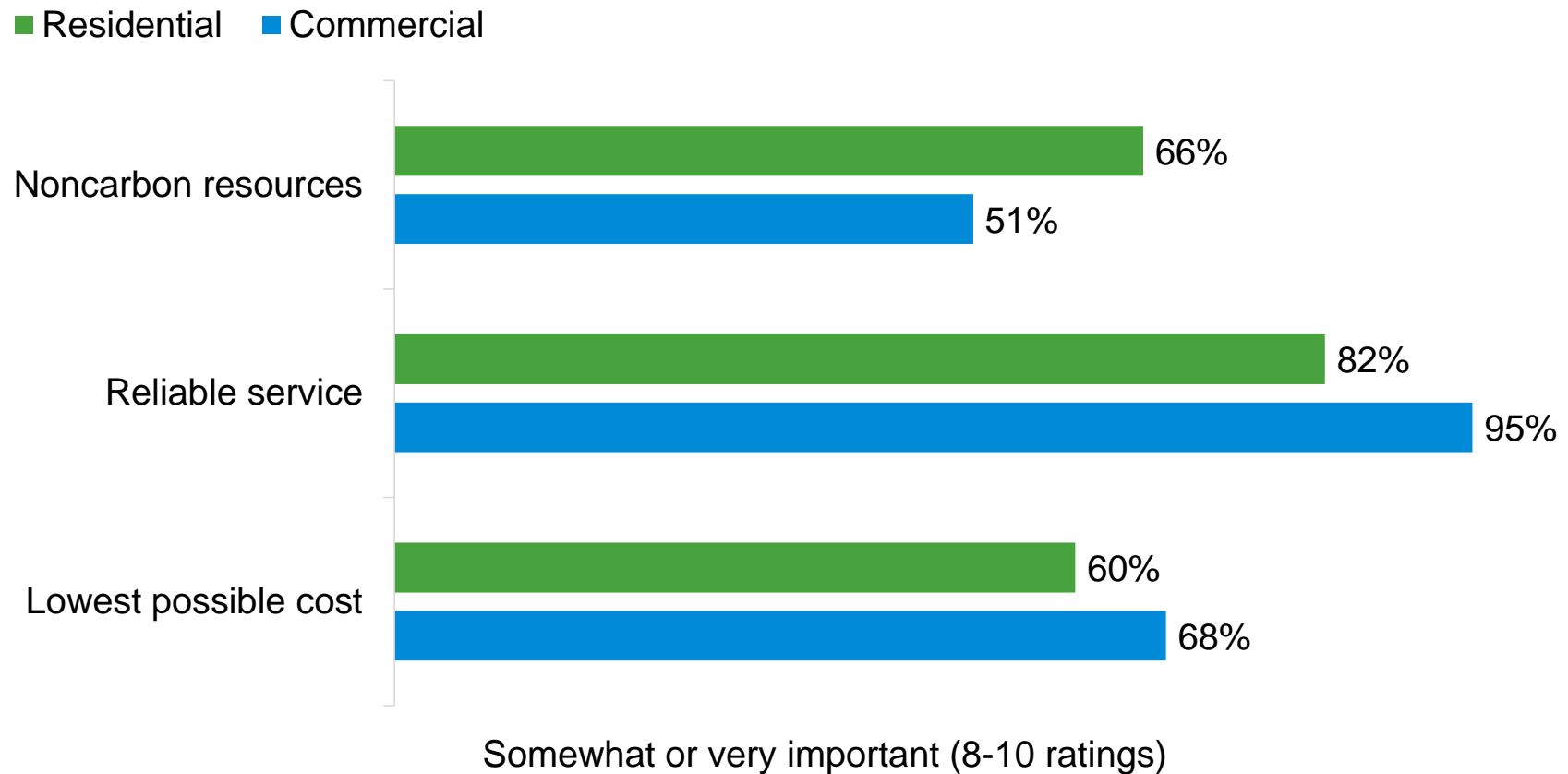
Opinion comparison - commercial



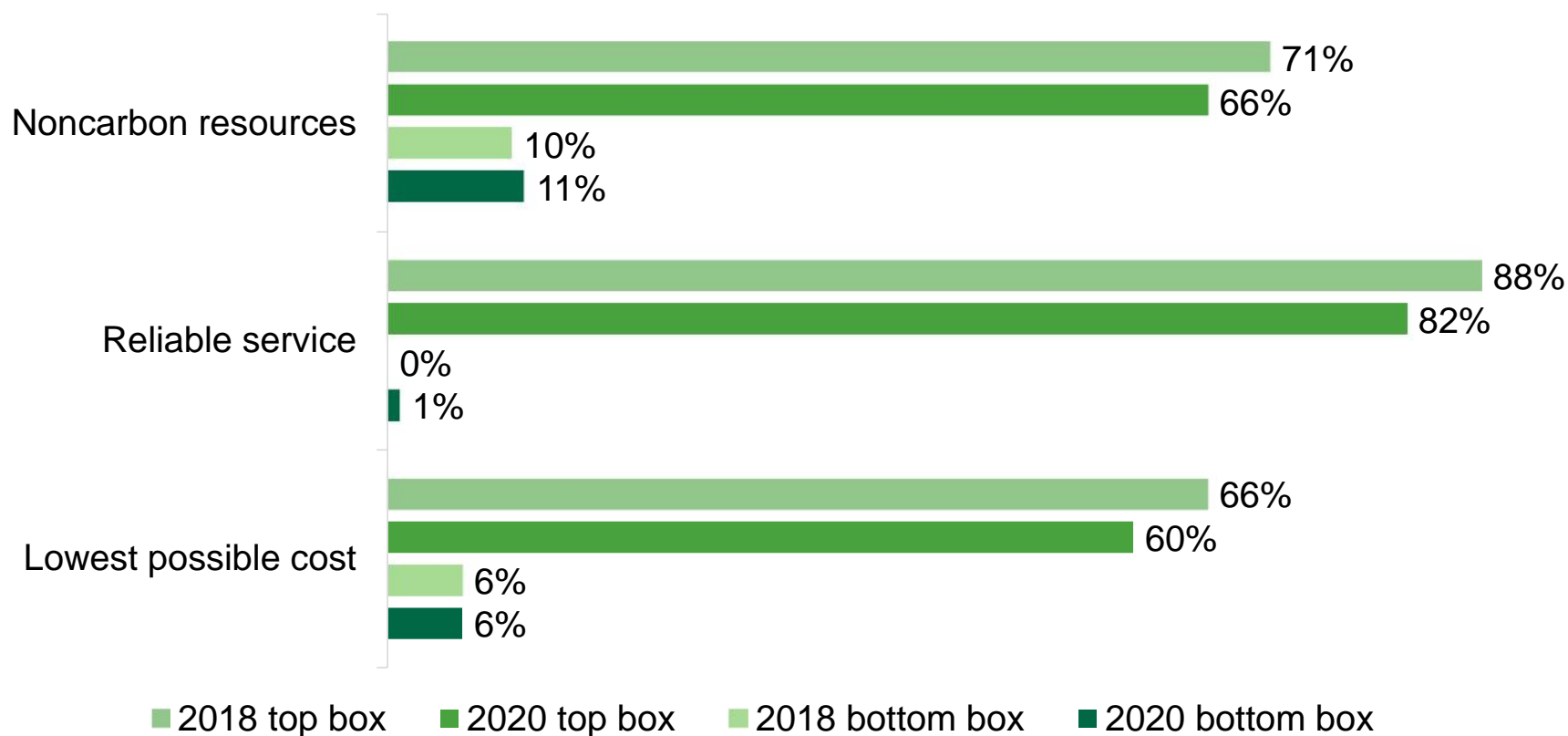


Renewable resource opinions

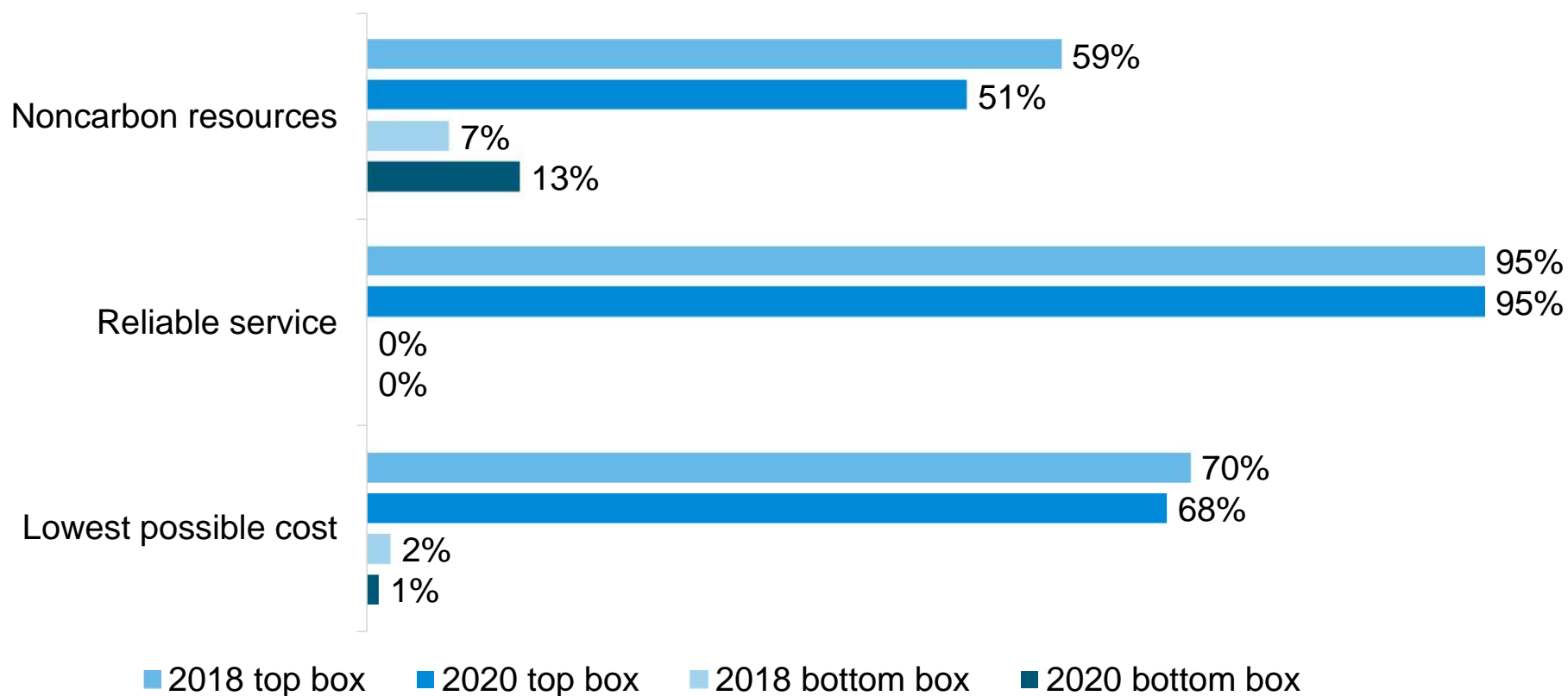
Service characteristics importance



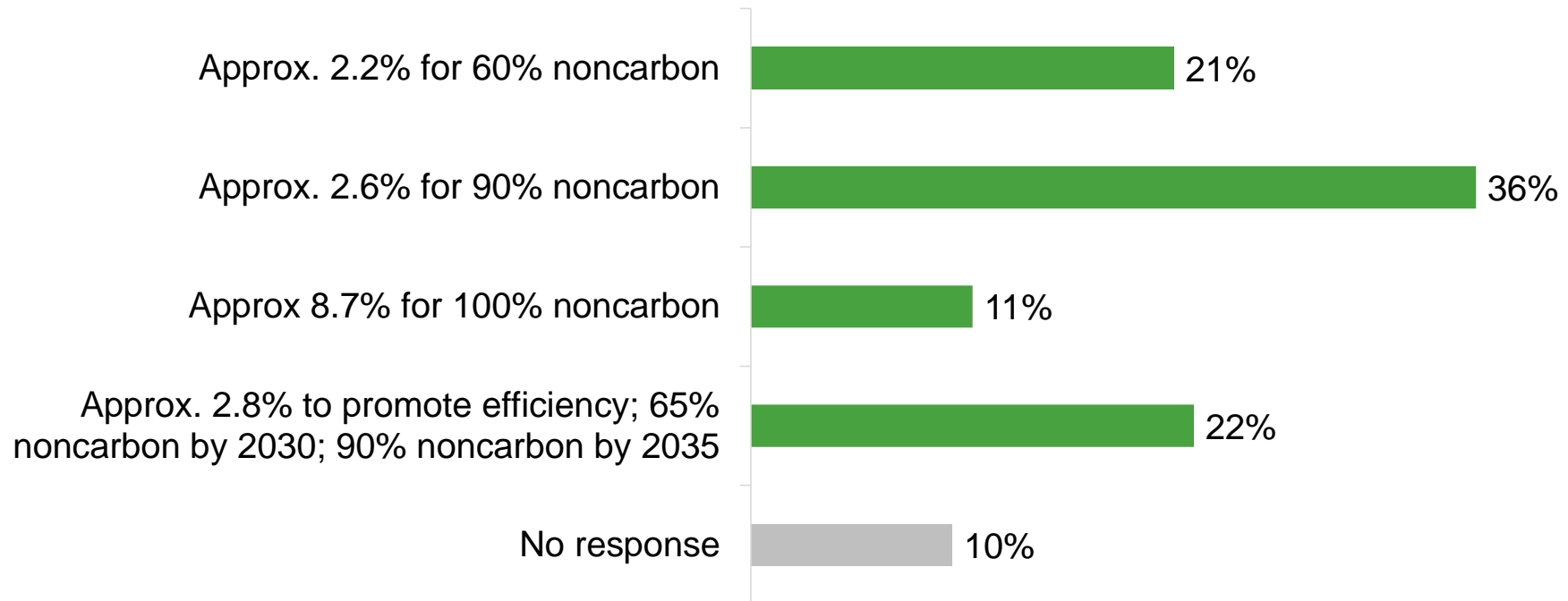
