

Brianna: Okay, so sorry about that.

Speaker 2: That's okay.

Brianna: What did you think about the energy conservation workshop?

Speaker 2: I thought it was an excellent presentation. I enjoyed what I was learning, or what I hear of how to save energy in my home, especially about the power surges. My daughter kept me telling about those, but I guess I was turning a benign ear. As they were speaking about it at the presentation, my eyes opened and my ears were hearing, so I really enjoyed that part. Also about turning off your appliances if I'm not using them. I didn't ever think that was a big deal, and but I'm learning that it is a big deal.

Brianna: Mm-hmm (affirmative).

Speaker 2: I have to get in practice of doing that because I'm not doing that at all. I'm starting to get in practice of doing it. I never knew ... Like say for instance, a shredder, or just things that I'm not using, but they're powered in, I'm thinking, okay, I'm going to start pulling these things out, I don't need them. I only use it maybe once a week just before the trash comes or whatever, and they shred, so then I throw the paper out or whatever. But, if it's plugged in all week, why would it be plugged in all week if I'm not using it constantly or whatever like that. I'm learning how to do that now, or thinking mostly of turning things off that I'm not using. That was big for me.

Brianna: Mm-hmm (affirmative).

Speaker 2: Trying to think what else. I guess that's what it was. I guess the biggest thing I learned was how to save energy in my own home, and that was a big plus for me.

Brianna: Okay, and was most of the information, new information for you, or did you know a lot of what was talked about?

Speaker 2: No, I've heard of it, but I guess it went in one ear and out the other, like what my daughter's telling me about the power surges. With the presentation, I was really listening and hearing like for the most time how it can really save energy in my home or whatever, so it was all excellent for me. Everything, it's like I heard it before, but I was not listening to it. This time I heard it and I'm reacting to it by doing things in my home that could save energy.

Brianna: Okay. All right, so then, on a scale of one to five, with five being excellent, and one being poor, how would you rate this workshop and why?

Speaker 2: I'd rate it a five.

Brianna: Okay.

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Speaker 2: I'd rate it a five mainly because of what I learned, because had I not went to the workshop, even though I was told about some of the things prior to that, I never paid, really paid attention or followed after, or going to the presentation, helped me to learn how I can really save energy in my home.

Brianna: Mm-hmm (affirmative).

Speaker 2: Yeah, it was a five to me. It was excellent. I really enjoyed the presentation.

Brianna: Great, that's always good to hear. I know that BJ, the workshop host, BJ, she always likes to get that feedback back.

Speaker 2: Yes, yes.

Brianna: Just a couple more questions on the workshop. Is there anything that you wish was, would have been included but was not included in the workshop, like information wise? Did you have any questions or things that you-

Speaker 2: No, I think because my eyes and my ears were widened at the presentation, so I didn't have any questions after the presentation, because I was in awe of everything. To me, like it was listening or hearing for the first time.

Brianna: All right, all right, that's good, and do you plan ... If they ever have any other workshop, do you plan on attending any other ones?

Speaker 2: Yeah, it depends on what the workshops are, yes, yes.

Brianna: Mm-hmm (affirmative). All right, and have you received a kit ... I don't know if they're still doing that. Have you used any materials in the kit that you received?

Speaker 2: Oh yes, yes, yes, I have.

Brianna: Okay.

Speaker 2: I've put in the ... Oh, I don't know what you call it. I had to order some things on Walmart, so I ordered two of those surges. I have one in now, and I had put one up. I did that. I also use the ... I don't know what those-

Brianna: Hm?

Speaker 2: The light-

Brianna: Oh, the light bulbs?

Speaker 2: Yes, yes, oh, the ... Well, yeah, I use one of the light bulbs, but the Simply Conserve one, the LED one.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: I haven't used any of the other light bulbs yet, but the ... I immensely like the sockets.

Brianna: Okay.

Speaker 2: It looks like you can plug it into a socket.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative), oh, the surge protector you mean?

Speaker 2: Yes, yes, yes.

Brianna: Okay, good, good.

Speaker 2: Yes, I really like those.

Brianna: Okay. All right, I think those are all the workshop questions that we have. Now, we're going to move into some more general questions now, and I always tell the people that I speak to there's no right or wrong answer, and if you have ... If you want to talk, and talk, and talk, and talk, I'm here. I don't care. You can go as long as you want. Yeah, that's all, so it's more conversational, just wanted to let you know. I know some people are nervous to speak to people they don't know. But, yeah, just wanted to say that.

Speaker 2: Okay, no problem.

Brianna: Hm, all right. What is your earliest memory of energy?

Speaker 2: Earliest memory, let's see. My earliest memory of energy, I guess, came as a small child, maybe I don't know, maybe six or seven, I don't know.

Brianna: Okay.

Speaker 2: When my mother came into a room, and she said, like, "What do you need that light for?" I said, "I was looking for my shoes," or something like that to her. I said, "I was looking for my shoes in the closet." "You don't need a light for that. The sun is out there. You can't see? You can't see in this closet or whatever like that?" I said, "Well, I just cut the light on." She said, "Turn the light off. You don't need the light." I think that's the first time ... That's as far back as I remember about energy with the light. That, I think she was conserving the light bill, I don't know.

