

# Seward Electric Utility Survey

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SURVEY CONDUCTED JULY-AUGUST 2025

**HAYS** RESEARCH GROUP LLC 

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*Seward Electric Utility Survey, July-August 2025, n=422, m.o.e +/- 4.42 %*

## Methodology

### Background

Hays Research Group (HRG) was contracted by The City of Seward to conduct a survey of Seward electric utility users. The purpose of this survey was to collect feedback about Seward's electric utility as the city considers options for the utility's future.

### Survey Instrument

The survey instrument was finalized after several drafts, which included reviews and suggested edits by HRG, Northern Compass Group, and the City of Seward. The online web survey was programmed by HRG and reviewed and approved by Northern Compass Group. The final survey instrument included single select, multi-select, and open-ended questions and took about 7 minutes to complete.

### Sample

A sample of n=422 respondents completed the survey. This sample results in a margin of error of +/-4.42% with a 95% confidence interval, meaning that if we were to survey every single Seward electric utility user, the results would vary from the results of this survey by no more than 4.42% in either direction 95% of the time.

Web surveys were solicited from Seward electric utility users via email and a mailed postcard. To encourage participation participants will be entered into a drawing to win one of three cash prizes (1 x \$500, and 2 x \$250).

### Notes to Readers

Percentages in the tables occasionally do not add exactly to 100% because of rounding. Some questions allow multiple responses, which will also result in totals equaling more than 100%.

## Summary of Findings

The web-based survey conducted by Hays Research Group for The City of Seward was completed by 422 Seward electric utility users. About half of (48.6%) of respondents said they live inside Seward city limits. Most respondents (73.9%) said that local control of Seward's electric utility is very or somewhat important while only 15.4% said it was not important. When asked what is most important to them when it comes to electricity in Seward there was a mix of responses. 39.3% of respondents said that ensuring reliable energy in the future was most important, followed by 27.3% of respondents who said that incorporating renewable energy in the future was most important. An additional 22% of respondents felt that having an open, transparent process was most important when it comes to electricity in Seward.

Respondents were asked whether or not they felt informed about the past discussions or votes regarding the sale of the electric utility. Only 18% of respondents said that they felt informed while 39.3% said they did not. A notable 37.9% of respondents said they felt somewhat informed. Respondents that said they did not feel informed or were not sure whether they felt informed (n=186) were then asked what the City could have done to better inform them. Nearly half (45.2%) cited some type of communication method. A quarter (24.2%) said that better transparency and public process would have helped them be better informed. 12.9% mentioned that more inclusion and voting rights are needed. Respondents that said they did feel informed or at least somewhat informed about past discussions or votes (n=236) were asked where they got information from on the potential sale of the electric utility. Nearly a third (31.4%) of respondents said they received info from news and media, 28% received information through word of mouth, 24.6% received information from social media, and 23.3% received information from public meetings and presentations. Only 16.9% said they received information from City government sources.

When asked whether they agree or disagree that all ratepayers – inside and outside city limits – should have a voice in utility decisions, an overwhelming majority of 85.5% said yes while only 9% disagreed. Respondents were asked to select their top two concerns about the utility's future. 85.5% of respondents said that rising electric rates were among their top two concerns, followed by reliability of power (48.3%), representation in decision-making (23.7%), lack of transparency (19%), and losing local control (14.2%). When asked whether they would support a locally owned electric cooperative or co-op that gives all ratepayers, those that live in and out of city limits, a vote in decisions most respondents (62.6%) said yes, while a third (33.4%) said they needed more information. Only 4% of respondents said no they would not support a locally owned electric cooperative or co-op.

Respondents were asked what's the best way to share information about this issue. Nearly three-quarters (72%) said email was the best method, followed by mail/flyer (52.8%), community meetings (33.2%), social media (29.9%), text (23.9%), and radio

*Seward Electric Utility Survey, July-August 2025, n=422, m.o.e +/- 4.42 %*

(10.9%). When asked whether they would attend a community meeting to learn more about options like co-op ownership and other decisions related to the electric utility the majority said yes (64.7%), while nearly a third (28.9%) said they were unsure. Only 6.4% of respondents said they would not attend a community meeting to learn more.

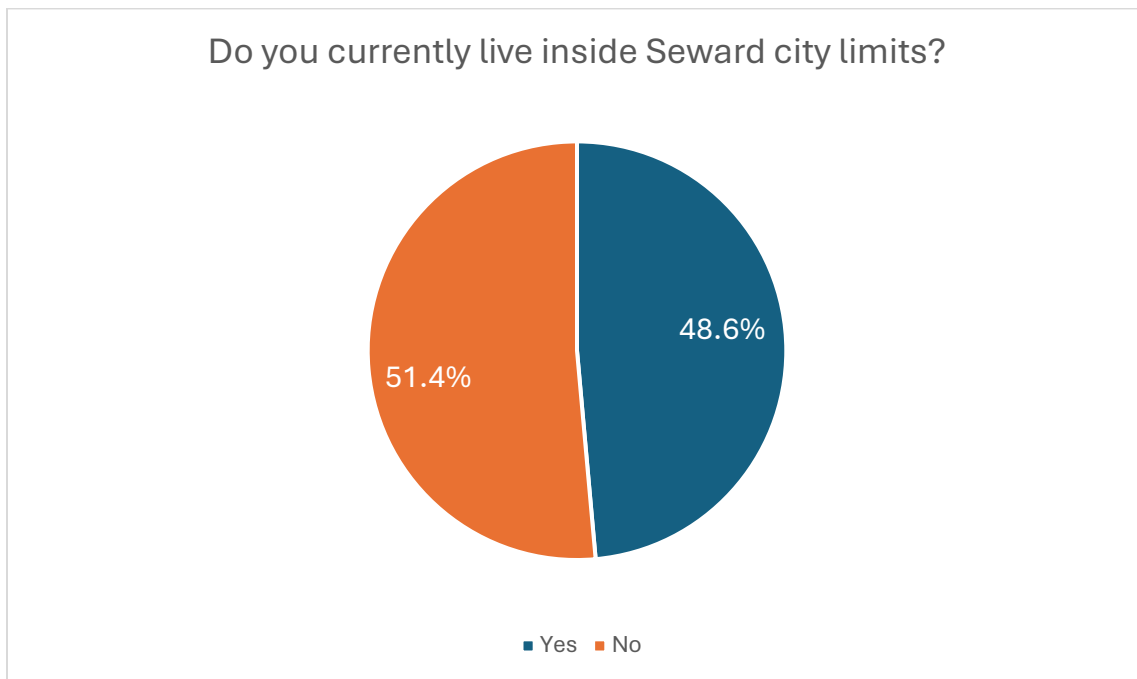
Respondents were asked which option they think is best for Seward's electric utility and energy future. Nearly half (48.1%) of respondents said they were undecided and needed more information. 27.3% of respondents said the best option is to form a locally governed electric cooperative so ratepayers have a say in decisions. 18.2% of respondents said the best option is to sell the utility to an outside company or cooperative to potentially lower rates, even if it means losing local control. Only 5.9% of respondents thought it best to keep things as they are with the City of Seward owning and operating the utility. When asked if they knew that the new electrical cooperative would have additional capacity to address important priorities like building the local economy, alternative energy sources and innovative energy solutions, would their answer change, it was a mixed split with about a third of respondents saying yes (32.9%), a third of respondents saying no (35.1%) and a third of respondents saying I don't know (32%).

The final question asked respondents what they value most in how electricity is provided in Seward. This was an open-ended question, and responses were coded into common themes. Just over a third of respondents mentioned reliability and stability (36.3%), followed by cost and affordability (22.3%), local control and employees (16.6%), management and transparency (10.7%) renewable energy and sustainability (8.5%), and general satisfaction/neutrality (5.7%). Additional insight can be gained from reading the individual responses to open-ended questions asked in this survey. All responses have been provided verbatim in Appendix A of this report.

## Data Tables and Charts

### Do you currently live inside Seward city limits?

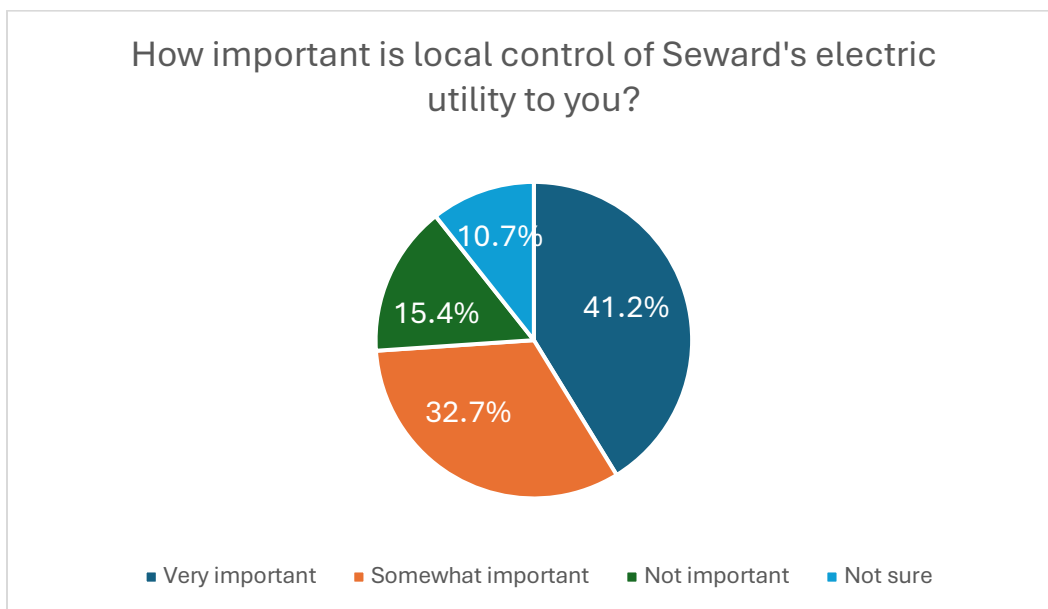
Do you currently live inside Seward city limits?		
Value	Percent	Count
Yes	48.6%	205
No	51.4%	217



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## How important is local control of Seward's electric utility to you?

How important is local control of Seward's electric utility to you?		
Value	Percent	Count
Very important	41.2%	174
Somewhat important	32.7%	138
Not important	15.4%	65
Not sure	10.7%	45



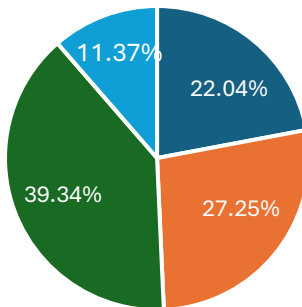
How important is local control of Seward's electric utility to you?		
	Inside	Outside
Very important	90 21.3%	84 19.9%
Somewhat important	65 15%	73 17.3%
Not important	24 5.7%	41 9.7%
Not sure	26 6.2%	19 4.5%

Seward Electric Utility Survey, July-August 2025, n=422, m.o.e +/- 4.42 %

## When it comes to electricity in Seward, what is most important to you?

When it comes to electricity in Seward, what is most important to you?		
Value	Percent	Count
Having an open, transparent process	22.04%	93
Incorporating renewable energy in the future	27.25%	115
Ensuring reliable energy in the future	39.34%	166
Retaining local control over Seward's energy	11.37%	48

When it comes to electricity in Seward, what is most important to you?



