

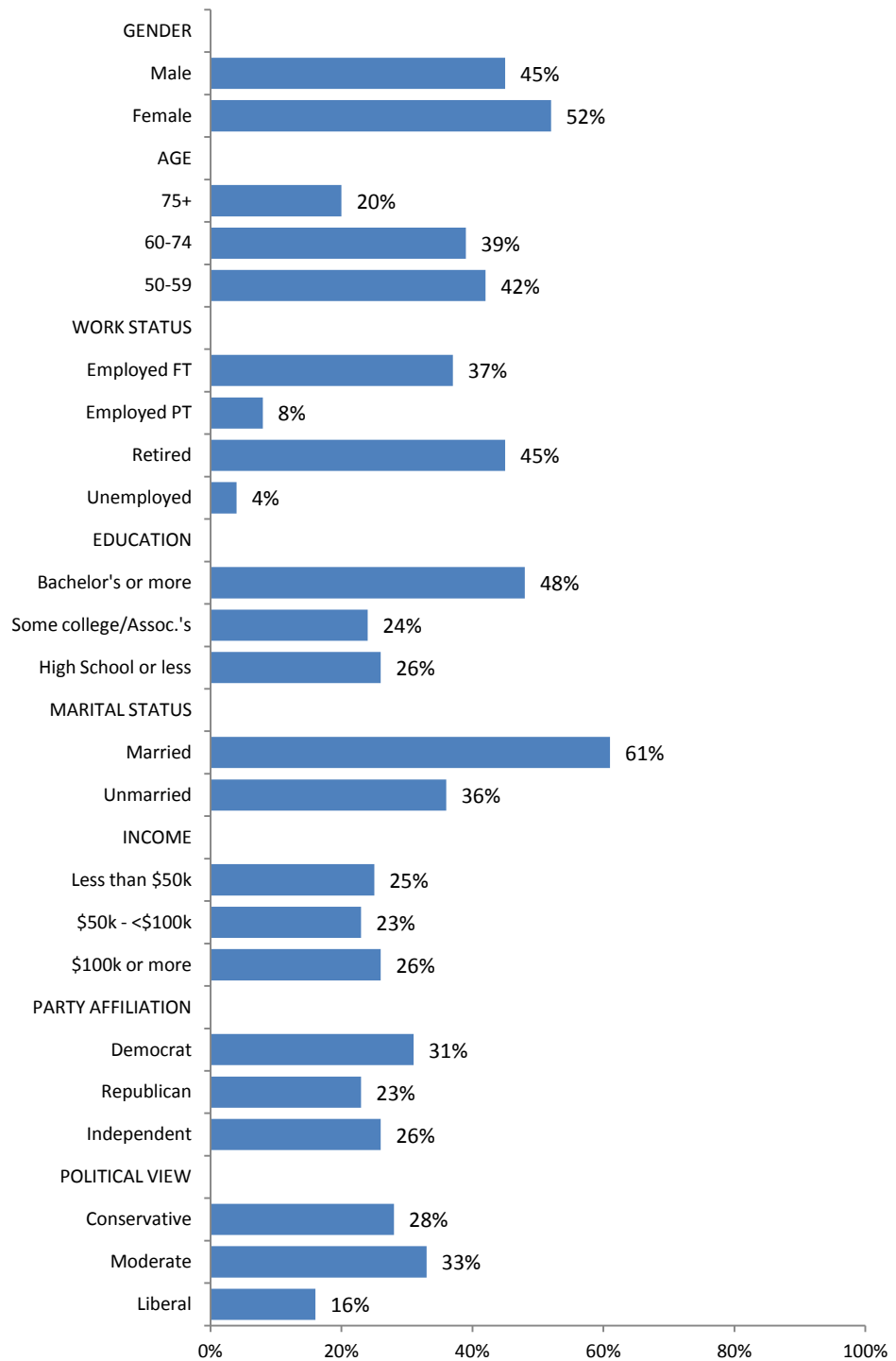
The Impact of Superstorm Sandy on Residents Age 50+ in New York

AARP commissioned a survey of New York residents ages 50 and older living in areas most heavily affected by Superstorm Sandy to gather insights on how these residents were impacted by the storm. The survey explores residents' opinions of how well the government and service providers responded to the storm, the extent of impact caused by power outages, as well as what information might have been useful for them to have right after the storm. Further, this survey assessed support among respondents for the development of a New York Public Utilities Consumer Advocate. This telephone survey of New York residents ages 50+ was fielded December 19 to December 27, 2012. A total of 800 interviews were completed in the D-SNAP designated areas of New York City and Long Island yielding a survey margin of error of ± 3.5 percent.

