



American Experiences Survey: A Nationally Representative Multi-Mode Survey

November 2022 Omnibus Results

Overview of Methodology

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. November results are based on interviews conducted from November 11-21, 2022. This document includes all sections of the omnibus survey for this month: COVID-19, headaches and headache remedies, mercury in tuna, homeowners' top spending areas/priorities when they first moved in, home heating and cooling expenses, and car accessories.

The survey was administered by NORC at the University of Chicago through its AmeriSpeak® Panel to a nationally representative sample. Interviews were administered both online and by phone. In total NORC collected 2,185 interviews, 2,073 by web mode and 112 by phone mode, 2,114 in English and 71 in Spanish. Final data are weighted by age, gender, race/Hispanic ethnicity, housing tenure, telephone status, education, and Census Division to be proportionally representative of the US adult population.

Key demographic characteristics (after weighting is applied) of this sample are presented below:

52% female; median age of 47 years old; 61% white, non-Hispanic; 35% 4-year college graduates; and 60% have a household income of \$50,000 or more.

The margin of error for results based on the total sample is +/- 2.70 percentage points at the 95% confidence level. Smaller subgroups will have larger error margins, and only those subgroups for which there are at least 100 unweighted cases are included.

TOPLINE RESULTS WITH MONTHLY TRENDS

The November omnibus contained six blocks of questions (one for each topic listed above). Note that respondents saw the COVID-19 block first, followed by the other five blocks in a random order (with the homeowners' priorities section always coming immediately before the home heating and cooling expenses section).

The questions presented below were shown to respondents in this order unless otherwise noted. Where appropriate, question verbiage, response answer choices, or direction of scales were randomized or rotated and those instances are noted below.

Also shown, where available, are trends over time. Not every item was asked on every recent omnibus survey, and where minor revisions to the wording of an item or response choices were made, they are noted below. *Note these changes may impact comparability of results.*

Prepared by CR Survey Research Department, December 2022

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Survey Notes for Monthly Trends

November 2022 results are based on interviews conducted from November 11-21 with a nationally representative sample of 2,185 US adults.

October 2022 results are based on interviews conducted from October 6-17 with a nationally representative sample of 2,084 US adults.

September 2022 results are based on interviews conducted from September 9-21 with a nationally representative sample of 2,519 US adults.

August 2022 results are based on interviews conducted from August 5-15 with a nationally representative sample of 2,123 US adults.

July 2022 results are based on interviews conducted from July 11-20 with a nationally representative sample of 2,125 US adults.

June 2022 results are based on interviews conducted from June 10-21 with a nationally representative sample of 2,103 US adults.

May 2022 results are based on interviews conducted from May 9-19 with a nationally representative sample of 2,076 US adults.

April 2022 results are based on interviews conducted from April 7-18 with a nationally representative sample of 2,224 US adults.

March 2022 results are based on interviews conducted from March 11-22 with a nationally representative sample of 2,116 US adults.

February 2022 results are based on interviews conducted from February 14-22 with a nationally representative sample of 2,640 US adults.

January 2022 results are based on interviews conducted from January 7-20 with a nationally representative sample of 2,174 US adults.

December 2021 results are based on interviews conducted from December 13-22 with a nationally representative sample of 2,073 US adults.

November 2021 results are based on interviews conducted from November 5-15 with a nationally representative sample of 2,057 US adults.

October 2021 results are based on interviews conducted from October 12-21 with a nationally representative sample of 2,036 US adults.

September 2021 results are based on interviews conducted from September 13-22 with a nationally representative sample of 2,341 US adults.

August 2021 results are based on interviews conducted from August 6-17 with a nationally representative sample of 2,165 US adults.

July 2021 results are based on interviews conducted from July 12-21 with a nationally representative sample of 2,184 US adults.

June 2021 results are based on interviews conducted from June 11-22 with a nationally representative sample of 2,280 US adults.

May 2021 results are based on interviews conducted from May 7-17 with a nationally representative sample of 2,079 US adults.

Survey Notes for Monthly Trends, cont'd.

April 2021 results are based on interviews conducted from April 9-19 with a nationally representative sample of 2,288 US adults.

March 2021 results are based on interviews conducted from March 4-15 with a nationally representative sample of 2,144 US adults.

February 2021 results are based on interviews conducted from February 4-15 with a nationally representative sample of 2,514 US adults.

January 2021 results are based on interviews conducted from January 7-19 with a nationally representative sample of 2,233 US adults.

December 2020 results are based on interviews conducted from December 10-21 with a nationally representative sample of 2,982 US adults.

November 2020 results are based on interviews conducted from November 5-16 with a nationally representative sample of 2,851 US adults.

October 2020 results are based on interviews conducted from October 8-26 with a nationally representative sample of 2,670 US adults.

September 2020 results are based on interviews conducted from September 11-21 with a nationally representative sample of 2,303 US adults.

