

Opinions About Cap Rock Rate Increase

We first tested the rate increase number Cap Rock is putting out, telling respondents that "Cap Rock Energy has asked for what they say is a **14.45% overall rate increase this spring. They say this would mean about a 7% increase for residential users.**" Only 9.6% supported (9.1%) or strongly supported (0.5%) this rate increase. 84% opposed (31.9%) or strongly opposed (52.1%—over half!) the rate increase. 1.2% said it would depend and 5.2% didn't know. (See Figure 4.)

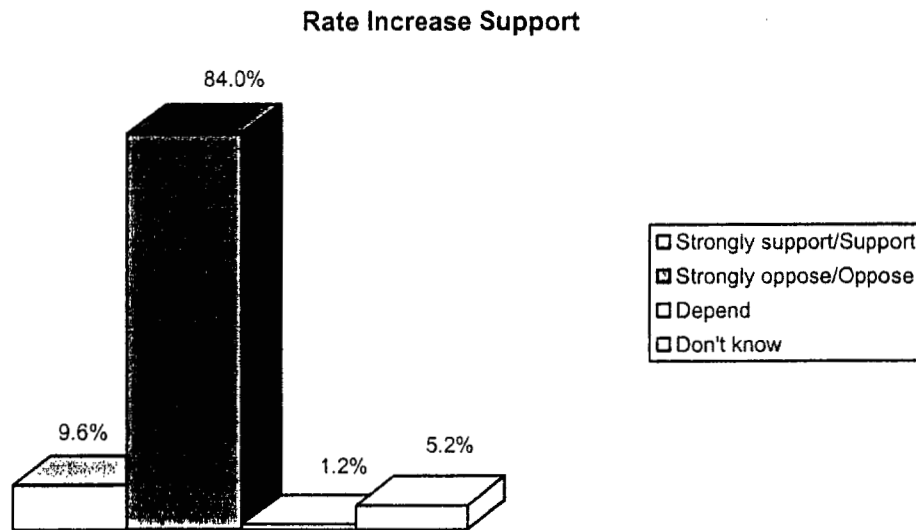


Figure 4

84% to 9.6% is pretty overwhelming opposition, and this opposition stays overwhelming in all demographic groups, including even stockholders, who in theory stand to profit from an increase. Only in the smaller (about one-third of our respondents) group with a favorable impression of Cap Rock does it shift somewhat: 23.5% of this group support the rate increase, and 64.9% oppose it—still very strong opposition, but not quite so fierce as in every other group. Among those with an unfavorable impression of Cap Rock, 98.8% oppose the rate increase.

We asked the very small group (39 people) **who supported the rate increase whether they "feel strongly enough in your position to write a letter or otherwise contact the PUC to support the rate increase?"** Only 17.9% said yes, while 71.8% said no. (5.1% said "maybe" and 5.1% didn't know.) Because this group is so small the margin of error is quite high, but this number makes it clear that the group that supports the rate increase does not feel strongly enough to contact the PUC.

We told this same small group who supported the rate increase that **"Others say that the Cap Rock rate increase for residential users will actually be 16.13%.** If that's the case, would you still support the rate increase?" This argument had a strong effect: 43.6% of those who initially supported the rate increase said that in that case, they would not support the increase. 35.9% said they would still support it. 5.1% said it would depend, and 15.4% didn't know. Bearing in mind, again, that with such a small group the

margin of error is high, it is still significant that almost half of the rate increase supporters would oppose the increase under this changed circumstance. (See Figure 5.)

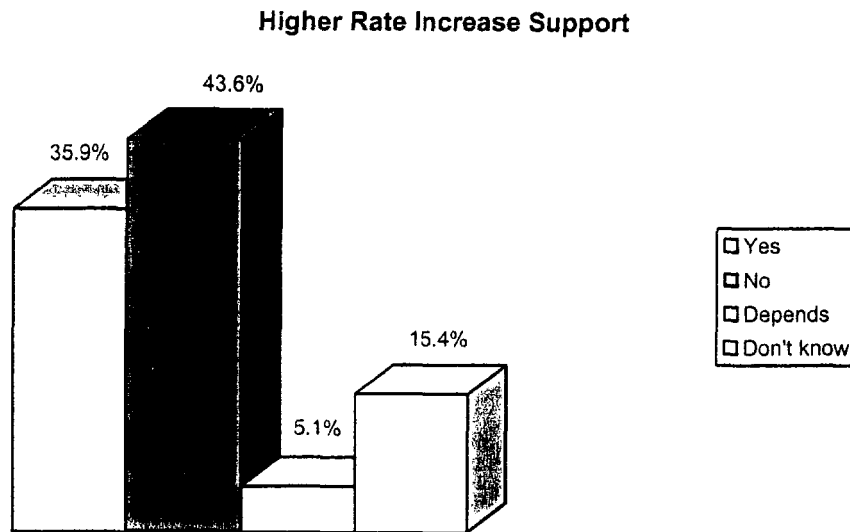


Figure 5

In contrast, when we asked the much larger group **who opposed the rate increase if they felt strongly enough to contact the PUC**, the results were quite different. 60.6% said they did feel strongly enough to contact the PUC to voice their opposition. Only 24.7% said they did not. (11.2% said "maybe" and 3.5% didn't know.) (See Figure 6.)

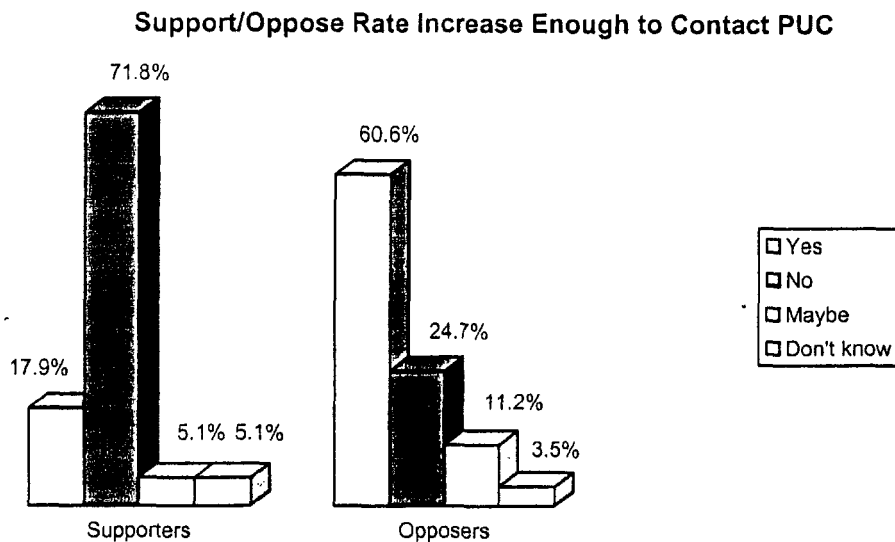


Figure 6

The tendency to be willing to speak up against the rate increase rose somewhat with income, and was stronger in the Stanton/Lone Wolf Division (70.7%) than those in the McCulloch Division (50.9%).

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And among those with an unfavorable impression of Cap Rock who also oppose the rate increase (which is most of them), 75.4% are willing to contact the PUC to say so.

Effectiveness of Arguments For and Against Rate Increase

We tested three sets of arguments for and against the rate increase.

First, we told respondents that "Some people say that **wealthy special interests** recently changed the law to put Cap Rock under PUC regulation, and now Cap Rock must raise rates to cover increased costs of regulation. Others say that Cap Rock has been **mismanaged and pays huge bonuses** to upper management, and that's why they want to raise rates. **Which comes closer to your opinion?**"

The results reflect badly on Cap Rock, as 56% chose "mismanaged and pays huge bonuses." Only 20% chose "need to cover costs of regulation." 2.2% said it depends and 21.7% said they did not know. (See Figure 7.)

Cover Costs of Regulation vs. Mismanagement

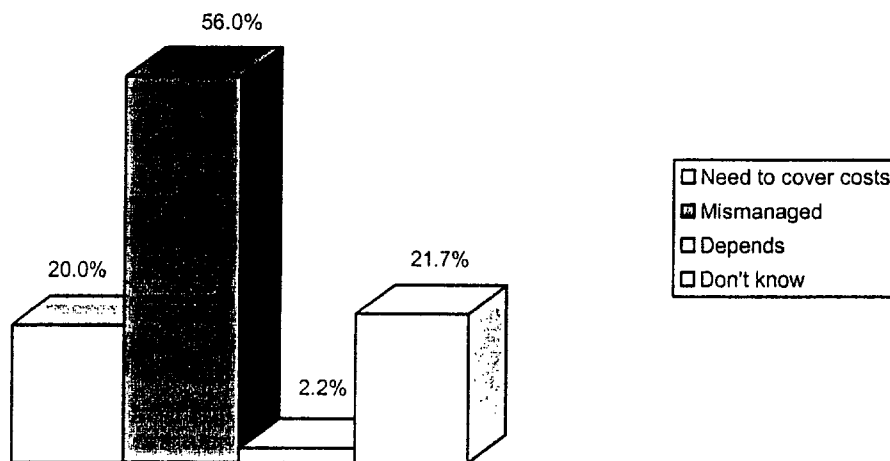


Figure 7

Men were much more likely to say the company had been mismanaged (63.5%) than women (50%). Those with incomes above \$50,000 were more likely to say it had been mismanaged as well. (Women and lower income people were slightly more likely to mention the need to cover regulation costs, but were also more likely to say they didn't know.) In the Stanton/Lone Wolf Division, 68.4% mentioned mismanagement and only 17.2% mentioned the need to cover regulation costs. In the McCulloch Division, 44.8% mentioned mismanagement and 22.4% the need to cover regulation costs (a full 30.7% of those in the McCulloch Division did not know).

Even among those with a favorable impression of Cap Rock, 31.7% said the company had been mismanaged, while 34.5% of this group said they need to cover costs. Among those with an unfavorable impression, 80.5% said it had been mismanaged and only 8.9% said they need to cover regulation costs.

In our next question, we described different arguments being used by both sides of the debate, saying, "Some people say that Cap Rock only wants to increase residential rates by 7%--**about the cost of a pizza a month for most homes**, which won't be too much of a burden. Others say that Cap Rock is **already charging its customers 20%-30% more than other electric customers** in Texas, and they shouldn't go higher still. **Which comes closer to your opinion?**"

An overwhelming 76.3% chose the option that Cap Rock is already charging too much and shouldn't go higher. Only 11.1% agreed that 7% would not be much of a burden. (0.7% said it would depend, and 11.9% didn't know.) (See Figure 8.)