She was telling me that I had enough light in the room to do what I needed to do, and I just automatically like just clicked on the light. Then, once she said it, then I cut the light

off immediately, I cut the light out, and I found out that I had enough light. With the blinds being open or whatever, like there really was enough light, so that I could find what I was looking for. I think that's the earliest memory that I have about, if you're talking about light from a light bulb or whatever.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative), yeah. I mean, it's funny because a lot of the people that I talk to, even myself, our earliest memories, they're generally, oh, your parents telling you to shut off, or why is the water running, and stuff like that? Oh, sorry about that.

Speaker 2: Right, exactly, exactly. I got a lot of that. I got a lot of that with the water.

Brianna: You don't need that. Why is that-

Speaker 2: I don't need the water ... If I'm washing my hands, I don't need the water running. If I'm brushing my teeth, I don't need the water running.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: I heard that a lot when I was coming up.

Brianna: Yeah, same here.

Speaker 2: Yeah, mm-hmm (affirmative).

Brianna: All right, so since we're talking about this, when you think about power, or even heat in your home, what is your strongest memory of these things?

Speaker 2: The strongest memory of them was the fact that I was wasting energy. I think that's what I took out of it the most, I was wasting water. I was wasting the light bulb, or even, I remember her first time ... I think she fussed about everything. She fussed even if we went to the refrigerator and we were just standing there looking. "What are you looking for? Just grab and then shut the refrigerator door," something like that. Yeah, I got a lot of that when I was coming up about conserving energy.

Brianna: Yeah, you don't need ... No food's going to show up, right?

Speaker 2: Right, right.

Brianna: All right, and then what's your most striking experience with energy in your home?

Speaker 2: Energy in my home?

Brianna: Yeah, your most striking experience, something that, I don't know, you having, besides like an event that happened with energy in your home that you consistently remember?

Speaker 2: Hm. An event with energy in my home?

Brianna: It can be anything like, I don't know, like a light bulb breaking, or something like ... For me, when I think about ... Personally when I think about it, if they ask me the most striking experience, it's losing power when there's a storm, or there was a storm, and it was like, we had to use candles, and things like that. That's personally what I think about, but it could be anything else.

Speaker 2: Yep, I've never had that experience. I know my daughter has had that experience. But I'd never had that experience of lights going out. I guess I've been really, really blessed-

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: ... with lights going out and having ... Now, I do, do those things like when it is around, is it November, is it November, like when they say change the batteries in your, in the smoke detectors-

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: ... or be prepared in case a hurricane or something like that comes, like make sure you have like a flashlight on hand, or batteries, or some kind of light that does not work through the electricity or whatever.

Brianna: Mm-hmm (affirmative).

Speaker 2: I forget what they call them or whatever, but certain things that you need in case of emergencies. Something like that.

Brianna: Yeah. All right, then, you didn't ever experience any issues with like your heater, or water tanks, stuff like that breaking or anything like that?

Speaker 2: I've had problems with plumbing issues, yes.

Brianna: Mm-hmm (affirmative).

Speaker 2: But water, I didn't realize ... Well, one time I found out that every time it rained, I was accumulating water in the basement-

Brianna: Mm-hmm (affirmative).

Speaker 2: ... and come to find out, that the water was coming from my nextdoor neighbor's house, and I was not aware of it until I had people from the water department come out and they said, "Okay, you got a leak somewhere," or whatever like that. They didn't say where or whatever, but they saw the water right where the line was at, where the water had accumulated to on the wall or whatever in the basement, and they told me I

needed, next week to call the plumber or whatever and get a plumber to come out to fix it.

They said, a pipe in the ground or whatever, or under the curb or whatever, it was leaking and that I would need to get a plumber to fix that. Got a plumber, the plumber came out, and come to find out, the water was accumulating from ... In fact, I found out, when the plumbers went in the ground, they dug in the ground or whatever, and they told me it was not my pipes that was leaking, that it was my nextdoor neighbor's pipes. But since they were down in the ground, they would change my pipes. That was like a very costly ... That was back in the '80's, so then they had-

Brianna: And you had to pay-

Speaker 2: It's double that today.

Brianna: You had to pay out of pocket?

Speaker 2: It's double the cost today. Right, right, back then it was 1,800.

Brianna: It would be like-

Speaker 2: The plumber charge-

Brianna: ... 4,000 right now.

Speaker 2: Exactly, exactly. Right, for them to do the same thing, dig in the ground and change the pipes.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: My neighbor around the corner just had it done last year, and it was like 30 something hundred, yeah.

Brianna: Mm-hmm (affirmative), and-

Speaker 2: Oh, my goodness.

Brianna: Did you try calling the ... You called the water department before you called the plumbers, right?

Speaker 2: Yes, right. I called the water department ... Yeah, I don't know why, but I called the water department first, and they came out, and they, at that time, told me that I had a problem with a leak, and that I need to call the plumber so that it was at the curb or whatever outside. It was the pipes that was going outside.