August 2020 results are based on interviews conducted from August 7-19 with a nationally representative sample of 2,236 US adults.

July 2020 results are based on interviews conducted from July 9-20 with a nationally representative sample of 2,031 US adults.

June 2020 results are based on interviews conducted from June 4-16 with a nationally representative sample of 1,014 US adults.

May 2020 results are based on interviews conducted from May 8-18 with a nationally representative sample of 2,085 US adults.

COVID-19

COVCONCERNNOW.

How concerned or not concerned are you about COVID-19 continuing to spread in your local area over the next month?

	NOVEMBER 2022 AES	OCTOBER 2022 AES	SEPTEMBER 2022 AES	AUGUST 2022 AES	JULY 2022 AES	JUNE 2022 AES	MAY 2022 AES
	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%
Very concerned	15	15	17	19	24	20	20
Somewhat concerned	35	34	31	41	34	36	36
Not too concerned	30	32	33	24	26	28	28
Not concerned at all	20	20	20	16	16	16	16
Base: All respondents	2,160	2,082	2,517	2,119	2,123	2,100	2,074

(continued)

	APRIL 2022 AES	MARCH 2022 AES	FEBRUARY 2022 AES	JANUARY 2022 AES	DECEMBER 2021 AES	NOVEMBER 2021 AES	OCTOBER 2021 AES
	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%
Very concerned	17	18	23	45	37	24	26
Somewhat concerned	33	32	35	33	32	38	41
Not too concerned	31	34	28	15	19	26	24
Not concerned at all	18	16	15	8	11	11	9
Base: All respondents	2,220	2,109	2,636	2,171	2,069	2,054	2,032

(continued)

	SEPTEMBER 2021 AES	AUGUST 2021 AES	JULY 2021 AES	JUNE 2021 AES	MAY 2021 AES	APRIL 2021 AES	MARCH 2021 AES	FEBRUARY 2021 AES
	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%
Very concerned	41	40	25	14	19	28	30	40
Somewhat concerned	35	36	34	35	34	38	34	36
Not too concerned	16	15	25	33	33	22	25	17
Not concerned at all	9	9	16	17	15	12	11	7
Base: All respondents	2,338	2,164	2,178	2,278	2,078	2,287	2,140	2,514

(continued)

	DECEMBER 2020 AES	NOVEMBER 2020 AES	OCTOBER 2020 AES	SEPTEMBER 2020 AES	AUGUST 2020 AES	JULY 2020 AES	JUNE 2020 AES	MAY 2020 AES
	Total	Total	Total	Total	Total	Total	Total	Total
	%	%	%	%	%	%	%	%
Very concerned	51	51	44	42	44	53	41	41
Somewhat concerned	30	30	32	33	34	29	34	36
Not too concerned	13	14	17	18	16	12	16	18
Not concerned at all	6	5	6	7	6	5	8	6
Base: All respondents	2,977	2,850	2,668	2,300	2,233	2,031	1,014	2,082

HEADACHES & REMEDIES

HEAD1. [RESPONDENTS WERE PROMPTED TWICE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

About how often, if at all, do you get a headache?

Please include all headaches, from mild and/or fleeting ones up through more severe, long-lasting headaches. Do not include head pain associated with external reasons, like hitting your head.

	Total
	%
Net: At least once a week	20
Every day or almost every day	5
One to five times a week	15
Less than once a week, but more than once a month	21
About once a month	15
Every two or three months	9
Less often than every few months, but it still happens sometimes	23
I never get headaches	12
Base: All respondents	2,179

HEAD2. [DISPLAY DYNAMICALLY ON SAME PAGE AS HEAD1. SHOW IF HEAD1 IS NOT 'I NEVER GET HEADACHES.']

About how often, if at all, do you get a headache that you consider severe?

A headache may be "severe" because the pain is intense, it lasts a long time, it interferes with your ability to do your everyday tasks, it does not get better with medication, or something else. Please answer based on what you consider a severe headache.

	Total
	%
Net: At least once a week	8
Every day or almost every day	2
One to five times a week	6
Less than once a week, but more than once a month	12
About once a month	13
Every two or three months	10
Less often than every few months, but it still happens sometimes	29
I never get headaches I consider severe	28
Base: Respondents who ever get headaches	1,874

HEAD3. [SHOW IF HEAD1 IS NOT 'I NEVER GET HEADACHES.']

Which of these is most true for you?	
	Total
	%
I have been diagnosed with migraine headaches	15
I have had headaches I believe to be migraines, but have not been formally diagnosed	36
I have never had a headache I believe to be a migraine	49
Base: Respondents who ever get headaches	1,873

HEAD4. [SHOW IF HEAD1 IS NOT 'I NEVER GET HEADACHES.' RANDOMIZE RESPONSE OPTIONS, KEEPING IBUPROFEN; ACETAMINOPHEN; ASPIRIN; OTHER OVER-THE-COUNTER MEDICATION; AND PRESCRIPTION MEDICATION TOGETHER IN THAT ORDER. 'OTHER' AND 'NOTHING' ALWAYS SHOWN LAST IN THAT ORDER. 'NOTHING' IS EXCLUSIVE.]

