

July 13, 2007

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

SUBJECT: USE OF GENERIC CLEARANCE FOR THE FEDERAL ENERGY MANAGEMENT PROGRAM WEB SITE CUSTOMER FEEDBACK SURVEY

Dear Ms. Melanosky:

The Federal Energy Management Program (FEMP) of the 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 September 30, 2009), to evaluate opinions of users of the FEMP Web site. As agreed to under the DOE-887 "DOE Customer Surveys" clearance, we will anticipate your approval within two weeks. However, without the 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 FEMP Web site was developed to make information available to support the office's goals of promoting energy efficiency and renewable energy resources at federal sites around the United States. FEMP helps agencies save energy and money, and demonstrates leadership with responsible, clean energy choices. The FEMP Web site provides a gateway to online energy efficiency and renewable energy information sources.

FEMP has developed the attached user survey in response to Executive Order 12862, "Setting Customer Service Standards." The responses to the proposed questions will be used as input for determining customer information needs for improving content and delivery of the site. The respondents of this survey will consist of FEMP Web site users. We recognize that the survey results won't be representative of all FEMP Web site users, and the results will only reflect the opinions of those users who choose to participate.

The request to complete the survey will be posted for two months (August 1 through September 30, 2007) on the FEMP Web site home page in a button located in the "Features" section. The approximate number of monthly visits to the FEMP home page is 30,000. It is estimated that approximately 20% of the readers will complete the survey. The survey itself will also include the following information:

Form Approved
OMB No 1901-0302
Expires:
Burden: 5 minutes (each participant)

All 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 limit any divulgence of individual customer responses.

The attached survey contains 12 questions and will take approximately 5 minutes to answer. The burden for all the groups should not exceed 25 hours (300 respondents x 5 minutes).

Annie Haskins of the Federal Energy Management Program is the point of contact for questions and may be contacted at 202-586-4536. Other questions should be directed to Grace Sutherland at 202-586-6264.

Sincerely,

Nancy J. Kirkendall
Director
Statistics and Methods Group
Energy Information Administration

Enclosure - Survey