Survey-In-Brief

- Overall, the majority of residents surveyed rated service providers and elected officials positively in their response to Superstorm Sandy. Electric utilities received the lowest ratings, however, with 44 percent of respondents saying they did a poor job in the days and weeks following the storm.
- Most respondents (86%) lost power as a result of Sandy, with nearly half (43%) of these residents being without power for more than a week. Twelve percent of respondents report the loss of power complicated health issues, with most of these individuals experiencing interferences with their medical equipment (60%) and many others having issues with prescription drug storage (48%) and monitoring systems (36%). Those with disabilities were more than twice as likely (27%) to report having health-related complications due to the power outage.
- Three out of ten (29%) respondents report their homes were damaged during the storm, with over half of these homes (54%) sustaining moderate or severe damage. One-sixth of respondents had to move from their homes due to the storm, but nearly all (93%) had been able to return to their homes at the time of the survey.
- Of all the problems assessed in the survey, purchasing gas appears to be the biggest problem faced by residents, followed by inflated gas prices and being able to reach their electric company. However, about 11 percent report getting medical attention as either a major or minor problem.
- One out of ten respondents said they have received financial help due to the impact of Sandy, and over half (56%) have help others affected by the storm either by volunteering or donating money or other goods.
- Having important phone numbers for emergency assistance (53%) tops the list of information respondents say would have been helpful to have after the storm, followed by tips on how to avoid crime and scams, such as identity theft and price gouging (41%) and information about where to make claims for property losses and unemployment (41%).
- Most respondents (69%) do not believe their elected officials are doing enough to help people affected by rising energy costs or that the interests of residential utility customers are represented and taken into consideration when rate increases are proposed for utilities.
- Three-quarters of respondents say they would strongly (60%) or somewhat (17%) support a law establishing an independent consumer advocate offices to represent and protect residential customers when rate increases are requested, and the majority (60%) would support Governor Cuomo including funding for this office in his budget. About half would be willing to pay a small amount (up to \$.25-\$.50 per month) in their electric and gas bill each month to help fund a consumer advocate office.

DEMOGRAPHICS OF RESPONDENTS



APPENDIX
ANNOTATED QUESTIONNAIRE

AARP Survey on the Impact of Superstorm Sandy on New York Residents Age 50+

800 RDD Telephone Interviews conducted 12/19/12-12/27/12
Margin of Error $\pm 3.5\%$

Hello, this is _____ calling from Precision Research, a national opinion research firm. We are not telemarketers and are not trying to sell you anything. We are interested in your opinions on your electric utility services. Your opinions are important, and we would greatly appreciate your participation. Your responses will be kept entirely confidential. We only need about 10 minutes of your time.

S1. Are you age 50 or older?

N	800
Yes [CONTINUE to S4]	100.0%
No	-
[DON'T READ] Don't know	-
[DON'T READ] Refused	-

S2. May I speak to someone in your household who is age 50 or older?

Yes

No [TERMINATE]

[DON'T READ] Don't know [TERMINATE]

[DON'T READ] Refused [TERMINATE]

S3. May I speak with that person?

Yes, new person 50+ comes to phone [INTRO WILL REPEAT]

Person not available now [CLICK 'QUIT' AND SET CALLBACK]

No person 50+ living in household [TERMINATE]

S4. And just to confirm, are you a resident of New York?

N	800
Yes	100.0%
No	-
[DON'T READ] Don't know	-
[DON'T READ] Refused	-

S5. To ensure it is recorded accurately, could you please state your gender?

N	800
Male	45.3%
Female	54.7%

S6. What is your age of your last birthday?