Which, if any, of the following do you do to treat your headaches when you have them?	
	Total
	%
Take ibuprofen, such as Advil or Motrin	54
Drink water	49
Lie down	48
Take acetaminophen, such as Tylenol	43
Avoid bright lights	36
Massage or rub areas of your head, such as temples or the bridge of your nose	34
Avoid loud sounds	32
Drink something caffeinated	25
Massage or stretch shoulders and neck	24
Take aspirin	13
Take some other over-the-counter medication specifically for headaches	12
Take prescription medication specifically for headaches	8
Other, please specify	6
Nothing; I just wait it out	5
Base: Respondents who ever get headaches	1,886

HEAD5. [SHOW IF HEAD1 IS NOT 'I NEVER GET HEADACHES.' ROTATE ORDER OF 'SATISFIED' AND 'DISSATISFIED' IN QUESTION STEM AND ROTATE RESPONSE SCALE TO MATCH.]

You just told us what you do when you have headaches. In general, how satisfied or dissatisfied are you with the results?	
	Total
	%
NET: Any "satisfied"	86
Completely satisfied	11
Very satisfied	28
Somewhat satisfied	47
Somewhat dissatisfied	9
Very dissatisfied	4
Completely dissatisfied	1
Base: Respondents who ever get headaches	1,872

MERCURY IN TUNA

TUNA1. [RESPONDENTS WERE PROMPTED TWICE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

How often, if at all, do you eat <u>fish</u> of any kind?	
<i>Please include any kind of fish (including shellfish) prepared in any way, such as fried (fish and chips), raw (sushi), baked, and so on.</i>	
	Total
	%
NET: At least once a week	31
Every day or almost every day	1
Three to five days a week	4
Once or twice a week	26
Less than once a week, but more than once a month	31
Less often than once a month, but I do eat it	27
I never eat fish	11
Base: All respondents	2,185

TUNA2. [RANDOMIZE ITEMS, KEEPING 'CANNED TUNA' AND 'OTHER CANNED FISH' TOGETHER. ROTATE DIRECTION OF RESPONSE SCALE.]

For each of the following types of fish, how concerned, if at all, are you about the health effects of exposure to <u>mercury and other heavy metals</u> if you were to eat it?		FISH EATING	
		Do not eat fish at all	Eat any fish
	Total		
	%	%	%
Net: "Very concerned" to any		22	14
Canned tuna			
Very concerned	10	19	8
Somewhat concerned	26	24	26
Not too concerned	36	16	39
Not concerned at all	28	41	27
Base: All respondents		2,162	
Other canned fish, such as sardines or salmon			
	Total	Do not eat fish at all	Eat any fish
Very concerned	9	17	8
Somewhat concerned	23	25	22
Not too concerned	36	16	39
Not concerned at all	32	42	31
Base: All respondents		2,148	
Shrimp			
	Total	Do not eat fish at all	Eat any fish
Very concerned	8	18	7
Somewhat concerned	19	19	19
Not too concerned	39	19	41
Not concerned at all	35	44	33
Base: All respondents		2,154	
Smoked salmon or lox			
	Total	Do not eat fish at all	Eat any fish
Very concerned	8	17	6
Somewhat concerned	19	21	19
Not too concerned	40	18	42
Not concerned at all	34	44	33
Base: All respondents		2,149	
Breaded fish sticks or patties, usually made with cod, pollock, or other white fish			
	Total	Do not eat fish at all	Eat any fish
Very concerned	7	16	6
Somewhat concerned	21	22	21
Not too concerned	38	19	41
Not concerned at all	34	43	32
Base: All respondents		2,153	

TUNA3. [SHOW IF TUNA1 IS NOT 'I NEVER EAT FISH.']

How often do you eat <u>canned tuna</u> ?		FISH EATING	
	Total	Eat any fish	Eat canned tuna
	%	%	%
Net: AT least once a week	11	11	13
Every day or almost every day	0	0	1
Three to five days a week	2	2	2
Once or twice a week	9	9	11
Less than once a week, but more than once a month	28	28	32
Less often than once a month, but I do eat it	46	46	54
I never eat canned tuna	15	15	-
Base: Respondents who ever eat fish	1,959		

TUNA4.