Brianna: Mm-hmm (affirmative), and was this the same house that you're living in right now?

Speaker 2: The same house, yes.

Brianna: You've been in it 30 odd something-

Speaker 2: I'll be here 43 years in October.

Brianna: All right, awesome, and you've always lived in Philly?

Speaker 2: Always, born and raised.

Brianna: Okay, have you always lived in the same neighborhood, or have you-

Speaker 2: Always in the same neighborhood, South Philly.

Brianna: Mm-hmm (affirmative), all right.

Speaker 2: I was brought up maybe six blocks from where I am right now.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: It's been in the same neighborhood, yes.

Brianna: Mm-hmm (affirmative), and would you say like your experience with the housing has been more or less the same, like they've been-

Speaker 2: No, I don't think so. When I purchased this home, I really didn't know ... Being in the apartment or whatever, I really had no idea of what to look for, or what not to look for. Somehow, you get a lucky house or whatever like that. That was not my, with this home. This home had a lot of problems that I didn't know about until after I had signed the deed or whatever like I did. I had a lot of problems early on with this home that I was not aware of-

Brianna: If you don't mind me-

Speaker 2: That I'm still-

Brianna: Oh, okay, sorry.

Speaker 2: ... that I'm still dealing with today, and one would be termites.

Brianna: Oh, okay.

Speaker 2: I had no idea what termites were, where they come from, or anything like that. I've had a big lesson in that from this home, and it's something that I'm still dealing with today 43 years later almost.

Brianna: How did they deal with termites, because I thought that once the house had termites, especially because they're made out of wood, that it would be like what's it called, when they put the tape around and just not have any-

Speaker 2: I don't think in '78 ... I think maybe the housing today ... I think, I'm not sure, but I think they have to list it, or you have to let the person know that there's termites. You have to disclose that information. I think when I got this home back in '78, you didn't have to do that.

Brianna: Mm-hmm (affirmative).

Speaker 2: I don't think that was one of the mitigating [inaudible 00:19:26] or whatever, because no one mentioned that I had it, and I was unaware that I had it until I had a ... In fact, I had a electrician in the home, and I can't remember what he was in here for. But, he was in the basement, and ... Oh, he was putting in sockets for me, because I had no idea that one of the ... That was upstairs, can you believe this, didn't have any sockets at all in the room.

Brianna: Wow.

Speaker 2: Right, wow. I got a bumner, not one at all. Anyway, he was in the basement, and he was doing, putting in a couple of sockets in that room for me, and he noticed on the wall of the basement, he called it a tunnel. He said, "There's a tunnel and that means you have termites." He said, "You better get a termite inspection out here, because I think you have them bad."

Brianna: And have you-

Speaker 2: That's what I had to do.

Brianna: Have you had to do treatments for the termites like yearly, every two years, or and how-

Speaker 2: Yeah, right, it's been changed. At the time, when I first learned about it, I think it was in the early '80's, like '82, they came out every ... Because I think it was lawful in Philadelphia to get rid of them. I think they said at one time or another, somebody tried to do it, a company or whatever, and somebody died because they came back in too early, and what they did was they put plastic around the entire house or something, and they fumigated I guess, and the people came back too soon, and I think one person died from it. They made it that it was lawful if you did it in the city of Philadelphia-

Brianna: Okay.

Speaker 2: ... so that you had these ... At that time, they would come out, and they would spray, or dig, and drop whatever they drop into the ground, and you had to get it redone every seven years.

Brianna: Mm-hmm (affirmative).

Speaker 2: But, I found out within the last seven years that I had it done, that well they've got new stuff out now. They don't dig anymore in the ground. They have stuff that they just place on the floor or something, and it's supposed to spread to the termites or whatever. But I just found out that like I've got to get a steel door in the back, because in my backyard, they're still out there, and I just had a man that came out in April. But it looks like the wood is being eaten up out there, so much that the bottom of my door came apart. The bottom of it came apart, and I've got to try to get another door and soon, because you can ... Something can crawl in but not, I don't ... It's not wide enough or ... Yeah, it's not wide enough, like not ... Because I had problems with stray cats or whatever coming in the yard and urinating or whatever in the back.

But, if there are rodents out there or whatever like that, they may get in there, come in through that little opening that is ... It's a wide opening because it goes from the door, it covers the entire part of the door on the bottom. That piece fell off, and I guess they chewed it, I don't know. But it came off. I don't know if it's wear and tear throughout the years, or what, but I got to get a new door, and they told me that I need to get a door after ... They said a steel door so that they I guess wouldn't eat it up again or something, I don't know.

Brianna: Mm-hmm (affirmative), and-

Speaker 2: Well, so that would be some of the stuff that I'm still going on with and windows.

Brianna: Yeah.