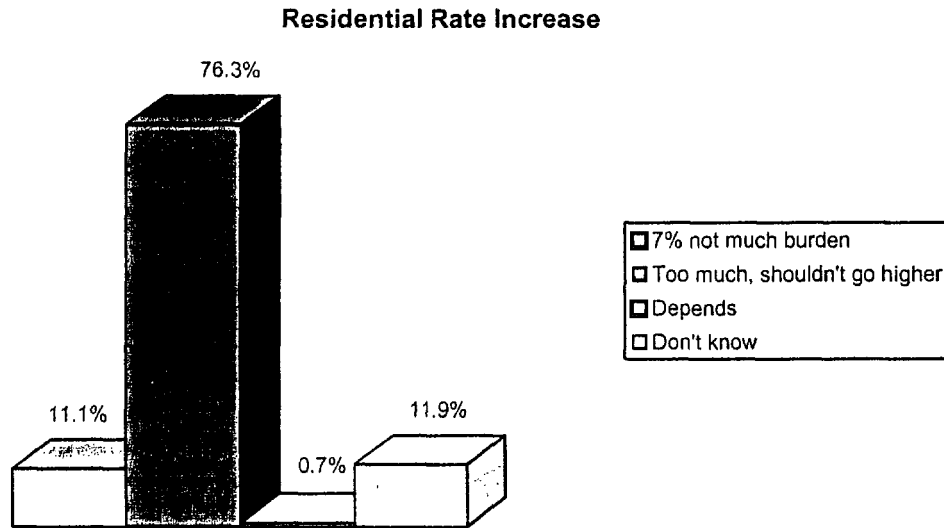


Figure 8

Belief that rates were already too high rose with income, from 69.8% for those in the lowest income group to 88.9% in the highest. In the Stanton/Lone Wolf Division, 82.4% said rates are too high, compared to 70.8% in the McCulloch Division (where they were more likely to say "don't know.") Even among Cap Rock stockholders, 68.9% said rates were already too high, and among non-stockholders 82.3% said so. And even 53.8% of those with a favorable impression of Cap Rock said rates were already too high (compared to 94.1% of those with an unfavorable impression).

To test another of Cap Rock's messages, we reminded respondents that "Cap Rock Energy, in a newspaper advertisement explaining why they need the rate increase, says it's really just 'a small group of wealthy, politically connected customers' behind all the complaining about Cap Rock's rates, and those customers want to **'keep their rates artificially low by being subsidized by other rate classes.'**" We asked whether they agreed or disagreed with that statement.

Only 14.6% said they agreed. 54.8% disagreed. 1.2% said it would depend, and 29.4% didn't know. The "agree" number stayed fairly steady throughout the crosstabs, with a few consistent exceptions: high income respondents showed lower agreement (5.6%); those with favorable Cap Rock ratings showed higher agreement (21.4%). (See Figure 9.)

Small Group Wants to Keep Rates Artificially Low

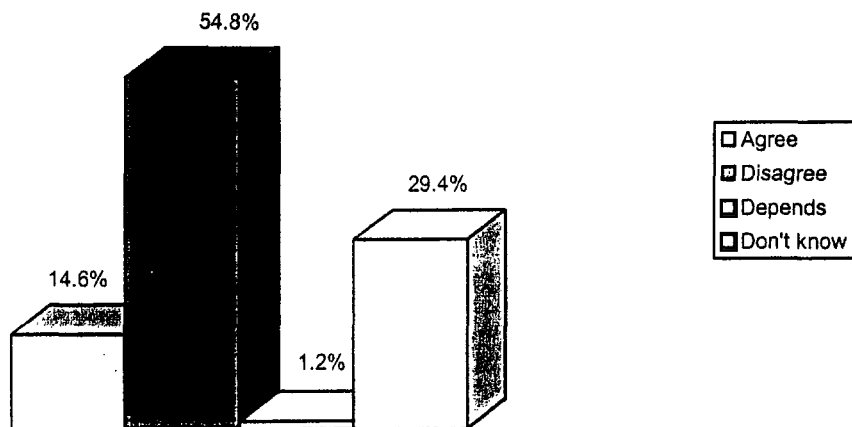


Figure 9

The "disagree" number showed more changes, usually in tandem with "don't know." For example, in the Stanton/Lone Wolf Division, 67.9% disagreed, compared to 42.9% in the McCulloch Division. But those in the McCulloch Division are not more likely to agree; they are 21 points more likely to say "don't know." Similarly, men are about ten points more likely to disagree than women, while women show greater uncertainty. Cap Rock has few strong defenders on this question (or elsewhere in the survey)—only some groups who are less sure what they think of the company and this rate increase.

Conclusion

Cap Rock Energy's own customers do not have a particularly favorable view of the company, which seems largely attributable to the fact that they feel they are being overcharged (we saw no strong discontent with service.) Seven out of ten customers we interviewed said the cost of service was too high, and more than half said they would switch if they had an affordable opportunity to do so. 84% oppose the rate increase Cap Rock is promoting.

Cap Rock's own arguments in support of the rate increase do not resonate with customers. Customers do not accept that the rate increase is needed to cover costs of being regulated by the PUC, nor that objections to the rate increase come from a small group of wealthy users. Well over half attribute the requested rate increase to mismanagement and high bonuses for company executives.

Even among those who do support Cap Rock's rate increase, support is relatively tepid. Only 17.9% said they felt strongly enough to contact the PUC to express their support. In contrast, 60.6% of those who oppose the rate increase said they feel strongly enough to contact the PUC. That's a remarkably high number, and a sign of how fierce customer opposition to this rate increase is.

West Texas Energy Survey

June 2004

I'm going to name some groups and organizations involved in local electric utility issues. Please tell me whether your impression of each is generally favorable, neutral, or generally unfavorable. You may not have heard of all of them; if so, please just tell me that.

4. St. Lawrence Cotton Growers Association

108; 26.7% Favorable
45; 11.1% Neutral

7; 1.7% Unfavorable
245; 60.5% Haven't heard of

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
St. Lawrence Cotton Growers Association					
Favorable	26.7% 108	22.8% 51	31.5% 57	31.9% 22	
Neutral	11.1% 45	9.8% 22	12.7% 23	5.8% 4	
Unfavorable	1.7% 7	0.9% 2	2.8% 5	1.4% 1	
Haven't heard of	60.5% 245	66.5% 149	53.0% 96	60.9% 42	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
St. Lawrence Cotton Growers Association					
Favorable	34.2% 26	28.9% 26	20.5% 33	26.8% 102	
Neutral	13.2% 10	12.2% 11	11.2% 18	11.3% 43	
Unfavorable	0.0% 0	0.0% 0	3.7% 6	1.6% 6	
Haven't heard of	52.6% 40	58.9% 53	64.6% 104	60.3% 229	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
St. Lawrence Cotton Growers Association				
Favorable	22.2% 2	33.3% 3	9.4% 5	14.3% 11
Neutral	11.1% 1	0.0% 0	9.4% 5	7.8% 6
Unfavorable	0.0% 0	11.1% 1	1.9% 1	1.3% 1
Haven't heard of	66.7% 6	55.6% 5	79.2% 42	76.6% 59
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

	Income						Divisions	
	\$35,001 to \$50,000		\$50,001 to \$75,000		Over \$75,000		McCulloch Division	
	24.1%, 82		21.8%, 74		15.9%, 54		52.3%, 212	
St. Lawrence Cotton Growers Association								
Favorable	32.9%	27	29.7%	22	48.1%	26	9.9%	21
Neutral	8.5%	7	10.8%	8	14.8%	8	6.6%	14
Unfavorable	4.9%	4	0.0%	0	1.9%	1	0.5%	1
Haven't heard of	53.7%	44	59.5%	44	35.2%	19	83.0%	176
Totals	100.0%	82	100.0%	74	100.0%	54	100.0%	212

	Divisions		Political views				Cap Rock stockholder	
	Stanton/Lone Wolf Division		Conservative		Middle-of-the-road/liberal		Yes	
	47.7%, 193		69.8%, 273		30.2%, 118		43.5%, 161	
St. Lawrence Cotton Growers Association								
Favorable	45.1%	87	30.0%	82	22.0%	26	20.5%	33
Neutral	16.1%	31	12.1%	33	9.3%	11	15.5%	25
Unfavorable	3.1%	6	2.2%	6	0.8%	1	1.2%	2
Haven't heard of	35.8%	69	55.7%	152	67.8%	80	62.7%	101
Totals	100.0%	193	100.0%	273	100.0%	118	100.0%	161

	Cap Rock stockholder		Cap Rock rating					
	No		Favorable		Neutral		Unfavorable	
	56.5%, 209		36.3%, 145		21.3%, 85		42.4%, 169	
St. Lawrence Cotton Growers Association								
Favorable	31.6%	66	9.7%	14	15.3%	13	47.9%	81
Neutral	8.6%	18	13.1%	19	11.8%	10	9.5%	16
Unfavorable	2.4%	5	1.4%	2	1.2%	1	2.4%	4
Haven't heard of	57.4%	120	75.9%	110	71.8%	61	40.2%	68
Totals	100.0%	209	100.0%	145	100.0%	85	100.0%	169

	Rate increase			
	Strongly support/support		Strongly oppose/oppose	
	10.3%, 39		89.7%, 340	
St. Lawrence Cotton Growers Association				
Favorable	10.3%	4	30.0%	102
Neutral	17.9%	7	10.0%	34
Unfavorable	2.6%	1	1.8%	6
Haven't heard of	69.2%	27	58.2%	198
Totals	100.0%	39	100.0%	340

5. Cap Rock Energy

145; 35.8% Favorable
85; 21.0% Neutral

169; 41.7% Unfavorable
6; 1.5% Haven't heard of

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Cap Rock Energy					
Favorable	35.8% 145	39.3% 88	31.5% 57	29.0% 20	
Neutral	21.0% 85	19.6% 44	22.7% 41	18.8% 13	
Unfavorable	41.7% 169	39.3% 88	44.8% 81	52.2% 36	
Haven't heard of	1.5% 6	1.8% 4	1.1% 2	0.0% 0	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Cap Rock Energy					
Favorable	19.7% 15	43.3% 39	41.6% 67	35.0% 133	
Neutral	26.3% 20	18.9% 17	19.9% 32	20.5% 78	
Unfavorable	53.9% 41	36.7% 33	35.4% 57	43.2% 164	
Haven't heard of	0.0% 0	1.1% 1	3.1% 5	1.3% 5	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Cap Rock Energy				
Favorable	55.6% 5	44.4% 4	39.6% 21	46.8% 36
Neutral	33.3% 3	22.2% 2	32.1% 17	14.3% 11
Unfavorable	11.1% 1	33.3% 3	24.5% 13	35.1% 27
Haven't heard of	0.0% 0	0.0% 0	3.8% 2	3.9% 3
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

