

ATTACHEMENT 2: SURVEY FOR INDUSTRIAL TECHNOLOGIES PROGRAM END USER SOFTWARE RECIPIENTS

Note to Interviewer: This survey addresses the distribution of DOE software tools to industrial end users on a single topic (either Process Heat, Steam, Pumps, Compressed Air, Fans, or Motors) as indicated in the list of prospective interviewees. For each prospective interviewee, the list provides the person's name, company name, and topic addressed by software.

Good <morning or afternoon>. I am calling today on behalf of the U.S. Department of Energy to conduct a survey about your experience with software tools addressing <name of topic> provided by the Industrial Technologies Program. The questions in this survey will take approximately 15 minutes for you to answer, and the results will be used to help improve the program for future software recipients. Your answers will not be linked to your name or company and will be reported only in the aggregate. We greatly appreciate your taking the time to help us with this study.

Note to Interviewer: If respondent spontaneously says that he/she did not receive software on this topic, remind him/her of the specific software that he/she received and the associated date(s). [Information is in Sample List.] If respondent remembers receiving software, mark Question 1 as "received" and proceed to Question 2. If respondent does not recall receiving software, mark Question 1 as "not received" and then say "We still have some questions to ask you regarding your company's energy management practices." Proceed to ask questions 2-4 and 7-9. If respondent says that he/she received the software but never opened it, mark Question 1 as "never opened" and follow the same steps described above for those who do not recall receiving software.

Background Information

We will begin by asking for some background information regarding you and your company.

1. Please confirm that you received DOE software addressing <name of topic> between Oct. 1, 2005 and Sept. 30, 2006. The DOE software tool(s) in this area is/are <e.g., Air Master Plus in the area of Compresses Air>. _____

Note to Interviewer: See list of software tools for the name of the appropriate software. Acceptable answers for Question 1 are "received," "not received," and "never opened." If receipt of software is confirmed, enter "received" and proceed to Question 2. If respondent does not remember receiving software, remind him/her of the specific software that he/she received and the associated date(s). If respondent still does not remember receiving software, enter "not received" and then say "We still have some questions to ask you regarding your company's energy management practices." Proceed to ask questions 2-4 and 7-9. If respondent says

that he/she received the software but never opened it, enter “never opened” and follow the same steps described above for those who do not recall receiving software.

2. Please confirm your name. _____
3. Please confirm your company name. _____
4. What is your title or position with the above-named company?

Note to Interviewer: Do not read possible answers to respondent. Check box to indicate the answer given or write answer given in “Other” category.

- (a) Plant Manager _____
- (b) General Manager _____
- (c) Maintenance Manager _____
- (d) Purchasing Manager _____
- (e) Energy/Utility Manager _____
- (f) Plant/Facility Engineer _____
- (g) Process Engineer _____
- (h) Project Engineer _____
- (i) Chief Electrician _____
- (j) Maintenance Supervisor _____
- (k) Maintenance Staff _____
- (l) Plant/Facility Technician _____
- (m) Other (please specify) _____

- 5.a. For how many manufacturing plants do you influence energy consumption? _____

Note to Interviewer: If answer to above question is “0”, end interview here and thank respondent. If answer to above question is “1”, proceed to Question 5.b. In subsequent questions, you will ask about a single plant (rather than multiple plants) and you will skip Question 18. If answer is more than 1, proceed to Question 5.c. In subsequent questions, you will ask about multiple plants (rather than a single plant) and you will ask Question 18.

- 5.b. What is the approximate annual cost of purchased energy for that plant? Is it:
 Less than \$100,000 _____ \$100,000 to \$2.5 million _____ Greater than \$2.5 million _____
 Don't know _____

Note to Interviewer: Proceed to Question 6.

- 5.c. How many of those plants have approximate annual energy costs in the following categories:
 Less than \$100,000 _____ \$100,000 to \$2.5 million _____ Greater than \$2.5 million _____
 Don't know _____

6. What are the principal products of your manufacturing plant(s)? _____

Note to Interviewer: If respondent’s answer to Question 6 matches one of the industry descriptions in the one-page Industrial Classification Index that you have been given, enter the corresponding two-digit Standard Industrial Classification (SIC) code. If there is not a match, select the most appropriate description from the Index, ask respondent to verify, and then enter the SIC code.

Note to Interviewer: In Questions 7 – 9, acceptable answers are “yes,” “no,” and “don’t know.”