Different types of canned tuna can contain different levels of mercury and other heavy metals. For example, albacore tuna is higher in mercury than light tuna. Had you heard about this before taking this survey?		CANNED TUNA EATING	
	Total	Eat some fish but not canned tuna	Eat canned tuna
	%	%	%
Yes	31	28	32
No	51	46	53
I did not know that canned tuna contained any mercury at all	18	26	15
Base: All respondents	2,178		

TUNA5. [‘NO’ DISPLAYED AS ‘NO, MY DECISION TO NOT EAT FISH IS UNRELATED TO MERCURY CONTENT’ IF TUNA1 = ‘I NEVER EAT FISH’ AND AS ‘NO, MY DECISION TO NOT EAT CANNED TUNA IS UNRELATED TO MERCURY CONTENT’ IF TUNA3 = ‘I NEVER EAT CANNED TUNA.’]

Do you ever avoid eating canned tuna when you would otherwise like to eat it <u>because of concern about mercury or other heavy metals?</u>		CANNED TUNA EATING	
		Eat some fish but not canned tuna	Eat canned tuna
	Total		
	%	%	%
Yes	17	12	19
No	83	88	81
Base: All respondents		2,168	

HOMEOWNERS' TOP SPENDING AREAS/PRIORITIES

HOME1. [RESPONDENTS WERE PROMPTED TWICE TO RESPOND IF THEY DID NOT DO SO INITIALLY. ‘I AM NOT CURRENTLY A HOMEOWNER’ WAS EXCLUSIVE.]

Which, if any, of the following types of homes do you currently <u>own?</u> <i>Select <u>all</u> that apply.</i>	NOVEMBER 2022 AES	FEBRUARY 2022 AES
	Total	Total
	%	%
House (detached from any other home)	59	58
Townhome, rowhome, or duplex (attached to one or more other homes)	7	5
Condo or apartment (a unit inside a building)	6	6
Other, please specify	2	3
I am not currently a homeowner	28	29
Base: All respondents	2,185	2,640

[IF ‘I AM NOT CURRENTLY A HOMEOWNER’ WAS SELECTED OR NOT RESPONSE WAS GIVEN AFTER TWO PROMPTS, THE RESPONDENT WAS NOT ELIGIBLE FOR THIS SECTION. THE FOLLOWING QUESTIONS WERE SHOWN TO HOMEOWNERS ONLY.]

DISPLAY_HOME.

For the questions that follow, we are interested in the home you own that you consider to be your primary residence. If you own more than one, please respond thinking of the one where you spend the majority of your time.

HOME2.

About how long have you owned your home?

	Total
	%
Less than one year	9
1 year to less than 5 years	24
5 years to less than 10 years	18
10 years to less than 15 years	14
15 years to less than 20 years	9
20 years or more	27
Base: Respondents who own a home	1,548

HOME3. [RANDOMIZE RESPONSE OPTIONS, KEEPING 'KITCHEN RENOVATIONS,' 'BATHROOM RENOVATIONS' AND 'OTHER INTERIOR RENOVATIONS' TOGETHER; KEEPING 'LANDSCAPING' AND 'OUTDOOR MODIFICATIONS THAT ARE NOT LANDSCAPING' TOGETHER; AND HOLDING 'OTHER' AT END. LIMITED TO THREE SELECTIONS.]

Think back to when you first moved into your current home. In which three of the following categories would you say you spent the most money in your first year of owning this home?

Select up to three.

	Total
	%
Furniture and decorations	41
Household necessities, like bedding, dishes, pots and pans, towels, etc.	25
Landscaping or gardening	24
Painting (interior or exterior) <u>not</u> as part of a larger renovation	24
Updating appliances (<u>not</u> as part of a larger renovation)	19
Updating plumbing, electrical, ventilation, or heating/cooling systems	18
Other interior renovations, such as updating flooring, finishing a basement, changing the floorplan, and so on	16
Kitchen renovations, such as updating appliances, adding new cabinets, and so on	15
Electronics, such as a speaker system or a TV	15
Bathroom renovations, such as changing tile, making bathtub or shower modifications, updating a vanity, and so on	13
Remodeling or repairing exterior, including the roof	12
Outdoor modifications that are not landscaping, such as putting up a shed, fence, detached garage, or pool	11
Installing or updating home security, such as cameras, sensors, lighting, or an alarm system	9
Other, please specify	4
Base: Respondents who own a home	1,568

HOME4. [RANDOMIZE RESPONSE OPTIONS, HOLDING 'OTHER' AT END.]

Which of the following areas in your current home was your highest priority when you first moved in? That is, in which area of the home did you make the most changes or were most focused on furnishing, decorating, and so forth?

	Total
	%
Living area	28
Kitchen	17
Bedroom(s)	14
Home infrastructure throughout the home, such as wiring, heating system, ducts, plumbing, etc.	11
Yard or other outdoor space	10
Bathroom(s)	7
Basement or attic	4
Patio, deck, or porch	3
Dining area	2
Home office	2
Other, please specify:	4
Base: Respondents who own a home	1,545

HOME5. [RANDOMIZE RESPONSE OPTIONS, HOLDING 'OTHER' AND 'I DID NOT HAVE TO DO ANY UNEXPECTED MAINTENANCE OR REPAIR TASKS' AT END IN THAT ORDER. 'I DID NOT HAVE TO DO ANY' WAS EXCLUSIVE.]