Service characteristics importance - residential



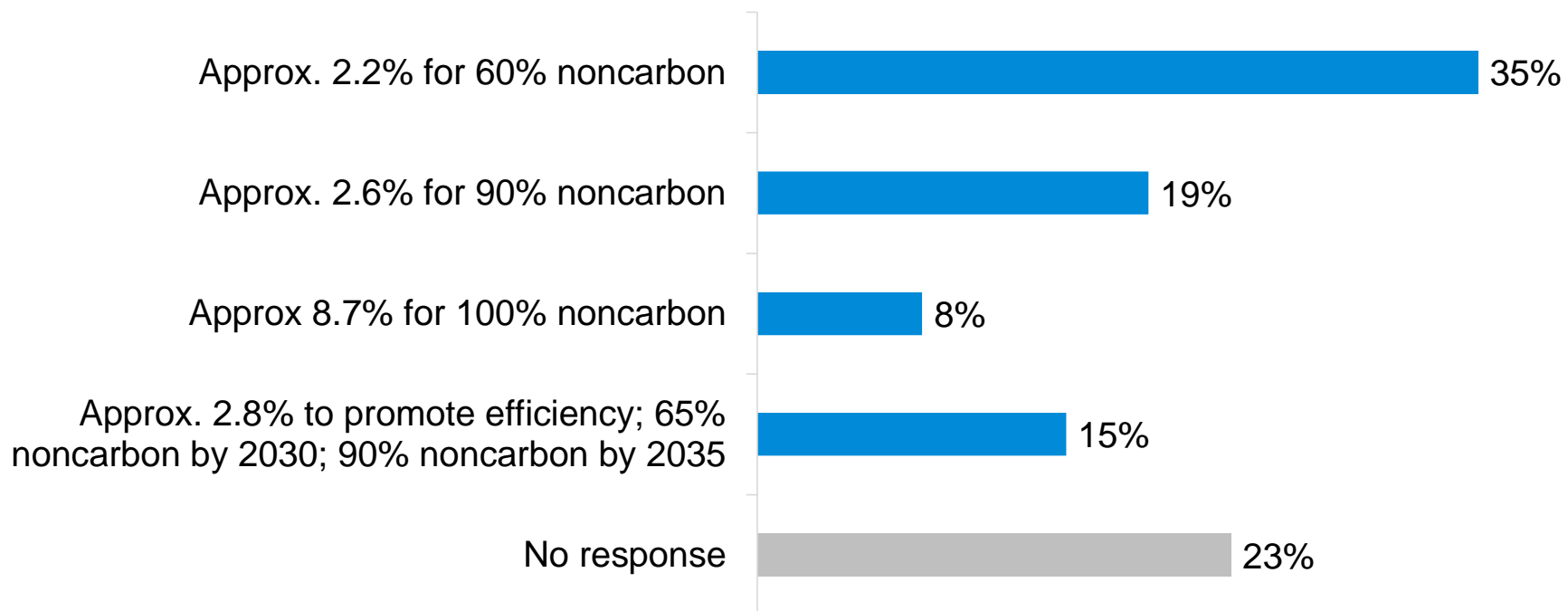
Service characteristics importance - commercial



Additional yearly amount willing to pay for noncarbon energy by 2030 - residential



Additional yearly amount willing to pay for noncarbon energy by 2030 - commercial