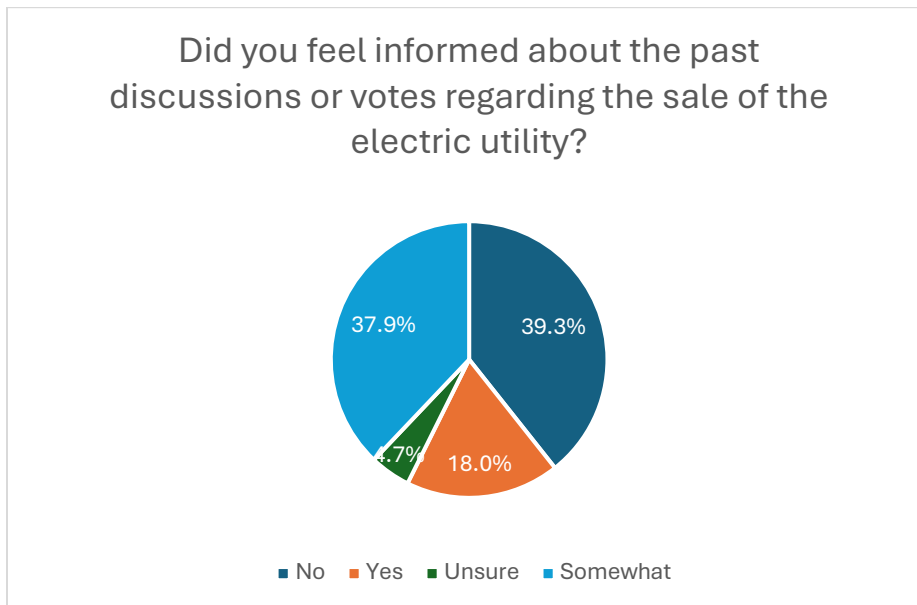
- Having an open, transparent process
- Incorporating renewable energy in the future
- Ensuring reliable energy in the future
- Retaining local control over Seward's energy

When it comes to electricity in Seward, what is most important to you?		
	Inside	Outside
Having an open, transparent process	43 10.2%	50 11.8%
Incorporating renewable energy in the future	63 14.9%	52 12.3%
Ensuring reliable energy in the future	78 18.5%	88 20.9%
Retaining local control over Seward's energy	21 5.0%	27 6.4%

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## Did you feel informed about the past discussions or votes regarding the sale of the electric utility?

Did you feel informed about the past discussions or votes regarding the sale of the electric utility?		
Value	Percent	Count
No	39.3%	166
Yes	18.0%	76
Unsure	4.7%	20
Somewhat	37.9%	160



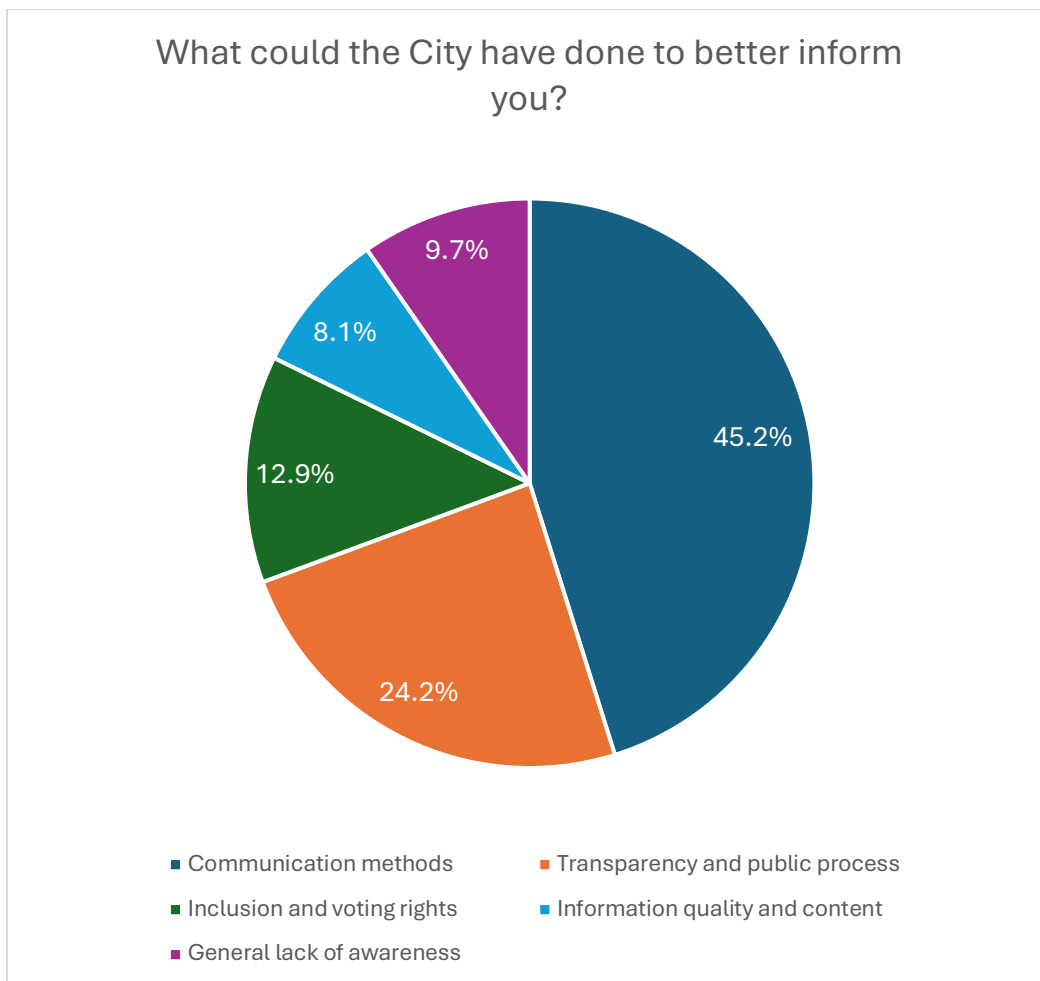
Did you feel informed about the past discussions or votes regarding the sale of the electric utility?		
	Inside	Outside
No	72 17.1%	94 22.3%
Yes	42 10.0%	34 8.1%
Unsure	6 1.4%	14 3.3%
Somewhat	85 20.1%	75 17.8%

Seward Electric Utility Survey, July-August 2025, n=422, m.o.e +/- 4.42 %

## What could the City have done to better inform you?

*This question was only asked of those that answered “No” or “Unsure” to the question “Did you feel informed about the past discussions or votes regarding the sale of the electric utility?”. The responses were coded and summarized below. For a complete list of all open-ended responses see Appendix A.*

What could the City have done to better inform you?		
Value	Percent	Count
Communication methods	45.2%	84
Transparency and public process	24.2%	45
Inclusion and voting rights	12.9%	24
Information quality and content	8.1%	15
General lack of awareness	9.7%	18



*Seward Electric Utility Survey, July-August 2025, n=422, m.o.e +/- 4.42 %*

What could the City have done to better inform you?		
	Inside	Outside
Communication methods	37 19.9%	47 25.3%
Transparency and public process	27 14.5%	18 9.7%
Inclusion and voting rights	2 1.1%	22 11.8%
Information quality and content	5 2.7%	10 5.4%
General lack of awareness	7 3.8%	11 5.9%

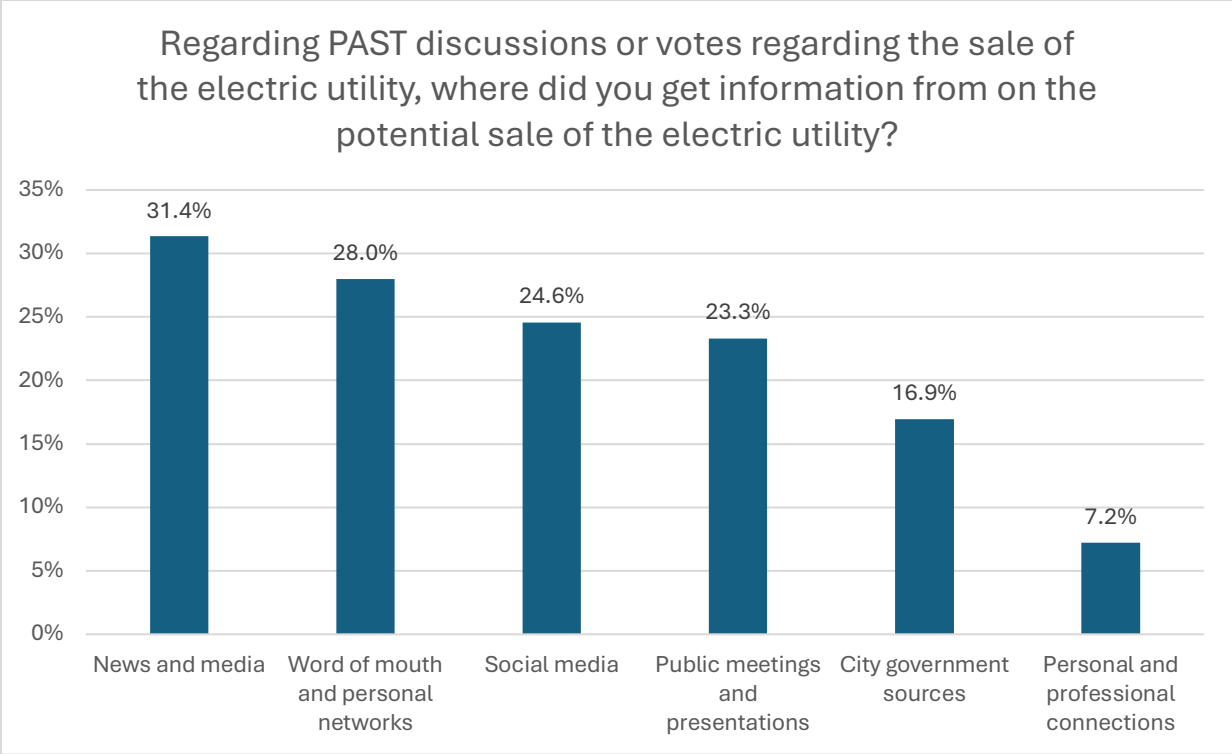
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## Regarding PAST discussions or votes regarding the sale of the electric utility, where did you get information from on the potential sale of the electric utility?

*This question was only asked of those that answered “Yes” or “Somewhat” to the question “Did you feel informed about the past discussions or votes regarding the sale of the electric utility?”. The responses were coded and summarized below. Some responses fit into more than one category so were counted twice. For instance, if someone responded saying, “news, social media, and friends”, then their response was counted once for each category. For a complete list of all open-ended responses see Appendix A.*

Regarding PAST discussions or votes regarding the sale of the electric utility, where did you get information from on the potential sale of the electric utility?		
Value	Percent	Count
News and media	31.4%	74
Word of mouth and personal networks	28.0%	66
Social media	24.6%	58
Public meetings and presentations	23.3%	55
City government sources	16.9%	40
Personal and professional connections	7.2%	17