N	800
50-59	41.8%
60-74	38.6%
75+	19.6%

Q1. Thinking specifically about the recent Hurricane Sandy and its aftermath, how would you rate the job each of the following individuals and institutions has done? Would you say [INSERT A-H] has done an excellent job, a good job, a fair job or a poor job in the days and weeks following Sandy?

a. Governor Cuomo

N	800
Excellent	24.6%
Good	42.3%
Fair	21.4%
Poor	7.7%
Not applicable (DO NOT READ)	0.9%
Not sure (DO NOT READ)	2.7%
Refused (DO NOT READ)	0.4%

b. President Obama

N	800
Excellent	23.8%
Good	34.1%
Fair	19.0%
Poor	17.6%
Not applicable (DO NOT READ)	1.5%
Not sure (DO NOT READ)	3.4%
Refused (DO NOT READ)	0.6%

c. FEMA or Federal Emergency Management Agency

N	800
Excellent	9.1%
Good	28.1%
Fair	25.8%
Poor	17.9%
Not applicable (DO NOT READ)	8.1%
Not sure (DO NOT READ)	10.9%
Refused (DO NOT READ)	0.1%

d. Your Electric Utility

N	800
Excellent	7.7%
Good	23.7%
Fair	20.7%
Poor	43.9%
Not applicable (DO NOT READ)	3.0%
Not sure (DO NOT READ)	0.9%
Refused (DO NOT READ)	0.2%

e. Your Internet provider

N	800
Excellent	15.5%
Good	35.5%
Fair	18.1%
Poor	10.0%
Not applicable (DO NOT READ)	18.0%
Not sure (DO NOT READ)	2.9%
Refused (DO NOT READ)	-

f. Your telephone company

N	800
Excellent	21.9%
Good	42.0%
Fair	16.6%
Poor	10.8%
Not applicable (DO NOT READ)	6.2%
Not sure (DO NOT READ)	2.4%
Refused (DO NOT READ)	-

g. Your gas company

N	800
Excellent	17.9%
Good	29.4%
Fair	5.5%
Poor	4.0%
Not applicable (DO NOT READ)	41.9%
Not sure (DO NOT READ)	1.3%
Refused (DO NOT READ)	-

h. Your water and sewer company

N	800
Excellent	26.2%
Good	48.5%
Fair	5.6%
Poor	2.4%
Not applicable (DO NOT READ)	14.7%
Not sure (DO NOT READ)	2.5%
Refused (DO NOT READ)	0.1%

Q2. Did you experience power loss due to Hurricane Sandy?

N	800
Yes	86.4%
No [GO TO 6]	13.3%
Not sure/Don't know (DO NOT READ) [GO TO 6]	0.1%
Refused (DO NOT READ) [GO TO 6]	0.2%

Q3. How long were you without power? Was it...

N	691
Less than 1 day	8.3%
1 day	5.2%
2 days	9.3%
3 days	4.7%
4 to 7 days	29.3%
More than a week	43.2%
Not sure/Don't know (DO NOT READ)	-
Refused (DO NOT READ)	-

Q4. Please estimate the value of perishable food you lost as a result of losing power after the hurricanes. Was it...

N	691
\$0	27.1%
\$1 but less than \$100	18.0%
\$100 but less than \$250	19.5%
\$250 but less than \$500	19.6%
\$500 or more	15.0%
Not sure/Don't know (DO NOT READ)	0.7%
Refused (DO NOT READ)	-

Q5. Did the loss of power complicate any health issues such as storing prescriptions, using medical equipment or health monitoring?

N	691
Yes (GO TO Q5a.)	12.1%
No	87.6%
Not sure/Don't know (DO NOT READ)	0.3%
Refused (DO NOT READ)	-

Q5a. IF Q5=YES: Did it interfere with ...INSERT ITEM (RANDOMIZE A-C)

a. Storage of prescriptions

N	84
Yes	47.5%
No	51.5%
Not sure/Don't know (DO NOT READ)	1.0%
Refused (DO NOT READ)	-

b. Use of medical equipment

N	84
Yes	60.4%
No	38.4%
Not sure/Don't know (DO NOT READ)	1.2%
Refused (DO NOT READ)	-

c. Use of monitoring systems

N	84
Yes	36.0%
No	62.0%
Not sure/Don't know (DO NOT READ)	2.0%
Refused (DO NOT READ)	-

d. Any other health issues? IF YES, RECORD:

N	84
Yes	20.6%
No	77.2%
Not sure/Don't know (DO NOT READ)	2.2%
Refused (DO NOT READ)	-

Q6. What type of home do you have? Is it a...