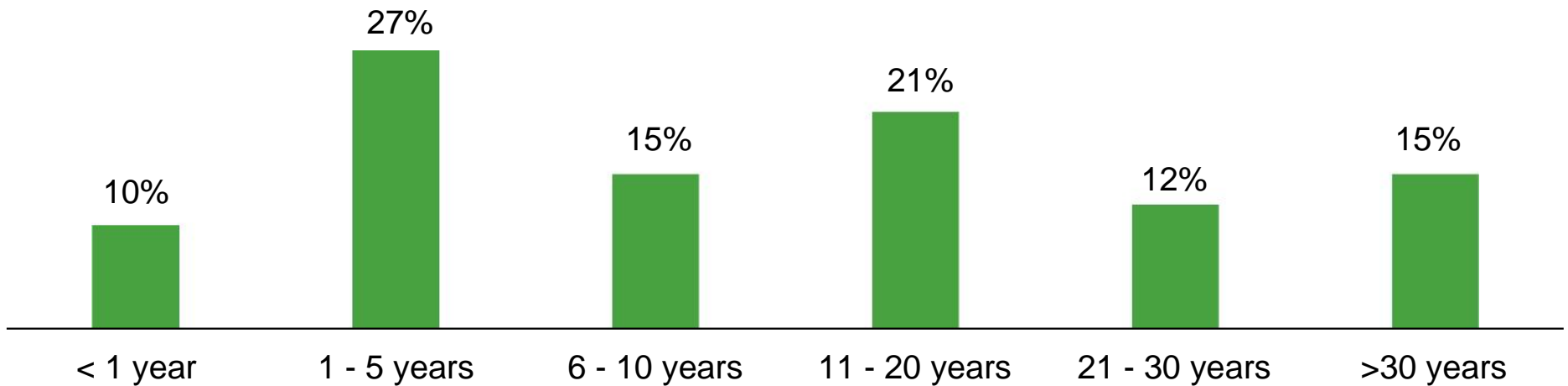


Demographics

Demographics

Length of service

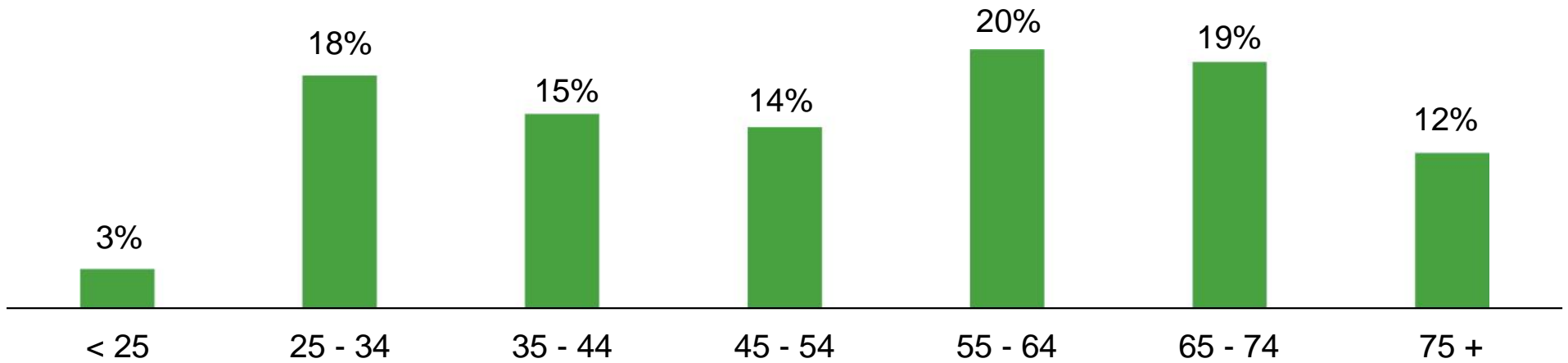
Median: 9 years



Demographics

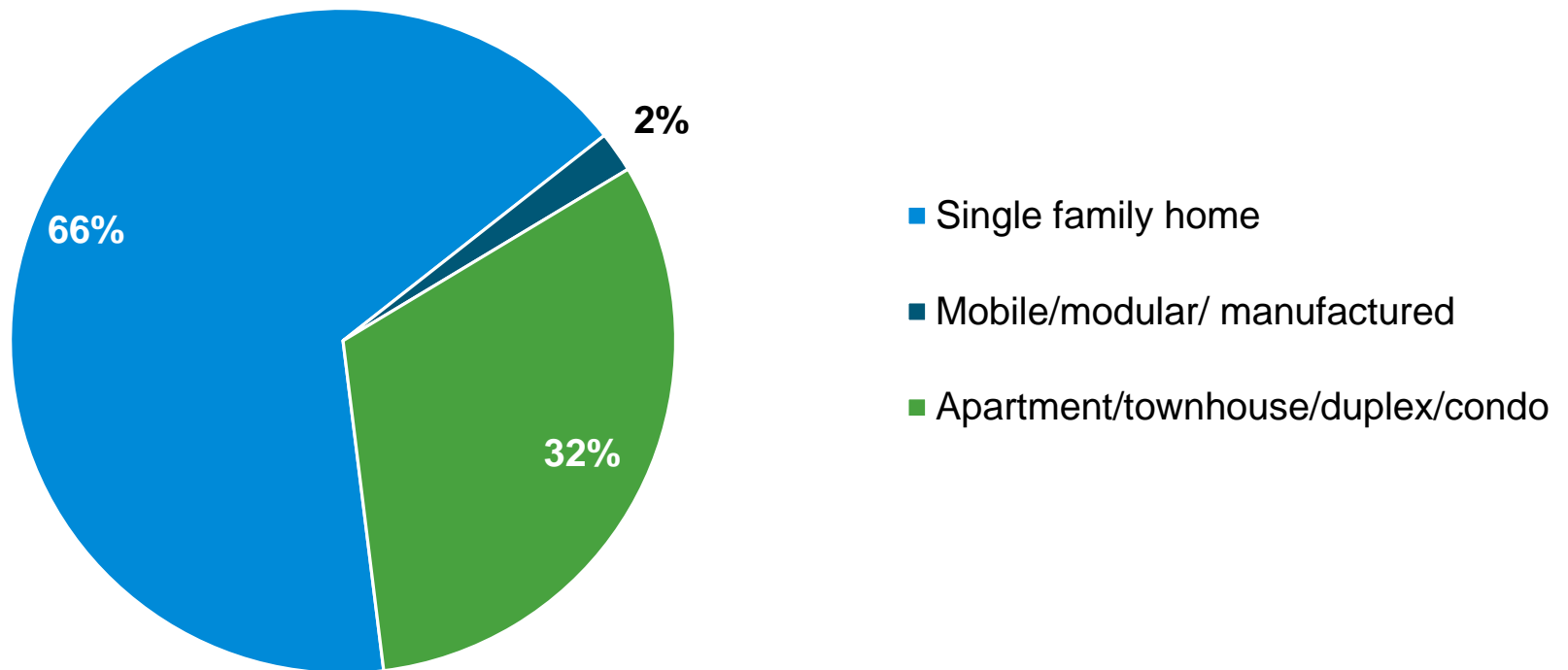
Respondent age

Median: 54



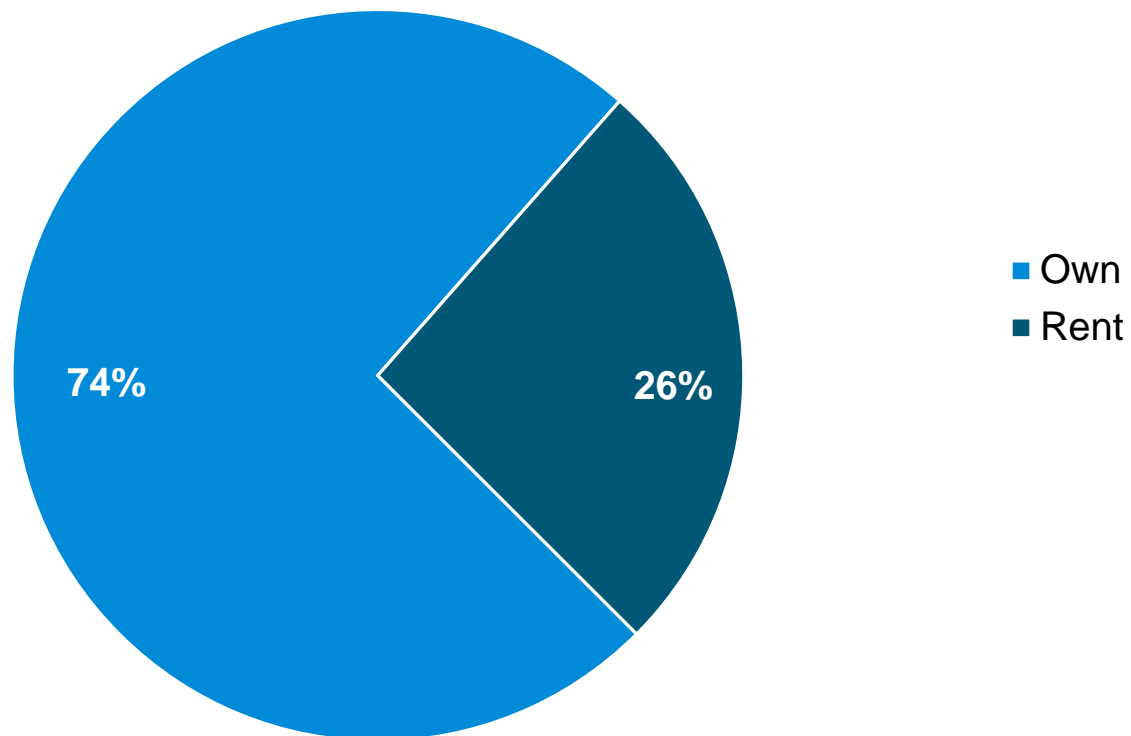
Demographics

Type of residence



Demographics

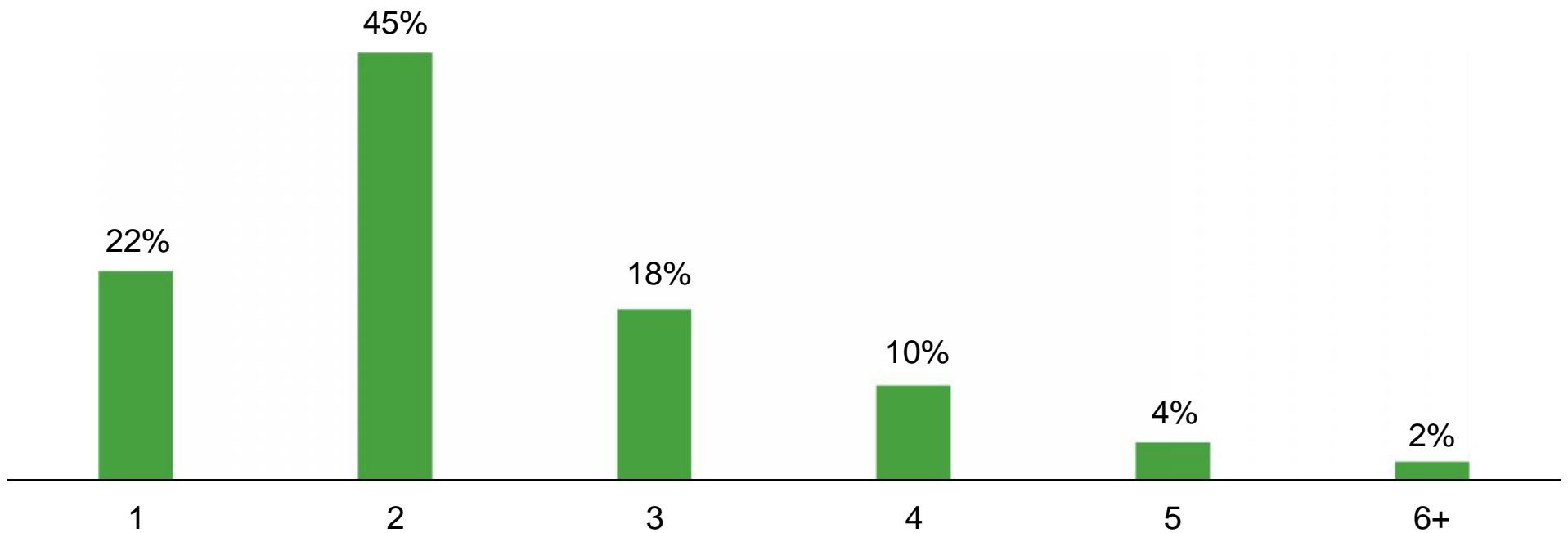
Home ownership



Demographics

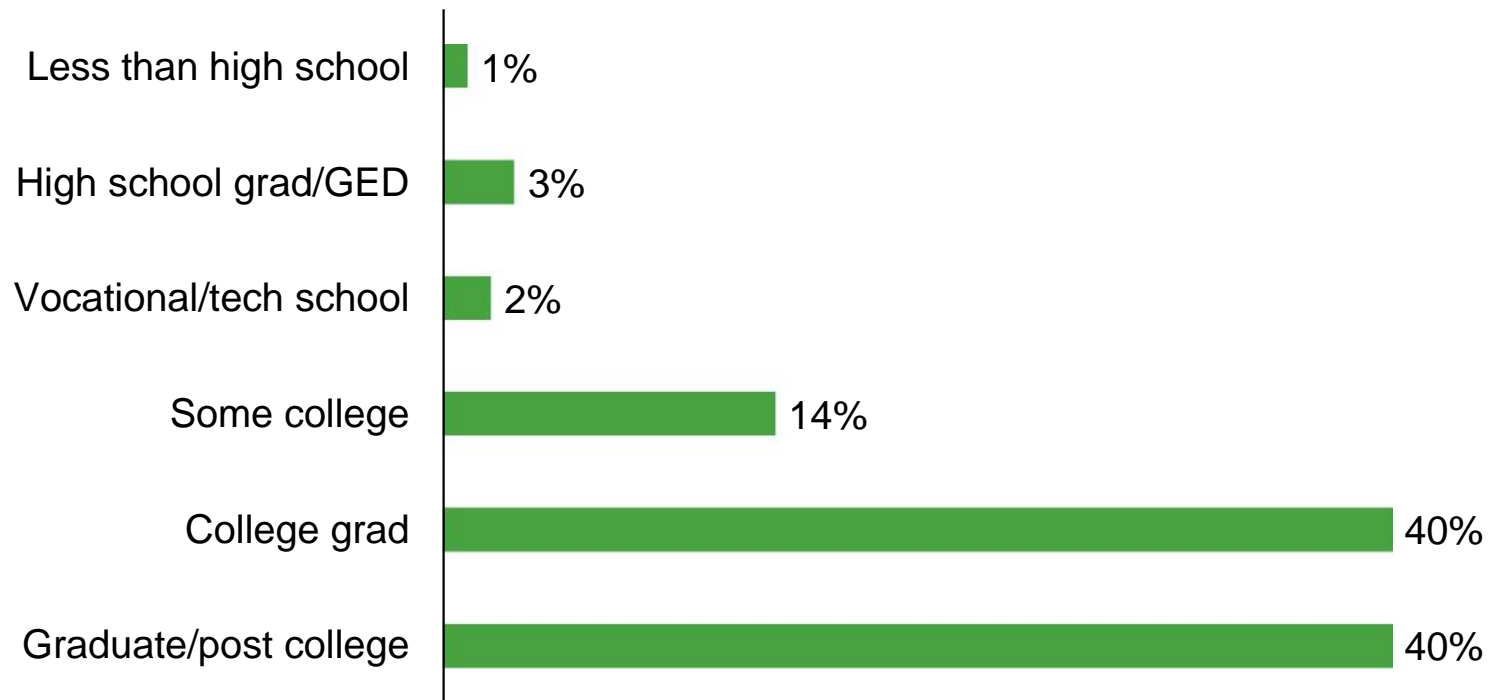
Number of residents per household

Mean: 2.3



Demographics

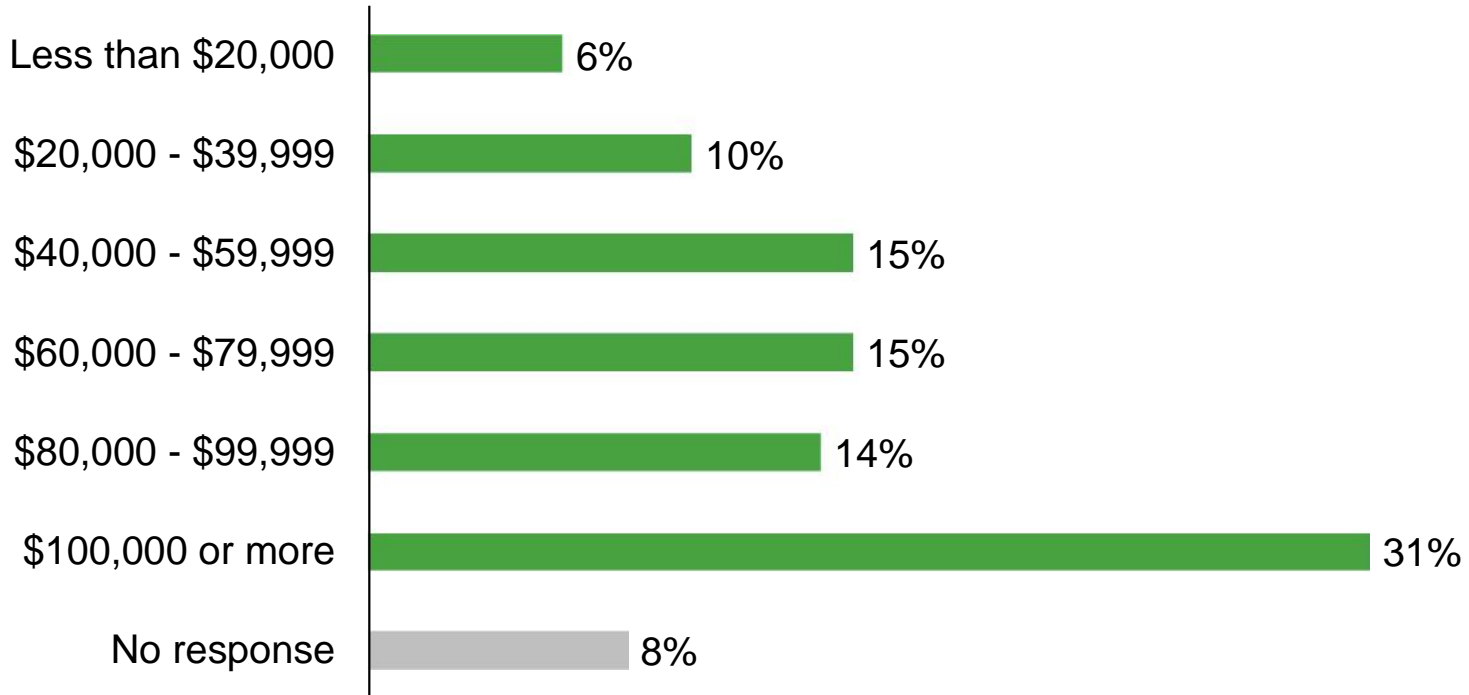
Education



Demographics

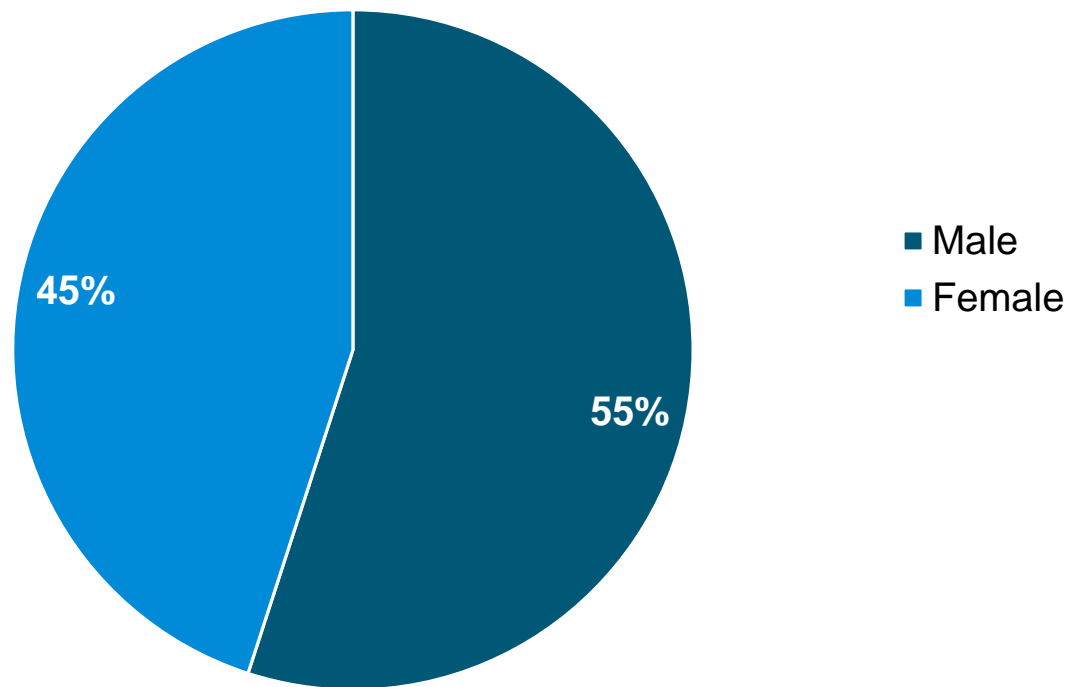
Income

Median: \$78,883



Demographics

Gender



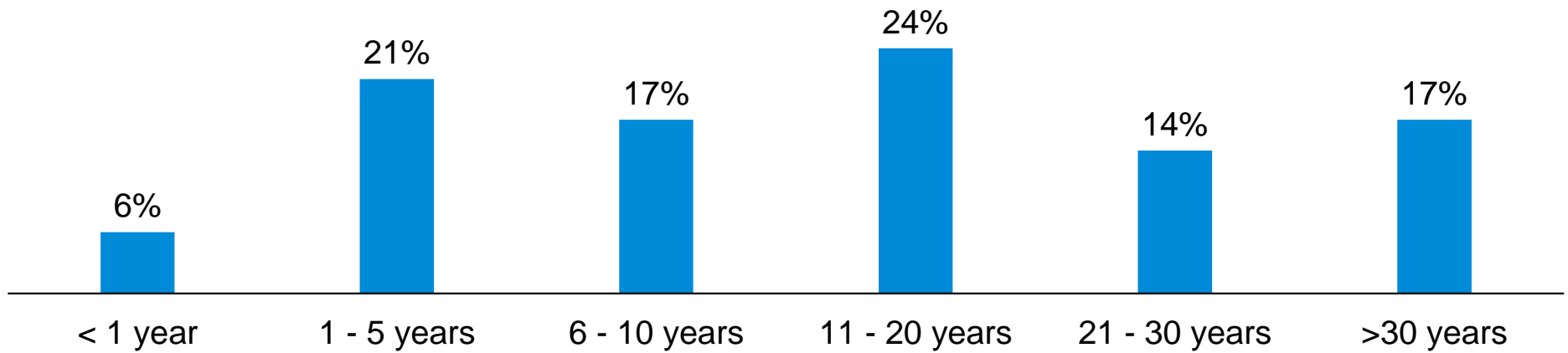


Firmographics

Firmographics

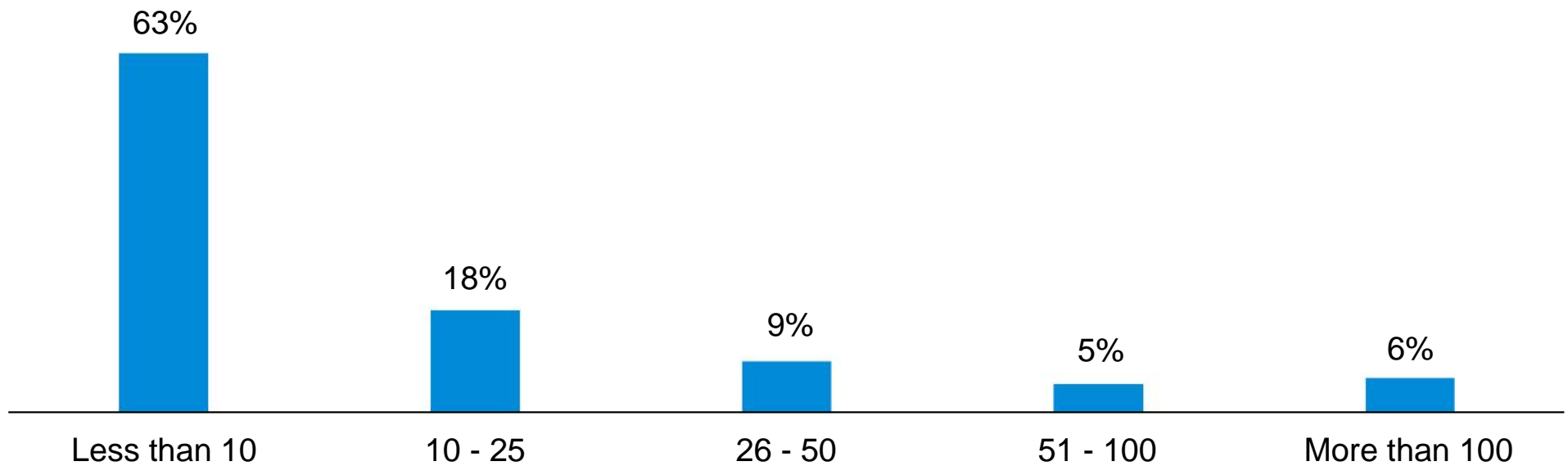
Length of service

Median: 13 years



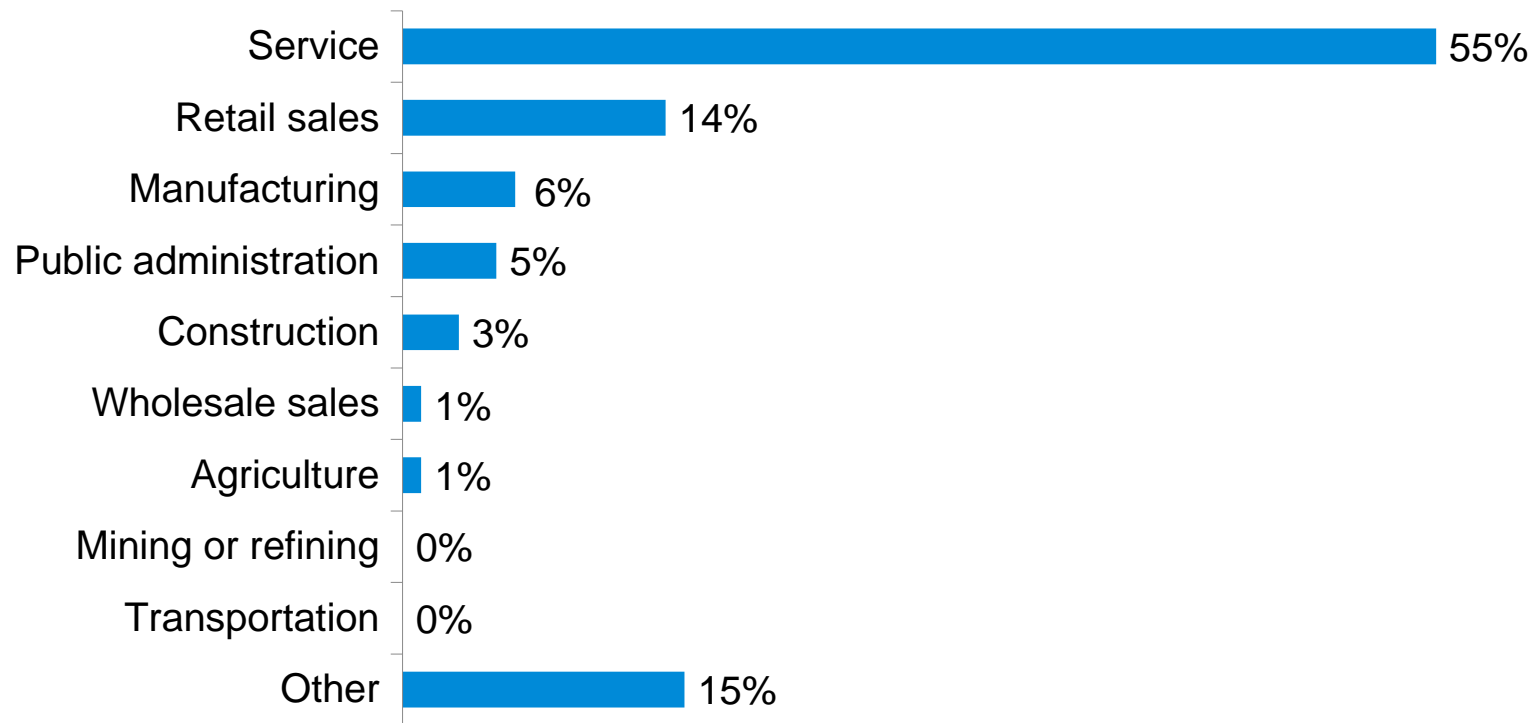
Firmographics

Number of employees



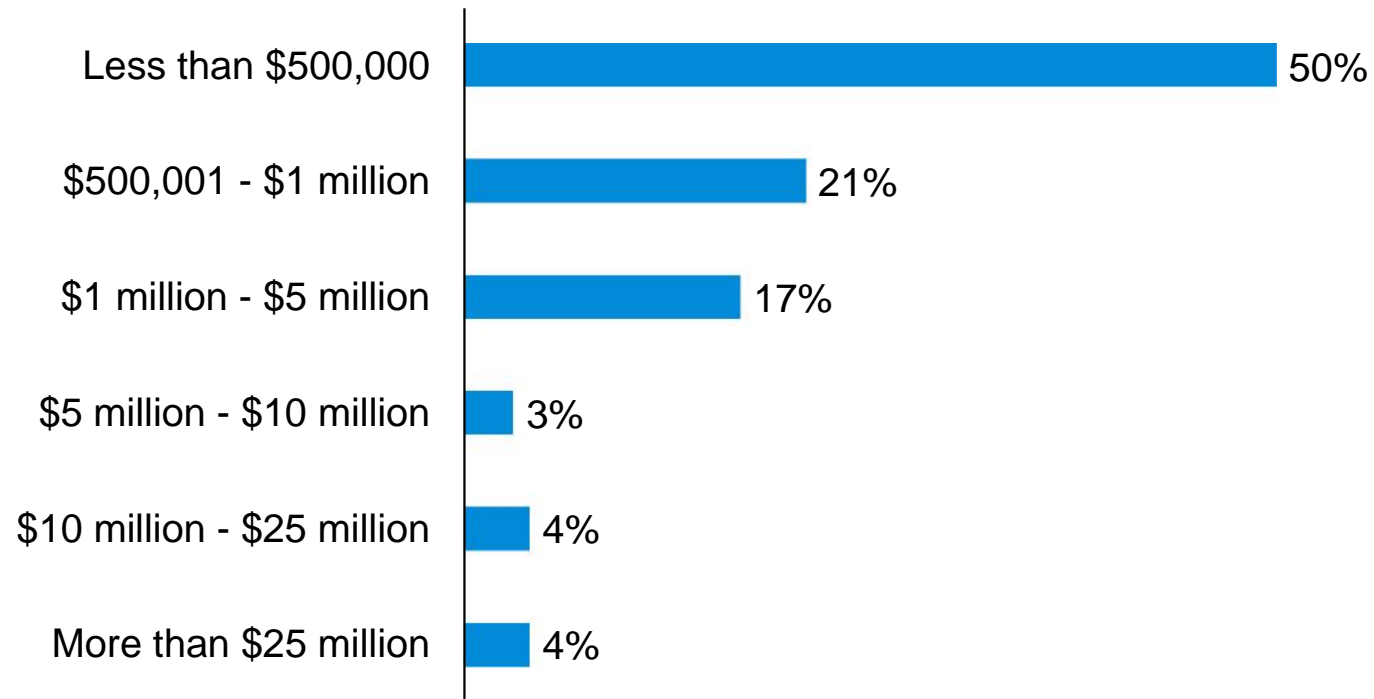
Firmographics

Business type



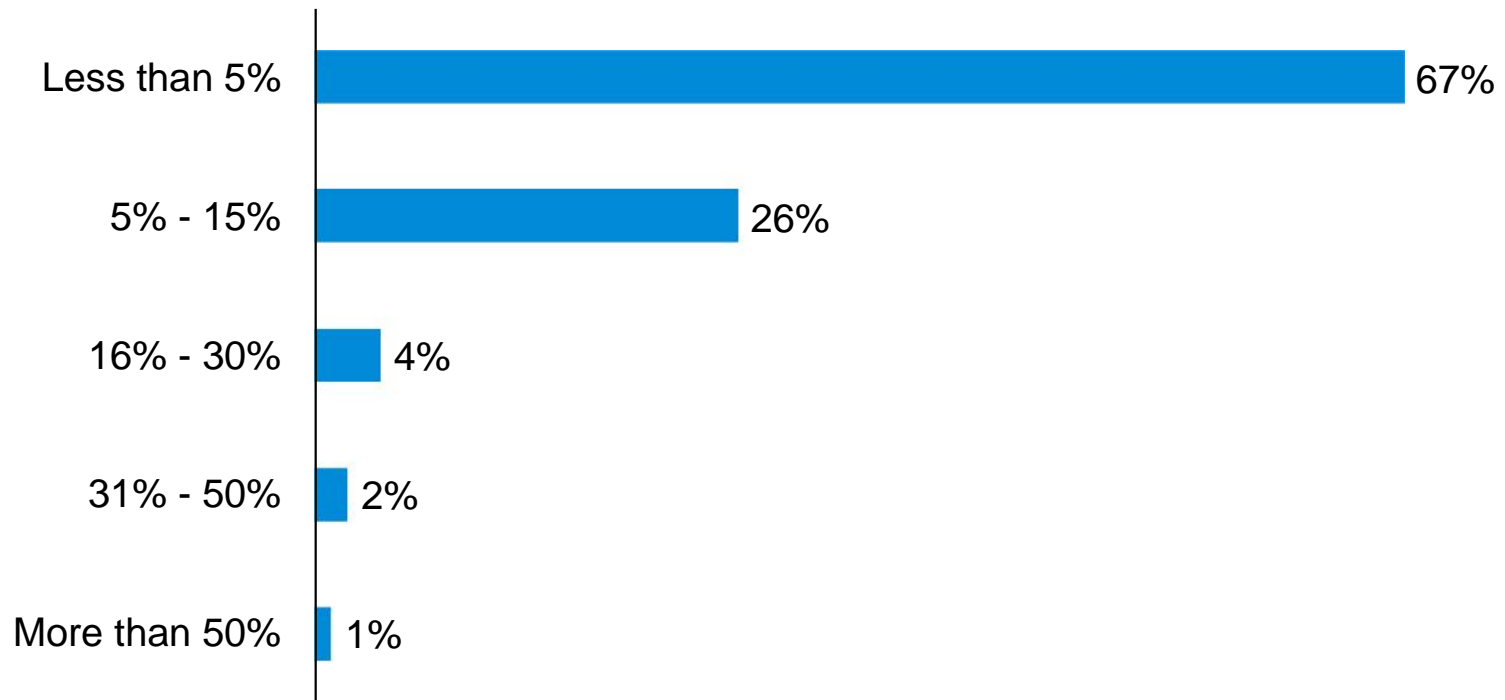
Firmographics

Annual revenue



Firmographics

Electric costs as percentage of overall expense



Customer notification

Your Opinion Counts!

As the wholesale power provider to the City of Fort Collins Utilities, Platte River Power Authority is seeking your input to help shape Northern Colorado's energy future.

You have been selected to take part in this survey to provide feedback and your preferences about future energy resources to power your homes and businesses.

Complete the survey online anytime before March 20, 2020



Go to:
www.blr.ly/respr20
and enter the survey ID shown
at the top left on the reverse
of this postcard.



Customers who do not
complete the survey online
may receive a call inviting
