

## Homeowners Association Survey

### Smart Meters

- As defined by the Federal Energy Regulatory Commission, “A smart meter is an electronic device that as a minimum records consumption of electric energy in intervals of an hour or less and communicates that information at least daily back to the utility for monitoring and billing.” Smart meters enable two-way communication between both the meter and utility. The utility can then share that information with the property owner allowing them to be more efficient. Advanced smart meters allow the utility to control devices in the home during peak energy use, resulting in savings. The BPW currently does not have advance smart meters.

- Do you feel your association members would be interested in smart meters? Yes \_\_\_\_\_  
No \_\_\_\_\_
- Do you feel your association members would want the Lewes BPW to have the ability to control their thermostat or water heater? Yes \_\_\_\_\_ No \_\_\_\_\_
- Do you feel your association members would want to be able to view real time meter readings/usage? Yes \_\_\_\_\_ No \_\_\_\_\_
- Do you feel your association members would be interested in an Outage Management System?  
Yes \_\_\_\_\_ No \_\_\_\_\_
  - An outage management system is used by electric distribution utilities to show real time outage information.
- Do you feel your association members would be willing to pay for smart meters if it could reduce their power usage and save money in the long-term? Yes \_\_\_\_\_ No \_\_\_\_\_

### Website/Communications

- Do you feel your association members would be interested in a more user-friendly customer portal/web page? Yes \_\_\_\_\_ No \_\_\_\_\_
- Do you feel the Lewes BPW is providing your association members with adequate information about its services? Yes \_\_\_\_\_ No \_\_\_\_\_

3. What additional information do you think your association members would like to receive from the Lewes BPW and what is the best way to communicate it to you?

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4. Do you feel your association members would like the Lewes BPW to have social media presence? Yes \_\_\_\_\_ No \_\_\_\_\_

**Water**

1. How often have your association members been affected by discolored water?

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2. Do you feel your association members have confidence in their water supply?

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3. Do you feel your association members have any water quality concerns?

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**Storm Water**

1. Do you feel your association members have Storm Water issues? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, explain:

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**Renewable Energy**

Are you interested in the Lewes BPW becoming a "Green" Utility, such as:

Scale 1-10: 10-Yes 1-No

BPW Community Solar Facilities \_\_\_\_\_

BPW Support of Alternative Energy Vehicles \_\_\_\_\_

BPW Battery Storage Facilities \_\_\_\_\_

BPW Wind Facilities \_\_\_\_\_