N	800
Single family home	77.7%
Condominium/Coop	5.5%
Mobile home	0.3%
Apartment	11.6%
Town home/Duplex	2.5%
Or is it something else? RECORD	2.4%
Not sure/Don't know (DO NOT READ)	-
Refused (DO NOT READ)	-

Q7. If Q6. =2 or 4: Do you live in a multi-floor building with an elevator?

N	137
Yes	42.6%
No	57.4%
Not sure/Don't know (DO NOT READ)	
Refused (DO NOT READ)	

Q8. Do you own or rent your home?

N	800
Own	83.9%
Rent	15.4%
Other (VOLUNTEERED)	0.7%
Refused (DO NOT READ)	-

Q9. Was your home damaged in Hurricane Sandy?

N	800
Yes	28.7%
No (SKIP TO Q9)	71.3%
Not sure/Don't know (DO NOT READ)	-
Refused (DO NOT READ)	-

Q9a. IF Q9=YES: How extensive was the damage? Was it...

N	230
Minor	45.6%
Moderate	34.4%
Severe	18.1%
Or a total loss	1.8%
Not sure/Don't know (DO NOT READ)	-
Refused (DO NOT READ)	-

Q10. Did you have to move from your home due to the hurricane?

N	800
Yes (GO TO Q10a)	17.2%
No (GO TO Q11)	82.6%
Not sure/Don't know (DO NOT READ) (GO TO Q11)	0.2%
Refused (GO TO Q11)	-

Q10a. IF Q10=Yes: Did you...

N	138
Move temporarily, but moved back into your home	93.8%
Move temporarily, but have <u>not</u> moved back into your home	4.2%
Move permanently from your home	0.6%
Refused (DO NOT READ)	1.4%

Q11. Please tell me how much of a problem each of the following items were for you following the storm. Was{INSERT ITEM} a major problem, minor problem, or not a problem at all? (RANDOMIZE A-L)

a. Purchasing gasoline

N	800
Major problem	60.6%
Minor problem	18.8%
Not a problem at all	15.1%
Not applicable/Did not try or need (DO NOT READ)	5.2%
Not sure/Don't know (DO NOT READ)	0.2%
Refused (DO NOT READ)	-

b. Reaching your electric company

N	800
Major problem	37.6%
Minor problem	11.4%
Not a problem at all	34.7%
Not applicable/Did not try or need (DO NOT READ)	15.9%
Not sure/Don't know (DO NOT READ)	0.3%
Refused (DO NOT READ)	0.1%

c. Reaching your internet provider

N	800
Major problem	19.7%
Minor problem	14.2%
Not a problem at all	41.1%
Not applicable/Did not try or need (DO NOT READ)	24.2%
Not sure/Don't know (DO NOT READ)	0.8%
Refused (DO NOT READ)	-

d. Reaching your telephone company

N	800
Major problem	22.0%
Minor problem	14.2%
Not a problem at all	47.1%
Not applicable/Did not try or need (DO NOT READ)	16.1%
Not sure/Don't know (DO NOT READ)	0.6%
Refused (DO NOT READ)	-

e. Reaching your insurance company

N	800
Major problem	6.3%
Minor problem	7.1%
Not a problem at all	58.9%
Not applicable/Did not try or need (DO NOT READ)	26.1%
Not sure/Don't know (DO NOT READ)	1.5%
Refused (DO NOT READ)	0.2%

f. Inflated gasoline prices

N	800
Major problem	42.0%
Minor problem	24.1%
Not a problem at all	27.5%
Not applicable/Did not try or need (DO NOT READ)	5.4%
Not sure/Don't know (DO NOT READ)	1.0%
Refused (DO NOT READ)	-

