

OCTOBER, 2010

	GENDER			AGE			IDEOLOGY			PARTY REG			PARTY AND SEX						PARTY AND AGE						DIRECTION - NV		
										IND/			DEM/	DEM/	IND/	IND/	REP/	REP/	DEM/	DEM/	IND/	IND/	REP/	REP/	RIGHT - WRONG - UND.		
	TOTAL	MALE	FEMALE	18-49	50-64	65+	LIB.	MOD.	CONS	DEM	REP	OTH	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	18-54	55+	18-54	55+	18-54	55+	(Y)	(Z)	(A2)
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)			
TOTAL	402	189	213	187	116	99	118	162	122	185	160	57	69	116	34	23	86	74	110	74	35	22	89	71	119	248	35
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	100%	47%	53%	47%	29%	25%	29%	40%	30%	46%	40%	14%	17%	29%	9%	6%	21%	18%	27%	19%	9%	6%	22%	18%	30%	62%	9%
E. N.V. ENERGY COMPANY	184	89	95	84	50	50	51	73	60	86	73	24	33	53	16	9	40	33	54	33	14	10	33	40	59	103	22
	46%	47%	45%	45%	43%	50%	43%	45%	50%	47%	46%	42%	48%	46%	45%	38%	47%	45%	49%	44%	40%	45%	38%	56% W	50%	42%	63% Z
CORPORATE EXECS	37	15	22	15	9	13	10	16	11	23	13	1	8	15	-	1	6	7	14	9	1	-	4	9	12	21	4
V.V. ENERGY	18%	17%	19%	15%	16%	28% d	19%	19%	17%	24% L	17% L	3%	25%	24% p		8%	18%	16%	25% UW	23% Uw	5%		8%	29% UW	24%	16%	20%
V.V. ENERGY'S O. MICHAEL IRA	24	13	11	14	5	5	8	10	6	11	8	5	6	5	3	2	4	4	6	5	5	-	4	4	13	9	2
	6%	7%	5%	8%	4%	5%	7%	6%	5%	6%	5%	9%	9%	4%	9%	8%	5%	5%	5%	7%	14%		5%	6%	11% Z	4%	6%

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[illegible]

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	PARTY REG									PARTY AND SEX								PARTY AND AGE						DIRECTION - NV			
	GENDER			AGE			IDEOLOGY			IND/			DEM/	DEM/	IND/	IND/	REP/	REP/	DEM/	DEM/	IND/	IND/	REP/	REP/	RIGHT WRONG UND.		
	TOTAL	MALE	FEMALE	18-49	50-64	65+	LIB.	MOD.	CONS	DEM	REP	OTH	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	18-54	55+	18-54	55+	18-54	55+	(Y)	(Z)	(A2)
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	(A2)
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
TOTAL	402	189	213	187	116	99	118	162	122	185	160	57	69	116	34	23	86	74	110	74	35	22	89	71	119	248	35
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	100%	47%	53%	47%	29%	25%	29%	40%	30%	46%	41%	14%	17%	29%	9%	6%	21%	18%	27%	19%	9%	6%	22%	18%	30%	62%	9%
N.V. ENERGY COMPANY	57	29	28	22	16	19	13	27	17	26	21	10	12	14	5	5	11	10	12	14	7	3	7	14	22	27	8
	14%	15%	13%	12%	14%	19%	11%	17%	14%	14%	13%	17%	18%	12%	15%	21%	13%	13%	11%	19%	20% w	13% w	8% w	20% w	19% z	11%	23% z
CORPORATE EXEC'S N.V. ENERGY	7	6	1	2	1	4	1	3	3	3	4	-	3	-	-	-	3	1	2	1	-	-	-	4	2	4	1
	4%	7% c	1%	2%	2%	9%	2%	4%	5%	3%	5%		9%				9%	2%	4%	3%				13%	4%	3%	5%
N.V. ENERGY'S P.O. MICHAEL EXTRA	7	5	2	4	1	2	3	3	1	4	2	1	3	1	1	-	1	1	2	2	1	-	1	1	4	3	-
	2%	3%	1%	2%	1%	2%	3%	2%	1%	2%	1%	2%	5%	1%	3%		1%	1%	2%	3%	3%		1%	1%	3%	1%	