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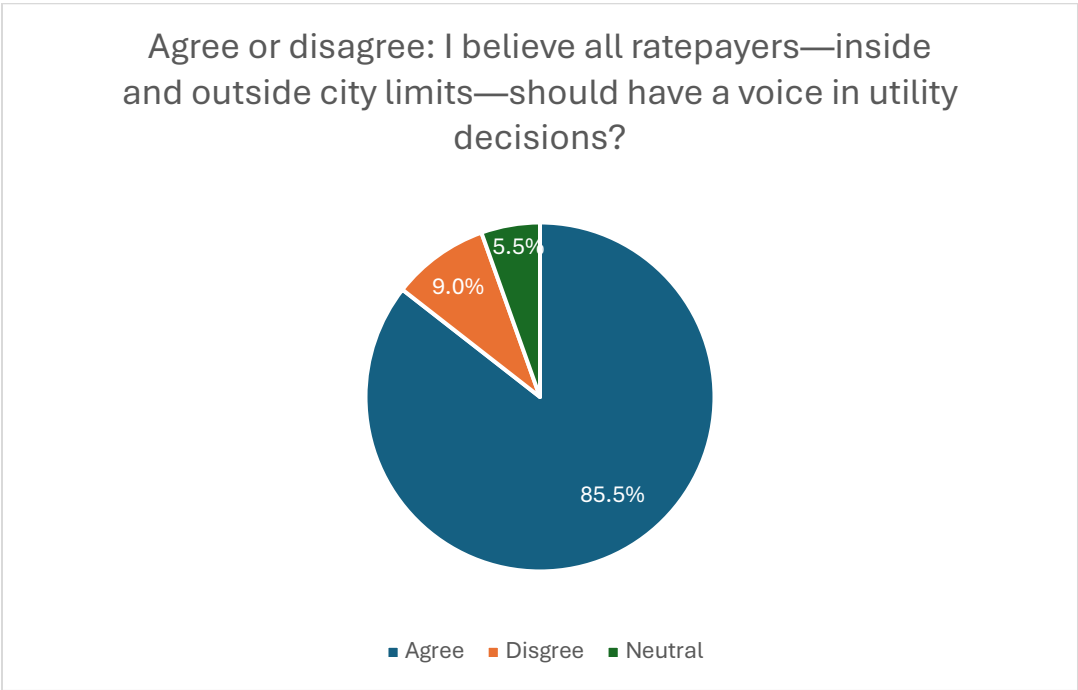
Regarding PAST discussions or votes regarding the sale of the electric utility, where did you get information from on the potential sale of the electric utility?		
	Inside	Outside
News and media	39 16.5%	35 14.8%
Word of mouth and personal networks	40 16.9%	26 11.0%
Social media	30 12.7%	28 11.9%
Public meetings and presentations	31 13.1%	24 10.2%
City government sources	21 8.9%	19 8.1%
Personal and professional connections	7 3.0%	10 4.2%

Seward Electric Utility Survey, July-August 2025, n=422, m.o.e +/- 4.42 %

**Agree or disagree: I believe all ratepayers—inside and outside city limits—should have a voice in utility decisions?**

Currently, residents that live outside city limits are covered by the utility, but only residents who live within city limits are able to vote in local elections that may affect how the utility operates. Please tell me if you agree or disagree with the following statement: I believe all ratepayers—inside and outside city limits—should have a voice in utility decisions?

Value	Percent	Count
Agree	85.5%	361
Disagree	9.0%	38
Neutral	5.5%	23



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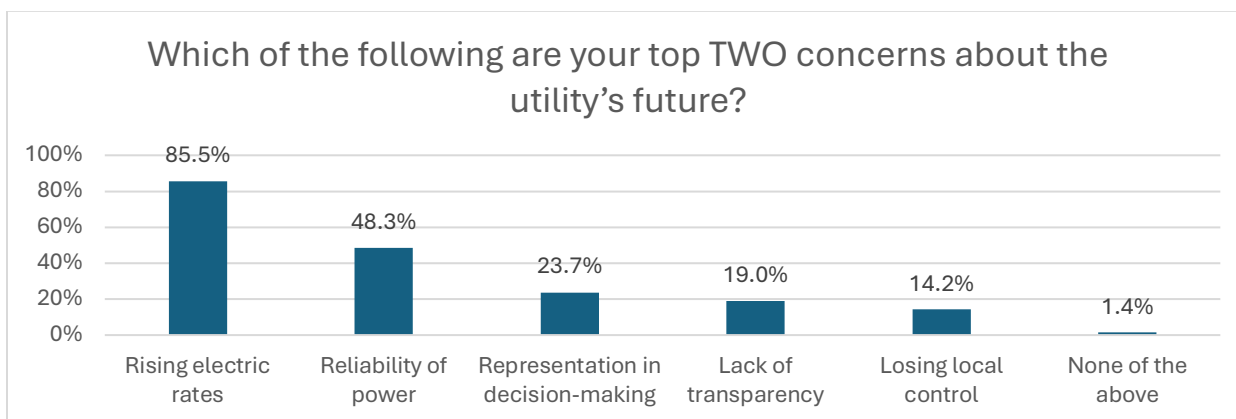
Currently, residents that live outside city limits are covered by the utility, but only residents who live within city limits are able to vote in local elections that may affect how the utility operates. Please tell me if you agree or disagree with the following statement: I believe all ratepayers—inside and outside city limits—should have a voice in utility decisions?

	Inside	Outside
Agree	165 39.1%	196 46.4%
Disagree	21 5.0%	17 4.0%
Neutral	19 4.5%	4 0.9%

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**Which of the following are your top TWO concerns about the utility’s future?**

Which of the following are your top TWO concerns about the utility’s future?		
Value	Percent	Count
Rising electric rates	85.5%	361
Reliability of power	48.3%	204
Representation in decision-making	23.7%	100
Lack of transparency	19.0%	80
Losing local control	14.2%	60
None of the above	1.4%	6

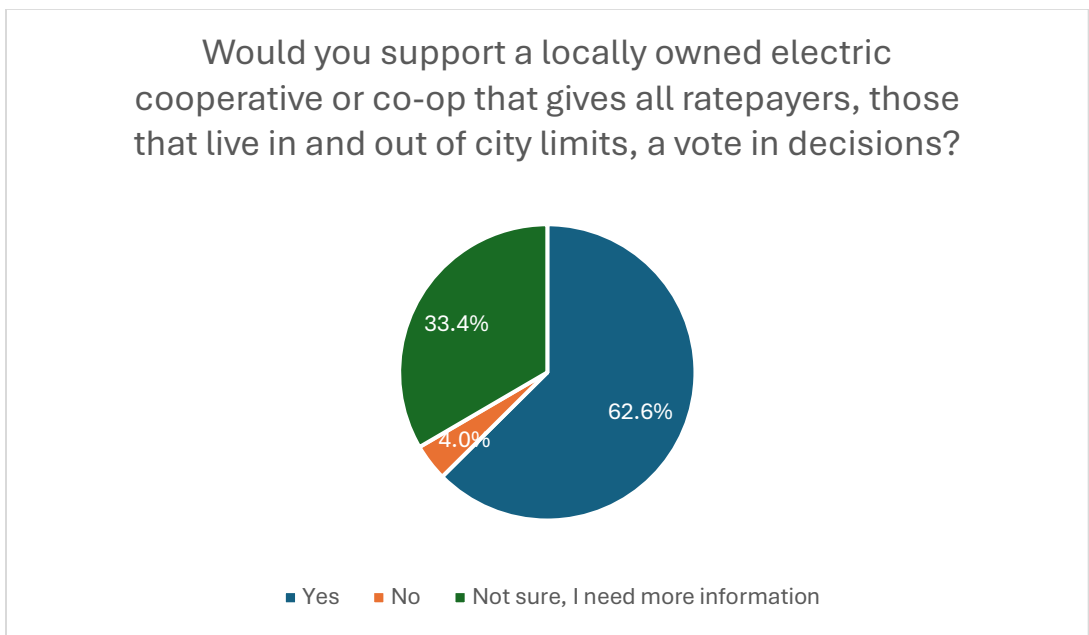


Which of the following are your top TWO concerns about the utility’s future?		
	Inside	Outside
Rising electric rates	173 41.0%	188 44.5%
Reliability of power	106 25.1%	98 23.2%
Representation in decision-making	37 8.8%	63 14.9%
Lack of transparency	41 9.7%	39 9.2%
Losing local control	32 7.6%	28 6.6%
None of the above	4 0.9%	2 0.5%

Seward Electric Utility Survey, July-August 2025, n=422, m.o.e +/- 4.42 %

**Would you support a locally owned electric cooperative or co-op that gives all ratepayers, those that live in and out of city limits, a vote in decisions?**

Would you support a locally owned electric cooperative or co-op that gives all ratepayers, those that live in and out of city limits, a vote in decisions?		
Value	Percent	Count
Yes	62.6%	264
No	4.0%	17
Not sure, I need more information	33.4%	141

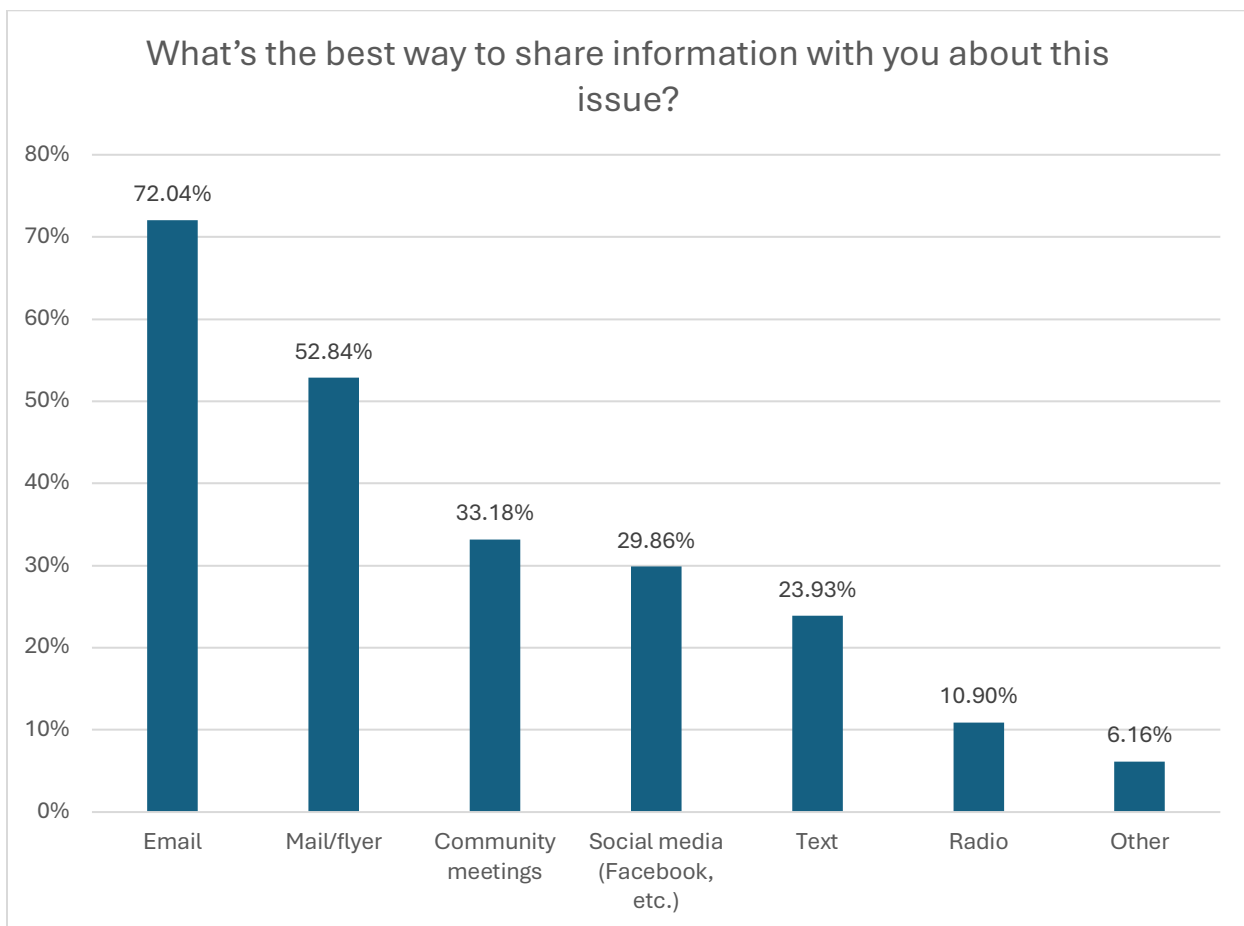


Would you support a locally owned electric cooperative or co-op that gives all ratepayers, those that live in and out of city limits, a vote in decisions?		
	Inside	Outside
Yes	118 28.0%	146 34.6%
No	9 2.1%	8 1.9%
Not sure, I need more information	78 18.5%	63 14.9%

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## What's the best way to share information with you about this issue?