participation by phone.



Questions?
Call 970-212-2900

Survey questions

- › How long have you received electric service from City of Fort Collins?
- › Are you aware that Platte River Power Authority provides wholesale electricity generation and transmission services to City of Fort Collins?
- › Based on what you know, what is your opinion of Platte River Power Authority?
- › What resources do you think Platte River Power Authority uses to provide your community with electricity? (all that apply)
- › Please rate your level of agreement with the following statements regarding Platte River Power Authority.
 - Shows concern for the environment
 - Offers the Efficiency Works program to help you use energy wisely
- › Please rate the importance of the following electric service characteristics:
 - Lowest possible cost
 - Most reliable
 - Noncarbon resources
- › How much more would you pay on your utility bill to receive noncarbon energy?

Demographics (residential)

- › How old are you?
- › What type of residence do you live in?
- › Do you own or rent your home?
- › How many people live in your household?
- › What is the highest level of education you have completed?
- › What is your household income?
- › Respondent's gender

Firmographics (commercial)

- › How many employees does your business have?
- › What type of business do you have?
- › What is the annual revenue of your business?
- › What is the percentage of electricity costs to your overall business costs?

2020 IRP Survey Results

	Online	Phone											
Residential: Results based on 289 responses	85%	15%											
Commercial: Results based on 280 responses	42%	58%											
1. How long have you received electric service from City of Fort Collins?													