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	EDUCATION/SEX								AGE/EDUCATION						AGE/SEX								EDUCATION/PARTY								CELL				Q4 HEARD	
	EDUCATION				MEN/WOMEN				18-54				55+				UNION HH						DEM/REP/													
	TOTAL	HS	SOME COLL	COLL GRAD	LESS COLL	MEN/ COLL	WOMEN LESS COLL	WOMEN COLL	LESS COLL	18-54 COLL	LESS COLL	55+ COLL	YES	NO	18-64	65+	18-64	/65+	LESS COLL	DEM/ COLL	LESS COLL	REP/ COLL	CELL	LAND LINE	NO	YES										
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)										
TOTAL	402	127	118	153	120	66	125	86	128	103	117	50	99	303	142	47	161	52	115	68	90	68	74	328	301	101										
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%										
	100%	32%	29%	38%	30%	17%	31%	21%	32%	26%	29%	12%	25%	75%	35%	12%	40%	13%	29%	17%	23%	17%	18%	82%	75%	25%										
E. N.V. ENERGY COMPANY	57	18	18	20	18	10	18	10	17	8	19	12	15	42	21	8	17	11	16	9	13	8	11	46	47	10										
	14%	14%	15%	13%	15%	16%	15%	11%	13%	8%	16%	24%	15%	14%	15%	18%	11%	20%	14%	13%	14%	12%	15%	14%	16%	10%										

J. CORPORATE EXECS AT N.V. ENERGY	7 4%	3 5%	-	4 5%	3 6%	3 9%	-	1 2%	1 2%	1 2%	2 4%	3 11%	2 5%	5 3%	2 3%	4 21% oQ	1 1%	-	2 4%	1 3%	1 3%	3 8%	1 3%	6 4%	5 4%	2 4%
C. N.V. ENERGY'S C.E.O. MICHAEL YACKIRA	7 2%	2 2%	-	5 3%	1 1%	4 6% eg	1 1%	1 1%	1 1%	3 3%	1 1%	2 4%	2 2%	5 2%	3 2%	2 4%	2 1%	-	2 2%	2 3%	-	2 3%	1 1%	6 2%	5 2%	2 2%

Table Q2_SUM2
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GOODWIN SIMON STRATEGIC RESEARCH

NEVADA CONSUMERS

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2. SUMMARY OF OPINION OF PUBLIC FIGURES/ORGANIZATIONS - RANKED BY VERY FAVORABLE

	COUNTY												NAME ID								FINAL NAME ID													
	REGISTRATION				CLARK								AREA				IBEW				NV ENERGY				IBEW				NV ENERGY				CHANGE	
	PRE 1997	1997 2004	2005 PRES	CD			NET: CLARK	LV	NOT LV	WASHOE	OTH	URBAN	SUB- URBAN	SMALL TOWN	RURAL	FAV	UNFAV	CANT RATE	FAV	UNFAV	CANT RATE	FAV	UNFAV	CANT RATE	FAV	UNFAV	CANT RATE	IBEW	+ - NV					
TOTAL	1997	2004	PRES	1	2	3	CLARK	LV	LV	WASHOE	OTH	URBAN	URBAN	TOWN	RURAL	FAV	UNFAV	RATE	FAV	UNFAV	RATE	FAV	UNFAV	RATE	FAV	UNFAV	RATE	IBEW	- NV					
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	(A2)	(B2)	(C2)	(D2)					
TOTAL	402	136	143	123	108	137	157	275	86	189	78	49	168	141	47	42	128	57	217	184	175	43	267	62	73	85	289	28	152	115				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	100%	34%	35%	31%	27%	34%	39%	68%	21%	47%	19%	12%	42%	35%	12%	10%	32%	14%	54%	46%	44%	11%	66%	16%	18%	21%	72%	7%	38%	29%				
E. N.V. ENERGY COMPANY	57	24	14	19	13	22	22	38	13	25	12	7	23	22	8	4	24	5	28	57	-	-	34	10	13	27	27	3	15	30				
	14%	18%	10%	16%	12%	16%	14%	14%	15%	13%	15%	14%	14%	15%	17%	10%	19%	9%	13%	31%			13%	16%	18%	32%	9%	11%	10%	26%				
	C																r								A2B2				C2					
J. CORPORATE EXECS AT N.V. ENERGY	7	3	1	3	3	1	3	6	1	5	-	1	4	1	-	2	3	1	3	5	2	-	4	2	1	4	3	-	2	1				
	4%	4%	2%	5%	6%	1%	4%	5%	2%	6%		4%	5%	1%		9%	5%	4%	3%	6%	2%		3%	7%	2%	9%	2%		3%	2%				
C. N.V. ENERGY'S C.E.O. MICHAEL YACKIRA	7	3	-	4	2	2	3	5	2	3	1	1	4	2	1	-	2	1	4	5	1	1	4	3	-	5	2	-	2	-				
	2%	2%		3%	2%	1%	2%	2%	2%	2%	1%	2%	2%	1%	2%		2%	2%	2%	3%	1%	2%	2%	5%		6%	1%		1%					
																									u				A2					