What's the best way to share information with you about this issue?		
Value	Percent	Count
Email	72.04%	304
Mail/flyer	52.84%	223
Community meetings	33.18%	140
Social media (Facebook, etc.)	29.86%	126
Text	23.93%	101
Radio	10.90%	46
Other	6.16%	26



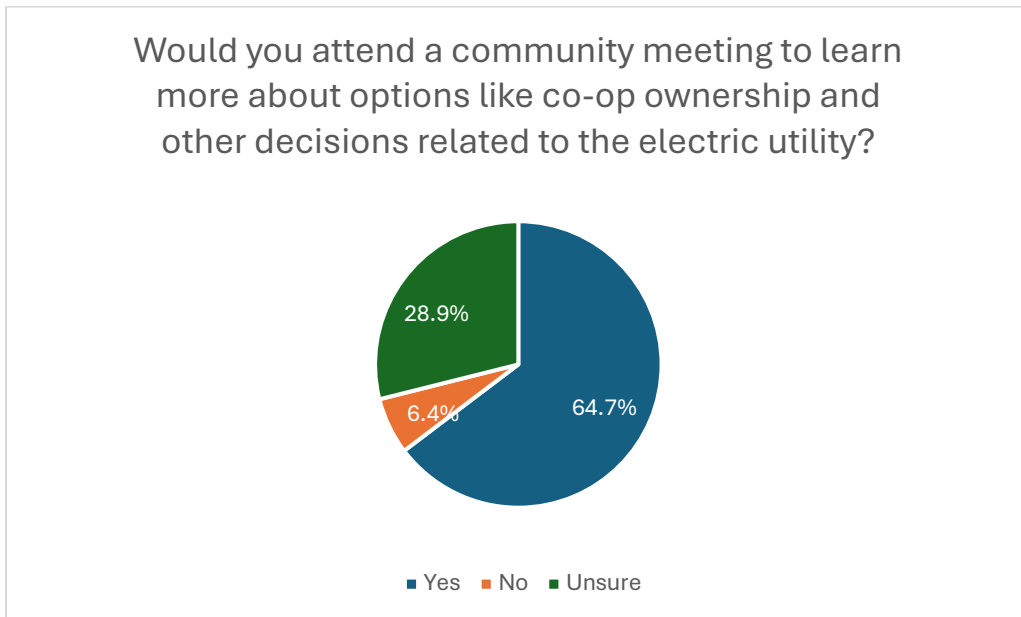
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What's the best way to share information with you about this issue?		
	Inside	Outside
Email	142 33.6%	162 38.4%
Mail/flyer	119 28.2%	104 24.6%
Community meetings	75 17.8%	65 15.4%
Social media (Facebook, etc.)	64 15.2%	62 14.7%
Text	48 11.4%	53 12.6%
Radio	24 5.7%	22 5.2%
Other	14 3.3%	12 2.8%

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**Would you attend a community meeting to learn more about options like co-op ownership and other decisions related to the electric utility?**

Would you attend a community meeting to learn more about options like co-op ownership and other decisions related to the electric utility?		
Value	Percent	Count
Yes	64.7%	273
No	6.4%	27
Unsure	28.9%	122

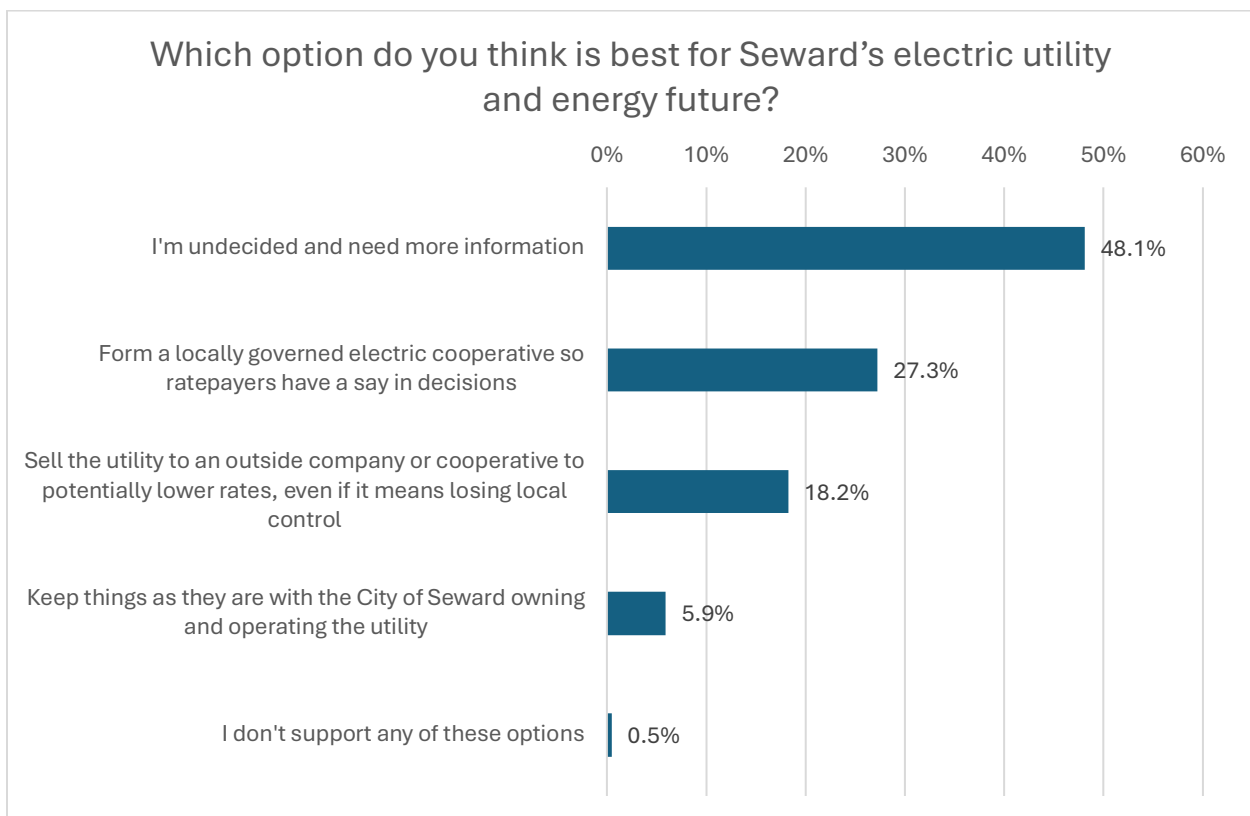


Would you attend a community meeting to learn more about options like co-op ownership and other decisions related to the electric utility?		
	Inside	Outside
Yes	140 33.2%	133 31.5%
No	14 3.3%	13 3.1%
Unsure	51 12.1%	71 16.8%

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## Which option do you think is best for Seward's electric utility and energy future?

Which option do you think is best for Seward's electric utility and energy future?		
Value	Percent	Count
I'm undecided and need more information	48.1%	203
Form a locally governed electric cooperative so ratepayers have a say in decisions	27.3%	115
Sell the utility to an outside company or cooperative to potentially lower rates, even if it means losing local control	18.2%	77
Keep things as they are with the City of Seward owning and operating the utility	5.9%	25
I don't support any of these options	0.5%	2



Seward Electric Utility Survey, July-August 2025, n=422, m.o.e +/- 4.42 %

Which option do you think is best for Seward's electric utility and energy future?		
	Inside	Outside
I'm undecided and need more information	100 23.7%	103 24.4%
Form a locally governed electric cooperative so ratepayers have a say in decisions	49 11.6%	66 15.6%
Sell the utility to an outside company or cooperative to potentially lower rates, even if it means losing local control	39 9.2%	38 9.0%
Keep things as they are with the City of Seward owning and operating the utility	16 3.8%	9 2.1%
I don't support any of these options	1 0.2%	1 0.2%

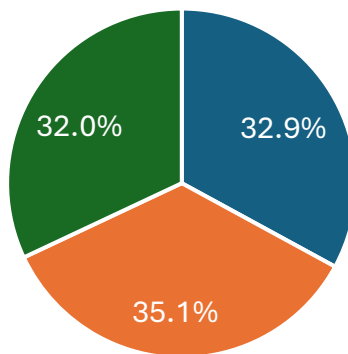
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**If you knew that the new electrical cooperative would have additional capacity to address important priorities like building the local economy, alternative energy sources and innovative energy solutions, would your answer to the above question change?**

If you knew that the new electrical cooperative would have additional capacity to address important priorities like building the local economy, alternative energy sources and innovative energy solutions, would your answer to the above question change?

Value	Percent	Count
Yes	32.9%	139
No	35.1%	148
I don't know	32.0%	135

If you knew that the new electrical cooperative would have additional capacity to address important priorities like building the local economy, alternative energy sources and innovative energy solutions, would your answer to the above question change?



■ Yes ■ No ■ I don't know

*Seward Electric Utility Survey, July-August 2025, n=422, m.o.e +/- 4.42 %*

If you knew that the new electrical cooperative would have additional capacity to address important priorities like building the local economy, alternative energy sources and innovative energy solutions, would your answer to the above question change?

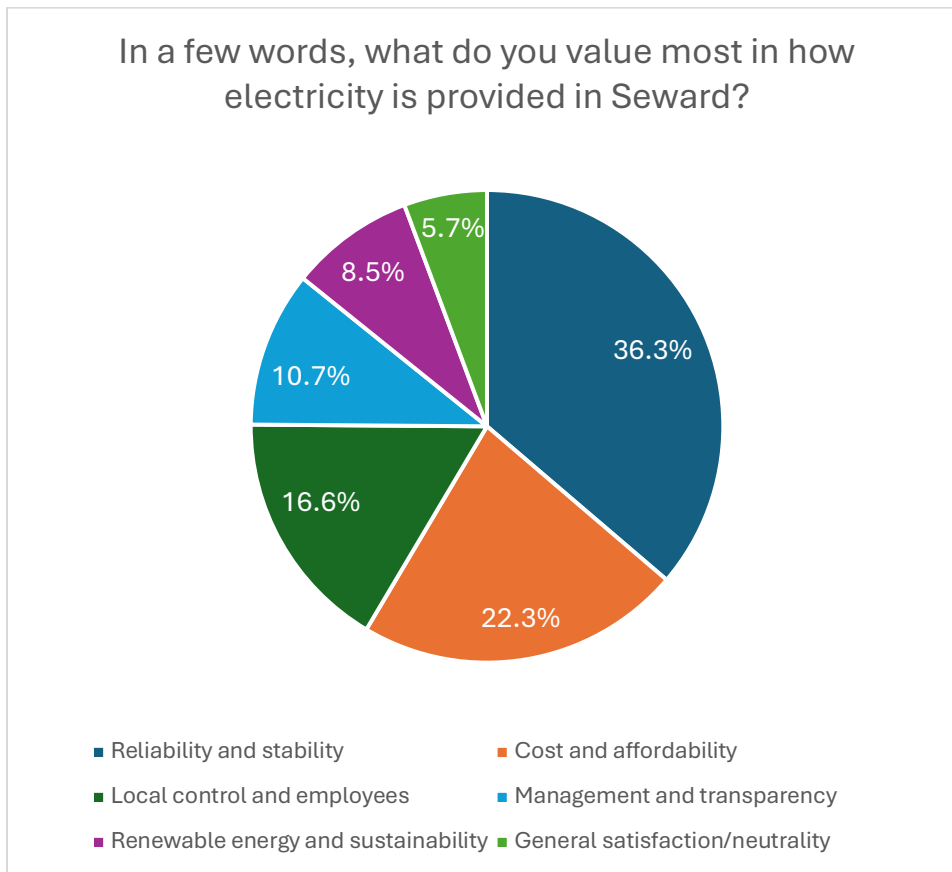
	Inside	Outside
Yes	64 15.2%	75 17.8%
No	73 17.3%	75 17.8%
I don't know	68 16.1%	67 15.9%

*Seward Electric Utility Survey, July-August 2025, n=422, m.o.e +/- 4.42 %*

## In a few words, what do you value most in how electricity is provided in Seward?

The responses were coded and summarized below. For a complete list of all open-ended responses see Appendix A.