	Income			Divisions	
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division	
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212	
Cap Rock Energy					
Favorable	39.0% 32	24.3% 18	29.6% 16	44.3% 94	
Neutral	20.7% 17	23.0% 17	20.4% 11	25.9% 55	
Unfavorable	40.2% 33	52.7% 39	50.0% 27	27.8% 59	
Haven't heard of	0.0% 0	0.0% 0	0.0% 0	1.9% 4	
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212	

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	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Cap Rock Energy				
Favorable	26.4% 51	35.5% 97	38.1% 45	41.0% 66
Neutral	15.5% 30	21.2% 58	18.6% 22	21.7% 35
Unfavorable	57.0% 110	42.9% 117	40.7% 48	36.0% 58
Haven't heard of	1.0% 2	0.4% 1	2.5% 3	1.2% 2
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Cap Rock Energy				
Favorable	30.6% 64	100.0% 145	0.0% 0	0.0% 0
Neutral	20.6% 43	0.0% 0	100.0% 85	0.0% 0
Unfavorable	46.9% 98	0.0% 0	0.0% 0	100.0% 169
Haven't heard of	1.9% 4	0.0% 0	0.0% 0	0.0% 0
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Cap Rock Energy		
Favorable	87.2% 34	27.6% 94
Neutral	5.1% 2	22.4% 76
Unfavorable	5.1% 2	49.1% 167
Haven't heard of	2.6% 1	0.9% 3
Totals	100.0% 39	100.0% 340

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6. Connie Hargrave, founder of Citizens United for Fair Energy Costs

33; 8.1% Favorable
37; 9.1% Neutral

9; 2.2% Unfavorable
326; 80.5% Haven't heard of

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Connie Hargrave					
Favorable	8.1% 33	7.6% 17	8.8% 16	15.9% 11	
Neutral	9.1% 37	7.1% 16	11.6% 21	11.6% 8	
Unfavorable	2.2% 9	2.2% 5	2.2% 4	0.0% 0	
Haven't heard of	80.5% 326	83.0% 186	77.3% 140	72.5% 50	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Connie Hargrave					
Favorable	15.8% 12	4.4% 4	3.7% 6	7.9% 30	
Neutral	13.2% 10	6.7% 6	8.1% 13	9.2% 35	
Unfavorable	1.3% 1	3.3% 3	3.1% 5	2.4% 9	
Haven't heard of	69.7% 53	85.6% 77	85.1% 137	80.5% 306	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Connie Hargrave				
Favorable	11.1% 1	22.2% 2	1.9% 1	2.6% 2
Neutral	0.0% 0	0.0% 0	7.5% 4	5.2% 4
Unfavorable	0.0% 0	0.0% 0	7.5% 4	1.3% 1
Haven't heard of	88.9% 8	77.8% 7	83.0% 44	90.9% 70
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

	Income			Divisions	
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division	
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212	
Connie Hargrave					
Favorable	8.5% 7	13.5% 10	16.7% 9	3.8% 8	
Neutral	8.5% 7	13.5% 10	13.0% 7	6.6% 14	
Unfavorable	1.2% 1	1.4% 1	0.0% 0	1.4% 3	
Haven't heard of	81.7% 67	71.6% 53	70.4% 38	88.2% 187	
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212	

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	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Connie Hargrave				
Favorable	13.0% 25	8.4% 23	8.5% 10	7.5% 12
Neutral	11.9% 23	9.2% 25	10.2% 12	6.2% 10
Unfavorable	3.1% 6	2.9% 8	0.8% 1	3.1% 5
Haven't heard of	72.0% 139	79.5% 217	80.5% 95	83.2% 134
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Connie Hargrave				
Favorable	9.1% 19	2.8% 4	1.2% 1	16.6% 28
Neutral	12.0% 25	4.1% 6	14.1% 12	10.7% 18
Unfavorable	1.0% 2	4.1% 6	1.2% 1	1.2% 2
Haven't heard of	78.0% 163	89.0% 129	83.5% 71	71.6% 121
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Connie Hargrave		
Favorable	5.1% 2	8.8% 30
Neutral	5.1% 2	9.7% 33
Unfavorable	15.4% 6	0.9% 3
Haven't heard of	74.4% 29	80.6% 274
Totals	100.0% 39	100.0% 340

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7. TXU

145; 35.8% Favorable
173; 42.7% Neutral

30; 7.4% Unfavorable
57; 14.1% Haven't heard of

	Overall	Gender		Age
		Female	Male	18-44
	405	55.3%, 224	44.7%, 181	17.4%, 69
TXU				
Favorable	35.8% 145	32.6% 73	39.8% 72	33.3% 23
Neutral	42.7% 173	45.1% 101	39.8% 72	56.5% 39
Unfavorable	7.4% 30	7.6% 17	7.2% 13	5.8% 4
Haven't heard of	14.1% 57	14.7% 33	13.3% 24	4.3% 3
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69

	Age			Ethnicity
	45-54	55-64	65+	White/Anglo
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380
TXU				
Favorable	40.8% 31	30.0% 27	39.1% 63	35.8% 136
Neutral	36.8% 28	44.4% 40	36.6% 59	43.7% 166
Unfavorable	7.9% 6	15.6% 14	3.7% 6	7.4% 28
Haven't heard of	14.5% 11	10.0% 9	20.5% 33	13.2% 50
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
TXU				
Favorable	44.4% 4	44.4% 4	32.1% 17	24.7% 19
Neutral	22.2% 2	0.0% 0	41.5% 22	45.5% 35
Unfavorable	11.1% 1	11.1% 1	13.2% 7	5.2% 4
Haven't heard of	22.2% 2	44.4% 4	13.2% 7	24.7% 19
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

	Income			Divisions
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212
TXU				
Favorable	37.8% 31	39.2% 29	63.0% 34	27.8% 59
Neutral	41.5% 34	44.6% 33	35.2% 19	47.2% 100
Unfavorable	7.3% 6	4.1% 3	1.9% 1	6.1% 13
Haven't heard of	13.4% 11	12.2% 9	0.0% 0	18.9% 40
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212

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Montgomery & Associates
512-478-0002

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	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
TXU				
Favorable	44.6% 86	37.4% 102	33.9% 40	37.9% 61
Neutral	37.8% 73	40.3% 110	46.6% 55	39.1% 63
Unfavorable	8.8% 17	7.0% 19	8.5% 10	6.8% 11
Haven't heard of	8.8% 17	15.4% 42	11.0% 13	16.1% 26
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
TXU				
Favorable	36.8% 77	37.2% 54	22.4% 19	41.4% 70
Neutral	43.1% 90	39.3% 57	62.4% 53	36.1% 61
Unfavorable	8.1% 17	6.9% 10	3.5% 3	10.1% 17
Haven't heard of	12.0% 25	16.6% 24	11.8% 10	12.4% 21
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
TXU		
Favorable	46.2% 18	35.9% 122
Neutral	28.2% 11	43.8% 149
Unfavorable	7.7% 3	7.6% 26
Haven't heard of	17.9% 7	12.6% 43
Totals	100.0% 39	100.0% 340

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8. Citizens United for Fair Energy Costs

65; 16.0% Favorable
43; 10.6% Neutral

5; 1.2% Unfavorable
292; 72.1% Haven't heard of

	Overall	Gender		Age
		Female	Male	
	405	55.3%, 224	44.7%, 181	17.4%, 69
Citizens United for Fair Energy Costs				
Favorable	16.0% 65	14.3% 32	18.2% 33	17.4% 12
Neutral	10.6% 43	7.6% 17	14.4% 26	10.1% 7
Unfavorable	1.2% 5	0.9% 2	1.7% 3	0.0% 0
Haven't heard of	72.1% 292	77.2% 173	65.7% 119	72.5% 50
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69

	Age			Ethnicity
	45-54	55-64	65+	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380
Citizens United for Fair Energy Costs				
Favorable	19.7% 15	15.6% 14	13.7% 22	15.8% 60
Neutral	15.8% 12	12.2% 11	7.5% 12	10.5% 40
Unfavorable	1.3% 1	3.3% 3	0.6% 1	1.1% 4
Haven't heard of	63.2% 48	68.9% 62	78.3% 126	72.6% 276
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Citizens United for Fair Energy Costs				
Favorable	22.2% 2	22.2% 2	7.5% 4	9.1% 7
Neutral	11.1% 1	0.0% 0	13.2% 7	5.2% 4
Unfavorable	0.0% 0	11.1% 1	3.8% 2	0.0% 0
Haven't heard of	66.7% 6	66.7% 6	75.5% 40	85.7% 66
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

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	Income			Divisions
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212
Citizens United for Fair Energy Costs				
Favorable	17.1% 14	20.3% 15	27.8% 15	8.5% 18
Neutral	8.5% 7	18.9% 14	13.0% 7	9.4% 20
Unfavorable	1.2% 1	1.4% 1	0.0% 0	1.4% 3
Haven't heard of	73.2% 60	59.5% 44	59.3% 32	80.7% 171
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212

	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Citizens United for Fair Energy Costs				
Favorable	24.4% 47	16.8% 46	16.1% 19	9.9% 16
Neutral	11.9% 23	10.3% 28	11.9% 14	11.2% 18
Unfavorable	1.0% 2	1.8% 5	0.0% 0	1.9% 3
Haven't heard of	62.7% 121	71.1% 194	72.0% 85	77.0% 124
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Citizens United for Fair Energy Costs				
Favorable	21.5% 45	9.0% 13	7.1% 6	27.2% 46
Neutral	10.5% 22	7.6% 11	18.8% 16	8.9% 15
Unfavorable	1.0% 2	1.4% 2	2.4% 2	0.6% 1
Haven't heard of	67.0% 140	82.1% 119	71.8% 61	63.3% 107
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Citizens United for Fair Energy Costs		
Favorable	5.1% 2	17.9% 61
Neutral	10.3% 4	10.3% 35
Unfavorable	2.6% 1	1.2% 4
Haven't heard of	82.1% 32	70.6% 240
Totals	100.0% 39	100.0% 340

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9. How would you rate your electric service: excellent, good, only fair, or poor?