g. Purchasing necessary items, such as food, water and batteries

N	800
Major problem	13.1%
Minor problem	30.2%
Not a problem at all	53.7%
Not applicable/Did not try or need (DO NOT READ)	2.9%
Not sure/Don't know (DO NOT READ)	0.2%
Refused (DO NOT READ)	-

h. Being overcharged for items such as food, water and batteries

N	800
Major problem	11.5%
Minor problem	16.5%
Not a problem at all	67.8%
Not applicable/Did not try or need (DO NOT READ)	3.7%
Not sure/Don't know (DO NOT READ)	0.6%
Refused (DO NOT READ)	-

i. Getting medical attention

N	800
Major problem	3.2%
Minor problem	7.9%
Not a problem at all	65.4%
Not applicable/Did not try or need (DO NOT READ)	23.2%
Not sure/Don't know (DO NOT READ)	0.3%
Refused (DO NOT READ)	-

j. Not being able to get out of your house or apartment building

N	800
Major problem	8.8%
Minor problem	14.4%
Not a problem at all	72.7%
Not applicable/Did not try or need (DO NOT READ)	3.8%
Not sure/Don't know (DO NOT READ)	0.3%
Refused (DO NOT READ)	-

k. Reaching 9-1-1

N	800
Major problem	4.9%
Minor problem	3.2%
Not a problem at all	46.3%
Not applicable/Did not try or need (DO NOT READ)	45.1%
Not sure/Don't know (DO NOT READ)	0.5%
Refused (DO NOT READ)	-

I. Getting home care or personal care services

N	800
Major problem	3.9%
Minor problem	4.5%
Not a problem at all	60.2%
Not applicable/Did not try or need (DO NOT READ)	30.9%
Not sure/Don't know (DO NOT READ)	0.4%
Refused (DO NOT READ)	-

Q12. As a result of Hurricane Sandy have you received financial help from any source, including government, charitable organizations, neighbors and family?

N	800
Yes	10.2%
No	89.4%
Not sure/Don't know (DO NOT READ)	0.4%
Refused (DO NOT READ)	-

Q13. Have you volunteered with any organization or agency involved with helping hurricane victims by volunteering or donating money or other goods?

N	800
Yes	56.3%
No	43.6%
Not sure/Don't know (DO NOT READ)	-
Refused (DO NOT READ)	0.1%

Q14. How helpful would it have been to have the following types of information soon after the storm? Would it have been extremely helpful, very helpful, somewhat helpful, not very help, or not at all helpful to have READ ITEM ...(READ RESPONSE CATEGORIES) (RANDOMIZE ITEMS A-H)

a. Important phone numbers for emergency assistance

N	800
Extremely helpful	20.7%
Very helpful	31.8%
Somewhat helpful	16.3%
Not very helpful	2.5%
Not at all helpful	17.6%
Not sure/Don't know (DO NOT READ)	10.8%
Refused (DO NOT READ)	0.2%

b. Information about where to make claims for things such property losses and unemployment.

N	800
Extremely helpful	16.5%
Very helpful	24.4%
Somewhat helpful	14.4%
Not very helpful	3.8%
Not at all helpful	25.3%
Not sure/Don't know (DO NOT READ)	15.4%
Refused (DO NOT READ)	0.2%

c. Information about applying for things like emergency food and unemployment

N	800
Extremely helpful	15.4%
Very helpful	20.4%
Somewhat helpful	14.6%
Not very helpful	5.1%
Not at all helpful	28.6%
Not sure/Don't know (DO NOT READ)	15.8%
Refused (DO NOT READ)	-

d. Tips for what to do before signing a contract

N	800
Extremely helpful	13.9%
Very helpful	22.0%
Somewhat helpful	12.6%
Not very helpful	4.7%
Not at all helpful	28.8%
Not sure/Don't know (DO NOT READ)	18.0%
Refused (DO NOT READ)	0.1%

e. Tips on how to avoid crime and scams, such as identity theft, price gouging, and such