Which, if any, of the following did you have to do in your first year of owning your current home that you did not expect to have to do when you purchased your home?

Select all that apply.

	Total
	%
Repair, perform maintenance on, or replace something in the electrical, heating/cooling, or plumbing system	23
Repair, perform maintenance on, or replace a large appliance, such as a refrigerator, oven, washing machine, or hot water heater	20
Lawn or tree care	15
Painting (interior or exterior) not as part of a larger renovation	13
Repair or perform maintenance on exterior, including roof	12
Renovations, such as updating a kitchen, making bathroom modifications, or finishing a basement	10
Check water quality, get a water filter, or get a water softener for hard water	10
Leaf or snow removal	7
Chimney cleaning or sweeping	7
Driveway sealing or other driveway maintenance/repair	6
Removal of asbestos, mold, or lead	3
Other, please specify	4
I did not have to do any unexpected maintenance or repair tasks	32
Base: Respondents who own a home	1,568

HOME6. [RANDOMIZE RESPONSE OPTIONS, HOLDING 'OTHER' AND 'I DID NOT EXPERIENCE ANY DIFFICULTY' AT END IN THAT ORDER. 'I DID NOT EXPERIENCE ANY DIFFICULTY' WAS EXCLUSIVE.]

For which, if any, of the following did you experience [difficulty finding information](#), or felt that there was an insufficient amount of information available, to allow you to make decisions or changes to that area of your home?

Select *all that apply*.

	Total
	%
Home infrastructure throughout the home, such as wiring, heating system, ducts, plumbing, etc.	14
Bathroom(s)	6
Yard or other outdoor space	6
Exterior, including the roof	5
Kitchen	5
Basement or attic	4
Living area	4
Home security, such as cameras, sensors, lighting, or an alarm system	4
Patio, deck, or porch	4
Bedroom(s)	3
Dining area	2
Home office	1
Other, please specify	2
I did not experience any difficulty finding information for making decisions or changes to my home	63
Base: Respondents who own a home	1,568

HOME HEATING AND COOLING COSTS

INTRO.

This section is about how you heat and cool your home. For these questions, we are interested in your primary residence. If you have more than one home, please respond thinking of the one where you spend the majority of your time.

GH1. [RANDOMIZE ORDER OF 'HEAT' AND 'COOL' IN QUESTION STEM AND SET ORDER OF ITEMS IN GRID TO MATCH. ROTATE 'MORE' AND 'LESS' IN QUESTION STEM AND ROTATE RESPONSE SCALE TO MATCH, ALWAYS HOLDING 'NOT APPLICABLE' AND 'UNSURE' AT END IN THAT ORDER.]

Compared to last year, is the <u>typical monthly amount</u> you spend to heat and cool your home this year more, less, or is it about the same?	
	Total
Heating	
	%
Net: More	51
Net: Less	9
A lot more	21
A little more	30
About the same	30
A little less	6
A lot less	3
Not applicable; I do not live in the same home as I did last year, so my bills are not comparable	4
Unsure	6
Base: All respondents	2,151
<i>[Rebased to exclude "Unsure"]</i>	
	Total
	%
Net: More	54
Net: Less	9
A lot more	22
A little more	32
About the same	32
A little less	6
A lot less	3
Not applicable; I do not live in the same home as I did last year, so my bills are not comparable	4
Base: Respondents who are not unsure	2,013

GH1. [CONTINUED.]

Cooling	Total
	%
Net: More	50
Net: Less	9
A lot more	20
A little more	30
About the same	31
A little less	5
A lot less	3
Not applicable; I do not live in the same home as I did last year, so my bills are not comparable	5
Unsure	5
Base: All respondents	2,148
<i>[Rebased to exclude "Unsure"]</i>	Total
	%
Net: More	53
Net: Less	9
A lot more	21
A little more	32
About the same	33
A little less	6
A lot less	3
Not applicable; I do not live in the same home as I did last year, so my bills are not comparable	5
Base: Respondents who are not unsure	2,045

GH2. [SHOW 'HEATING' AND 'COOLING' IN QUESTION STEM AND GRID IN THE SAME ORDER AS GH1. RANDOMIZE RESPONSE OPTIONS, HOLDING 'OTHER' AND 'UNSURE' AT END IN THAT ORDER. 'OIL,' 'NATURAL GAS,' 'PROPANE,' AND 'WOOD-BURNING FIREPLACE' ONLY SHOWED FOR HEATING, NOT FOR COOLING.]