	Residential	Commercial											
Less than 1 year	10%	6%											
1 - 5 years	27%	21%											
6 - 10 years	15%	17%											
11 - 20 years	21%	24%											
21 - 30 years	12%	14%											
More than 30 years	15%	17%											
Median length of service	9	13											
2. Are you aware that Platte River Power Authority provides wholesale electricity generation and transmission services to City of Fort Collins?													
	Residential	Commercial											
Yes	55%	60%											
No	45%	40%											
3. Based on what you know, what is your opinion of Platte River Power Authority?													
	Not at all favorable -----> Very favorable												
	1	2	3	4	5	6	7	8	9	10	Average	Top Box	
Residential	2%	1%	1%	2%	33%	8%	11%	14%	11%	16%	6.8	41%	
Commercial	1%	0%	1%	1%	17%	12%	9%	21%	14%	24%	7.6	59%	
<i>*Top Box = 8 - 10 ratings combined, or highest opinion.</i>													
4. What resources do you think Platte River Power Authority uses to provide your community with electricity? (all that apply)													
	Residential	Commercial											
Coal	67%	67%											
Hydropower	48%	44%											
Natural gas	75%	62%											
Solar power	71%	59%											
Wind power	67%	56%											

2020 IRP Survey Results

	Online	Phone										
Residential: Results based on 289 responses	85%	15%										
Commercial: Results based on 280 responses	42%	58%										
5. Please rate your level of agreement with the following statements regarding Platte River Power Authority.												
<i>*Top Box = 8 - 10 ratings combined, or strongest level of agreement</i>	<i>Strongly disagree -----> Strongly agree</i>											
Residential	1	2	3	4	5	6	7	8	9	10	Average	Top Box
Shows concern for the environment	2%	1%	2%	4%	31%	12%	12%	14%	9%	14%	6.7	37%