N	800
Extremely helpful	15.4%
Very helpful	25.4%
Somewhat helpful	17.6%
Not very helpful	5.2%
Not at all helpful	24.7%
Not sure/Don't know (DO NOT READ)	11.6%
Refused (DO NOT READ)	0.1%

f. Information about your rights in cancelling contracts and obligations

N	800
Extremely helpful	15.0%
Very helpful	20.7%
Somewhat helpful	16.0%
Not very helpful	4.4%
Not at all helpful	26.2%
Not sure/Don't know (DO NOT READ)	17.4%
Refused (DO NOT READ)	0.2%

g. Tips on how to find and select a reliable contractor

N	800
Extremely helpful	15.9%
Very helpful	22.8%
Somewhat helpful	12.4%
Not very helpful	4.0%
Not at all helpful	28.1%
Not sure/Don't know (DO NOT READ)	16.8%
Refused (DO NOT READ)	0.1%

h. Information about how to borrow money for repairs and replacements

N	800
Extremely helpful	12.8%
Very helpful	21.1%
Somewhat helpful	12.9%
Not very helpful	5.2%
Not at all helpful	31.4%
Not sure/Don't know (DO NOT READ)	16.2%
Refused (DO NOT READ)	0.4%

i. Is there anything else that would have been helpful to have?

N	800
Extremely helpful	23.1%
Very helpful	7.0%
Somewhat helpful	1.3%
Not very helpful	-
Not at all helpful	0.6%
Not sure/Don't know (DO NOT READ)	-
Refused (DO NOT READ)	0.1%
Nothing else	67.7%

Q15. Who do you buy your electricity from? CODE FROM LIST OR OTHER

N	800
Long Island Power Authority	76.0%
Consolidated Edison (ConEd)	13.6%
Other	7.0%
Not sure/Don't know	3.3%
Refused	0.1%

Q16. At this point, how difficult would you say it is for you to pay your electric bill? Is it...

N	800
Extremely difficult	4.9%
Very difficult	4.2%
Somewhat difficult	17.5%
Not very difficult	12.7%
Not at all difficult	58.0%
Not sure [DO NOT READ]	2.4%
Refused [DO NOT READ]	0.3%

NY-1 Do you believe your elected officials are doing enough to help people affected by rising energy costs?

N	800
Yes	21.7%
No	69.0%
Not sure (DO NOT READ)	9.1%
Refused (DO NOT READ)	0.2%

NY-2 When rate increases are proposed for electricity and gas, do you believe the interests of residential utility customers like yourself are represented and taken into consideration?

N	800
Yes	18.4%
No	73.2%
Not sure (DO NOT READ)	7.9%
Refused (DO NOT READ)	0.5%

NY-3 In many states, a consumer advocate independently represents and protects the interests of residential utility customers when utility companies request a rate increase from the state. New York State does not currently have a public utilities consumer advocate. How strongly would you support or oppose a law that would establish an independent consumer advocate office to represent and protect residential customers when utility companies request an increase in rates before the New York State Public Service Commission in Albany? Would you ... [READ ANSWERS]?

N	800
Strongly support	59.5%
Somewhat support	17.2%
Neither support nor oppose	6.1%
Somewhat oppose	5.2%
Strongly oppose	6.8%
Not sure [DO NOT READ]	5.0%
Refused [DO NOT READ]	0.2%

NY-4 If such a consumer advocate office was created, funding would be needed to support the office. How strongly would you support or oppose Governor Cuomo including in his upcoming budget the creation of a consumer advocate office that would be funded with taxpayer dollars? Would you... [READ ANSWERS]?

N	800
Strongly support	31.1%
Somewhat support	28.6%
Neither support nor oppose	8.7%
Somewhat oppose	8.0%
Strongly oppose	17.0%
Not sure [DO NOT READ]	6.3%
Refused [DO NOT READ]	0.3%

NY-5 How much would you be willing to pay each month on your electric and gas bill to help fund a consumer advocate office? Would you pay...[READ ANSWERS]?

N	800
Up to 50 cents per month	34.7%
Up to 25 cents per month	13.1%
Up to 10 cents per month	7.4%
Or, would you not be willing to pay anything to help fund a consumer advocate office	36.0%
Not sure [DO NOT READ]	7.7%
Refused [DO NOT READ]	1.0%

About You

The following questions are for classification purposes.