Table Q2_SUM3
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GOODWIN SIMON STRATEGIC RESEARCH

NEVADA CONSUMERS

OCTOBER, 2010

2. SUMMARY OF OPINION OF PUBLIC FIGURES/ORGANIZATIONS - RANKED BY TOTAL UNFAVORABLE

	GENDER			AGE			IDEOLOGY			PARTY REG			PARTY AND SEX						PARTY AND AGE						DIRECTION - NV		
	TOTAL	MALE	FEMALE	18-49	50-64	65+	LIB.	MOD.	CONS	DEM	REP	OTH	DEM/ MEN	DEM/ WOMEN	IND/ MEN	IND/ WOMEN	REP/ MEN	REP/ WOMEN	DEM/ 18-54	DEM/ 55+	IND/ 18-54	IND/ 55+	REP/ 18-54	REP/ 55+	RIGHT	WRONG	UND.
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	(A2)
TOTAL	402	189	213	187	116	99	118	162	122	185	160	57	69	116	34	23	86	74	110	74	35	22	89	71	119	248	35
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	47%	53%	47%	29%	25%	29%	40%	30%	46%	40%	14%	17%	29%	9%	6%	21%	18%	27%	19%	9%	6%	22%	18%	30%	62%	9%	

E. N.V. ENERGY COMPANY	175 44%	82 43%	93 44%	86 46%	52 45%	37 37%	52 44%	74 46%	49 41%	79 43%	69 43%	27 47%	30 44%	48 42%	15 42%	13 54%	37 43%	32 43%	49 44%	30 40%	16 45%	11 50%	44 50% x	25 35%	47 39%	119 48% A2	9 25%
J. CORPORATE EXECS AT N.V. ENERGY	78 39%	35 41%	43 37%	41 42% F	27 48% F	10 21%	23 44% i	36 43% i	19 29%	34 36%	34 44%	10 33%	13 41% o	20 34%	3 18%	7 54% O	19 53% no	15 36%	20 37%	14 36%	7 34%	3 29%	26 55% stX	8 26%	15 29%	59 45% YA2	4 20%
C. N.V. ENERGY'S C.E.O. MICHAEL YACKIRA	89 22%	47 25%	43 20%	46 25%	25 22%	18 18%	24 20%	37 23%	28 23%	37 20%	39 25%	13 23%	16 23%	21 18%	8 24%	5 21%	23 27%	16 22%	22 20%	15 20%	10 29%	3 14%	26 30% vx	13 18%	21 18%	65 26% yA2	3 9%

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GOODWIN SIMON STRATEGIC RESEARCH

NEVADA CONSUMERS

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2. SUMMARY OF OPINION OF PUBLIC FIGURES/ORGANIZATIONS - RANKED BY TOTAL UNFAVORABLE