79; 19.5% Excellent
193; 47.7% Good

87; 21.5% Only fair
42; 10.4% Poor

4; 1.0% Don't know

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Electric service rating					
Excellent	19.5% 79	21.9% 49	16.6% 30	11.6% 8	
Good	47.7% 193	47.8% 107	47.5% 86	34.8% 24	
Only fair	21.5% 87	20.5% 46	22.7% 41	31.9% 22	
Poor	10.4% 42	9.4% 21	11.6% 21	18.8% 13	
Don't know	1.0% 4	0.4% 1	1.7% 3	2.9% 2	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Electric service rating					
Excellent	9.2% 7	24.4% 22	24.8% 40	18.7% 71	
Good	50.0% 38	46.7% 42	52.8% 85	48.2% 183	
Only fair	26.3% 20	21.1% 19	14.9% 24	21.6% 82	
Poor	13.2% 10	7.8% 7	7.5% 12	10.5% 40	
Don't know	1.3% 1	0.0% 0	0.0% 0	1.1% 4	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Electric service rating				
Excellent	33.3% 3	33.3% 3	28.3% 15	19.5% 15
Good	44.4% 4	33.3% 3	35.8% 19	57.1% 44
Only fair	22.2% 2	11.1% 1	22.6% 12	14.3% 11
Poor	0.0% 0	22.2% 2	11.3% 6	7.8% 6
Don't know	0.0% 0	0.0% 0	1.9% 1	1.3% 1
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

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	Income			Divisions
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212
Electric service rating				
Excellent	25.6% 21	13.5% 10	14.8% 8	23.6% 50
Good	41.5% 34	50.0% 37	46.3% 25	48.1% 102
Only fair	20.7% 17	25.7% 19	22.2% 12	18.9% 40
Poor	12.2% 10	10.8% 8	14.8% 8	8.5% 18
Don't know	0.0% 0	0.0% 0	1.9% 1	0.9% 2
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212

	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Electric service rating				
Excellent	15.0% 29	21.2% 58	16.1% 19	23.6% 38
Good	47.2% 91	45.1% 123	54.2% 64	49.7% 80
Only fair	24.4% 47	24.2% 66	14.4% 17	16.1% 26
Poor	12.4% 24	8.8% 24	13.6% 16	10.6% 17
Don't know	1.0% 2	0.7% 2	1.7% 2	0.0% 0
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Electric service rating				
Excellent	18.2% 38	40.0% 58	10.6% 9	5.9% 10
Good	46.4% 97	51.7% 75	57.6% 49	38.5% 65
Only fair	22.5% 47	8.3% 12	24.7% 21	32.0% 54
Poor	11.0% 23	0.0% 0	4.7% 4	22.5% 38
Don't know	1.9% 4	0.0% 0	2.4% 2	1.2% 2
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Electric service rating		
Excellent	56.4% 22	13.5% 46
Good	38.5% 15	48.2% 164
Only fair	5.1% 2	25.0% 85
Poor	0.0% 0	12.1% 41
Don't know	0.0% 0	1.2% 4
Totals	100.0% 39	100.0% 340

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10. Would you describe the rates you pay for electricity now as too low, too high, or about right?

3; 0.7% Too low 281; 69.4% Too high 113; 27.9% About right 8; 2.0% Don't know

	Overall	Gender		Age	
		Female	Male	18-44	45-54
	405	55.3%, 224	44.7%, 181	17.4%, 69	19.2%, 76
Electricity rates					
Too low	0.7% 3	0.9% 2	0.6% 1	1.4% 1	0.0% 0
Too high	69.4% 281	68.8% 154	70.2% 127	75.4% 52	80.3% 61
About right	27.9% 113	28.1% 63	27.6% 50	21.7% 15	19.7% 15
Don't know	2.0% 8	2.2% 5	1.7% 3	1.4% 1	0.0% 0
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	100.0% 76

	Age		Ethnicity		
	55-64	65+	White/Anglo	Hispanic/Mexican American	Other
	22.7%, 90	40.7%, 161	95.5%, 380	2.3%, 9	2.3%, 9
Electricity rates					
Too low	1.1% 1	0.6% 1	0.5% 2	0.0% 0	11.1% 1
Too high	66.7% 60	63.4% 102	70.0% 266	55.6% 5	55.6% 5
About right	30.0% 27	32.9% 53	27.4% 104	44.4% 4	33.3% 3
Don't know	2.2% 2	3.1% 5	2.1% 8	0.0% 0	0.0% 0
Totals	100.0% 90	100.0% 161	100.0% 380	100.0% 9	100.0% 9

	Income				
	\$20,000 and under	\$20,001 to \$35,000	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000
	15.6%, 53	22.6%, 77	24.1%, 82	21.8%, 74	15.9%, 54
Electricity rates					
Too low	1.9% 1	0.0% 0	1.2% 1	0.0% 0	0.0% 0
Too high	56.6% 30	61.0% 47	67.1% 55	78.4% 58	74.1% 40
About right	39.6% 21	35.1% 27	30.5% 25	18.9% 14	24.1% 13
Don't know	1.9% 1	3.9% 3	1.2% 1	2.7% 2	1.9% 1
Totals	100.0% 53	100.0% 77	100.0% 82	100.0% 74	100.0% 54

	Divisions		Political views		Cap Rock stockholder
	McCulloch Division	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	52.3%, 212	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Electricity rates					
Too low	0.9% 2	0.5% 1	0.7% 2	0.8% 1	0.6% 1
Too high	59.4% 126	80.3% 155	70.0% 191	67.8% 80	64.0% 103
About right	36.8% 78	18.1% 35	28.2% 77	28.0% 33	32.3% 52
Don't know	2.8% 6	1.0% 2	1.1% 3	3.4% 4	3.1% 5
Totals	100.0% 212	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating				Rate increase
	No	Favorable	Neutral	Unfavorable	Strongly support/support	
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169	10.3%, 39	
Electricity rates						
Too low	0.5% 1	2.1% 3	0.0% 0	0.0% 0	2.6% 1	
Too high	73.7% 154	37.2% 54	80.0% 68	92.9% 157	17.9% 7	
About right	24.4% 51	57.9% 84	17.6% 15	5.9% 10	76.9% 30	
Don't know	1.4% 3	2.8% 4	2.4% 2	1.2% 2	2.6% 1	
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169	100.0% 39	

	Rate increase
	Strongly oppose/oppose
	89.7%, 340
Electricity rates	
Too low	0.3% 1
Too high	77.9% 265
About right	19.7% 67
Don't know	2.1% 7
Totals	100.0% 340

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11. Would you say that the different charges on your Cap Rock Energy bill are very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?

108; 26.7% Very easy to understand
 121; 29.9% Somewhat easy to understand
 104; 25.7% Somewhat difficult to understand

49; 12.1% Very difficult to understand
 23; 5.7% Don't know

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Energy bill charges					
Very easy to understand	26.7% 108	28.6% 64	24.3% 44	17.4% 12	
Somewhat easy to understand	29.9% 121	31.7% 71	27.6% 50	33.3% 23	
Somewhat difficult to understand	25.7% 104	24.6% 55	27.1% 49	34.8% 24	
Very difficult to understand	12.1% 49	9.8% 22	14.9% 27	10.1% 7	
Don't know	5.7% 23	5.4% 12	6.1% 11	4.3% 3	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Energy bill charges					
Very easy to understand	18.4% 14	33.3% 30	29.8% 48	26.8% 102	
Somewhat easy to understand	28.9% 22	24.4% 22	30.4% 49	29.5% 112	
Somewhat difficult to understand	31.6% 24	21.1% 19	23.0% 37	25.8% 98	
Very difficult to understand	17.1% 13	11.1% 10	11.8% 19	12.1% 46	
Don't know	3.9% 3	10.0% 9	5.0% 8	5.8% 22	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Energy bill charges				
Very easy to understand	33.3% 3	22.2% 2	39.6% 21	36.4% 28
Somewhat easy to understand	33.3% 3	22.2% 2	28.3% 15	33.8% 26
Somewhat difficult to understand	22.2% 2	22.2% 2	20.8% 11	16.9% 13
Very difficult to understand	11.1% 1	22.2% 2	3.8% 2	6.5% 5
Don't know	0.0% 0	11.1% 1	7.5% 4	6.5% 5
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

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	Income			Divisions
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212
Energy bill charges				
Very easy to understand	24.4% 20	16.2% 12	16.7% 9	28.3% 60
Somewhat easy to understand	31.7% 26	32.4% 24	22.2% 12	33.5% 71
Somewhat difficult to understand	24.4% 20	29.7% 22	40.7% 22	21.7% 46
Very difficult to understand	17.1% 14	17.6% 13	14.8% 8	8.5% 18
Don't know	2.4% 2	4.1% 3	5.6% 3	8.0% 17
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212

	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Energy bill charges				
Very easy to understand	24.9% 48	24.5% 67	31.4% 37	30.4% 49
Somewhat easy to understand	25.9% 50	32.6% 89	25.4% 30	32.9% 53
Somewhat difficult to understand	30.1% 58	26.7% 73	23.7% 28	24.8% 40
Very difficult to understand	16.1% 31	11.0% 30	12.7% 15	8.1% 13
Don't know	3.1% 6	5.1% 14	6.8% 8	3.7% 6
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Energy bill charges				
Very easy to understand	24.9% 52	45.5% 66	20.0% 17	13.6% 23
Somewhat easy to understand	26.8% 56	34.5% 50	32.9% 28	23.7% 40
Somewhat difficult to understand	26.3% 55	10.3% 15	34.1% 29	34.9% 59
Very difficult to understand	15.8% 33	2.8% 4	5.9% 5	23.7% 40
Don't know	6.2% 13	6.9% 10	7.1% 6	4.1% 7
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

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	Rate increase			
	Strongly support/support		Strongly oppose/oppose	
	10.3%, 39		89.7%, 340	
Energy bill charges				
Very easy to understand	61.5%	24	22.4%	76
Somewhat easy to understand	25.6%	10	29.1%	99
Somewhat difficult to understand	2.6%	1	29.1%	99
Very difficult to understand	2.6%	1	14.1%	48
Don't know	7.7%	3	5.3%	18
Totals	100.0%	39	100.0%	340

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12. If you had a choice about who to get your electricity from-or if you could afford to make the switch to another provider-would you stay with Cap Rock Energy, or would you be looking for another provider?

