

Department of Energy
Washington, DC 20585

January 11, 2007

Ms. Sarah P. Garman
Department of Energy Desk Officer

Office of Information and Regulatory Affairs
Office of Management and Budget
Washington, DC 20503

SUBJECT: USE OF DOE-887 "DOE CUSTOMER SURVEYS" FOR A GENERIC CLEARANCE FOR THE ENERGY INFORMATION ADMINISTRATION ANNUAL ENERGY OUTLOOK AND INTERNATIONAL ENERGY OUTLOOK CUSTOMER SURVEYS EIA-887.

Dear Ms. Garman:

The Energy Information Administration (EIA) 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 survey stakeholders, partners and customers who have registered on EIA's Listserv to receive the *Annual Energy Outlook (AEO)*. Additionally, EIA proposes to survey stakeholders, partners and customers who have registered on EIA's Listserv to receive the *International Energy Outlook (IEO)*. As agreed to under the DOE-887 "DOE Customer Surveys" clearance, we will anticipate your approval within two weeks. However, without the proper authority, we will not conduct the 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 Listserv contains e-mail addresses of EIA customers who are very familiar with its products and services. Local, State, and Federal government personnel, members of Congressional committees, trade association members, financial institution personnel, consultants, economists, and educators are key stakeholders in both the *AEO* and *IEO*. Senior management has endorsed this survey of Listserv registrants as a way to obtain information on these two important EIA analytical products.

A team in EIA's Statistics and Methods Group has developed the attached surveys in

response to Executive Order 12862, "Setting Customer Service Standards." In addition, the Information Quality Act, P.L. 106-554, requires agencies to adopt information quality goals of objectivity, utility, integrity, transparency and reproducibility. The EIA Strategic Plan includes a goal to conduct systematic EIA-wide program and product reviews and to involve customers and stakeholders more systematically in its corporate planning and product review activities. The responses to the proposed questions will be used as input for improving the delivery of EIA products and services to Federal, State and local governments, communities, private businesses, non-profit organizations, colleges and universities, and other customers. One or more papers will be written and delivered at conferences summarizing the results of this survey. The *EIA Today* newsletter will also contain an article on the survey and its results.

Respondents to the survey will consist of those on the *AEO* and *IEO* Listservs who are willing to participate.

The survey will consist of two parts:

1. Web survey of those registered on EIA's Listserv to receive the *Annual Energy Outlook* and a separate web survey of those registered on EIA's Listserv to receive the *International Energy Outlook*.
2. Telephone follow-up with respondents who agreed to be contacted for in-depth interview regarding their responses.

First, the survey will be sent via e-mail to a random sample of 500 of those who are registered on the *AEO* and *IEO* Listservs, respectively. These responses will be collected electronically via a web survey. The questionnaire contains questions on the relevance, clarity, and usefulness of the *AEO* and *IEO*, respectively. Additional instructions will ask respondents to answer some technical questions about these reports if they feel they are familiar with the pertinent issues.

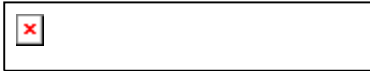
The intent of the survey is to obtain qualitative and quantitative information that will be useful for making improvements to EIA's efforts to deliver high-quality products and services to partners, stakeholders, and other customers. The survey results will reflect the opinions of those registered on the respective Listservs who choose to participate. The survey team has the ability to process, analyze, prepare reports and presentations, and communicate the results to decision makers, employees, and customers. Participation will be voluntary, and data will be confidential.

The attached surveys will take approximately 10 minutes to answer and contain 20 and 12 questions for the *AEO* and *IEO*, respectively. The total burden for all the respondents should not exceed 105 hours for each survey (250 respondents x 15 minutes/AEO)(250 respondents x 10 minutes/IEO).

Howard Bradsher-Fredrick is the point-of-contact for the survey and may be contacted at (202) 287-1721. Other questions should be directed to Kara Norman on (202) 287-1902.

Sincerely,

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



OMB No. XXXXXXXXXXXXXXX
Form Expires: x/xx/20xx

Survey of Annual Energy Outlook Users

The Energy Information Administration is conducting an e-mail survey of the Annual Energy Outlook (AEO) customers who are on our listserv. This voluntary short survey will take about 5-10 minutes to complete. Your responses will be protected and used only to evaluate satisfaction with the information shown in this publication.

The purpose of the survey is to get feedback from users of the product and help EIA enhance the quality of this timely publication.

Please enter the email address at which you received this survey:
(This field is necessary for us to follow-up with non-respondents without contacting you again.)

Which one of these groups best describes your affiliation?

- Academia
- Research and Consulting
- Trade Association
- Library
- Media or Press
- Banking or Investment
- Energy Industry
- Other Industry
- U.S. Federal Government
- Other Government (e.g., State, Tribal, Local)

- Non-U.S. Government
- Non-U.S. Organizations
- Other: (Please indicate)

Because analyses by the Energy Information Administration (EIA) are required to be policy-neutral, the projections in the *Annual Energy Outlook 2007* (AEO2007) are based on laws and regulations in effect on October 31, 2006. The potential impacts of pending or proposed legislation, regulations, and standards -- or of sections of legislation that have been enacted but that require funds or implementing regulations that have not been provided or specified -- are not reflected in the projections.

1 The AEO is used **extensively in my work.**
 strongly disagree disagree neutral agree strongly agree don't know
 (If your answer is strongly disagree or disagree, please tell us why in Question 12.)

2 The AEO is **clearly written.**
 strongly disagree disagree neutral agree strongly agree don't know
 (If your answer is strongly disagree or disagree, please tell us why in Question 12.)

3 The AEO is **relevant.**
 strongly disagree disagree neutral agree strongly agree don't know
 (If your answer is strongly disagree or disagree, please tell us why in Question 12.)