Speaker 2: I've had windows that had to be replaced when I moved here because they were old, and these are things that I didn't think of when I moved here. I think about buying windows, or looking at windows, making sure that they close, or making sure that they lock when they went up and down. Didn't think about that then. In fact, I've had four people out already just to look at four windows, the two in the front of the house, the two upstairs on the second floor, and the two downstairs on the third floor, they're ... Especially the two on the first floor, they need a lot of caulking. They let in a lot of air. I've got the, well, [inaudible 00:24:45] them in the wintertime, because they let a lot of air in, and I was trying to get the four replaced, and the prices are just astronomical. One company wanted \$10,000 for four windows.

Brianna: What?

Speaker 2: \$10,000. I kid you not. Andersen windows, they are very expensive. They wanted \$10,000. I was just talking to a man this morning, he came out yesterday, and he wanted 5,500, four windows, just four windows.

Brianna: Wow, okay. Well, so between like the door and the windows and the termite treatments, that's a lot of expenses.

Speaker 2: Yes, yes, very, very, very. This will be the second time ... I've got a lot of windows in this home. I've got 14 windows. I've got six on the first floor, and eight on the second floor, so that out of the eight on the second floor, seven have been replaced since I've been here in the 42 years, it'll be 43, but 42 years that I've been here. Seven of them have been replaced already, and they need to be replaced again. I wanted to try to get like maybe four done a year, do it that way, because they're so expensive.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: Because you got to work on other things, you know what I'm saying?

Brianna: Yeah, yeah, yeah, yeah.

Speaker 2: I got other things that I need to work on, so like getting ... Now I'm getting a security door for the back or whatever. Then maybe I have to wait for the people to come out. But it looks to me like maybe if the termites, like maybe they didn't do the back part of the yard. I don't know. I was going to wait until the carpenter came out that's going to out the door in, for him to tell me do I need to call the man back? I think I already know that the person that I had too, he laid down the stuff for the termites, I need him to come back out, because maybe he didn't do the yard part, because that bottom part was just rotted out.

Brianna: Mm-hmm (affirmative).

Speaker 2: I don't know, I think it's just so sad too, It's sad for women, especially when you're widowed, or divorced, or even single, because it's pretty on us, because they sometimes, men take advantage that there's no male in the house or whatever. That's like when I'm dealing with the windows trying to get the windows, I've had three companies out so far for 10,000, 42, and the guy this morning of 55. I've had three companies out so far, just to get prices, so then I find myself, I have to look up and educate myself on windows, what kind of windows they putting in. I didn't think I had to do all of that. I just want four windows.

Brianna: Mm-hmm (affirmative), do you have-

Speaker 2: But, they do different types of windows or whatever.

Brianna: Yeah, do you have anyone that can look at them with you?

Speaker 2: Well, not a male person, no. I have my neighbor's son, and he's very good, and he would help me from time-to-time, but he just had surgery on his back.

Brianna: Oh, okay.

Speaker 2: I would turn to him. I would ask him to come.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: But he would be the only one that I could depend upon, or whatever like that there.

Brianna: Mm-hmm (affirmative).

Speaker 2: Yeah, females, we get a bad ... We get a bad coming sometimes with sales people or whatever.

Brianna: Yeah, yeah, definitely.

Speaker 2: Yeah.

Brianna: I know you're speaking-

Speaker 2: Because they take advantage.

Brianna: ... about your windows.

Speaker 2: Mm-hmm (affirmative).

Brianna: You said they let air in. Do you think your home is-

Speaker 2: Oh, right.

Brianna: ... geo efficient?

Speaker 2: Well, I found out that ... I had windows put in some time in the '80's, and they were vinyl windows, and they said at that time, that's all they put in. They had fiberglass now or wood windows or whatever like that there, but I guess it depends on who you deal with, and then it depends on what kind of windows they get for you, or they service for you, or whatever like that. Because the vinyl windows that I had that were put in back in the '80's, they let a lot of cold air in. Oh, my goodness, so much cold air, it's ridiculous. I had those windows in three rooms, the living room, the bathroom, dining room.

Brianna: Do you kind of [crosstalk 00:29:56]?

Speaker 2: In three rooms. Right, right, I had the block ... I had to put plastic around them.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

- Speaker 2: If you want to step in those rooms in the wintertime, like in January, February, if you want to go in those rooms, I better put some plastic around them because they would be freezing if you would just walk through them. The windows in there are so bad that the ... They were vinyl windows, but they still put up vinyl windows today, they tell me, at least this one company told me. He said but they just make them a little bit better-
- Brianna: Okay.
- Speaker 2: ... so I don't know.
- Brianna: I don't know too much about windows, but-
- Speaker 2: Yeah, okay.
- Brianna: ... BJ, she has the winter workshops which I'm going to be honest with you, I don't know if they're going to host them. From what I know, they do want to host them. But it really depends on like COVID and everything else.
- Speaker 2: Oh. Right, and see that's another thing, COVID.
- Brianna: But, in the winter workshops, I know they talk about how to like deal with drafty windows, so if you hear about winter workshops, and you want to attend, and you can, and you have the possibility to attend-
- Speaker 2: Right, right, right. It'd be beneficial to me, yes.
- Brianna: Yeah, and like-
- Speaker 2: It would be very beneficial.
- Brianna: My windows at my apartment are also drafty, and like this past winter I think-
- Speaker 2: Winter, mm-hmm (affirmative).
- Brianna: Yeah, I just went to Home Depot and I just got a ... It was like \$6 insulation tape. I plastered that on it.
- Speaker 2: Right, right, mm-hmm (affirmative), yes.
- Brianna: I mean, it's better than nothing.
- Speaker 2: Exactly, exactly right, yes, mm-hmm (affirmative), yeah. But I went and got one of those kits from Home Depot also.
- Brianna: Mm-hmm (affirmative), yeah, yeah.