143: 35.3% Stay with Cap Rock
211: 52.1% Look for another one

33: 8.1% Depends
18: 4.4% Don't know

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Stay or switch					
Stay with Cap Rock	35.3% 143	38.8% 87	30.9% 56	23.2% 16	
Look for another one	52.1% 211	47.3% 106	58.0% 105	69.6% 48	
Depends	8.1% 33	8.0% 18	8.3% 15	4.3% 3	
Don't know	4.4% 18	5.8% 13	2.8% 5	2.9% 2	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Stay or switch					
Stay with Cap Rock	18.4% 14	35.6% 32	47.2% 76	34.7% 132	
Look for another one	64.5% 49	51.1% 46	41.0% 66	53.2% 202	
Depends	13.2% 10	10.0% 9	5.6% 9	7.4% 28	
Don't know	3.9% 3	3.3% 3	6.2% 10	4.7% 18	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Stay or switch				
Stay with Cap Rock	44.4% 4	44.4% 4	49.1% 26	46.8% 36
Look for another one	33.3% 3	33.3% 3	43.4% 23	33.8% 26
Depends	22.2% 2	22.2% 2	3.8% 2	11.7% 9
Don't know	0.0% 0	0.0% 0	3.8% 2	7.8% 6
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

	Income			Divisions	
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division	
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212	
Stay or switch					
Stay with Cap Rock	37.8% 31	23.0% 17	25.9% 14	46.2% 98	
Look for another one	52.4% 43	66.2% 49	64.8% 35	37.7% 80	
Depends	8.5% 7	9.5% 7	7.4% 4	10.4% 22	
Don't know	1.2% 1	1.4% 1	1.9% 1	5.7% 12	
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212	

	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Stay or switch				
Stay with Cap Rock	23.3% 45	31.9% 87	42.4% 50	43.5% 70
Look for another one	67.9% 131	54.6% 149	48.3% 57	42.9% 69
Depends	5.7% 11	9.2% 25	5.9% 7	10.6% 17
Don't know	3.1% 6	4.4% 12	3.4% 4	3.1% 5
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Stay or switch				
Stay with Cap Rock	29.7% 62	76.6% 111	25.9% 22	3.6% 6
Look for another one	59.8% 125	13.1% 19	51.8% 44	86.4% 146
Depends	5.7% 12	8.3% 12	14.1% 12	5.3% 9
Don't know	4.8% 10	2.1% 3	8.2% 7	4.7% 8
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Stay or switch		
Stay with Cap Rock	92.3% 36	25.3% 86
Look for another one	2.6% 1	61.5% 209
Depends	5.1% 2	8.5% 29
Don't know	0.0% 0	4.7% 16
Totals	100.0% 39	100.0% 340

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Cap Rock Energy has asked for what they say is a 14.45% overall rate increase this spring. They say this would mean about a 7% increase for residential users.

13. Do you strongly support, support, oppose, or strongly oppose Cap Rock Energy receiving this rate increase?

2; 0.5% Strongly support 129; 31.9% Oppose 5; 1.2% Depends
37; 9.1% Support 211; 52.1% Strongly oppose 21; 5.2% Don't know

	Overall		Gender		Age	
			Female	Male	18-44	
	405		55.3%, 224	44.7%, 181	17.4%, 69	
Rate increase						
Strongly support	0.5% 2		0.9% 2	0.0% 0	2.9% 2	
Support	9.1% 37		8.5% 19	9.9% 18	5.8% 4	
Oppose	31.9% 129		31.3% 70	32.6% 59	29.0% 20	
Strongly oppose	52.1% 211		51.8% 116	52.5% 95	58.0% 40	
Depends	1.2% 5		0.9% 2	1.7% 3	2.9% 2	
Don't know	5.2% 21		6.7% 15	3.3% 6	1.4% 1	
Totals	100.0% 405		100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Rate increase					
Strongly support	0.0% 0	0.0% 0	0.0% 0	0.3% 1	
Support	2.6% 2	10.0% 9	13.7% 22	9.2% 35	
Oppose	28.9% 22	32.2% 29	34.8% 56	30.8% 117	
Strongly oppose	65.8% 50	53.3% 48	42.2% 68	53.2% 202	
Depends	0.0% 0	1.1% 1	1.2% 2	1.3% 5	
Don't know	2.6% 2	3.3% 3	8.1% 13	5.3% 20	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Rate increase				
Strongly support	0.0% 0	11.1% 1	0.0% 0	0.0% 0
Support	11.1% 1	0.0% 0	13.2% 7	13.0% 10
Oppose	22.2% 2	66.7% 6	45.3% 24	39.0% 30
Strongly oppose	66.7% 6	22.2% 2	34.0% 18	39.0% 30
Depends	0.0% 0	0.0% 0	1.9% 1	1.3% 1
Don't know	0.0% 0	0.0% 0	5.7% 3	7.8% 6
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

	Income			Divisions
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212
Rate increase				
Strongly support	1.2% 1	0.0% 0	1.9% 1	0.0% 0
Support	11.0% 9	5.4% 4	5.6% 3	10.8% 23
Oppose	32.9% 27	29.7% 22	20.4% 11	43.4% 92
Strongly oppose	48.8% 40	62.2% 46	72.2% 39	38.2% 81
Depends	2.4% 2	0.0% 0	0.0% 0	1.4% 3
Don't know	3.7% 3	2.7% 2	0.0% 0	6.1% 13
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212

	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Rate increase				
Strongly support	1.0% 2	0.4% 1	0.8% 1	0.0% 0
Support	7.3% 14	9.9% 27	7.6% 9	12.4% 20
Oppose	19.2% 37	30.0% 82	36.4% 43	37.3% 60
Strongly oppose	67.4% 130	54.2% 148	47.5% 56	41.6% 67
Depends	1.0% 2	0.0% 0	3.4% 4	1.9% 3
Don't know	4.1% 8	5.5% 15	4.2% 5	6.8% 11
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Rate increase				
Strongly support	1.0% 2	0.7% 1	0.0% 0	0.6% 1
Support	7.7% 16	22.8% 33	2.4% 2	0.6% 1
Oppose	26.8% 56	42.1% 61	44.7% 38	16.6% 28
Strongly oppose	60.3% 126	22.8% 33	44.7% 38	82.2% 139
Depends	0.5% 1	2.1% 3	2.4% 2	0.0% 0
Don't know	3.8% 8	9.7% 14	5.9% 5	0.0% 0
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

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	Rate increase			
	Strongly support/support		Strongly oppose/oppose	
	10.3%, 39		89.7%, 340	
Rate increase				
Strongly support	5.1%	2	0.0%	0
Support	94.9%	37	0.0%	0
Oppose	0.0%	0	37.9%	129
Strongly oppose	0.0%	0	62.1%	211
Depends	0.0%	0	0.0%	0
Don't know	0.0%	0	0.0%	0
Totals	100.0%	39	100.0%	340

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14A. Do you feel strongly enough in your position to write a letter or otherwise contact the PUC to support the rate increase?

7; 17.9% Yes 28; 71.8% No 2; 5.1% Maybe 2; 5.1% Don't know

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Support strongly enough					
Yes	17.9% 7	33.3% 7	0.0% 0	50.0% 3	
No	71.8% 28	61.9% 13	83.3% 15	50.0% 3	
Maybe	5.1% 2	4.8% 1	5.6% 1	0.0% 0	
Don't know	5.1% 2	0.0% 0	11.1% 2	0.0% 0	
Totals	100.0% 39	100.0% 21	100.0% 18	100.0% 6	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Support strongly enough					
Yes	50.0% 1	11.1% 1	9.1% 2	13.9% 5	
No	50.0% 1	66.7% 6	81.8% 18	75.0% 27	
Maybe	0.0% 0	22.2% 2	0.0% 0	5.6% 2	
Don't know	0.0% 0	0.0% 0	9.1% 2	5.6% 2	
Totals	100.0% 2	100.0% 9	100.0% 22	100.0% 36	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Support strongly enough				
Yes	100.0% 1	100.0% 1	0.0% 0	30.0% 3
No	0.0% 0	0.0% 0	85.7% 6	60.0% 6
Maybe	0.0% 0	0.0% 0	14.3% 1	0.0% 0
Don't know	0.0% 0	0.0% 0	0.0% 0	10.0% 1
Totals	100.0% 1	100.0% 1	100.0% 7	100.0% 10

	Income			Divisions	
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division	
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212	
Support strongly enough					
Yes	30.0% 3	0.0% 0	25.0% 1	13.0% 3	
No	60.0% 6	100.0% 4	50.0% 2	82.6% 19	
Maybe	10.0% 1	0.0% 0	0.0% 0	0.0% 0	
Don't know	0.0% 0	0.0% 0	25.0% 1	4.3% 1	
Totals	100.0% 10	100.0% 4	100.0% 4	100.0% 23	

	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Support strongly enough				
Yes	25.0% 4	14.3% 4	20.0% 2	10.0% 2
No	56.3% 9	71.4% 20	80.0% 8	75.0% 15
Maybe	12.5% 2	7.1% 2	0.0% 0	10.0% 2
Don't know	6.3% 1	7.1% 2	0.0% 0	5.0% 1
Totals	100.0% 16	100.0% 28	100.0% 10	100.0% 20

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Support strongly enough				
Yes	27.8% 5	14.7% 5	0.0% 0	50.0% 1
No	66.7% 12	73.5% 25	100.0% 2	50.0% 1
Maybe	0.0% 0	5.9% 2	0.0% 0	0.0% 0
Don't know	5.6% 1	5.9% 2	0.0% 0	0.0% 0
Totals	100.0% 18	100.0% 34	100.0% 2	100.0% 2

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Support strongly enough		
Yes	17.9% 7	0
No	71.8% 28	0
Maybe	5.1% 2	0
Don't know	5.1% 2	0
Totals	100.0% 39	% 0

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14B. Do you feel strongly enough in your position to write a letter or otherwise contact the PUC to oppose the rate increase?