- 7. Does your company have a formal energy management plan that helps guide your energy-related decisions? _____
- 8. Have there been any corporate or facility mandates to reduce energy intensity by a targeted percentage, either annually or by a specific date, at the plan(s) for which you influence energy consumption? _____
- 9. Does your company have a corporate or facility energy manager? _____

Value of Software Tool Received

Now I’m going to ask you some questions about the value of the software that you received on <name of topic>. Please answer using this five-point scale:

1= Strongly Disagree; 2= Disagree; 3=Neither Agree nor Disagree; 4= Agree; 5=Strongly Agree; DK=Don’t Know; NA=Not Applicable

Note to Interviewer: If the topic is Steam, add the following statement here: “If you received more than one software tool addressing Steam, your answers should reflect your experience with all those tools combined.”

Additional Note to Interviewer: If respondent says at this point that he/she never opened the software that was received, change answer to Question 1 to “never opened”, thank respondent, and end interview.

- 10. Overall, the DOE software was beneficial. _____
- 11. The software tool covers most equipment types and sizes at my plant(s). _____
- 12. The software addresses most system design configurations at my plant(s). _____
- 13. Navigation and data input are easy. _____

Please use this five-point scale to answer the following multi-part question.

1 = Not at All; 2 = Slightly; 3 = Moderately; 4 = Substantially; 5 = Very Substantially

14. How much could the usefulness of the DOE software tool be increased by:
- (a) Converting to web-based software tools _____
 - (b) Providing improved guidelines and instructions _____
 - (c) Providing guidance on collection of data needed in software calculations _____
 - (d) Providing technical support on using software _____
 - (e) Offering SI (metric units) version of the software _____
 - (f) Integrating this software with other energy analysis software _____
 - (g) Adding capability to simulate systems dynamically _____
 - (h) Allowing more flexibility in system design options _____
 - (i) Including more energy saving options for the system analyzed _____

Application of Software Tool to Meet User Needs

Now I'm going to ask you some questions about how you applied the software that you received.

15. Since receiving the DOE software tool, have you identified any <name of topic>-related energy-saving or energy-cost saving measures for your plant(s) that were addressed by the software? (Yes, No, DK) _____

Note to Interviewer: If "No" or "Don't Know", end interview here and thank respondent.

16. By approximately what percentage could total annual energy costs at your plant(s) be reduced by implementing the measures that you identified? _____

Note to Interviewer: If respondent asks, Question 16 applies to reduction of energy costs alone, without factoring in the cost of the measures taken to achieve that reduction.

- 17.a. Have you implemented any of the measures that you identified or are you in the process of implementing any of those measures with an expected completion date within the next 12 months? (Yes, No, DK) _____

Note to Interviewer: If "No" or "Don't Know", end interview here and thank respondent. If "Yes," proceed to Question 17.b.

- 17.b. Approximately what percentage of the potential annual energy cost

reduction that you identified has been achieved, or will be achieved,
by those measures?

Note to Interviewer: If respondent indicated in Question 5.a that he/she influenced only a single plant, skip to Question 19.

18.a. You indicated earlier that you influence energy consumption at more than one plant. At approximately how many of those plants have you implemented measures, or are in the process of implementing measures that will be completed within the next 12 months? _____

18.b. Of those plants, how many have annual energy costs of:
Less than \$100,000 _____ \$100,000 to \$2.5 million _____ Greater than \$2.5 million _____
Don't Know _____

Please answer the following question about the measures that have been implemented in your plant(s) since you received the DOE software, or that will be completed within the next 12 months.

19. Using the following scale, how likely is it that you would implement any of those measures without the DOE software that you received? _____

*1= Very Unlikely; 2= Somewhat Unlikely; 3= Neither Likely nor Unlikely;
4= Somewhat Likely; 5= Very Likely; DK=Don't Know*

Note to Interviewer: If the answer to the above question is 1 or 2, skip to Question 21.

20.a. Did the DOE software result in *more* actions being taken than would have been the case if you had not received the software? (Yes, No, DK) _____

20.b. If "yes," approximately what percentage of the annual energy cost reduction that has been achieved, or will be achieved, is due to the *additional* measures taken as a result of the software that you received. _____%

Please use this five-point scale to answer the following multi-part question.

*1= Not at All; 2=Slightly; 3= Moderately; 4= Substantially; 5= Very Substantially;
DK= Don't Know*

21. How much was the decision to implement energy-saving or energy-cost saving measures at your plant(s) influenced by information that the DOE software provided on each of the following topics:
- (a) How to identify energy-saving measures _____
 - (b) The cost of energy-saving measures _____
 - (c) Prospective energy savings _____
 - (d) Prospective cost savings _____
 - (e) Prospective payback period _____

(f) Environmental benefits _____

(g) Other topic (please specify) _____