Speaker 2: One of those kits, right, mm-hmm (affirmative).

Brianna: Do you know if your home's ever been weatherized?

Speaker 2: Yes, yes, well, one of my neighbors, she's passed now, and her family moved away from the neighborhood or whatever, but she had a son that worked weatherization. He's the one that I found out about the caulking, because he came in one year and he caulked the windows down on the first floor. He said they were the worst ones on the first floor, that they needed a lot of caulking.

Brianna: Mm-hmm (affirmative).

Speaker 2: The wood around the windows are so bad and I wanted to get them, if I need new windows, well take out the wood and give me some new wood, or whatever. But, you know thy don't want to do that today?

Brianna: Why?

Speaker 2: They don't even ... I don't know. I don't know. They don't want to put the new wood in. One company told me, oh, that's not bad. Another company told me ... I told them the lowest price I received was 4,200, and the price he gave me was the one I talked about was 5,500. The other people said that they definitely would not change the wood. He said they would change the wood, so but the one company said 55 and the other one said 42. That's like 1,300 just to change the wood?

Brianna: Mm-hmm (affirmative), yeah. I mean, you have to do what is best financially speaking.

Speaker 2: Yes, yes, yes, yes, yes, yes. Yes. Yeah.

Brianna: Then again, it also depends if the wood's old and lets the cold air in, and you have to spend more on gas, I don't know. It just-

Speaker 2: Right, right, I hear what you're saying, yeah, mm-hmm (affirmative).

Brianna: I mean, especially ... At the end of the day, I know that I wouldn't ... Like I know, like if you think about it, I would spend it, but at the same time, I would say, like, I'm sure that I wouldn't spend it. Like if you sit down-

Speaker 2: And then see too, he was saying that the windows probably ... This house was built in '29-

Brianna: Yeah.

Speaker 2: ... and there's only been two families in this home. There's only been two families, the original people that moved here in '29, and myself. Now what they did was they passed

it down in their family, to like the father lived there, and then the father passed it on, like maybe to a mother, and the mother passed it to the son, and then whatever. But there was only two owners, just me and them in the house, so when I moved in, in '78, a whole lot of work hadn't been done and is still not done.

Brianna: Mm-hmm (affirmative).

Speaker 2: I forget where I was going with that. But, he was speaking of back then I guess in the '20's, or when it was built, whatever like that there, he was speaking of like there could be lead in the windows, or the woodwork or whatever, the lead that they used at that time. I think that's what ... No, I think the school was dealing with the problem of asbestos, but I think back then, it was lead and asbestos. I don't know. But, he was saying something about the lead. It could be lead [inaudible 00:36:06] or the wood, I don't know, I don't know, and that maybe that would be the expense of it, the added expense, I don't know.

Brianna: Okay.

Speaker 2: But they are just some of the things that you have to deal with when you purchase homes-

Brianna: Yeah, yeah.

Speaker 2: ... the windows or whatever, you know what I mean? Like you said, energy, saving energy or whatever, and that windows and doors would be a big problem with air coming in and going out.

Brianna: Mm-hmm (affirmative), and how have your bills been throughout the pandemic? Have they been more or less the same as before, or did they increase-

Speaker 2: They're going up now.

Brianna: Okay.

Speaker 2: During the pandemic, thy were basically about the same.

Brianna: Mm-hmm (affirmative).

Speaker 2: I've seen an increase since January in just about everywhere, everything is just going up.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: Everything.

Brianna: Is it because-

Speaker 2: Especially the water.

Brianna: Right.

Speaker 2: Especially what they're charging for water. That's going to be going up I think in September, and that's going to be really a big rise in the charges of what they charge and what they will be charging.

Brianna: Yeah, they want to increase the rates by 17%.

Speaker 2: 17%? Okay.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative), so it's going to be big, big ... I don't think that it's going to be 17% right away. I don't remember.

Speaker 2: All at one time, okay.

Brianna: I think over two or three years, but that's still like four or 5% increase a year, and that's a lot of people's bills.

Speaker 2: Right, right, exactly, exactly.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative). Right, and have you ever had issues with your utility companies?

Speaker 2: No. No, not basically. Basically, I've been pretty blessed with that.

Brianna: Mm-hmm (affirmative).

Speaker 2: I guess because I'm in here by myself, maybe that would be it, but no, I've had no problems with the ... I guess because I realize that in the wintertime, my bills are going to be higher for gas. It's like in the summertime, it's going to be higher for electricity-

Brianna: Yeah.