In a few words, what do you value most in how electricity is provided in Seward?		
Value	Percent	Count
Reliability and stability	36.3%	153
Cost and affordability	22.3%	94
Local control and employees	16.6%	70
Management and transparency	10.7%	45
Renewable energy and sustainability	8.5%	36
General satisfaction/neutrality	5.7%	24



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In a few words, what do you value most in how electricity is provided in Seward?		
	Inside	Outside
Reliability and stability	84 19.9%	69 16.4%
Cost and affordability	40 9.5%	54 12.8%
Local control and employees	33 7.8%	37 8.8%
Management and transparency	20 4.7%	25 5.9%
Renewable energy and sustainability	18 4.3%	18 4.3%
General satisfaction/neutrality	10 2.4%	14 3.3%

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## Appendix A: Verbatim Open-Ended Responses

### What could the city have done to better inform you?

Transparency

I wasn't here

I don't know if I wasn't paying attention or not attending meetings but I don't remember a whole lot of information coming into the community other than some mailers

It seemed like there were a lot of hidden affiliations that regardless of actual impact on the process made things seem less than above board and could have been remedied if all parties involved had divulged all so that social media rumor mill could have been tempered.

We need a newspaper

Offer virtual option

Newsletters

Transparency.

More detailed communication

Stop hiding the truth from the public and skewing the narrative to suit their outcome choice.

nothing

Cut the Elec dept budget

The entire process smacked of selling out the city, and even the recent rate hike seemed like punishment for us not supporting selling a public asset.

The city could have posted all over social media, so everyone was aware of what was happening. Most people had no idea what was happening behind closed doors. On top of that having the second voting process after the first had failed, was a slap in the face. Especially considering the two questions. Trying to sway the vote by changing how many votes is deceitful to say the very least.

Not sure

I didn't attend mtgs, so I don't believe it was on the city to be more transparent

Greater communication

Mail information to me! Have a discussion on KSKA.

More public announcements

I haven't lived here long enough to be a part of it or knowledgeable on the subject.

I arrived in Seward in September 2024, I am not aware of any notifications on utilities issues for voting, post cards or flyers in the mail would probably be most effective for me.

Probably mailed or emailed something out. I honestly don't pay much attention to city council issues because I cannot vote anyways

notices with our utility bill

more advance notice

Be more transparent

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More informational about why you wanted to sell to HEA and not Chugach.

The City of Seward should have informed electric customers about the split of the electric bill from the City Utilities bill by adding a paragraph to each and every utility bill for at least 180 days in advance.

Email, public process, some former city council members were tight lipped and secretive about upcoming decisions until after they were voted on.

Allow folks outside the city limits the opportunity to vote

N/a

Invited residents who live outside the city limits to have a vote and a voice.

Provide more public meetings. Email details on when the vote will be and what options are on the ballot.

More transparency and a public forum to review RFP's from all potential buyers of the utility. Not having a Utility Manager at the helm who had a conflict of interest with the main buyer prospect. Utilizing more the work and talent of the locally selected ad-hoc review group.

Send us out the information

More information in the mail

Customers outside city limits do not have voice or vote

Provided all providers an opportunity to make offers directly to Seward residents without exception or interference from council.

Without a local newspaper I feel it's impossible; the internet & posting info at town offices & radio is not enough. There actually is a feel of a hidden agenda to direct toward a preferred direction.

A letter

Explained what was going on behind the scenes

sent a letter

Proper data.

I live outside the limits and it's like our vote never counts

Been more on the sale of the electric utility.

Nothing. It's on me for not being better informed. Local newspaper was important source of information but now they're gone.

Send out mailings about plans, pros and cons, etc. prior to doing anything!

Show all alternatives available and allow vote on the alternatives

More outreach

Announced with every source available.

Shared more information

Maybe call and ask

NA

Send a post card. No closed-door meetings. Not hearing about it until council approves it.

Social media posts, mailbox flyers

Tell us what it's going to cost long term

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everybody should a vote

Email or text info

Send out notifications like sending out surveys

update us on the direction the utility.

Send a postcard with a QR code

Talk about it before things are decided

Not sure

?

Included all utility customers outside city limits

Letters to your clients - like your postcard.

More information, even though I couldn't vote

Emails, letters, pamphlets

Confusing information. Unable to vote as a Lowell Point resident

Mail updates w invoice/bill

Accepted the vote of the people at the two times you put it up for public vote.

No secret meetings, all proposals made public prior to decision making.

Send out messages with every bill on what's going on.

Incorporate outer city limit people into the pool of decisions being made

Include out of city limits. More advertising of the issue

Public notice

Not had the sale negotiations in executive session. Also, should not have forced a second vote for the sale so soon after the voters had spoken. City Council should have had a clearer process with the ad-hoc committee, as we now know their findings were correct and the rate study was flawed.

Have a vote.

Communication through our huge electric bill we get in the mail!

Mailers such as the one for this.

More public comment or information mailed

I would of like more town hall meetings about the topic and a concise run down of the issue published in the paper if we had one or emailed out to the public.

I am new to Seward and just was not aware

Transparency on the city website page for utilities.

Everything!! Emails, newsletters, public forums

Email information, pros and cons. Accurate cost assessments!

Announcements on one of the Seward Facebook pages and announcements on the Kenai radio stations.

N/A

Not doing secret back door deals!

Sent a letter

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email including residents outside city limits.

The costs and the long-term plan

More open door policies, especially regarding Chugach Electric.

Been more truthful & honest about their motives, actions and decisions about the sale.

Increased transparency between the city and residence

Allow ALL Seward utility customers to vote

It was a little difficult to decipher between editorials and facts.

Since we don't have a local newspaper anymore, I think email is the best option.

Unsure

Letters in the mail or emails

Mail out a letter

Include customers who live outside the city limits

Have more open meetings

Have your employees follow the rules and regulations. The city clerk claims to have rules and regulations but the departments and the people don't follow it.

Make answers easier to find, accessible/public announcements, postings, and local utility users a part of decision process

I had no idea about a prospective sale. A mailer? An email? Something on the bill?

Send notices to my PO box

Nothing. They are great

All citizens that pay for utilities to Seward should be informed. Not just ones in city limits

Notice in more public spaces, mailed notices, facebook posts, emailed newsletters

It felt close-lipped and heavily favored for the city to get their way

Personal phone call

Share their reasons what the plans were for income after the utility was sold.

Been unbiased in their meetings and truthfully sharing this information

Allow all consumers vote not just city proper residents

It was a clunky process that seemed more concerned with outcome and not information.

Send widespread texts/messages on updates

Emails about proceedings that relate to the utility

Could have been more open and transparent.

Not sure - post at Resurrection Art?

Not done a back room deal with homer electric and let other companies come to the table

Mailed out notes from meetings

Been honest!

Let all customers have a say in the process

Sent a letter, an email, a phone call, even a freaking text. Any of those would have informed people

Email, text, phone call, letter in the mail all would have been great

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Communicate more info and more often

Complete disclosure

Not take so much into executive session, show the public the bids, respect the ad hoc committee's hard work.

Send a postcard on when it will be discussed with information

Include bill inserts, I feel removed from the process living in the borough.

Make the power bill LESS EXPENSIVE!!!! Especially for locals who live here year-round!!!!

Sent notice

More transparency about potential sale and much more advertisement

Call me and let me know what is going on.

Inform me!

Sent out a mailer with a QR code to a site that explained the entire process and offers by electric companies

Make more information easily available

Had open meetings about the offers

Explain completely why they picked Homer electric over Chugach

E-mail

Wrote to all the users

Have a newspaper available with the information.

I was almost decided before any information was available and if not for the efforts of some local folks it would have been done without any input.

More public information and ability to voice opinion on the issues or decisions at hand because utility costs are extremely high compared to other areas of the state

Put notice on the electric bill

Email notice & Facebook posts

Mail to my P.O. Box explaining what is happening and how I can get involved

I don't recall seeing anything about the sale of the electric utility.

I was notified via Facebook. Mailed letter would have been nice.

MORE INFO

Send fliers

Inform all of is customers! Plus, why the so called \$100+ adjustment?

Get a print or digital newspaper so we aren't all in the dark about everything all the time?

Don't know

Not sure

Inform

Call

Be more transparent and forthcoming with any and all changes, even for those of us that live outside city limits

Send out info in the mail

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NA

email residents about the decision process

Mailed a letter

Allow this of us outside of the city be part of the decision

I don't have time in summer

I'm not sure

Include utility customers that live outside the city limits in the vote

Include residents not in city limits

Emails

Posting notices in town at public spaces

Include out-of-city limits residents and been more transparent about process

Sent information in the mail.

Communicated--Email or mail

Inform the consumer about the events leading up to the decision to attempt to sell the utility.

This was attempted in 2001 as well. The motivation to attempt to sell this time, as well as in 2001 was murky at best.

Send out information in multiple formats that includes objective data on each option. Offer voters choices on whether to sell as well as selection of purchasers.

Included those who live outside Seward City limits in the decision making and voting process.

Provide a comprehensive description, with hard data and information sources, describing the options.

More outreach and information sessions

Process was very much behind closed doors and public was not informed. Process should be transparent and honest, and Council should listen to locals.

Info sent to Mailbox or email

Send a letter to all residents with explanations and website address to keep abreast situation

Not had people who had a conflict of interest involved.

Mail out a letter explaining the options and pros and cons all choices

Any communication would have been more than I received.

Remove control from city government.

Information flyer mailed with monthly bill

Use the usps.

## Regarding PAST discussions or votes regarding the sale of the electric utility, where did you get information from on the potential sale of the electric utility?

Presentations. And speaking with employees  
 Seward newspaper and presentation/meeting hosted by the city HEA.  
 City council although it did not appear transparent  
 Other people  
 Local news he said she said  
 Facebook  
 From city council packets and local word of mouth, and the false advertising.  
 Facebook  
  
 Newspaper  
 City council meetings  
 Special meetings  
 Council meetings and social media  
 City Council meetings, social media, email, mail  
 Attending presentations  
 From the flyers and post cards that were mailed out.  
  
 Online.  
 Talking to council members.  
 Talking to representatives from the potential buyers.  
 News  
 The City of Seward, HEA, and the public (public = both supporters and opposers of the ballot measures)  
 Mailers and personal discussions  
 City of Seward, Homer Electric, local social media-mostly BS information  
 City council meetings  
 Council meetings  
 Facebook. Make it known all information directories from your official Facebook is reliable.  
 Rotary had representatives come and speak at the noon meeting, public meeting, talk with friends  
 News articles, Facebook chatter.  
 City of Seward  
 word of mouth mostly, some information in the mail I believe.  
 Word of mouth  
 Facebook  
 From the City Council  
 Mail and online

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friends on city council, website

Facebook - talking with city officials and city employees - AKPIRG research

Internet

Word on the street

Paper

Facebook

Word of Mouth

Emails forwarded from the chamber, Facebook posts from City of Seward affiliated pages, mail flyers

Friends and relatives

I've heard discussion about utilities during City Council and Planning Commission meetings, and I've skimmed through Seward's Comprehensive Plan. However, I would like to dig into the information more and properly understand everything that's going on.

People talking, rumors

I went to several meet and greets put on by Homer Electric

Friends, online

Cory council meetings

Discussions with friends attending meetings on the subject

Local paper, council meetings, Facebook and discussions with friends/acquaintances

Public meetings

All the information that I see on it came from Facebook

social media

Local news, utility messaging

Public meetings, City council meetings

Social media

local Seward FB groups

From the community meetings that were held in Seward.

