

March 28, 2008

Mr. Nathan Frey
Department of Energy Desk Officer
Office of Information and Regulatory Affairs
Office of Management and Budget
Washington, DC 20503

SUBJECT: DOE-887(77) Use of Generic Clearance for Energy Information Administration (EIA) for the *Energy Matters* E-Magazine Customer Feedback Survey

Dear Mr. Frey:

The Industrial Technologies Program (ITP) 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 *Energy Matters* online e-magazine. As agreed to under the DOE-887, "DOE Customer Surveys" clearance, we will anticipate your approval within two weeks. However, 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 ITP *Energy Matters* online e-magazine was developed to make information available to support the office's goals for continued partnership with U.S. energy-intensive industries to improve industrial efficiency, enhance competitiveness in the global market, and reduce environmental impacts (emissions). It provides a quarterly online compilation of hands-on, practical information for ITP's industrial audience. This includes articles on new technologies to improve industrial systems, ITP program activities, technical software tools and publications, and a column that addresses questions about industrial system processes

ITP 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 audience information needs, and improving content and delivery of the e-magazine. The respondents of this survey will consist of *Energy Matters* readers. We recognize that the survey results won't be representative of all *Energy Matters* readers, and the results will only reflect the opinions of those who choose to participate.

The request to complete the survey will be posted for one month (April 15-May 15, 2008) on the ITP Web site home page in a button located in the "Features" section. A link directing users to the survey will also be included on the *Energy Matters* Web page. The number of monthly visits to the ITP Web page is approximately 27,000; monthly visits to the *Energy Matters* Web page is approximately 4,000. It is estimated that about 10% of the readers will complete the survey.

The attached survey contains 16 questions and will take approximately 5 minutes to answer. The burden for all the groups should not exceed 33 hours (400 respondents x 5 minutes).

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.

Elliott Levine of the Industrial Technologies Program is the point of contact for questions and may be contacted at 202-586-1476. 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