Offers the Efficiency Works program to help you use energy wisely	3%	3%	1%	5%	28%	8%	8%	17%	13%	15%	6.7	45%
Commercial	1	2	3	4	5	6	7	8	9	10	Average	Top Box
Shows concern for the environment	0%	0%	2%	1%	16%	11%	15%	20%	10%	26%	7.6	56%
Offers the Efficiency Works program to help you use energy wisely	1%	0%	1%	2%	25%	10%	12%	15%	10%	24%	7.3	49%
6. Please rate the importance of the following electric service characteristics:												
<i>*Top Box = 8 - 10 ratings combined, or most important.</i>	<i>Not at all important -----> Very important</i>											
Residential	1	2	3	4	5	6	7	8	9	10	Average	Top Box
Lowest possible cost	2%	2%	2%	4%	15%	5%	10%	14%	11%	35%	7.7	60%
Most reliable	1%	0%	0%	1%	5%	3%	8%	9%	20%	53%	8.8	82%
Noncarbon resources	6%	2%	3%	3%	8%	5%	6%	12%	14%	40%	7.7	66%
Commercial	1	2	3	4	5	6	7	8	9	10	Average	Top Box
Lowest possible cost	1%	0%	0%	1%	17%	5%	8%	13%	11%	44%	8.2	68%
Reliable service	0%	0%	0%	0%	2%	0%	3%	10%	16%	69%	9.5	95%
Noncarbon resources	8%	2%	3%	2%	13%	6%	16%	13%	12%	26%	7.1	51%

	Online	Phone											
Residential: Results based on 289 responses	85%	15%											
Commercial: Results based on 280 responses	42%	58%											
7. How much more would you pay on your utility bill to receive noncarbon energy?													
	Residential	Commercial											
About 2.2% more each year to receive 60% noncarbon energy by 2030 with 99.99% reliability	21%	35%											
Approximately 2.6% more each year to receive 90% noncarbon energy by 2030 with 99.99% reliability	36%	19%											
Approximately 8.7% more each year to receive 100% noncarbon energy by 2030 although Platte River cannot maintain system reliability	11%	8%											