Newspaper, discussions

Meeting with homer electric at various meetings

In Seward

Social media

Public informational meetings, watching city council meetings on YouTube

Newspaper, flier in the mail

from meetings

Local officials

Council meetings, social media

Facebook

Mail

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Mailed flyers, local newspaper  
 Newspaper, when we had one, and email.  
 Word of mouth and public meetings  
 Flyers, Facebook citizen pages, Seward Journal  
 Seward Phoenix Log, City website  
 Council  
 From the City Council and long term residence  
 No response  
 City Council members  
 word of mouth  
 Local online reporting  
 City Council Meetings  
 From a friend  
 News, KTUU, ADN  
 From the City Council.  
 Facebook  
 I attended city council meetings, heard presentations as I am a member of Rotary and just talking to other citizens.  
 Internet  
 City council meeting and Seward Folly  
 Online and talking with people  
 An electrician in town.  
 Emails from city, social media.  
 Council meetings.  
 Town halls, mailings, asking directly  
 Rhonda Hubbard  
 Rotary and local residents' discussion  
 Public Hearings  
 Rhonda Hubbard  
 The city press releases  
 Council, committee, town buzz  
 Internet  
 Facebook & Peninsula Clarion  
 I didn't receive the information about the sale. I guess I am not important to have the information. I believe that all people that receive power from the city of Seward should have a voice about our wants and needs.  
 Friends and internet  
 Local newspaper when there was one. Seward Journal, now Seward Folly, Facebook, Seward announcements

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I think the newspaper and Facebook.

Friends

Internet

Newspaper

I heard about it after by word of mouth.

Neighbors, the newspaper

None

Facebook

Our service address is outside city limits, so we were not allowed to vote, even though we are customers. I am grateful to be a customer, but there is an obvious mismatch between the city's corporate boundary, and the RCA approved service boundary. Theoretically, if we can't vote, we should be in the CEA service area that would theoretically extend south from Moose Pass. I've always assumed that was an Alaska-type exception (i.e. a practicality that doesn't match statute or regulatory charter) to the state's RCA rules.

Talking to City of Seward workers

Attending public forum; social media local announcement pages and discussion, letters sent out to consumers from the city

Council meeting notes

From Homer Electric and town meetings.

City council

City council meetings, town hall meetings, open house with Homer electric

The local paper.

Open house. Articles about coop vs municipal vs private utilities.

From Facebook

I'm a city employee and was involved in the process

Read the articles in the local paper and talked with a council member

Online and print news articles, community members

Council meeting minutes

Friends and neighbors

Fliers in the mail Local network

Talks and discussions, I don't care where the power comes from, I care about the price, reliability and renewable energy resources that don't harm the environment.

News articles

City Council, Facebook, newspapers

From the City

Online

Mostly Facebook, flyers, discussions with friends/family.

From locals and city officials

news media

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Facebook

Televised and in-person council meetings.

Neighbor

Word of mouth

?? newspaper &/or online

None

I receive emails from the City with updates. I have owned my home for 20 years although not a full-time resident so I am not eligible to vote. I strongly believe it's important to maintain control of decisions that affect Seward.

Rob Montgomery's letter to everyone

Paper mail and word of mouth

Distribute more info. Inform of the election and issues.

Nowhere

Face book

City Council meetings

Mostly conversations with locals and Facebook posts.

We attended a community meeting that had Homer Electric and some city representatives.

Multiple sources

Facebook

Local presentations and participants comments/questions.

Facebook

Newspaper and the mayor

From local citizens in Seward

Friends

Facebook, public meetings, local newspaper

City employees

Both sides, but it was hard to tell who was being totally open. It would be helpful to have a disinterested third party do the numbers.

city clerk

Local news and discussions with friends, family and neighbors

Online

Social media mainly and attached documents

City admin

Council meetings and forums

From HEA presentations

Facebook

Council meetings, newspaper, talking to folks.

Word of mouth

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I was on Council at the time, so I was naturally well informed. I did feel that the City was transparent and worked hard to educate the public on the potential sale.

Newspaper, friends that served on different community boards, etc.

Upset that I don't have a say in what happens because I'm out of city limits but am still forced to go with whatever decisions are made.

Yes, Homer electric would have been in the best interest for our community. I attended many meetings to be informed and involved.

Internet

Word of mouth from friends and neighbors

Local news

Social media

Townhalls, HEA, Facebook misinformation campaigns

Word of mouth and some from our local newspaper which no longer exists.

Community meetings

From word of mouth

Was told those of us outside the city limits couldn't vote so didn't pay too much attention. Have no other place to get my power. Got info from friends and neighbors.

Facebook

City website

Facebook posts, coffee shop

Friends. Facebook, press releases

Word of mouth

Friends around town and city manager newsletter

Newspaper

Mailings

Online

Council meetings on YouTube, articles in the old paper, gossip

Town hall via radio

Talking with fellow residents

Internet

Council meetings, newspaper

Have not seen any

Mail

Online, word of mouth

Local Seward news

Paper - Seward Assembly - internet - online - unfair propaganda by the person in charge of the Seward Electric Department. He was prejudiced for and had ties to Homer Electric and tried to push them down our throat

Seward rotary presentation from utility manager, city employees, local news sites

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## City Council Meetings

City council, fb, local articles, talking to locals

Seward Journal; Anchorage Daily News; City press releases

## People

public meeting at Gateway hotel

A lot was through discussion with other community members. There was still a printed newspaper which also had articles that i was reading.

Friendly conversations with City workers

## Newspaper

Some fella was writing pretty angry articles about it that I found on Newsbreak.

The City itself, the Electric Dept, the Ad Hoc committee (even tho they were off) City Council members, HEA, town hall meetings, local radio, information mailed and Facebook (because Seward LOVES Facebook)

## Newspaper

Facebook and town gossip.

Friends, flyers

word of mouth, news

Council packets, newspaper and public meetings with the prospective buyer

Mostly online and flyers in the mail

I went to a meeting with Homer electric at the sea life center and spoke with someone on the committee who was evaluating the sale pros/cons.

Sessions put on by the city, informal conversations with local, city employees, and electric department people, including Chugach Electric.

online or friends

Board of Directors for Chugach Electric and City Council members

I went to the events that were held and did research

from Facebook

Online local news and friends involved.

Seward Facebook group chat

Word of mouth primarily, but also previous local media, and social media

I got all the information I needed by observing HEA's misguided efforts at Grant Lake

Neighbors and friends

Postal letters, city council reviews

City and Public Meetings and other sources

Other people, news

City council meetings, friends, mail

Radio, Facebook

Updates on social media from city council meetings

newspaper

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From other utilities

Facebook posts by community members

Council meetings

Word of mouth

Facebook

The townhalls, mailers, and some Facebook

From city council members, HEA, city electric workers, other concerned citizens.  
social media

Social media (Facebook)

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## In a few words, what do you value most in how electricity is provided in Seward?

Our line men/women

I am hoping for alternative energy buy solar power from individual homeowners. In hopes for a greener future.

I want it to be efficient, and I want transparency in billing

Consistency of power is the most important aspect, but cost and alternative/innovative power solutions are also important aspects of our power.

Renewable energy

Affordability and reliability. My electric bill for a 1700 sq foot house has been consistently over \$400. I have replaced appliances and purchased a wood stove and still see this rate consistently

The workers were great

We need to be and do better

Accountability

We have a good electrical department; however the fund has been siphoned off into the general fund for decades! The last sale proposal to HEA was an embarrassment !!

Is it not provided by Chugach?

Local control and decision making. Local jobs.

Lineman response during outages

I appreciate our local employees and all they do to keep everything up and running

Not much

Balance of affordable cost and reliable power grid. So, ensuring that funds are being used properly to maintain the system and not wasted by hidden interests.

I appreciate that there is a generator to supply electricity when the power goes out. However, the KWH rate is much too high even before the Chugach COPA rate is added. The City of Seward charges a fee just to be an electric customer, plus they charge taxes on top of that. In the wintertime they lower the rates because the usage is higher, but in the summertime they raise the rates because the usage is lower. My monthly electric bill averages about \$500 per month's \$ .34 per kilowatt hour is ridiculous ridiculously high for any household to manage.

Fast response to power outages.

Very few outages considering where we live.

Its reliability, although we could use the waterfall behind the Sealife Center to generate electricity from a cost saving, renewable perspective.

i value our backup generation and find it critical and needs to remain a top priority regardless

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Price then locally owned is a close 2nd

I'm most concerned about rates, reliability and exploration of alternative energy sources. Local control or voting rights are not important to me. I leave that to the experts.

Reliability and cost efficiency

reliability. rates. adding renewable power sources.

Locally owned and operated

Generator is used so power outages are not long

Transparency in billing and rates.

I want long term stability in electrical service and upkeep of aging infrastructure. I do not believe this can successfully be carried out by the city in the long term. An outside for profit company can do a better job of ensuring this stability. Like with Waste Management, as one example, the city could not do as good of a job

rates and reliability

The utility meets my needs; however it seems to me that the utility budget is over the top.

Management salaries especially.

I don't mind a local coop. My problem is that every for-profit electrical utility is a shake down of public assets for private gain. I think the city can continue to maintain something or a local coop, either would be reasonable, but it must be reasonable.

.

I value Seward's ownership of our utility.

It needs to be environmentally friendly and renewable

Help the working man.

That it be provided at reasonable cost. I do not believe it should fall under local control.

Outages happen frequently due to weather and fallen trees, I value the linemen that get the power back on ASAP

Getting power!

I value having access to electricity.

Local control, connected to the grid.

cost of energy

Forward thinking minds helping direct future electricity in the direction of economically cheaper rates with utilizing renewable resources.

The consistency

It is reliable and reasonable - but it needs go off oil/coal

I've never really given it much thought. However, I would like a better online customer platform.

As it is now, I have no way to view a bill, or usage changes from month to month. I don't receive paper bills, never have, and online bills aren't working, so I have no idea why my bill is the way it is from month to month. Having a better online platform where I can see my bill, usage, and trends from month to month or even year to year would be greatly appreciated.

Reliability, sustainability, price

I feel like it generally is kind of a mess, but I'm grateful that the power comes back on within about 20 mins when it goes down.

Transparency in provide ratepayer's the best power rates with the accountability to obtain and maintain the infrastructure for the future.

love our local linemen and how quickly they can get the power off of the city generators when we lose power. Wish the rates were a little cheaper though

I feel like staff bust their balls when the power is out in horrible and often hazardous weather conditions, so I am very grateful for that

local control/decision making

It is reliable

Local line crew and responsive employees.

I don't have an opinion

The cost for electricity is too high in Seward.

It works

affordability and reliability

Reliability of service and cost are the top concerns. I would love to see more renewable resources being tapped to power our local grid.

Consistency

Locally owned and operated is most important to me

Currently - I appreciate the efforts to hear citizens out and work toward something that still honors the city while balancing what citizens want. For the future - efforts toward incorporating renewable energies would be very appreciated. Rereading the question, however, I realize that this is not what you're asking. I appreciate the ease of access to utilities - from my experience. I've personally had no trouble with utilities :) Thanks!

Lights

I would like to have a say in where and how my electricity is produced

Unsure

I'm not sure there is any value at all. The rates are unaffordable. Seward is not capable of managing the finances and infrastructure of the City.

Reliable power at an affordable price with transparent decision making that involves those using power.

I just want my bill be affordable and fair, for service to be as consistent as possible and that communication be clear and transparent.

Local control and reliability

Living in Seward is so expensive and our electric bills are highest in the nation. Need to get the rates down and stop raising rates for summertime use. Also need to focus on getting gas to

Seward

Reliability

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I want the heat and furnace to stay on in our home reliably especially during winter.

Reliable power is first priority, giving infrastructure away so JAG can have 480 or whatever they need across the bay is stupid. Let them pay for what they need to operate.

Not much! Costs are so high I can't understand how a lot of folks can afford to live here.