206; 60.6% Yes 84; 24.7% No 38; 11.2% Maybe 12; 3.5% Don't know

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Oppose strongly enough					
Yes	60.6% 206	59.1% 110	62.3% 96	68.3% 41	
No	24.7% 84	24.2% 45	25.3% 39	20.0% 12	
Maybe	11.2% 38	12.4% 23	9.7% 15	8.3% 5	
Don't know	3.5% 12	4.3% 8	2.6% 4	3.3% 2	
Totals	100.0% 340	100.0% 186	100.0% 154	100.0% 60	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Oppose strongly enough					
Yes	68.1% 49	71.4% 55	46.8% 58	61.1% 195	
No	19.4% 14	20.8% 16	32.3% 40	23.8% 76	
Maybe	11.1% 8	6.5% 5	14.5% 18	11.3% 36	
Don't know	1.4% 1	1.3% 1	6.5% 8	3.8% 12	
Totals	100.0% 72	100.0% 77	100.0% 124	100.0% 319	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Oppose strongly enough				
Yes	62.5% 5	50.0% 4	40.5% 17	46.7% 28
No	37.5% 3	37.5% 3	40.5% 17	31.7% 19
Maybe	0.0% 0	12.5% 1	11.9% 5	16.7% 10
Don't know	0.0% 0	0.0% 0	7.1% 3	5.0% 3
Totals	100.0% 8	100.0% 8	100.0% 42	100.0% 60

	Income			Divisions	
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division	
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212	
Oppose strongly enough					
Yes	64.2% 43	67.6% 46	72.0% 36	50.9% 88	
No	23.9% 16	17.6% 12	20.0% 10	31.2% 54	
Maybe	7.5% 5	14.7% 10	6.0% 3	13.9% 24	
Don't know	4.5% 3	0.0% 0	2.0% 1	4.0% 7	
Totals	100.0% 67	100.0% 68	100.0% 50	100.0% 173	

	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Oppose strongly enough				
Yes	70.7% 118	63.0% 145	57.6% 57	58.3% 74
No	18.0% 30	22.6% 52	28.3% 28	25.2% 32
Maybe	8.4% 14	10.9% 25	10.1% 10	12.6% 16
Don't know	3.0% 5	3.5% 8	4.0% 4	3.9% 5
Totals	100.0% 167	100.0% 230	100.0% 99	100.0% 127

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Oppose strongly enough				
Yes	63.2% 115	38.3% 36	55.3% 42	75.4% 126
No	23.6% 43	39.4% 37	28.9% 22	14.4% 24
Maybe	9.3% 17	17.0% 16	11.8% 9	7.8% 13
Don't know	3.8% 7	5.3% 5	3.9% 3	2.4% 4
Totals	100.0% 182	100.0% 94	100.0% 76	100.0% 167

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Oppose strongly enough		
Yes	0	60.6% 206
No	0	24.7% 84
Maybe	0	11.2% 38
Don't know	0	3.5% 12
Totals	% 0	100.0% 340

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15. Others say that the Cap Rock rate increase for residential users will actually be 16.13%. If that's the case, would you still support the rate increase?

14; 35.9% Yes 17; 43.6% No 2; 5.1% Depends 6; 15.4% Don't know

	Overall	Gender		Age
		Female	Male	
	405	55.3%, 224	44.7%, 181	18-44 17.4%, 69
Residential user increase support				
Yes	35.9% 14	47.6% 10	22.2% 4	50.0% 3
No	43.6% 17	23.8% 5	66.7% 12	50.0% 3
Depends	5.1% 2	9.5% 2	0.0% 0	0.0% 0
Don't know	15.4% 6	19.0% 4	11.1% 2	0.0% 0
Totals	100.0% 39	100.0% 21	100.0% 18	100.0% 6

	Age			Ethnicity
	45-54	55-64	65+	
	19.2%, 76	22.7%, 90	40.7%, 161	White/Anglo 95.5%, 380
Residential user increase support				
Yes	0.0% 0	33.3% 3	36.4% 8	33.3% 12
No	100.0% 2	33.3% 3	40.9% 9	44.4% 16
Depends	0.0% 0	22.2% 2	0.0% 0	5.6% 2
Don't know	0.0% 0	11.1% 1	22.7% 5	16.7% 6
Totals	100.0% 2	100.0% 9	100.0% 22	100.0% 36

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Residential user increase support				
Yes	100.0% 1	100.0% 1	28.6% 2	60.0% 6
No	0.0% 0	0.0% 0	28.6% 2	20.0% 2
Depends	0.0% 0	0.0% 0	14.3% 1	0.0% 0
Don't know	0.0% 0	0.0% 0	28.6% 2	20.0% 2
Totals	100.0% 1	100.0% 1	100.0% 7	100.0% 10

	Income			Divisions
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	
	24.1%, 82	21.8%, 74	15.9%, 54	McCulloch Division 52.3%, 212
Residential user increase support				
Yes	40.0% 4	0.0% 0	25.0% 1	30.4% 7
No	60.0% 6	100.0% 4	75.0% 3	52.2% 12
Depends	0.0% 0	0.0% 0	0.0% 0	4.3% 1
Don't know	0.0% 0	0.0% 0	0.0% 0	13.0% 3
Totals	100.0% 10	100.0% 4	100.0% 4	100.0% 23

	Divisions		Political views			Cap Rock stockholder
	Stanton/Lone Wolf Division		Conservative		Middle-of-the-road/liberal	Yes
	47.7%, 193		69.8%, 273		30.2%, 118	43.5%, 161
Residential user increase support						
Yes	43.8%	7	32.1%	9	40.0%	4 50.0% 10
No	31.3%	5	46.4%	13	40.0%	4 25.0% 5
Depends	6.3%	1	7.1%	2	0.0%	0 5.0% 1
Don't know	18.8%	3	14.3%	4	20.0%	2 20.0% 4
Totals	100.0%	16	100.0%	28	100.0%	10 100.0% 20

	Cap Rock stockholder		Cap Rock rating			
	No		Favorable		Neutral	Unfavorable
	56.5%, 209		36.3%, 145		21.3%, 85	42.4%, 169
Residential user increase support						
Yes	22.2%	4	38.2%	13	0.0%	0 0.0% 0
No	66.7%	12	41.2%	14	50.0%	1 100.0% 2
Depends	5.6%	1	5.9%	2	0.0%	0 0.0% 0
Don't know	5.6%	1	14.7%	5	50.0%	1 0.0% 0
Totals	100.0%	18	100.0%	34	100.0%	2 100.0% 2

	Rate increase		
	Strongly support/support	Strongly oppose/oppose	
	10.3%, 39	89.7%, 340	
Residential user increase support			
Yes	35.9% 14	0	
No	43.6% 17	0	
Depends	5.1% 2	0	
Don't know	15.4% 6	0	
Totals	100.0% 39	% 0	

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There's been a lot of debate about Cap Rock's requested rate increase, with a lot of things said on both sides. I am going to read you several statements people might make on both sides of the issue, and ask you to tell me which comes closer to your opinion.

Some people say that wealthy special interests recently changed the law to put Cap Rock under PUC regulation, and now Cap Rock must raise rates to cover increased costs of regulation. Others say that Cap Rock has been mismanaged and pays huge bonuses to upper management, and that's why they want to raise rates.

16. Which comes closer to your opinion?

81; 20.0% Need to cover costs
227; 56.0% Mismanaged

9; 2.2% Depends
88; 21.7% Don't know

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Reason for rate increase					
Need to cover costs	20.0% 81	21.9% 49	17.7% 32	15.9% 11	
Mismanaged	56.0% 227	50.0% 112	63.5% 115	56.5% 39	
Depends	2.2% 9	2.7% 6	1.7% 3	4.3% 3	
Don't know	21.7% 88	25.4% 57	17.1% 31	23.2% 16	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Reason for rate increase					
Need to cover costs	18.4% 14	16.7% 15	24.8% 40	19.7% 75	
Mismanaged	61.8% 47	55.6% 50	54.7% 88	56.6% 215	
Depends	1.3% 1	2.2% 2	1.9% 3	2.4% 9	
Don't know	18.4% 14	25.6% 23	18.6% 30	21.3% 81	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Reason for rate increase				
Need to cover costs	22.2% 2	33.3% 3	28.3% 15	23.4% 18
Mismanaged	55.6% 5	44.4% 4	50.9% 27	48.1% 37
Depends	0.0% 0	0.0% 0	3.8% 2	1.3% 1
Don't know	22.2% 2	22.2% 2	17.0% 9	27.3% 21
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

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	Income			Divisions
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212
Reason for rate increase				
Need to cover costs	17.1% 14	18.9% 14	18.5% 10	22.2% 47
Mismanaged	54.9% 45	67.6% 50	64.8% 35	44.8% 95
Depends	1.2% 1	4.1% 3	1.9% 1	2.4% 5
Don't know	26.8% 22	9.5% 7	14.8% 8	30.7% 65
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212

	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Reason for rate increase				
Need to cover costs	17.6% 34	18.7% 51	23.7% 28	22.4% 36
Mismanaged	68.4% 132	59.3% 162	50.8% 60	50.9% 82
Depends	2.1% 4	2.9% 8	0.8% 1	3.1% 5
Don't know	11.9% 23	19.0% 52	24.6% 29	23.6% 38
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Reason for rate increase				
Need to cover costs	17.2% 36	34.5% 50	16.5% 14	8.9% 15
Mismanaged	59.8% 125	31.7% 46	51.8% 44	80.5% 136
Depends	1.9% 4	0.7% 1	2.4% 2	3.6% 6
Don't know	21.1% 44	33.1% 48	29.4% 25	7.1% 12
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Reason for rate increase		
Need to cover costs	46.2% 18	15.6% 53
Mismanaged	23.1% 9	62.4% 212
Depends	0.0% 0	2.6% 9
Don't know	30.8% 12	19.4% 66
Totals	100.0% 39	100.0% 340

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Some people say that Cap Rock only wants to increase residential rates by 7%—about the cost of a pizza a month for most homes, which won't be too much of a burden. Others say that Cap Rock is already charging its customers 20%-30% more than other electric customers in Texas, and they shouldn't go higher still.