About 2.8% more each year to promote more efficiency, rooftop solar, EVs, etc. You would receive 65% noncarbon energy by 2030 and 90% noncarbon energy by 2035 with 99.99% reliability	22%	15%											
No response	10%	23%											
Demographics													
D1. How old are you?													
Under 25	3%		45 - 54	14%		75+	12%						
25 - 34	18%		55 - 64	20%									
35 - 44	15%		65 - 74	19%									
Median age: 54													
D2. What type of residence do you live in?													
Single-family home	67%												
Mobile, modular or manufactured home	2%												
Apartment, townhouse, duplex or condominium	32%												
D3. Do you own or rent your home?	Own	74%	Rent	26%									

	Online	Phone										
Residential: Results based on 289 responses	85%	15%										
Commercial: Results based on 280 responses	42%	58%										
D4. How many people live in your household?												
	1	2	3	4	5	6+						
	22%	45%	18%	10%	4%	2%	Average:	2.3				
D5. What is the highest level of education you have completed?												
Less than high school	1%					Some college	14%					
High school graduate/GED	3%					College graduate	40%					
Vocational-technical school	2%					Graduate or post-college school	40%					
D6. What is your household income?												
Less than \$20,000	6%					\$80,000 to \$99,999	14%					
\$20,000 to \$39,999	10%					\$100,000 or more	31%					
\$40,000 to \$59,999	15%					No response	8%					
\$60,000 to \$79,999	15%											
Median income: \$78,883												
D7. Respondent's gender	Male	55%	Female	45%								
Firmographics												
F1. How many employees does your business have?												
Less than 10	63%											
10 to 25	18%											
26 to 50	9%											
51 to 100	5%											
More than 100	6%											