I value the staff and their helpfulness when it comes to answering questions

We have a team of people who work really hard at keeping us connected and restoring power when weather and other issues cause blackouts

I want to see renewable energy and Seward develop its own renewable resources in responsible ways

Reliability

I do value that the utility is locally run, however, I wish the utility would focus more on generating power, rather than continuing to buy power from other utilities. I am most interested in seeing the utility increase its capacity for renewable power generation (wind, hydro or nuclear) if we're not controlling the generation of power we might as well sell the utility

Reliability of power and quick restoring of power during outages

get rid of the "surcharge" (no explanation for that ridiculous charge in the first place) and lower amount for the 'fuel' for the generators that very rarely get used.

I value that the electrical service is so reliable.

We want local sustainable & renewable energy production! Solar and heat pump incentives!

You can talk to someone in Seward in person about getting new service

Quick restoration of power after outage

Electrical workers are paid so much money. I value the idea that they live in the area year-round and contribute to the community.

Transparency, efficiency, keep rates low, unhinge a/c and ops management from City manager / Council folks to a more knowledgeable and specialized Coop group that can appeal to utility standards and represent all rate payers.

Renewable resources! Affordability for the most vulnerable.

when we lose power, the generators kick on in about a hour great crew to deal with

The crew keeps the lights on and outages are usually short On the past it seems like a lot of drama in the department I might be more disconnected today but I don't see as much. Seems like everyone just wants what's best for the community and that's not selling a business that makes money.

Lowest possible rates, transparency in decision making.

Keeping it as low of cost as possible and moving to more energy efficient practices.

Cost

I appreciate the kind staff in the office help me with billing and informing me what I need when I ask.

Lower rate and reliability

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It is a public utility and not privately owned for a for profit company.

Prices and costs handled by the city staff are not economical. City council corrupts the information of all options for power delivery. This survey is an example of directing answers without addressing the failings of the last votes. We are tired of manipulation. Keep the council out of this. During power outages we require immediate status updates.

I'm very concerned with water/light being separated; thus creating 2 offices, staff & space, which to me, just doubled the cost to customers. At a time of seeking lower costs, it just basically doubled

Reliability

Very few interruptions in services

It's reliability.

power lines should be buried to avoid winter disruptions.

Reliability of service.

Affordability and reliability

I value the fact that when power is down, I can call the city, alert them and then find out what the problem is and what is being done to remedy the situation. I also value the fact that there is usually action to correct power outages quickly with repairs or generators.

Solar buy back

Hard to put a positive value on the utility as it has been misrepresented for decades.

Cost rates being ridiculous

Rebuilding the Seward electric utility

I think the guys working on getting power back during outages are doing a stellar job. Go IBEW brothers and sisters.

That it's most affordable as possible for as far into the future as possible.

Cost effective reliable power from renewable sources

The Linemen are great and knowledgeable tradesmen

Nice company, but overpriced

When the power goes out it is restored quickly.

Consistency

No comment

That the rates are not too high!

Reliability

I need electricity but it seems very expensive

Rate

Reliable power and predictable, reasonable pricing.

Cost of electricity per month and also not putting in infrastructure this town couldn't afford or having employees from outside hire to run it. Make things more local with renewable energy to help with cost of monthly bills.

I value having my lights turn on and knowing that if the power goes out I can call someone who is LOCAL, and it will get fixed quickly

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That it's kept local with local input.

Why are rates outside of city limits less than in city limits?

nothing

City ownership and standby generation plant

No ugly wind or solar farms.

None!

Reliability, service, low rates and innovative solutions, among others.

The uninterrupted power.

In case of power failure, somebody goes out to fix it

Consistent affordable services

Locals repairing our system

The electricity crew is very responsive! I think the equipment is old and needs updates in Order to keep up with inevitable growth.

?

Competent operations and accountability

Consistency. I know I can trust it in emergencies. I realize that comes with a cost, but the recent cost increases and bill splitting with the water department has caused issues.

Local ownership

Want reliable power. I think independent audit of how money is spent in that department needs to be done

Emergency crews

Would like it to be more reliable and up to date and better rates

As a senior on a fixed income, I need reliable and reasonable cost.

I value consistency in service.

Reliability. Not a fan of the extra "summer rate" that doubles our utility rate

Modern, reliable and reasonable rates. Lol

I would like to see all rate payers have a voice. Our electric rates are high. I worry about what the future will bring. I support having renewable sources.

Local control that understands Alaska and Seward. For example, the agency that bought tele Alaska has been extremely Difficult to work with.

That it is consist of and the price was good until last year when it escalated.

Reliable, stable, effectively maintained, reasonable planning process aimed at actions benefiting households and businesses in an equitable process and transparency on rates.

Hydroelectric energy. Listening to the people.

There needs to be on site employees to deal with issues that arrive. The electric utility employees are an important part of how it is maintained.

Reliable on a daily basis and in times of disruption, rapid emergency electrical restoration.

Locally owned and used to be reasonably priced until current city council went on a spending spree.

Availability and price.

*Seward Electric Utility Survey, July-August 2025, n=422, m.o.e +/- 4.42 %*

The rates and no shady stuff with selling.

The assurance that we have backup generators, that prevent long outages. The prospect of the future cruise dock battery bank as an intermediary source before generators go on is also attractive.

Being able to get it back up quickly after power outages

The cost is astronomical

I value the price for electricity dropping.

Ability to respond to emergencies. Do NOT like the new separate billings.

Very good linemen for emergency repairs

It is very reliable albeit WAY too expensive.

All ratepayers should have a voice on all thing of the City of Seward Electricity.

Low costs

Love the added-on fuel tax to the already high cost of electricity bill makes me want to go off grid !!

Reliability of service

Cost

Reliability and affordability

It has always been very reliable

Reliability

Fewer black and brown outs.

I'm always broke from the high bill .

Constancy

The fact that they get it turned back on quickly when power outages happen

Stable power

Consistently

That the power is reliable with short interruptions.

Not sure

Happy to have it but want a vote in regard to it.

Reliability, and price of the product are most important. However, I'd also like to see a move to push power under grown with in the downtown area.

Reduce utility cost

Reliability, especially in the winter

There is peace of mind with the backup electrical generation that Seward has during times of power outages.

Reliability and cost

I have thoughts here. Seward has one of the first electrical grids ever built in the state... if memory serves correct, it dates to the early 1920s. That's amazing and something to be proud of. If it can keep a low overhead and still maintain that unique end of the road character, fantastic. As someone who was lucky to be allowed to connect to the grid, I appreciate just

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having power. As a CEA customer at our home in Anchorage with a base rate that is half of our place in Seward, I can stay that we are paying \$30 extra per month or so just to be on CSE. Fine, fair enough, we choose to maintain that connection. But it makes me more interested to seeing a sale to CEA (my preferred purchaser). I DO NOT support sale to a private entity, only a cooperative. So if a cooperative can be formed locally, great. Lets give it a shot. Though I worry more about seeing funding secured to maintain the 69KV line that serves Seward. That was built with legislative grants and also maintained in years since with legislative money. With little power generation south of Cooper Lake it ends up looking like a long service connection to the city. That will be a lot of money to rebuild in 20 to 30 years, and more legislative money is not guaranteed. A move that places Seward in with a larger provide like CEA that could spread that cost across all system (i.e. Anchorage) ratepayers would be advisable. That's my two cents, at least.

It's reliable and reasonably priced and good for the community with the growth. Support the hydro initiative.

Transparency, low cost to consumers, reliable energy, alternative sources for the future  
Stable and reliable energy using cost effective solutions

I value that there is a crew on site for repairs and new service installation.

Reliability-power outages have lessened over the years and haven't lasted as long either  
Not sure what I value most. It is expensive. Plus, the billing is disorganized, and the City is wasting money sending multiple 78 cent envelopes when you own multiple properties - combine them all in one! I'll bet you could save a bundle. Why do we care so much about owning it if someone else could run it and get us more reliable power and lower rates? Lastly, it is ridiculous that we cannot vote on this because we live outside City limits. We own more properties inside City limits than outside. At the very least, anyone who owns property that is hooked to electric inside City limits should be able to vote!!!!

We have very few outages and when we do, someone is working on it immediately.

Love the quick response to blackouts and firing up the generators

N/A

It's reliable.

It must be reliable, and as affordable as possible.

Affordable and reliable. renewable source net metering

The reliability

Lower Cost!

We have great staff who have made many improvements over the last couple of years

The service has always been consistent and good

Reliable power with quick response when there are power outages. I would also like to see investment in renewable power.

N/A

I don't know

Generator backup

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Local control

Reliable and less expensive

Good service at a great rate.

Locally owned and operated with open communication to the community.

I don't value it. I think there needs to be changes.

I need affordable rates and knowing that it's in the residents' best interests!

Transparency and renewability

Keeping the power on in storms and during winter snowstorms

At a reasonable rate for customers, while keeping them informed.

City of Seward Lineman. We rarely do not have power and when it does go out it's usually not for long!

I don't know.

Unsure

They are consistent with keeping you up to date in the service and they will help you figure out any issue that you may have which was a huge relief to know they will help get to the bottom of what's going on. Even when we have no lights on and utilities unplugged. We pay well over 400 some months with no lights on and using candlelight most nights. I pray Seward electric will change their rates soon or help get to the bottom of what's going on.

I'm thankful that even though I live out of city limits, we are still provided electricity.

I value the reliability but they costs are absolutely obscene.

Having it be local

Loose the apathy and gain empathy for those who struggle to pay their bill. A suggestion is that you allow residents with over to electric bills have the time to pay their bill with their dividend.

This was something many people did and also you get the interest so there's new revenue.

The continuity of service. Local control

As a new solar panel owner, I value net metering.

Reliability and rapid response to outages

Reliability is the most important factor for me.

Honesty and accountability in the decision making moving forward.

Reliability and transparency

Reliability and keeping the costs down as low as feasible and avoiding wasting money on unnecessary expenses.

With local control, taxpayers pledge full faith and credit to paying bonds.

Supporting local, reliability, affordability, integrity in management

I think it's too expensive and cost fluctuations are prohibitive

locals should remain in control to ensure prices don't raise unnecessarily

Reliable and prompt service when there is a power outage

Reliable, affordable, creates jobs

It's great! We have a great community.

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that I can go to office and pay cash  
reliability

Affordability, sustainability, reliability

Price to stay low and for Seward to keep things local including billing

Please consider so many alternative energy sources, especially tidal here in Seward!

Sustainable use & production.

We don't have representation as we are out of the city limits, we don't get back fed much on outages, and I am not sure if the City reinvested a percentage back for infrastructure upgrades. With just the few recent changes this past year I value reliability of service and costs. The crews that came in this summer, for the first time. to clear the lines will certainly make a big difference.

We need great rates and be able to have a say about our electric service.

I like knowing we're in good hands with experienced crews, vegetation management, generator backup, and minimal power outages.

Low cost, sustainable, reliable

There is no value at all to the consumer, only city employees are benefiting by ridiculous wages, new vehicles, etc. A forensic audit would reveal tremendous waste. The city has squandered the electric department funds for years. The city claims the own the electric dept when the rate payers do. If they want to sell, all money from the sale should go back to the rate payers based on their previous consumption. Allowing the worthless city manager to get ahold of the profits would be such a waste.

I know the utility department and linemen work hard to keep things running smoothly.

With a view of alternative energy sources - wind, hydro, tidal we are literally surrounded by it and ignore the possibilities.

Having backup generators.

That its not outrageously priced

Reliable power out of town as well as in town.

Reliable and efficient

Honestly it comes down to the cost. Keeping rates as low as possible and maintaining reliable service.

reliability at a reasonable cost

We need diverse energy sources to lower costs. Seward is rapidly becoming an unaffordable place to live

Operational decisions should be made locally with input from the community, and with the best interests of the community in mind, rather than the finances of the utility.

Price

.

Local control, transparency and the ability to have a direct say in decisions

Reliability

I don't have much to say that is positive. Nobody in the City has the ability to explain a utility bill to residents or why we're charged the amounts we are. Let's have someone honest run some part of the City of Seward for a change.