Speaker 2: ... because of air conditioning or whatever like that.

Brianna: Mm-hmm (affirmative).

Speaker 2: I'm more inclined to say that I just go along with whatever they decide, or whatever they do-

Brianna: Okay.

Speaker 2: ... because it seems to me like I have no choice.

Brianna: Mm-hmm (affirmative), and have you ever had to ask for assistance to pay your bills from your company or in general?

Speaker 2: Years ago, but not lately.

Brianna: Okay, what-

Speaker 2: Years ago, I think in the '80's or whatever, when I was first starting out, yeah, I was having problems keeping up with the gas and the electricity during those times when they received [inaudible 00:39:23], because like I said, I'm by myself, so and sometimes they go by your income.

Brianna: Yep, yep.

Speaker 2: Then, with your income with no dependents or whatever like that there, it's pretty high what they want. I mean, what you can make for one person or whatever like that there is pretty high.

Brianna: Mm-hmm (affirmative).

Speaker 2: They use whatever rate they use, or whatever comparison they go by or whatever, they're very old. Yeah, they're centuries old or whatever, and I really think they need to change that.

Brianna: Yeah, definitely. A lot of people have been saying this and even the energy counselors at Neighborhood Energy Source, they always say the-

Speaker 2: Right, right.

Brianna: ... income guidelines are the harshest ones because they exclude a lot of people.

Speaker 2: Yes, yes, yes.

Brianna: We've had someone talk to us, they were ineligible for assistance because they were two or \$3 over income. That's [crosstalk 00:40:44], right?

Speaker 2: Exactly, exactly, yes, yes, mm-hmm (affirmative).

Brianna: What programs did you apply for or hear about for assistance?

Speaker 2: I hear about that every year that is it the light, [Liheat 00:40:59]?

Brianna: Mm-hmm (affirmative), yep.

Speaker 2: I think that's the only one I've ever really heard about.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: I've even tried, and my neighbors here, they've all been successfully able to get a discount or stop taxes on the homes because senior citizen status.

Brianna: Mm-hmm (affirmative).

Speaker 2: But they still [inaudible 00:41:27]. I'm 72 now, and I still get a raise in my taxes. Every time they go up or whatever, mine's go up. My neighbors, are stopped at \$500 a year, 550, 575, it depends. But they're all in the same neighborhood. I paid \$1,600 this year. That's what my property taxes ... They won't stop them, and they say because my income level is too high.

Brianna: Yeah, that's usually what they ... That's usually an issue. You're probably just, I don't know, a little over.

Speaker 2: Yeah, yeah, yeah.

Brianna: They'll be like, "Yeah, you don't qualify."

Speaker 2: Right, exactly.

Brianna: I don't know if you go to the neighborhood, what's it called, Neighborhood Energy Centers but they also have like just neighborhood centers, and I can have ... Like when they deliver your gift card, I can have like a list of those centers as well to be put in there.

Speaker 2: Okay, okay. Oh, that would be fantastic. I really would appreciate that.

Brianna: I mean, yeah, I don't have ... I don't know as much as them. Actually, never mind, scratch that. I know nothing compared to the energy counselors-

Speaker 2: Right, right.

Brianna: ... or assistance counselors in general. Even if there's like no government help, they usually know also where you could get some other help, somewhere.

Speaker 2: Okay, right, right.

Brianna: I mean, if there's nothing, they'll tell you straightaway like there's, we can't help you.

Speaker 2: Right, okay.

Brianna: But it doesn't hurt to try.

Speaker 2: Right.

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Brianna: That's always what I say.

Speaker 2: Right, right.

Brianna: Anyway, have you experienced any energy service disruptions this past year like power outages, loss of heat, AC, internet, water, things like that?

Speaker 2: None. None of the above.

Brianna: Okay, and do you know anything about renewable energy?

Speaker 2: No. I don't remember hearing about renewable.

Brianna: Sometimes like-

Speaker 2: Renewable energy?

Brianna: An older term is alternative energy.

Speaker 2: Okay.

Brianna: It's like-

Speaker 2: Nope, I don't think I've heard of it.

Brianna: Have you heard about solar panels?

Speaker 2: Yes, yes.

Brianna: Okay, so that's-

Speaker 2: I've seen a couple programs on TV about it. Oh, but that's what they're called, renewable or alternative-

Brianna: Yes, so and but that doesn't include-

Speaker 2: Oh, okay, yes, I've heard-

Brianna: Yeah, so that includes like the solar panels, then the wind farms, like the big fans, those generate electricity as well.

Speaker 2: No, mm-hmm (negative).

Brianna: They're usually white fans.

Speaker 2: Okay, mm-hmm (affirmative).

Brianna: I think we have some in Philly too somewhere. I remember seeing them, or going towards the airport when you go towards Delaware.

Speaker 2: Okay.

Brianna: I don't know.

Speaker 2: Mm-hmm (affirmative).

Brianna: I remember seeing them around.

Speaker 2: Okay.