What is the primary source for heating and cooling your home?	
	Total
Heating	
	%
Natural gas	42
Electricity (from a utility grid)	34
Propane	5
Oil	4
Air, water, or ground (geothermal) outside the home, via a heat pump (can also be used for cooling)	4
Wood-burning fireplace or pellet stove	3
Solar (electricity from solar panels on your property)	2
Other, please specify:	1
Unsure	5
Base: All respondents	2,168
<i>[Rebased to exclude "Unsure"]</i>	
	Total
	%
Natural gas	45
Electricity (from a utility grid)	35
Propane	5
Oil	5
Air, water, or ground (geothermal) outside the home, via a heat pump (can also be used for cooling)	4
Wood-burning fireplace or pellet stove	3
Solar (electricity from solar panels on your property)	2
Other, please specify:	1
Base: Respondents who are not unsure	2,067

GH2. [CONTINUED.]

Cooling	Total
	%
Electricity (from a utility grid)	76
Air, water, or ground (geothermal) outside the home, via a heat pump (can also be used for cooling)	7
Solar (electricity from solar panels on your property)	4
Other, please specify:	3
Unsure	6
No response (skipped)	3
Base: All respondents	2,185
<i>[Rebased to exclude "Unsure" and those who did not respond]</i>	Total
	%
Electricity (from a utility grid)	83
Air, water, or ground (geothermal) outside the home, via a heat pump (can also be used for cooling)	8
Solar (electricity from solar panels on your property)	5
Other, please specify:	4
Base: Respondents who are not unsure and who responded	1,974

GH3. [SHOW 'HEATING' AND 'COOLING' IN QUESTION STEM IN THE SAME ORDER AS GH1.]

<i>In the past year, have you switched or considered switching to another energy source for heating, cooling, or both?</i>	
	Total
	%
Yes, I have switched in the past year	4
Yes, I have looked into other options available where I live but have not switched yet	13
Yes, I have thought about it but have not researched it yet	11
No	71
Base: All respondents	2,157

GH4. [SHOW IF GH3 = ANY KIND OF 'YES.' QUESTION STEM AND RESPONSE OPTIONS DISPLAYED DIFFERENTLY DEPENDING ON WHETHER GH3 = 'YES, I HAVE SWITCHED' COMPARED TO THE OTHER TWO OPTIONS, AS SHOWN BELOW. RANDOMIZE RESPONSE OPTIONS, HOLDING 'OTHER' AT END.]

If GH3 was "Yes, I have switched in the past year": You said you have switched to another energy source for heating or cooling your home. Which, if any, of the following are reasons why?

If GH3 was either other kind of "yes": You said you have considered switching to another energy source for heating or cooling your home. Which, if any, of the following are reasons why?

Select all that apply.

	Total
	%
I wanted/want to use a less expensive source of energy	63
I wanted/want to use a more environmentally friendly source of energy	49
My previous energy source was/current energy source is inconvenient in some way	14
Poor quality of service from my previous/current provider	8
Other, please specify	5
Base: Respondents who have switched or considered switching energy courses for heating and/or cooling in the past year	607

GH5. [SHOW 'HEATING' AND 'COOLING' IN QUESTION STEM IN THE SAME ORDER AS GH1. RANDOMIZE RESPONSE OPTIONS, KEEPING 'INSTALLED A PROGRAMMABLE OR SMART THERMOSTAT' AND 'ADJUSTED WHAT I MANUALLY SET THE THERMOSTAT TO' TOGETHER AND HOLDING 'OTHER' AND 'I TOOK NO ACTION' AT END IN THAT ORDER. 'I TOOK NO ACTION' WAS EXCLUSIVE.]

In the past year, which, if any, of the following have you done (or had done) to your home in order to <u>lower your heating or cooling bills?</u>	HOMEOWNERSHIP		
	Total	Homeowner	Non-homeowner
	%	%	%
Adjusted what I manually set the thermostat to	32	33	27
Sealed windows or cracks	21	22	20
Installed a programmable or smart thermostat (which controls heating or cooling automatically)	13	15	6
Replaced windows	10	13	3
Added insulation	10	11	6
Enrolled in an average or balanced billing payment plan with my supplier	10	11	6
Installed a more energy efficient heating or cooling system	9	11	4
Installed energy efficient window treatments	7	8	2
Had an energy audit performed on my home	4	5	2
Installed solar panels	4	5	1
Switched to a different <u>provider</u> of my current energy source (for example, a different electricity provider or a different oil delivery company)	3	4	1
Converted to a less expensive <u>type</u> of heating fuel	2	3	1
Other, please specify	3	3	4
I took no action to lower my energy bills	33	26	50
Base: All respondents	2,185		

GH6. [SHOW IF GH5 = 'I TOOK NO ACTION TO LOWER MY ENERGY BILLS.' SHOW 'HEATING' AND 'COOLING' IN QUESTION STEM IN THE SAME ORDER AS GH1. RANDOMIZE RESPONSE OPTIONS, KEEPING 'I AM NOT SURE WHAT KIND OF CHANGES WOULD LOWER MY BILLS' AND 'I KNOW I SHOULD IMPROVE MY HOME'S ENERGY EFFICIENCY TO LOWER MY BILLS, BUT I AM NOT SURE HOW TO DO THAT' TOGETHER AND HOLDING 'OTHER' AT END.]