18. What is your current marital status?

N	800
Married	61.1%
Widowed	14.9%
Divorced	8.5%
Living with a partner	1.6%
Never Married	9.2%
Separated	1.6%
Refused [DO NOT READ]	3.1%

19. What is the highest level of education that you completed?

N	800
Less than high school	3.8%
High school graduate or equivalent	21.8%
Some college or technical training beyond high school	24.0%
College graduate (4 years)	26.0%
Post graduate or professional degree	21.8%
Refused [DO NOT READ]	2.7%

20. Which of the following best describes your current employment status?

N	800
Retired and not working	44.7%
Employed or self employed <u>full-time</u>	37.2%
Employed or self-employed <u>part-time</u>	7.5%
Other such as homemaker	3.9%
Unemployed and looking for work	4.3%
Refused [DO NOT READ]	2.4%

21. Are you (IF MARRIED/LIVING WITH PARTNER: or your spouse/partner) a member of AARP?

N	800
Yes	51.2%
No	45.8%
Not sure/Don't know (DO NOT READ)	1.5%
Refused (DO NOT READ)	1.5%

22. What is your race?

N	800
White or Caucasian	82.8%
Black or African American	4.5%
Asian	1.5%
Native American or Alaskan Native	0.9%
Hawaiian or Pacific Islander	0.1%
Other	4.5%
Refused [DO NOT READ]	5.7%

23. Are you Hispanic, Spanish, or Latino?

N	800
Yes	3.7%
No	91.5%
Not sure/Don't know (DO NOT READ)	1.2%
Refused (DO NOT READ)	3.6%

24. What is your 5-digit zip code? ____ _

25. Does any disability, impairment or chronic disease keep you from participating fully in work, school, household, or other activities?

N	800
Yes	18.3%
No	78.2%
Not sure/Don't know (DO NOT READ)	1.2%
Refused (DO NOT READ)	2.4%

26. Do you consider yourself to be a[READ AND RANDOMIZE EACH ANSWER CATEGORY]..or something else?

N	800
Democrat	30.8%
Republican	23.2%
Independent	25.5%
Other	12.3%
Not sure [DO NOT READ]	2.3%
Refused [DO NOT READ]	5.8%

27. How would you characterize your political views? Would you say you are....[READ AND RANDOMIZE EACH ANSWER CATEGORY]...or none of these?

N	800
Conservative	27.6%
Moderate	33.1%
Liberal	15.5%
None of these	14.5%
Not sure [DO NOT READ]	4.0%
Refused [DO NOT READ]	5.3%

28. What was your annual household income before taxes in 2011?

N	800
Less than 10,000	3.3%
\$10,000 to less than \$20,000	5.8%
\$20,000 to less than \$30,000	6.2%
\$30,000 to less than \$50,000	9.6%
\$50,000 to less than \$75,000	12.4%
\$75,000 to less than \$100,000	10.6%
\$100,000 to less than \$150,000	13.6%
\$150,000 or more	12.0%
Refused [DO NOT READ]	26.5%

AARP is a nonprofit, nonpartisan organization, with a membership of more than 37 million, that helps people 50+ have independence, choice and control in ways that are beneficial to them and society as a whole. AARP does not endorse candidates for public office or make contributions to either political campaigns or candidates. We produce AARP The Magazine, the definitive voice for Americans 50+ and the world's largest-circulation magazine; AARP Bulletin, the go-to news source for the 50+ audience; AARP VIVA, a bilingual lifestyle multimedia platform addressing the interests and needs of Hispanic Americans; and national television and radio programming including My Generation and Inside E Street. The AARP Foundation is an affiliated charity that provides security, protection, and empowerment to older persons in need with support from thousands of volunteers, donors, and sponsors. AARP has staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. Learn more at www.aarp.org.

State Research brings the right knowledge at the right time to our state and national partners in support of their efforts to improve the lives of people age 50+. State Research consultants provide strategic insights and actionable research to attain measurable state and national outcomes. The views expressed herein are for information, debate, and discussion, and do not necessarily represent official policies of AARP.

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Research and Strategic Analysis

For more information about this survey, please contact Kate Bridges at:

202.434.6329 or e-mail Kbridges@aarp.org