Brianna: Or maybe I saw them on TV, and I'm just confusing, and then they also have like ... Renewable energy is also water power, so like the big dams. They have the big kind of houses. I don't know if you've ever seen them on TV, and they use them to generate electricity, and so those are the three main ones, and then there's also nuclear power, but I'm a little iffy about nuclear power being renewable, personally speaking, because it's so dangerous to, like the, I think that the risks outweigh the benefits kind of thing.

Speaker 2: Okay, all right, okay. Mm-hmm (affirmative), okay.

Brianna: But yeah, that's basically the jist of it, and there's also some programs that help people ... If people want to get independent solar panels, there's programs that help as well. But again, I know nothing about that, and I don't want to give you misinformation-

Speaker 2: Right, right.

Brianna: But like on the Web City's website, they have information on solar panel programs that are like this.

Speaker 2: Okay.

Brianna: Yeah. Anyway, so I think we're on our last questions, so with this project, we also did a survey, which is like an interview, but it had more ... It was less conversational, so you had questions, and then-

Speaker 2: Oh, okay, all right, yes.

Brianna: It was more like you had to follow a certain, not script, I don't want to say script, because we still talk to people. But there was like certain questions, and then that you had to ask. But this part is more conversational, but in that other part of the project, we asked

people if they thought they had a right to energy. I want to ask you as well, whether you think we have a right to energy.

Speaker 2: I was amazed, because one of the brochures, I remember reading it, about I have the right to energy, and I have the right to water, and I had ... I was amazed at that because I didn't realize as a citizen of the city or whatever, like that, I never realized that I had a right to it.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: I mean, I just thought basically, that the city provided and I would get it.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: I didn't realize that it was my right to have like some water or whatever. I remember reading that in the brochure. One of the brochures that they had at the presentation told me that.

Brianna: Yeah, so we made that brochure.

Speaker 2: Oh, okay, okay.

Brianna: That's one of the-

Speaker 2: It was very good.

Brianna: Yeah, Morgan, who scheduled through your daughter, she worked on that brochure a lot. But, that's a lot of the information that we worked on this project, but the list of rights isn't what we have right now. It's what we, as project researchers, think that we should have.

Speaker 2: Oh, okay, all right, okay, mm-hmm (affirmative).

Brianna: Right, we should have a right to water, like I was talking to someone, and they said that one day, they were cooking, and all of a sudden, their water was starting to become less and less. She goes outside and the water department was shutting her water off, but it turns out that A, she paid the bill, B, she never received a shut off notice, and it ended up being an error code, and that's part of the reasons why we think that people should have a right to energy.

Speaker 2: Exactly, exactly, because they can be wrong, and then when they come out, they don't want to hear anything from you-

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative).

Speaker 2: ... the homeowner, or the person in the home, or whatever, especially maybe for people that are renting, because they might not get a bill. The owner might get the bill.

Brianna: Mm-hmm (affirmative), mm-hmm (affirmative), yeah.

Speaker 2: How do you know that the bills haven't been paid or anything like that there, that they're going to come and shut your water off. But I was amazed that I didn't realize that it was just the people that wrote that up. I'm thinking that I had ... I didn't realize that I had these rights. I'm saying, wow, this is on my mind. I'm really enjoyed that presentation, I really did, I really did, I really did. But I didn't realize it was just people that made it up.

Brianna: Mm-hmm (affirmative). Well, yeah, and that's why we're asking people, right? That's part of some of the things we've-

Speaker 2: Correct.

Brianna: ... received, and I want to ask you, like forget the list that you read, right, for a moment. What do you think you should have a right to?

Speaker 2: Clean water, I think as a citizen of the city, yeah, clean water, safe electricity ... Yes, even safe gas or whatever. I wouldn't want to come home ... Like one time I came home, and as soon as I came into the vestibule, I could smell gas. I went back out and called the gas company, and they came in with their little tick, tick, tick thing or whatever, like that there, and they found out because well, I had moved in the home like I said ... I think this was like maybe three years ago, three years ago, so maybe '19, or in '18, 2018 or 2019. But anyway when they came in, they found out that the stove was leaking gas. Now, that stove had been here when I moved here, so it was a pretty old stove.

In fact, at one time, when the gas company had some type of program you paid for, that people would come out and they would ... The gas company would come out and they would do like maybe a yearly inspection or whatever. Nobody could do anything with that type of stove because they didn't make them anymore. The people that are on the job now had never been trained on that type of appliance or whatever. But anyway, they came out, and their meters or whatever showed that there was a gas leak in the gas stove. They immediately cut the power off.

Brianna: Yeah.

Speaker 2: I had to get a plumber to come in because this is a old home or whatever, and they never had put a shut off appliance or whatever by the gas stove.

Brianna: Okay.

Speaker 2: They had to cut the entire thing off and then I had to get somebody to come in, a plumber to come in and put the thing there, and then the gas company had to come back out and [inaudible 00:52:59]. But yeah, that was a frightening experience, coming through the door smelling gas immediately, so I would think that I have a right to not smell gas or whatever, you know what I mean, that I'm safe in the gas energy or whatever.

