



Department of Energy

Washington, DC 20585

July 15, 2008

Ms. Christine Kymn
Department of Energy Desk Officer
Office of Information and Regulatory Affairs
Office of Management and Budget
Washington, DC 20503

SUBJECT: DOE-887(82), "USE OF GENERIC CLEARANCE FOR THE OFFICE OF ENERGY EFFICIENCY AND RENEWABLE ENERGY WEBSITE CUSTOMER SURVEY"

Dear Ms. Kymn:

The Office of Energy Efficiency and Renewable Energy (EERE) plans to use the Office of Management and Budget (OMB) approved generic clearance, DOE-887, (DOE Customer Surveys' OMB No. 1901-0302, expiring December 31, 2009) to conduct a short survey of visitors to the Federal Energy Management Program (FEMP) website. As agreed to under the DOE-887 "DOE Customer Surveys" clearance, we will anticipate your approval within two weeks. Without the proper authority, we will not conduct this survey. We will provide OMB with the results of this data collection when we submit the annual report of surveys conducted under the generic clearance.

The FEMP website provides Federal energy managers and other FEMP target audiences with information and resources to meet Federal energy goals and requirements.

EERE and FEMP developed the attached customer survey in response to Executive Order 12862, "Setting Customer Service Standards." This survey has been designed as a follow up to a FEMP website survey conducted in 2005 and 2008. Its questions are designed to provide as much comparison as possible with the results of the previous surveys. The responses will be used to:

- Determine the demographics of FEMP website customers and if the site's intended audience of Federal energy managers is the primary customer base
- Establish how website content is used and if it is meeting the needs of respondents
- Examine the ease of use of the current site architecture

Information gathered from the survey will provide a baseline of data to allow the FEMP Web team to make ongoing improvements to the website. The results, which will represent a fraction of FEMP's website visitors and their opinions, will be used as a guide and will not be used as a definitive snapshot of the opinions of all FEMP website visitors.

The respondents of the survey will consist of Federal agency energy managers at the GovEnergy 2009 conference and Federal agency energy managers on FEMP e-mail distribution lists (including Federal employees and contractors). No invitation will be posted publicly on any page of the FEMP website. A response rate of 10 percent is anticipated for the approximately 4,500 recipients of the request.

All participation in this survey is voluntary. No self-identifying information will be collected. All results will be presented in aggregate form. All analysis of the survey results will lack any identifying characteristics of the survey respondents.

The attached survey will take approximately 5 minutes to answer and contains 9 questions. The total burden for this survey is 37.5 hours (450 respondents x 5 minutes).

Gabrial Boeckman, National Renewable Energy Laboratory, is the point of contact for questions and may be contacted at 303-275-3684. Other questions should be directed to Joseph Konrade, Federal Energy Management Program, at 202-586-8039. For questions regarding the forms clearance process, please contact Grace Sutherland at 202-586-6264.

Sincerely,

Stephanie Brown
Director
Statistics and Methods Group
Energy Information Administration