	EDUCATION/SEX								AGE/EDUCATION				UNION HH		AGE/SEX				EDUCATION/PARTY				CELL		Q4 HEARD	
	EDUCATION				MEN/				WOMEN				18-54		55+				DEM/		REP/		LAND		NO YES	
	SOME COLL				LESS MEN/				WOMEN				LESS		LESS				LESS		LESS		CELL		NO YES	
	TOTAL	HS	COLL	GRAD	COLL	COLL	COLL	COLL	COLL	COLL	COLL	COLL	YES	NO	18-64	65+	18-64	/65+	COLL	COLL	COLL	COLL	CELL	LINE		
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)
TOTAL	402	127	118	153	120	66	125	86	128	103	117	50	99	303	142	47	161	52	115	68	90	68	74	328	301	101
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	100%	32%	29%	38%	30%	17%	31%	21%	32%	26%	29%	12%	25%	75%	35%	12%	40%	13%	29%	17%	23%	17%	18%	82%	75%	25%
E. N.V. ENERGY COMPANY	175	56	53	66	52	30	57	36	60	49	49	17	42	133	63	19	75	18	48	31	41	28	39	136	123	52
	44%	44%	45%	43%	43%	45%	46%	42%	47%	48%	42%	34%	42%	44%	45%	40%	46%	35%	42%	45%	45%	41%	52% x	42%	41%	52% Y
J. CORPORATE EXECS AT N.V. ENERGY	78	20	25	33	21	15	24	18	28	25	17	8	21	57	31	4	37	6	22	12	17	17	16	62	50	28
	39%	34%	50% b	36%	43%	40%	40%	34%	47% l	41%	34%	27%	50% n	36%	47% PR	21%	42% pR	21%	41%	30%	45%	44%	42%	38%	34%	52% Y
C. N.V. ENERGY'S C.E.O. MICHAEL YACKIRA	89	35	27	27	33	13	29	14	36	22	26	5	21	68	36	10	35	8	29	8	23	16	14	75	50	39
	22%	28%	23%	18%	28% H	20%	23%	16%	28% L	22% L	22% L	10%	21%	23%	26% r	22%	22%	15%	25% T	12%	26% T	24% t	19%	23%	17%	39% Y

Table Q2_SUM3
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GOODWIN SIMON STRATEGIC RESEARCH

NEVADA CONSUMERS

OCTOBER, 2010

2. SUMMARY OF OPINION OF PUBLIC FIGURES/ORGANIZATIONS - RANKED BY TOTAL UNFAVORABLE

	COUNTY												NAME ID								FINAL NAME ID													
	REGISTRATION				CD				CLARK				AREA				IBEW				NV ENERGY				IBEW				NV ENERGY				CHANGE	
	PRE	1997	2004	2005	1	2	3	NET:	LV	NOT	WASHOE	OTH	URBAN	SUB-	SMALL	RURAL	FAV	UNFAV	CANT	FAV	UNFAV	CANT	FAV	UNFAV	CANT	FAV	UNFAV	CANT	FAV	UNFAV	CANT	+ IB	- NV	
	1997	1997	2004	PRES				CLARK		LV				URBAN	TOWN				RATE			RATE			RATE			RATE			RATE		RATE	RATE
	TOTAL	1997	2004	PRES	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	(A2)	(B2)	(C2)	(D2)				
	(A)	(B)	(C)	(D)																														
TOTAL	402	136	143	123	108	137	157	275	86	189	78	49	168	141	47	42	128	57	217	184	175	43	267	62	73	85	289	28	152	115				
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	100%	34%	35%	31%	27%	34%	39%	68%	21%	47%	19%	12%	42%	35%	12%	10%	32%	14%	54%	46%	44%	11%	66%	16%	18%	21%	72%	7%	38%	29%				