	Online	Phone											
Residential: Results based on 289 responses	85%	15%											
Commercial: Results based on 280 responses	42%	58%											
F2. What type of business do you have?													
Service	55%					Agriculture	1%						
Retail sales	14%					Mining or refining	0%						
Wholesale sales	1%					Transportation	0%						
Manufacturing	6%					Public administration	5%						
Construction	3%					Other	15%						
F3. What is the annual revenue of your business?													
Less than \$500,000	50%												
\$500,001 to \$1 million	21%												
\$1 million to \$5 million	17%												
\$5 million to \$10 million	3%												
\$10 million to \$25 million	4%												
More than \$25 million	4%												
F4. What is the percentage of electricity costs to your overall business costs?													
Less than 5%	67%												
5% to 15%	26%												
16% to 30%	4%												
31% to 50%	2%												
More than 50%	1%												

Fort Collins IRP Residential Survey Trends				
	n=272	n=269		
Aware Platte River Provides Service to Fort Collins	2018	2020	Trend	Average
Yes	54%	55%	1%	55%
Opinion of Platte River Power Authority	2018	2020	Trend	Average
Somewhat/very favorable (<i>top box</i>)	44%	41%	-3%	43%
Not at all favorable (<i>bottom box</i>)	2%	4%	2%	3%
Average (<i>mean, based on 10-point scale</i>)	6.9	6.8	-0.1	6.9
Perceived Generation Source	2018	2020	Trend	Average
Coal	61%	67%	6%	64%
Hydropower	38%	48%	10%	43%
Natural gas	57%	75%	18%	66%
Solar power	56%	71%	15%	64%
Wind power	57%	67%	10%	62%
Energy Efficiency Ratings (8-10 top box)	2018	2020	Trend	Average
Shows concern for the environment	43%	37%	-6%	40%
Average (<i>mean, based on 10-point scale</i>)	6.8	6.7	-0.1	6.8
Offers the Efficiency Works program to help you use energy wisely	40%	45%	5%	43%
Average (<i>mean, based on 10-point scale</i>)	6.8	6.7	-0.1	6.8
Importance of Electric Service Characteristics (8-10 top box)	2018	2020	Trend	Average
Lowest possible cost	66%	60%	-6%	63%
Average (<i>mean, based on 10-point scale</i>)	8.0	7.7	-0.3	7.9
Reliable service	88%	82%	-6%	85%
Average (<i>mean, based on 10-point scale</i>)	9.0	8.8	-0.2	8.9
Renewable resource	71%	66%	-5%	69%
Average (<i>mean, based on 10-point scale</i>)	7.9	7.7	-0.2	7.8
Length of Service	2018	2020	Trend	Average
Less than 1 year	17%	10%	-7%	14%
1 - 5 years	25%	27%	2%	26%
6 - 10 years	15%	15%	0%	15%
11 - 20 years	18%	21%	3%	20%
21 - 30 years	13%	12%	-1%	13%
More than 30 years	12%	15%	3%	14%
Median	8	9	1	9
Age	2018	2020	Trend	Average
< 25	9%	3%	-6%	6%
25-34	14%	18%	4%	16%
35-44	15%	15%	0%	15%
45-54	13%	14%	1%	14%
55-64	20%	20%	0%	20%
65-74	23%	19%	-4%	21%
75 and up	6%	12%	6%	9%
Median	53	54	1	54

Fort Collins IRP Residential Survey Trends				
	n=272	n=269		
Type of Residency	2018	2020	Trend	Average
Single-family home	67%	67%	0%	67%
Mobile, modular or manufactured home	1%	2%	1%	2%
Apartment, townhouse, duplex or condominium	33%	32%	-1%	33%
Own or Rent Home	2018	2020	Trend	Average
Own	66%	74%	8%	70%
Rent	34%	26%	-8%	30%
Number of People in Household	2018	2020	Trend	Average
1	21%	22%	1%	22%
2	43%	45%	2%	44%
3	18%	18%	0%	18%
4	11%	10%	-1%	11%
5	4%	4%	0%	4%
6+	2%	2%	0%	2%
Average	2.4	2.3	-0.1	2.4
Highest Level of Education	2018	2020	Trend	Average
Less than high school	1%	1%	0%	1%
High school graduate/GED	8%	3%	-5%	6%
Vocational-technical school	4%	2%	-2%	3%
Some college	16%	14%	-2%	15%
College graduate	40%	40%	0%	40%
Graduate or post-college school	31%	40%	9%	36%
Household Income	2018	2020	Trend	Average
Less than \$20,000	10%	6%	-4%	8%
\$20,000 to \$39,999	15%	10%	-5%	13%
\$40,000 to \$59,999	10%	15%	5%	13%
\$60,000 to \$79,999	12%	15%	3%	14%
\$80,000 to \$99,999	11%	14%	3%	13%
\$100,000 or more	22%	31%	9%	27%
No response	19%	8%	-11%	14%
Average	\$85,454	\$78,882	-\$6,572	\$82,168
Gender	2018	2020	Trend	Average
Male	56%	55%	-1%	56%
Female	44%	45%	1%	45%

Fort Collins IRP Commercial Survey Trends				
	<i>n=280</i>	<i>n=280</i>		
Aware Platte River Provides Service to Fort Collins	2018	2020	Trend	Average
Yes	47%	60%	13%	54%
Opinion of Platte River Power Authority	2018	2020	Trend	Average
Somewhat/very favorable (<i>top box</i>)	53%	59%	6%	56%
Not at all favorable (<i>bottom box</i>)	1%	2%	1%	2%
Average (<i>mean, based on 10-point scale</i>)	7.4	7.6	0.2	7.5
Perceived Generation Source	2018	2020	Trend	Average
Coal	51%	67%	16%	59%
Hydropower	40%	44%	4%	42%
Natural gas	53%	62%	9%	58%
Solar power	35%	59%	24%	47%
Wind power	38%	56%	18%	47%
Energy Efficiency Ratings (8-10 top box)	2018	2020	Trend	Average
Shows concern for the environment	51%	56%	5%	54%
Average (<i>mean, based on 10-point scale</i>)	7.2	7.6	0.4	7.4
Offers the Efficiency Works program to help you use energy wisely	52%	49%	-3%	51%
Average (<i>mean, based on 10-point scale</i>)	7.0	7.3	0.3	7.2
Importance of Electric Service Characteristics (8-10 top box)	2018	2020	Trend	Average
Lowest possible cost	70%	68%	-2%	69%
Average (<i>mean, based on 10-point scale</i>)	8.2	8.2	0.0	8.2
Reliable service	95%	95%	0%	95%
Average (<i>mean, based on 10-point scale</i>)	9.6	9.5	-0.1	9.6
Renewable resource	59%	51%	-8%	55%
Average (<i>mean, based on 10-point scale</i>)	7.6	7.1	-0.5	7.4
Length of Service	2018	2020	Trend	Average
Less than 1 year	8%	6%	-2%	7%
1 - 5 years	29%	21%	-8%	25%
6 - 10 years	16%	17%	1%	17%
11 - 20 years	19%	24%	5%	22%
21 - 30 years	13%	14%	1%	14%
More than 30 years	14%	17%	3%	16%
Median	9	13	4	11
Number of employees	2018	2020	Trend	Average
Less than 10	63%	63%	0%	63%
10 to 25	24%	18%	-6%	21%
26 to 50	6%	9%	3%	8%
51 to 100	4%	5%	1%	5%
More than 100	3%	6%	3%	5%

Fort Collins IRP Commercial Survey Trends				
	<i>n=280</i>	<i>n=280</i>		
Type of Business	2018	2020	Trend	Average
Service	63%	55%	-8%	59%
Retail sales	19%	14%	-5%	17%
Wholesale sales	2%	1%	-1%	2%
Manufacturing	6%	6%	0%	6%
Construction	4%	3%	-1%	4%
Agriculture	0%	1%	1%	1%
Mining or refining	0%	0%	0%	0%
Transportation	0%	0%	0%	0%
Public administration	4%	5%	1%	5%
Other	0%	15%	15%	8%
Annual Revenue	2018	2020	Trend	Average
Less than \$500,000	47%	50%	3%	49%
\$500,001 to \$1 million	24%	21%	-3%	23%
\$1 million to \$5 million	22%	17%	-5%	20%
\$5 million to \$10 million	5%	3%	-2%	4%
\$10 million to \$25 million	2%	4%	2%	3%
More than \$25 million	1%	4%	3%	3%
Percentage of Electricity Costs to Overall Business Costs	2018	2020	Trend	Average
Less than 5%	61%	67%	6%	64%
5% to 15%	33%	26%	-7%	30%
16% to 30%	5%	4%	-1%	5%
31% to 50%	0%	2%	2%	1%
More than 50%	1%	1%	0%	1%