Brianna: Yeah, so yeah, be safe and have a secure supply?

Speaker 2: Right, yes, yes, yes.

Brianna: Yeah, that's actually, yeah. I wasn't thinking about that as well. Maybe that's one of the reasons why they started switching to electric stoves even though I prefer gas stoves-

Speaker 2: Mm-hmm (affirmative), okay.

Brianna: ... because they cook better in my opinion.

Speaker 2: Mm-hmm (affirmative), do they really? Okay.

Brianna: Yeah, I had ... My friend when he was renting this apartment, his stove was electric, and when we used to have like dinner with friends over there, while I was cooking, I could notice the difference between the gas stove.

Speaker 2: Oh, okay, okay.

Brianna: Electric takes ... It takes longer and I don't know, it's just different. I feel like it's more of a microwave almost.

Speaker 2: Okay, okay.

Brianna: I personally don't like it, but-

Speaker 2: Right, right, and I've heard that before. I've heard that gas takes longer, or no, I've heard that with the electric stoves-

Brianna: Yeah, the electric takes-

Speaker 2: Yeah, they heat up faster, or they cook faster.

Brianna: Mm-hmm (affirmative).

Speaker 2: You have to be careful because you could burn your food.

Brianna: Yeah, yeah.

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Speaker 2: That what I heard.

Brianna: But, yeah, I still like ... I don't like it. Plus, because it's all like, what's it called, it's all straight, you know how the gas stoves, they go down, right?

Speaker 2: Yes, mm-hmm (affirmative).

Brianna: I almost burned my hand while I was cooking there, so-

Speaker 2: Yes, okay, okay.

Brianna: Because you forget that it's on, and even if it's ... It turns, the little thingy turns red, but I don't know.

Speaker 2: Mm-hmm (affirmative), mm-hmm (affirmative).

Brianna: Maybe it's just getting used to it, who knows.

Speaker 2: Yeah, yeah. That could be it, most likely.

Brianna: Yes.

Speaker 2: Mm-hmm (affirmative).

Brianna: Do you think that there's modern energy services that people have a right to?

Speaker 2: Yes. Yes, I do.

Brianna: And do you have an idea which ones could they be?

Speaker 2: Don't have an idea, but I believe we have the right one option, right for choice.

Brianna: Mm-hmm (affirmative), yeah, okay. Would you say we have a right to internet, because there's a lot of people that still don't have it in the US?

Speaker 2: I don't have it.

Brianna: Mm-hmm (affirmative), right-

Speaker 2: But I try ... But I'm finding now that I'm going to have to get it if I want to stay up-to-date, or not so much up-to-date, but into this new technology system.

Brianna: Mm-hmm (affirmative), yeah.

Speaker 2: I'm going to have to get it. I'm going to need it.

Brianna: Mm-hmm (affirmative), yeah, and there's a lot of people ... Like during the COVID, you know how the city provided internet for families who didn't have it, there's a lot of people that don't have internet, right?

Speaker 2: Yeah, I'm one of them. I sure don't have it. But I thought they were just providing it for the children so that the children that have virtual schooling or whatever like that there, in the homes that didn't have it, they would provide them with it.

Brianna: Yeah, but it shouldn't be-

Speaker 2: I thought it was mainly for ... Yeah.

Brianna: Yeah, no, it was for the children who went to school, but it shouldn't be that way, right? We shouldn't wait for things to-

Speaker 2: No, it shouldn't, it really shouldn't, right. Because even if seniors are thrown into this now, it's not necessarily almost that we have a choice. It's almost necessary that we're going to need it.

Brianna: Yeah, yeah. Like with COVID, a lot of seniors, that used to go to energy centers-

Speaker 2: Oh, yes.

Brianna: ... to go and apply for [Liheat 00:57:36] or US [inaudible 00:57:38]-

Speaker 2: Yes.

Brianna: They had a lot of issues because they couldn't work the technology, so-

Speaker 2: Right, mm-hmm (affirmative).

Brianna: It's been a doozy. All right, unless you have any questions for me, or anything that you wanted to say in addition to everything we've said, I want to thank you for your time for taking the time out of your day to conduct this interview. The gift cards, they'll be delivered, let's say, in a couple of weeks. Generally, BJ contacts the people who've completed the interviews to schedule delivery.

Speaker 2: Mm-hmm (affirmative), okay.

Brianna: But if you have questions, you can contact Morgan or yeah, she's the point person for this. But, yeah, other than that, yeah.

Speaker 2: Okay. I appreciate, Brianna, right, your name?

Brianna: Yes, it's Brianna, that's right.

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Speaker 2: Yeah, I appreciate your calling. I appreciate this conversation because I still learned a lot.

Brianna: Mm-hmm (affirmative), I appreciate you. I enjoyed talking to you, to people in general, and anyway, yeah, have a great day. Stay cool.

Speaker 2: Thank you, you too.

Brianna: Stay safe.

Speaker 2: Thank you so much, all righty, take care now.

Brianna: Bye-bye.

Speaker 2: All righty, bye.