OCTOBER, 2010

	EDUCATION/SEX								AGE/EDUCATION						AGE/SEX								EDUCATION/PARTY				CELL		Q4 HEARD			
	EDUCATION				MEN/				WOMEN				18-54		55+		UNION		HH		AGE/SEX				DEM/		REP/		CELL		Q4 HEARD	
	TOTAL	HS	SOME	COLL	LESS	MEN/	LESS	WOMEN	LESS	18-54	LESS	55+	YES	NO	MEN/	MEN/	WOMEN	WOMEN	LESS	DEM/	LESS	REP/	REP/	CELL	LAND	NO	YES					
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)						
TOTAL	402	127	118	153	120	66	125	86	128	103	117	50	99	303	142	47	161	52	115	68	90	68	74	328	301	101						
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%						
	100%	32%	29%	38%	30%	17%	31%	21%	32%	26%	29%	12%	25%	75%	35%	12%	40%	13%	29%	17%	23%	17%	18%	82%	75%	25%						
CORPORATE EXECS	51	13	17	21	11	10	18	11	16	17	14	4	15	36	20	2	23	6	17	7	10	10	10	41	35	16						
N.V. ENERGY	25%	22%	34%	23%	23%	29%	31%	20%	27%	28%	28%	13%	36%	22%	30%	11%	26%	21%	31%	17%	26%	26%	26%	25%	24%	30%						
										1						P	p															
N.V. ENERGY	100	33	35	32	32	13	36	18	36	25	32	7	22	78	36	9	42	13	32	14	26	15	22	78	71	29						
MPANY	25%	26%	30%	21%	27%	20%	29%	21%	28%	24%	27%	14%	22%	26%	26%	20%	26%	24%	28%	20%	29%	22%	29%	24%	24%	29%						
										L		L																				
N.V. ENERGY'S	59	27	18	14	23	7	22	7	25	11	20	3	14	45	24	6	22	7	24	4	14	7	11	48	38	21						
O. MICHAEL	15%	21%	15%	9%	19%	11%	18%	8%	19%	11%	17%	6%	14%	15%	17%	13%	14%	13%	21%	6%	16%	10%	15%	15%	13%	21%						
KIRA		D			H		H		L		L								TV		T											

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	COUNTY														NAME ID						FINAL NAME ID											
	REGISTRATION				CLARK				AREA				IBEW			NV ENERGY			IBEW			NV ENERGY			CHANGE							
					CD																											
	PRE 1997 2005								NET: NOT				SUB- SMALL				CANT			CANT			CANT			CANT + - NV						
	TOTAL	1997	2004	PRES	1	2	3	CLARK	LV	LV	WASHOE	OTH	URBAN	URBAN	TOWN	RURAL	FAV	UNFAV	RATE	FAV	UNFAV	RATE	FAV	UNFAV	RATE	FAV	UNFAV	RATE	FAV	UNFAV	RATE	IBEW
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	(Y)	(Z)	(A2)	(B2)	(C2)	(D2)			
TOTAL	402	136	143	123	108	137	157	275	86	189		78	49	168	141	47	42	128	57	217	184	175	43	267	62	73	85	289	28	152	115	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	100%	34%	35%	31%	27%	34%	39%	68%	21%	47%		19%	12%	42%	35%	12%	10%	32%	14%	54%	46%	44%	11%	66%	16%	18%	21%	72%	7%	38%	29%	
CORPORATE EXECS	51	26	14	11	19	15	17	38	15	23		8	5	22	16	5	8	23	10	18	6	42	3	37	10	4	2	47	2	16	5	
N.V. ENERGY	25%	37%	20%	18%	34%	21%	23%	29%	33%	27%		18%	20%	27%	23%	20%	33%	37%	35%	16%	7%	46%	17%	29%	33%	9%	5%	33%	11%	22%	9%	
					CD												S	S			TV		Y		Y			ZB2		D2		
N.V. ENERGY	100	35	38	27	36	27	37	77	23	54		16	7	52	27	9	12	29	22	49	-	100	-	66	19	15	3	92	5	40	-	
MPANY	25%	26%	27%	22%	33%	20%	24%	28%	27%	29%		20%	15%	31%	19%	19%	29%	23%	38%	23%		57%	25%	31%	21%	4%	32%	18%	26%			
					Fg			L	1	L				No					QS								zb2	z				

E. N.V. ENERGY	43	12	13	17	12	5	13	12	11	12	14	5	10	33	12	5	18	7	14	5	7	10	6	37	33	10
COMPANY	11%	9%	11%	11%	10%	8%	10%	13%	9%	12%	12%	10%	10%	11%	9%	11%	11%	13%	12%	7%	8%	15%	8%	11%	11%	10%

GOODWIN SIMON STRATEGIC RESEARCH

OCTOBER, 2010

2. SUMMARY OF OPINION OF PUBLIC FIGURES/ORGANIZATIONS - RANKED BY TOTAL CAN'T RATE/NEVER HEARD BEFORE/REFUSED