You said that you have not taken any actions to lower your heating or cooling bills. Which, if any, of the following are reasons you have not? Select <u>all</u> that apply.		HOMEOWNERSHIP	
		Total	Homeowner
	%	%	%
My home is already very energy efficient	24	34	12
I can afford my bills comfortably as-is	24	29	17
I rent my home and am not allowed to make improvements	20	3	43
I am not sure what kind of changes would lower my bills	19	21	17
I cannot afford to make improvements	17	17	17
I do not have the time to research prices or schedule work on my home	8	9	7
I know I should improve my home's energy efficiency to lower my bills, but I am not sure how to do that	7	8	6
I could not find anyone to make the improvements (such as a handyman or contractor)	2	4	1
I could not find the <u>materials</u> needed to make the improvements	1	1	1
Other, please specify	5	6	5
Base: Respondents who did not take action in the past year to lower their heating or cooling bills	713		

CAR ACCESSORIES

CA1. [RESPONDENTS WERE PROMPTED TWICE TO RESPOND IF THEY DID NOT DO SO INITIALLY.]

Do you currently own or lease a vehicle (car, SUV, truck, etc.)?	
	Total
	%
Yes	85
No	15
Base: All respondents	2,184

[IF CA1 = 'NO' OR NO RESPONSE WAS GIVEN, THE RESPONDENT WAS NOT ELIGIBLE FOR THIS SECTION. THE FOLLOWING QUESTIONS SHOWED TO RESPONDENTS WHO CURRENTLY HAVE VEHICLES ONLY.]

CA2. [RANDOMIZE ITEMS. 'YES, AND IT CAME WITH THE VEHICLE' DOES NOT SHOW FOR PHONE HOLDERS. 'NEVER HAD THIS IN THIS VEHICLE' WAS EXCLUSIVE FOR EACH RESPONSE CATEGORY.]

In the vehicle you drive most often, do you have (or did you used to have) any of the following?

Please consider all accessories in the following categories that you have ever had in this vehicle, even if you no longer use that accessory or replaced it with another of that type.

Select all that apply.

	Total
Cup holders	
	%
Yes, and it came with the vehicle (installed by manufacturer or dealer)	92
Yes, and it was purchased separately	3
Yes, but I am unsure if it came from the manufacturer or dealer or if it was bought separately	2
Never had this in this vehicle	3
Base: Respondents who currently have a vehicle	1,866
Floor mats	
	%
Yes, and it came with the vehicle (installed by manufacturer or dealer)	71
Yes, and it was purchased separately	23
Yes, but I am unsure if it came from the manufacturer or dealer or if it was bought separately	5
Never had this in this vehicle	4
Base: Respondents who currently have a vehicle	1,866
Phone holders (a clamp, magnet, or stand to hold your phone)	
	Total
	%
Yes, and it was purchased separately	35
Yes, but I am unsure if it came from the manufacturer or dealer or if it was bought separately	4
Never had this in this vehicle	59
Base: Respondents who currently have a vehicle	1,866
Trunk organizer	
	%
Yes, and it came with the vehicle (installed by manufacturer or dealer)	12
Yes, and it was purchased separately	15
Yes, but I am unsure if it came from the manufacturer or dealer or if it was bought separately	4
Never had this in this vehicle	69
Base: Respondents who currently have a vehicle	1,866

CA2. [CONTINUED.]

Rooftop cargo rack or box	
	%
Yes, and it came with the vehicle (installed by manufacturer or dealer)	20
Yes, and it was purchased separately	6
Yes, but I am unsure if it came from the manufacturer or dealer or if it was bought separately	1
Never had this in this vehicle	71
Base: Respondents who currently have a vehicle	1,866

[RANDOMIZE ORDER OF CA3 AND CA4.]

CA3. [SHOW IF CA2A = 'YES, AND IT CAME WITH THE VEHICLE.' RANDOMIZE RESPONSE OPTIONS, HOLDING 'OTHER' AND 'I HAVE NOT HAD ANY PROBLEMS' AT END IN THAT ORDER. 'I HAVE NOT HAD ANY PROBLEMS' WAS EXCLUSIVE.]

You said that you have one or more floor mats that came with the vehicle you drive most often. Which, if any, of the following are problems you have had with those floor mats?

Please respond for the mats that came with your vehicle from the dealer or manufacturer, even if you do not use those mats anymore.

Select all that apply.