17. Which comes closer to your opinion?

45; 11.1% 7% not much burden 3; 0.7% Depends
309; 76.3% Too much, shouldn't go higher 48; 11.9% Don't know

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Rate increase for residential users					
7% not much burden	11.1% 45	11.2% 25	11.0% 20	11.6% 8	
Too much, shouldn't go higher	76.3% 309	73.7% 165	79.6% 144	81.2% 56	
Depends	0.7% 3	0.4% 1	1.1% 2	0.0% 0	
Don't know	11.9% 48	14.7% 33	8.3% 15	7.2% 5	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Rate increase for residential users					
7% not much burden	3.9% 3	11.1% 10	13.7% 22	11.1% 42	
Too much, shouldn't go higher	86.8% 66	72.2% 65	71.4% 115	76.8% 292	
Depends	1.3% 1	2.2% 2	0.0% 0	0.8% 3	
Don't know	7.9% 6	14.4% 13	14.9% 24	11.3% 43	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Rate increase for residential users				
7% not much burden	11.1% 1	11.1% 1	18.9% 10	11.7% 9
Too much, shouldn't go higher	66.7% 6	77.8% 7	69.8% 37	72.7% 56
Depends	0.0% 0	0.0% 0	0.0% 0	0.0% 0
Don't know	22.2% 2	11.1% 1	11.3% 6	15.6% 12
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

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	Income			Divisions
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212
Rate increase for residential users				
7% not much burden	13.4% 11	8.1% 6	5.6% 3	11.8% 25
Too much, shouldn't go higher	74.4% 61	81.1% 60	88.9% 48	70.8% 150
Depends	1.2% 1	1.4% 1	0.0% 0	0.9% 2
Don't know	11.0% 9	9.5% 7	5.6% 3	16.5% 35
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212

	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Rate increase for residential users				
7% not much burden	10.4% 20	10.6% 29	13.6% 16	15.5% 25
Too much, shouldn't go higher	82.4% 159	76.6% 209	75.4% 89	68.9% 111
Depends	0.5% 1	0.7% 2	0.8% 1	1.2% 2
Don't know	6.7% 13	12.1% 33	10.2% 12	14.3% 23
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Rate increase for residential users				
7% not much burden	6.7% 14	23.4% 34	7.1% 6	2.4% 4
Too much, shouldn't go higher	82.3% 172	53.8% 78	82.4% 70	94.1% 159
Depends	0.5% 1	0.7% 1	1.2% 1	0.6% 1
Don't know	10.5% 22	22.1% 32	9.4% 8	3.0% 5
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Rate increase for residential users		
7% not much burden	51.3% 20	5.9% 20
Too much, shouldn't go higher	25.6% 10	84.1% 286
Depends	0.0% 0	0.9% 3
Don't know	23.1% 9	9.1% 31
Totals	100.0% 39	100.0% 340

Cap Rock Energy, in a newspaper advertisement explaining why they need the rate increase, says it's really just "a small group of wealthy, politically connected customers" behind all the complaining about Cap Rock's rates, and those customers want to "keep their rates artificially low by being subsidized by other rate classes."

18. Do you agree or disagree with that statement?

59; 14.6% Agree 222; 54.8% Disagree 5; 1.2% Depends 119; 29.4% Don't know

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Newspaper advertisements					
Agree	14.6% 59	13.8% 31	15.5% 28	18.8% 13	
Disagree	54.8% 222	50.0% 112	60.8% 110	56.5% 39	
Depends	1.2% 5	1.8% 4	0.6% 1	0.0% 0	
Don't know	29.4% 119	34.4% 77	23.2% 42	24.6% 17	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Newspaper advertisements					
Agree	9.2% 7	12.2% 11	16.1% 26	13.9% 53	
Disagree	72.4% 55	50.0% 45	50.9% 82	55.5% 211	
Depends	1.3% 1	4.4% 4	0.0% 0	1.3% 5	
Don't know	17.1% 13	33.3% 30	32.9% 53	29.2% 111	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Newspaper advertisements				
Agree	44.4% 4	22.2% 2	28.3% 15	16.9% 13
Disagree	33.3% 3	66.7% 6	45.3% 24	36.4% 28
Depends	0.0% 0	0.0% 0	3.8% 2	1.3% 1
Don't know	22.2% 2	11.1% 1	22.6% 12	45.5% 35
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

	Income			Divisions	
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division	
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212	
Newspaper advertisements					
Agree	17.1% 14	10.8% 8	5.6% 3	16.0% 34	
Disagree	63.4% 52	63.5% 47	74.1% 40	42.9% 91	
Depends	1.2% 1	0.0% 0	0.0% 0	1.4% 3	
Don't know	18.3% 15	25.7% 19	20.4% 11	39.6% 84	
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212	

	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Newspaper advertisements				
Agree	13.0% 25	13.2% 36	18.6% 22	16.1% 26
Disagree	67.9% 131	56.0% 153	55.1% 65	55.3% 89
Depends	1.0% 2	0.0% 0	4.2% 5	1.2% 2
Don't know	18.1% 35	30.8% 84	22.0% 26	27.3% 44
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Newspaper advertisements				
Agree	12.9% 27	21.4% 31	11.8% 10	9.5% 16
Disagree	55.5% 116	36.6% 53	50.6% 43	74.0% 125
Depends	1.4% 3	3.4% 5	0.0% 0	0.0% 0
Don't know	30.1% 63	38.6% 56	37.6% 32	16.6% 28
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Newspaper advertisements		
Agree	30.8% 12	13.2% 45
Disagree	41.0% 16	58.2% 198
Depends	0.0% 0	1.5% 5
Don't know	28.2% 11	27.1% 92
Totals	100.0% 39	100.0% 340

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19. How much have you heard about Citizens United for Fair Energy Costs, the group working to stop the requested Cap Rock rate increase: quite a lot, some, just a little, or nothing?

15; 3.7% Quite a lot
44; 10.9% Some

96; 23.7% Just a little
240; 59.3% Nothing

10; 2.5% Don't know

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Knowledge of Citizens United for Fair Energy Costs					
Quite a lot	3.7% 15	4.0% 9	3.3% 6	2.9% 2	
Some	10.9% 44	9.4% 21	12.7% 23	17.4% 12	
Just a little	23.7% 96	21.0% 47	27.1% 49	23.2% 16	
Nothing	59.3% 240	63.8% 143	53.6% 97	53.6% 37	
Don't know	2.5% 10	1.8% 4	3.3% 6	2.9% 2	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Knowledge of Citizens United for Fair Energy Costs					
Quite a lot	6.6% 5	2.2% 2	3.7% 6	3.9% 15	
Some	11.8% 9	12.2% 11	6.8% 11	10.3% 39	
Just a little	31.6% 24	18.9% 17	22.4% 36	23.9% 91	
Nothing	50.0% 38	64.4% 58	64.0% 103	59.5% 226	
Don't know	0.0% 0	2.2% 2	3.1% 5	2.4% 9	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Knowledge of Citizens United for Fair Energy Costs				
Quite a lot	0.0% 0	0.0% 0	1.9% 1	1.3% 1
Some	44.4% 4	11.1% 1	7.5% 4	5.2% 4
Just a little	22.2% 2	11.1% 1	20.8% 11	18.2% 14
Nothing	33.3% 3	66.7% 6	66.0% 35	70.1% 54
Don't know	0.0% 0	11.1% 1	3.8% 2	5.2% 4
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

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	Income			Divisions	
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division	
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212	
Knowledge of Citizens United for Fair Energy Costs					
Quite a lot	3.7% 3	4.1% 3	9.3% 5	0.9% 2	
Some	14.6% 12	14.9% 11	14.8% 8	5.7% 12	
Just a little	22.0% 18	27.0% 20	31.5% 17	18.9% 40	
Nothing	58.5% 48	52.7% 39	42.6% 23	71.2% 151	
Don't know	1.2% 1	1.4% 1	1.9% 1	3.3% 7	
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212	

	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Knowledge of Citizens United for Fair Energy Costs				
Quite a lot	6.7% 13	2.6% 7	5.9% 7	3.7% 6
Some	16.6% 32	12.8% 35	7.6% 9	11.2% 18
Just a little	29.0% 56	24.9% 68	22.0% 26	20.5% 33
Nothing	46.1% 89	57.9% 158	60.2% 71	62.1% 100
Don't know	1.6% 3	1.8% 5	4.2% 5	2.5% 4
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Knowledge of Citizens United for Fair Energy Costs				
Quite a lot	4.3% 9	0.0% 0	1.2% 1	8.3% 14
Some	12.4% 26	4.1% 6	8.2% 7	18.3% 31
Just a little	24.4% 51	23.4% 34	22.4% 19	24.9% 42
Nothing	56.9% 119	67.6% 98	65.9% 56	47.9% 81
Don't know	1.9% 4	4.8% 7	2.4% 2	0.6% 1
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

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	Rate increase	
	Strongly support/support 10.3%, 39	Strongly oppose/oppose 89.7%, 340
Knowledge of Citizens United for Fair Energy Costs		
Quite a lot	0.0% 0	4.1% 14
Some	10.3% 4	11.5% 39
Just a little	30.8% 12	23.5% 80
Nothing	53.8% 21	58.8% 200
Don't know	5.1% 2	2.1% 7
Totals	100.0% 39	100.0% 340

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20. Are you a stockholder in Cap Rock Energy?

161; 39.8% Yes

209; 51.6% No

35; 8.6% Don't know

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Cap Rock Energy stockholder					
Yes	39.8% 161	38.8% 87	40.9% 74	18.8% 13	
No	51.6% 209	51.8% 116	51.4% 93	69.6% 48	
Don't know	8.6% 35	9.4% 21	7.7% 14	11.6% 8	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Cap Rock Energy stockholder					
Yes	40.8% 31	45.6% 41	46.0% 74	40.0% 152	
No	52.6% 40	42.2% 38	49.1% 79	51.1% 194	
Don't know	6.6% 5	12.2% 11	5.0% 8	8.9% 34	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Cap Rock Energy stockholder				
Yes	22.2% 2	44.4% 4	52.8% 28	33.8% 26
No	77.8% 7	55.6% 5	41.5% 22	54.5% 42
Don't know	0.0% 0	0.0% 0	5.7% 3	11.7% 9
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

	Income			Divisions	
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division	
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212	
Cap Rock Energy stockholder					
Yes	39.0% 32	36.5% 27	48.1% 26	46.2% 98	
No	54.9% 45	56.8% 42	42.6% 23	43.9% 93	
Don't know	6.1% 5	6.8% 5	9.3% 5	9.9% 21	
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212	

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	Divisions	Political views		Cap Rock stockholder
	Stanton/Lone Wolf Division	Conservative	Middle-of-the-road/liberal	Yes
	47.7%, 193	69.8%, 273	30.2%, 118	43.5%, 161
Cap Rock Energy stockholder				
Yes	32.6% 63	43.6% 119	32.2% 38	100.0% 161
No	60.1% 116	47.6% 130	60.2% 71	0.0% 0
Don't know	7.3% 14	8.8% 24	7.6% 9	0.0% 0
Totals	100.0% 193	100.0% 273	100.0% 118	100.0% 161

	Cap Rock stockholder	Cap Rock rating		
	No	Favorable	Neutral	Unfavorable
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169
Cap Rock Energy stockholder				
Yes	0.0% 0	45.5% 66	41.2% 35	34.3% 58
No	100.0% 209	44.1% 64	50.6% 43	58.0% 98
Don't know	0.0% 0	10.3% 15	8.2% 7	7.7% 13
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Cap Rock Energy stockholder		
Yes	51.3% 20	37.4% 127
No	46.2% 18	53.5% 182
Don't know	2.6% 1	9.1% 31
Totals	100.0% 39	100.0% 340

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21. Finally, to analyze our survey, I need to ask you a couple of questions about yourself. Do you mind saying in which of the following broad ranges your total household income falls?

