

August 19, 2009

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(83) Use of Generic Clearance for Energy Information Administration (EIA) for the Geothermal Technologies Program Website Survey

Dear Ms. Kymn:

The Geothermal Technologies Program of the U.S. Department of Energy 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 evaluate opinions of users of the program's website. As agreed to under the DOE-887, "DOE Customer Surveys" clearance, we anticipate your approval within two weeks. Without your approval, 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 Geothermal Technologies Program website was developed to make information available about the office's goal of advancing enhanced geothermal systems as an abundant, clean, renewable energy source. The website includes information on geothermal technologies, financial opportunities, deployment, partnerships, and technical resources such as maps, publications, and software tools.

The Geothermal Technologies Program developed the attached user survey in response to Executive Order 12862, "Setting Customer Service Standards." The responses to the proposed questions will be used for determining audience information needs and improving content and delivery of the website. The respondents of this survey consist of Geothermal Technologies Program website users. We recognize that the survey results will not be representative of all users, and the results will only reflect the opinions of those who choose to participate.

The request to complete the survey will be posted for two months (September 1-November1, 2009) on the website home page in a button located in the "Features" section. The number of monthly visits to the Geothermal Technologies Program website is approximately 28,000; it is estimated that about 3% of the users will complete the survey.

The attached survey contains ten questions and will take approximately five minutes to answer. The burden for all the groups should not exceed 70 hours (840 respondents x 5 minutes).

Participation in this survey is voluntary, and data will be confidential. No self-identification information will be collected. All results will be presented in aggregate form. Subsequent analysis of the data collected will not divulge individual customer responses.

Jay Nathwani of the Geothermal Technologies Program is the point of contact for questions and may be contacted at 202-586-9410. Other questions should be directed to Grace Sutherland at 202-586-6264.

Sincerely,

Stephanie Brown
Director
Statistics and Methods Group
Energy Information Administration

Enclosure - Survey