	Total
	%
Gets dirty easily	25
Hard to clean	19
Not good for all weather	18
Does not stay in place	18
Stains do not come out	9
Material feels cheap	7
Material ripped or cracked	6
Sizing does not fit the vehicle well	3
Not comfortable on feet	3
Sewing comes undone	2
Not a good color match for the vehicle interior	1
Other, please specify	1
I have not had any problems with these floor mats	49
Base: Respondents who have or had floor mats that came with the vehicle they drive most often	1,328

CA4. [SHOW IF CA2B = 'YES, AND IT CAME WITH THE VEHICLE.' RANDOMIZE RESPONSE OPTIONS, HOLDING 'OTHER' AND 'I HAVE NOT HAD ANY PROBLEMS' AT END IN THAT ORDER. 'I HAVE NOT HAD ANY PROBLEMS' WAS EXCLUSIVE.]

You said that you have one or more cup holders that came with the vehicle you drive most often. Which, if any, of the following are problems you have had with those cup holders?

Please respond for the cup holders that came with your vehicle from the dealer or manufacturer, even if you do not use those cup holders or have modified them.

Select all that apply.

	Total
	%
Does not fit certain size bottles or mugs	46
Hard to clean	31
Not enough cup holders in the vehicle overall	15
Drinks spill when in the holder	11
Is in an inconvenient location	9
Not sufficiently insulated	6
Other, please specify	1
I have not had any problems with these cup holders	35
Base: Respondents who have or had cup holders that came with the vehicle they drive most often	1,710

CA5. [ROTATE ORDER OF 'YOU MIGHT PURCHASE SEPARATELY' AND 'THAT COME PRE-INSTALLED BY THE DEALER OR MANUFACTURER' IN QUESTION STEM AND ROTATE RESPONSE SCALE TO MATCH.]

<p>Please think about your experience with vehicle accessories overall, including any accessory type (not just those we asked about earlier in this survey). We'd like you to compare those that you come pre-installed by the dealer or manufacturer to those that you might purchase separately.</p> <p>Generally speaking, with which type of accessories for your vehicle has your experience on each of the following attributes been <u>better</u>?</p>	
	Total
Ease of installation	
	%
Pre-installed accessories	25
About the same	32
Accessories purchased separately	10
Not applicable - I do not have experience with vehicle accessories from both sources	30
Said don't know or did not respond	3
Base: Respondents who currently have a vehicle	2,185
<i>[Rebased to exclude "Not applicable" and those who skipped the question or said they did not know]</i>	
	Total
	%
Pre-installed accessories	37
About the same	48
Accessories purchased separately	15
Base: Respondents who currently have a vehicle and have experience with vehicle accessories from both sources and answered the question	1,464
Durability	
	Total
	%
Pre-installed accessories	21
About the same	38
Accessories purchased separately	11
Not applicable - I do not have experience with vehicle accessories from both sources	27
Said don't know or did not respond	3
Base: Respondents who currently have a vehicle	2,185
<i>[Rebased to exclude "Not applicable" and those who skipped the question or said they did not know]</i>	
	Total
	%
Pre-installed accessories	30
About the same	54
Accessories purchased separately	16
Base: Respondents who currently have a vehicle and have experience with vehicle accessories from both sources and answered the question	1,537

CA5. [CONTINUED.]

Quality	Total
	%
Pre-installed accessories	20
About the same	37
Accessories purchased separately	13
Not applicable - I do not have experience with vehicle accessories from both sources	27
Said don't know or did not respond	2
Base: Respondents who currently have a vehicle	2,185
<i>[Rebased to exclude "Not applicable" and those who skipped the question or said they did not know]</i>	Total
	%
Pre-installed accessories	29
About the same	53
Accessories purchased separately	19
Base: Respondents who currently have a vehicle and have experience with vehicle accessories from both sources and answered the question	1,548
Fairness of price	Total
	%
Pre-installed accessories	17
About the same	32
Accessories purchased separately	20
Not applicable - I do not have experience with vehicle accessories from both sources	30
Base: Respondents who currently have a vehicle	2,150
<i>[Rebased to exclude "Not applicable"]</i>	Total
	%
Pre-installed accessories	25
About the same	46
Accessories purchased separately	29
Base: Respondents who currently have a vehicle and have experience with vehicle accessories from both sources	1,485
Features (such as weatherproofing for floor mats, ability to pivot phone for phone holders, and so on)	Total
	%
Pre-installed accessories	13
About the same	30
Accessories purchased separately	21
Not applicable - I do not have experience with vehicle accessories from both sources	34
Said don't know or did not respond	2
Base: Respondents who currently have a vehicle	2,185
<i>[Rebased to exclude "Not applicable" and those who skipped the question or said they did not know]</i>	Total
	%
Pre-installed accessories	20
About the same	47
Accessories purchased separately	33
Base: Respondents who currently have a vehicle and have experience with vehicle accessories from both sources and answered the question	1,380

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