53; 13.1% \$20,000 and under 74; 18.3% \$50,001 to \$75,000 8; 2.0% Don't know
 77; 19.0% \$20,001 to \$35,000 32; 7.9% \$75,001 to \$100,000 57; 14.1% Refuse
 82; 20.2% \$35,001 to \$50,000 22; 5.4% Over \$100,000

	Overall	Gender		Age	
		Female	Male	18-44	
	405	55.3%, 224	44.7%, 181	17.4%, 69	
Income					
\$20,000 and under	13.1% 53	14.3% 32	11.6% 21	4.3% 3	
\$20,001 to \$35,000	19.0% 77	21.9% 49	15.5% 28	17.4% 12	
\$35,001 to \$50,000	20.2% 82	21.9% 49	18.2% 33	31.9% 22	
\$50,001 to \$75,000	18.3% 74	16.5% 37	20.4% 37	21.7% 15	
\$75,001 to \$100,000	7.9% 32	4.9% 11	11.6% 21	8.7% 6	
Over \$100,000	5.4% 22	3.6% 8	7.7% 14	2.9% 2	
Don't know	2.0% 8	3.1% 7	0.6% 1	2.9% 2	
Refuse	14.1% 57	13.8% 31	14.4% 26	10.1% 7	
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69	

	Age			Ethnicity	
	45-54	55-64	65+	White/Anglo	
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380	
Income					
\$20,000 and under	5.3% 4	15.6% 14	19.3% 31	13.7% 52	
\$20,001 to \$35,000	11.8% 9	13.3% 12	27.3% 44	18.7% 71	
\$35,001 to \$50,000	18.4% 14	17.8% 16	18.6% 30	20.5% 78	
\$50,001 to \$75,000	26.3% 20	24.4% 22	9.9% 16	18.2% 69	
\$75,001 to \$100,000	14.5% 11	5.6% 5	6.2% 10	7.6% 29	
Over \$100,000	10.5% 8	5.6% 5	4.3% 7	5.5% 21	
Don't know	0.0% 0	2.2% 2	2.5% 4	2.1% 8	
Refuse	13.2% 10	15.6% 14	11.8% 19	13.7% 52	
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380	

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	Ethnicity				Income			
	Hispanic/Mexican American		Other		\$20,000 and under		\$20,001 to \$35,000	
	2.3%, 9		2.3%, 9		15.6%, 53		22.6%, 77	
Income								
\$20,000 and under	0.0%	0	0.0%	0	100.0%	53	0.0%	0
\$20,001 to \$35,000	11.1%	1	33.3%	3	0.0%	0	100.0%	77
\$35,001 to \$50,000	22.2%	2	22.2%	2	0.0%	0	0.0%	0
\$50,001 to \$75,000	33.3%	3	22.2%	2	0.0%	0	0.0%	0
\$75,001 to \$100,000	11.1%	1	11.1%	1	0.0%	0	0.0%	0
Over \$100,000	11.1%	1	0.0%	0	0.0%	0	0.0%	0
Don't know	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Refuse	11.1%	1	11.1%	1	0.0%	0	0.0%	0
Totals	100.0%	9	100.0%	9	100.0%	53	100.0%	77

	Income						Divisions	
	\$35,001 to \$50,000		\$50,001 to \$75,000		Over \$75,000		McCulloch Division	
	24.1%, 82		21.8%, 74		15.9%, 54		52.3%, 212	
Income								
\$20,000 and under	0.0%	0	0.0%	0	0.0%	0	15.6%	33
\$20,001 to \$35,000	0.0%	0	0.0%	0	0.0%	0	22.2%	47
\$35,001 to \$50,000	100.0%	82	0.0%	0	0.0%	0	21.2%	45
\$50,001 to \$75,000	0.0%	0	100.0%	74	0.0%	0	17.5%	37
\$75,001 to \$100,000	0.0%	0	0.0%	0	59.3%	32	4.7%	10
Over \$100,000	0.0%	0	0.0%	0	40.7%	22	4.2%	9
Don't know	0.0%	0	0.0%	0	0.0%	0	1.4%	3
Refuse	0.0%	0	0.0%	0	0.0%	0	13.2%	28
Totals	100.0%	82	100.0%	74	100.0%	54	100.0%	212

	Divisions		Political views				Cap Rock stockholder	
	Stanton/Lone Wolf Division		Conservative		Middle-of-the-road/liberal		Yes	
	47.7%, 193		69.8%, 273		30.2%, 118		43.5%, 161	
Income								
\$20,000 and under	10.4%	20	13.2%	36	13.6%	16	17.4%	28
\$20,001 to \$35,000	15.5%	30	17.2%	47	20.3%	24	16.1%	26
\$35,001 to \$50,000	19.2%	37	19.0%	52	23.7%	28	19.9%	32
\$50,001 to \$75,000	19.2%	37	19.0%	52	16.9%	20	16.8%	27
\$75,001 to \$100,000	11.4%	22	8.8%	24	6.8%	8	8.7%	14
Over \$100,000	6.7%	13	6.6%	18	3.4%	4	7.5%	12
Don't know	2.6%	5	1.8%	5	2.5%	3	1.9%	3
Refuse	15.0%	29	14.3%	39	12.7%	15	11.8%	19
Totals	100.0%	193	100.0%	273	100.0%	118	100.0%	161

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	Cap Rock stockholder	Cap Rock rating			
	No	Favorable	Neutral	Unfavorable	
	56.5%, 209	36.3%, 145	21.3%, 85	42.4%, 169	
Income					
\$20,000 and under	10.5% 22	14.5% 21	20.0% 17	7.7% 13	
\$20,001 to \$35,000	20.1% 42	24.8% 36	12.9% 11	16.0% 27	
\$35,001 to \$50,000	21.5% 45	22.1% 32	20.0% 17	19.5% 33	
\$50,001 to \$75,000	20.1% 42	12.4% 18	20.0% 17	23.1% 39	
\$75,001 to \$100,000	8.1% 17	6.2% 9	7.1% 6	10.1% 17	
Over \$100,000	2.9% 6	4.8% 7	5.9% 5	5.9% 10	
Don't know	1.9% 4	2.8% 4	0.0% 0	2.4% 4	
Refuse	14.8% 31	12.4% 18	14.1% 12	15.4% 26	
Totals	100.0% 209	100.0% 145	100.0% 85	100.0% 169	

	Rate increase	
	Strongly support/support	Strongly oppose/oppose
	10.3%, 39	89.7%, 340
Income		
\$20,000 and under	17.9% 7	12.4% 42
\$20,001 to \$35,000	25.6% 10	17.6% 60
\$35,001 to \$50,000	25.6% 10	19.7% 67
\$50,001 to \$75,000	10.3% 4	20.0% 68
\$75,001 to \$100,000	10.3% 4	8.2% 28
Over \$100,000	0.0% 0	6.5% 22
Don't know	0.0% 0	1.8% 6
Refuse	10.3% 4	13.8% 47
Totals	100.0% 39	100.0% 340

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22. Do you normally think of yourself as conservative, middle-of-the-road, or liberal in your political views?

273; 67.4% Conservative
104; 25.7% Middle-of-the-road

14; 3.5% Liberal
14; 3.5% No opinion

	Overall	Gender		Age
		Female	Male	18-44
	405	55.3%, 224	44.7%, 181	17.4%, 69
Political views				
Conservative	67.4% 273	62.9% 141	72.9% 132	56.5% 39
Middle-of-the-road	25.7% 104	29.5% 66	21.0% 38	33.3% 23
Liberal	3.5% 14	2.7% 6	4.4% 8	5.8% 4
No opinion	3.5% 14	4.9% 11	1.7% 3	4.3% 3
Totals	100.0% 405	100.0% 224	100.0% 181	100.0% 69

	Age			Ethnicity
	45-54	55-64	65+	White/Anglo
	19.2%, 76	22.7%, 90	40.7%, 161	95.5%, 380
Political views				
Conservative	71.1% 54	70.0% 63	68.9% 111	67.6% 257
Middle-of-the-road	26.3% 20	24.4% 22	23.0% 37	25.3% 96
Liberal	1.3% 1	3.3% 3	3.7% 6	3.7% 14
No opinion	1.3% 1	2.2% 2	4.3% 7	3.4% 13
Totals	100.0% 76	100.0% 90	100.0% 161	100.0% 380

	Ethnicity		Income	
	Hispanic/Mexican American	Other	\$20,000 and under	\$20,001 to \$35,000
	2.3%, 9	2.3%, 9	15.6%, 53	22.6%, 77
Political views				
Conservative	66.7% 6	44.4% 4	67.9% 36	61.0% 47
Middle-of-the-road	33.3% 3	55.6% 5	24.5% 13	28.6% 22
Liberal	0.0% 0	0.0% 0	5.7% 3	2.6% 2
No opinion	0.0% 0	0.0% 0	1.9% 1	7.8% 6
Totals	100.0% 9	100.0% 9	100.0% 53	100.0% 77

	Income			Divisions
	\$35,001 to \$50,000	\$50,001 to \$75,000	Over \$75,000	McCulloch Division
	24.1%, 82	21.8%, 74	15.9%, 54	52.3%, 212
Political views				
Conservative	63.4% 52	70.3% 52	77.8% 42	65.6% 139
Middle-of-the-road	29.3% 24	23.0% 17	22.2% 12	26.4% 56
Liberal	4.9% 4	4.1% 3	0.0% 0	4.2% 9
No opinion	2.4% 2	2.7% 2	0.0% 0	3.8% 8
Totals	100.0% 82	100.0% 74	100.0% 54	100.0% 212