#### Reliability

Addressing referred maintenance.

It is local so issues are addressed quickly and fairly

Make it affordable!!! I'm so tired of overpaying for electric because it's mismanaged by the city of Seward

I feel like we are waaaaaay over charged and things are mismanaged. Feels terrible when my electric is the same price as my mortgage :(

Control costs and diversify sources to hydro and perhaps wind.

Always know if the electricity goes out, we have the backup generators. So basically, we do have to worry about electricity outages.

Local electricians who can work on problems such as downed power lines.

#### Full disclosure

Chugach Electric has been a great supplier of power for about 60 years. They would be by far the most economical buyer of our utility, mainly because of the scale of their operations.

Fair distribution. We run our own generator when the power goes out and we don't feel we should have to pay for the generator power from the city.

I don't. I feel that Chugiak would have been the best option. It's too expensive and only marginally reliable with myopic management. The city refused to investigate grants for tidal and other demonstration programs that would have reduced our costs.

No back door deals and be transparent and allow rate payers a day in what the city of Seward wants to do.

Less expensive power bills. Build windmills!!! For free power then pay the locals !!!

#### Unsure

Reliable and locally run

Low rates, transparency, preferably local control

They're doing a great job.

Reliability, and that power is quickly restored when there are outages.

#### Reliability

We should use the resources this community already has to generate our energy instead of buying it from somewhere else

I appreciate that when electricity does go out that a backup generator is started quickly to restore power.

#### Rates and reliability

Reliability, diversification in generation, local crew.

#### Our local lineman

How fast the linemen get the power back up when it goes out.

In my limited experience service has been reliable, and when power is taken out, the recovery has generally been very quick.

Affordability

Honesty and reliability

I like that we have generators to supply us service when our system is down

Its local

Clean, affordable, reliable, well managed,

When the power goes out it's quickly and safely taken care of.

Stable rates. Stable service. Co-op is best but Seward by itself is too small. Ability to buy electricity produced from rate payers

I feel a different system is needed, extensions to add service our cost prohibitive.

Reliability

High kwh cost for low volume users

Reduced number of outages

Reliability, efficiency, fair pricing

Alternative energy sources

Supporting more renewable technologies and lowering costs for locals

Reliability and reasonable rates

Reliability has been better since the electric department has been doing a better job at preventative maintenance. I believe the potential to utilize renewable energy is what I would value most.

That it is Affordable, seeking alternative energy sources

It's been challenging to have clean energy service. Power surges and outages have affected my equipment and damaged computer systems. Cyber-attacks are another concern, is Seward ready for the future?

Constant Service

Keeping it affordable in an already HCOL area.

It's nice to have electricity, but I worry I won't be able to pay the bill. The extra service charge is a huge concern.

It's really dependable and while expensive I really like our local generation capacity

Reliability

Would like to see the use of renewables

Lower rates for year-round ratepayers

As long as you keep this tourism industry mindset, more people will leave.

The current team. Taylor is an asset. This survey should have asked if members were aware the city draws \$1m for the general fund from raising electric rates.

That it's reliable and reasonably affordable

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The reliability and having the backup generators in place for emergencies.

Low cost, renewable energy investment, reliability

i DO NOT LIKE PAYING FOR HIGHER RATES WHEN I VISIT MY KIDS IN AZ & CA

Prompt response time as workers are local.

Lower rates.

Reliable

We DO NOT value the high price at which electricity is provided, along with the questionable \$100+ adjustment charge!

Reliable and locally run

Reliably and aiming for hydro power or other alternatives.

We need lower rates for year-round and long term residents.

I want transparency, consistent lower rates and reliability of power. The rates as they are are outrageous and unacceptable

That its provided.

Boat/ shipyard power pedestals

Reliability

Price, control, renewability

I want local business to pay their fair share.

Stability of rates and having tourism supplement electric rates. Charge the tourists, not the locals!

Affordability & sustainability

Efficient electricity

Reliability

Unsure how I want to respond to this question right now.

Low rates

Service has been dramatically more reliable since I last lived here, and I appreciate that very much!

Fair rates and inclusion of renewable energy

The linemen, personnel that maintain the utility and the administrative people.

Reliable consistent energy.

less power outages last few years

Reliable power / with cheapest rates

More information is needed without knowing the benefits to Seward

Affordable and reliable

Affordability and reliability

employees live locally and are readily available making quick response when needed. they seem committed to our Local owned utility and take pride in their work and accomplishments.

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Seward owns utility and the users are part of the decision making.

Not sure. I will say that the mysterious algorithm on how our rates are charged each month, seasonal rates and monthly averages should go away. Charge the exact used every month, no algorithm. If it's volatile I don't care, it's the cost.

I appreciate how quickly the crews work to get power back on after an outage.

It's local

Using our abundant resources to provide sustainable and affordable power. Why is Seward not leading the way in these issues rather than waiting till there's either a major problem or our rates are so high we have to act. Seward has enough resources both environmentally and economically to be on the forefront of positive changes to its community. Beyond hydro, another thought of leading the charge is to reject the dependence on the cruise industry and lean into our proven independent traveler market. Make the cruise companies concede to us and don't let local businessman who rely heavily on the cruise industry to make code changes that take away the charm of our dear community.

It has stayed remarkably consistent and uninterrupted, considering the small scale of the utility. That cannot last forever. A small cooperative or keeping the small current set up is not realistic, in my opinion. It needs to be consolidated with a larger organization.

Pretty reliable

reliability, reasonable rates, and safe distribution (not running services for a resident over the property of neighbors)

When main lines have problem, the city is quick to turn on the generators which is good.

Thinking about renewables is great. And the fact that there is ongoing work being done to improve the electric facilities and the administration of the Utility is great. The new offices and staff within the city Electric department as well as in upper city management has been a welcomed change. I have had multiple interaction with the electrical office staff and linemen this summer related to construction projects, and they have all been, timely, helpful and resourceful. Keep up the good work. It is nice having the electric dept. desk separate then the city building finance / billing department desk.

Renewable energy that provides the community with opportunities! Keeping it in residents' hands

Just that it is handled fairly and focused on the long-term well-being and interest of the local community

Reliable and with reasonable fast emergency generation

Life is expensive and low rates are always nice, however I trust local ownership whether it be the city or a cooperative more than I trust someone located outside of our community. If a cooperative means we can use more environmentally friendly options like the hydroelectric project, then I would support that.

Not much is valuable in how it's currently structured. Thankful for MEA to come in and get things changing but really think the rate increase last year was too much.

Lower cost!

Reliability and affordability

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## Affordability

Generator during power outages

Stability and cost savings

Consistently and reliably. Being honest with customers.

Formation of a locally owned electric cooperative is the best future outcome for Seward. Our Seward City government will never be able to manage local control over our power costs. We are at the mercy of Chugach or Homer Electric whether they own us or not. By moving to the Electric Cooperative model, a new Board of Directors can be elected from the pool of local users and voted in by those same users. Professional power system managers and engineers can be hired and proper financial oversight with a sole focus on improving our long-term power supply can be started. It takes a while, but we have to start now. I also pay a monthly power bill in Cordova for the last 18 years. They moved from City management to the Coop model in the late 1960s. As an off-grid community, Cordova power costs are now 15% cheaper than Seward's. Why? Because of local Coop owned hydropower generation. Seward has an abundance of potential, but we will never get there under City management. After 44 years of paying a monthly Seward power bill, and seeing less than zero progress towards hydro, I can say this with certainty. 100 years ago we had a project in Lowell Ck canyon. 43 years ago, I was the electrician for LOH Electric that installed the 600 kw My Marathon Bench project. Both of these projects have been scuttled under City management. So yes, we need to retain local control, but no, not by the City of Seward. Let's transfer to the Coop system asap. Bob Linville, 907-205-7458

I like how I get my bill, only wish it wasn't separated. That and when you have a problem someone local is here to help resolve quickly

Reliable Power Supply and quick fixes to any problems

Reliability. The linemen do a good job getting it back up in an emergency.

I appreciate that it's local, and as run by the city, ideally works to benefit users - as opposed to a private corporation that would have, as its bottom line, benefits to investors.

that it be affordable, especially to elderly and fixed income families.

I feel there was so much corruption and deception regarding the sale I don't have much trust/value in Seward electric

Having the ability to be a part of the decisions for our community

transparency, easier explanation on billing.

I would like to see rates lowered versus continuing to climb.

Not having to think about it

Affordability.

We need renewable energy sources. Let's use the tides or winter wind

Thankful we have power!

Rates, transparency of operations, reliability

disruptive Hydro projects are a TERRIBLE idea

Nothing. As I'm a second-class citizen on Seward Electric's eyes.

Please sell and let a larger co-op take over. Seward cannot afford to continue to operate utility

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Renewable, affordable, reliable

Reliability

Local ownership and control.

Reliability is what I want most

The Seward Electric local linemen.

Reasonable prices, redundancy in service, and representation

I don't really value how electricity is provided in Seward. I reside at Mile 24 of the Seward Highway, and it was very difficult to get the utility to sell me power nine years ago. I had to front 16,500.00 to have my utility installed. It made no sense. Outages out this far often last days and are a result of a lack of vegetation maintenance on the lines and a poorly hobbled together grid infrastructure. I'm about a mile from Chugach Electric Service. I wish to buy my power from Chugach. In my experience, the Seward Utility has been mismanaged for quite a long time, and the shadowy events of the past few years have only reinforced my confusion and general lack of faith in the utility. I simply would like to purchase my power from Chugach Electric. I'm very confused as to why the city is unwilling to sell out to Chugach and why Homer Electric was the preferred option to sell to this time around as well as in 2001. Homer Electric and the proposed Kenai Hydro project might have something to do with the preference? Seward utility, the city and the city leadership really should strive for some clarity when it comes to discussing their decisions in regard to selling the utility. Folks with longer memories are definitely catching a whiff of corruption.

I value affordability considering how expensive it is to live in Seward.

Provision of accurate, data-based information regarding options for decisions regarding the utility.

Local linemen who care about the community, having backup generators, and conversation about developing alternative energy sources.

Reliable electricity with the fewest possible outages at the lowest possible cost and timely service for on-site problems.

I have heard that hydro power could be the most beneficial. I like local control and love the idea of getting off fossil fuels.

Locally operated. This survey seems to have a heavy bias for the cooperative, but little information has been provided. I am opposed to hydro on Scheffler Creek. Hydro on Godwin was studied back in 2006 but proved infeasible. Micro nuclear is a disaster waiting to happen. Heat pumps, energy conservation, and energy efficiency are rarely mentioned or promoted. However, thanks for starting this conversation. It is refreshing!

no answer on value. You all know that electricity bills are not affordable for the average family to make living here, it kind forces you to make decision to move to more affordable place to live.

Please think about locals that live here year around, after all tourists come and go.

Reliability

Cost and dependability

That we are able to tie into the grid with a renewable energy source

Reliable and low cost

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Keeping costs as low as possible without interruption to service

Rates seems a scotch high, but I like that I can still pay over the phone each month.

Reliability

Available

Reliable electricity at competitive rate.

Keeping costs low and reliability with a local understanding that Chugach or Homer would not provide.

Cost

Cost

I am grateful to have electric service

The comfort in knowing that if the power goes out it won't be out for long.

I'm concerned the utility is going out of its way to spend the rate increase by city council.

Maintenance needs to be done but it doesn't all need to be done at once. It wants to replace the meters-meters were replaced not long ago. Why replace again? Billing is now a separate bill-cost increase for twice as much paper, envelopes & postage raising costs 100%. Color printing increases costs even more. Monthly use numbers have been dropped for a graph that isn't as accurate & useful to the consumer. Why do we need to have the mapping done? I'm glad we have the backup generators, the local crew to respond in emergencies and finally being able to use solar. Thanks for the opportunity to respond.

reliability

Transparency of decisions and lower costs.