4 The AEO **shows accurate results.**
 strongly disagree disagree neutral agree strongly agree don't know
 (If your answer is strongly disagree or disagree, please tell us why in Question 12.)

If you are familiar with the modeling details behind the AEO, then please continue with questions 5 through 11, otherwise, please go directly to question 12.

5 I have used the AEO model.
 yes no

6 I have read the AEO model documentation.
 yes no

7 The AEO **incorporates the changing industry structure**
 strongly disagree disagree neutral agree strongly agree don't know
(If your answer is strongly disagree or disagree, please tell us why in Question 12.)

8 Appropriate **assumptions** (e.g. GDP, world oil prices, environment) are used in the AEO.
 strongly disagree disagree neutral agree strongly agree don't know
(If your answer is strongly disagree or disagree, please tell us why in Question 12.)

9 The methodology is suitable to the analysis of the following:

a **End-Use Sectors**
(i) Residential Sector
 strongly disagree disagree neutral agree strongly agree don't know
(ii) Commercial Sector
 strongly disagree disagree neutral agree strongly agree don't know
(iii) Industrial Sector
 strongly disagree disagree neutral agree strongly agree don't know
(iv) Transportation
 strongly disagree disagree neutral agree strongly agree don't know
(If any of your answers to i - iv is strongly disagree or disagree, please tell us why in Question 12.)

b **Supply**
(i) Petroleum

strongly disagree disagree neutral agree strongly agree don't know

(ii) Natural Gas

strongly disagree disagree neutral agree strongly agree don't know

(iii) Coal

strongly disagree disagree neutral agree strongly agree don't know

(iv) Renewables

strongly disagree disagree neutral agree strongly agree don't know

(v) Electric Power Generation

strongly disagree disagree neutral agree strongly agree don't know

(If any of your answers to i - v is strongly disagree or disagree, please tell us why in Question 12.)

C

Petroleum Refining

strongly disagree disagree neutral agree strongly agree don't know

(If your answer is strongly disagree or disagree, please tell us why in Question 12.)

10

The **conclusions** reached in the report are **supported** by the analysis in the AEO and its companion report, "Assumptions to the AEO".

strongly disagree disagree neutral agree strongly agree don't know

(If your answer is strongly disagree or disagree, please tell us why in Question 12.)

11

The information in the AEO is of **high quality**.

strongly disagree disagree neutral agree strongly agree don't know

(If your answer is strongly disagree or disagree, please tell us why in Question 12.)

12

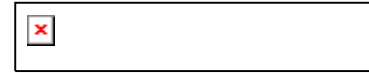
Is there anything else you would like to tell us about the AEO?

If you would be willing to be contacted by EIA staff to discuss your opinions on the AEO, then please enter your phone number.

Yes, you may contact me for further input. Here is my phone number:

No, I prefer not to be contacted further

Survey of International Energy Outlook Users



OMB No. xxxxxxxxx
Form Expires: x/xx/20xx

The Energy Information Administration is conducting an e-mail survey of the International Energy Outlook (IEO) customers who are on our listserv. This voluntary short survey will take about 5-10 minutes to complete. Your responses will be protected and used only to evaluate satisfaction with the information shown in this publication.

The purpose of the survey is to get feedback from users of the product and help EIA enhance the quality of this timely publication.

Please enter the email address at which you received this survey:
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Which one of these groups best describes your affiliation?

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- Banking or Investment
- Energy Industry
- Other Industry
- U.S. Federal Government
- Other Government (e.g., State, Tribal, Local)
- Non-U.S. Government

Non-U.S. Organizations
 Other: (Please indicate)

Because analyses by the Energy Information Administration (EIA) are required to be policy-neutral, the projections in the *International Energy Outlook 2006* (IEO2006) are based on laws and regulations in effect on October 1, 2004. The potential impacts of pending or proposed legislation, regulations, and standards -- or of sections of legislation that have been enacted but that require funds or implementing regulations that have not been provided or specified -- are not reflected in the projections.

- 1 The IEO is used **extensively in my work.**
 strongly disagree disagree neutral agree strongly agree don't know
(If your answer is strongly disagree or disagree, please tell us why in Question 10.)
- 2 The IEO is **clearly written.**
 strongly disagree disagree neutral agree strongly agree don't know
(If your answer is strongly disagree or disagree, please tell us why in Question 10.)
- 3 The IEO is **relevant.**
 strongly disagree disagree neutral agree strongly agree don't know
(If your answer is strongly disagree or disagree, please tell us why in Question 10.)
- 4 The IEO **shows accurate results.**
 strongly disagree disagree neutral agree strongly agree don't know
(If your answer is strongly disagree or disagree, please tell us why in Question 10.)
- If you are familiar with the modeling details behind the IEO, then please continue with questions 5 through 9, otherwise, please go directly to question 10.

5 I have read the IEO model documentation.
 yes no

6 The IEO **incorporates the changing industry structure**.
 strongly disagree disagree neutral agree strongly agree don't know
(If your answer is strongly disagree or disagree, please tell us why in Question 10.)

7 Appropriate **assumptions** (e.g., GDP, world oil prices, environment) are used in the IEO.
 strongly disagree disagree neutral agree strongly agree don't know
(If your answer is strongly disagree or disagree, please tell us why in Question 10.)

8 The **conclusions** reached in the report are **supported** by the analysis in the IEO.
 strongly disagree disagree neutral agree strongly agree don't know
(If your answer is strongly disagree or disagree, please tell us why in Question 10.)

9 The information in the IEO is of **high quality**.
 strongly disagree disagree neutral agree strongly agree don't know
(If your answer is strongly disagree or disagree, please tell us why in Question 10.)

10 Is there anything else you would like to tell us about the IEO?

If you would be willing to be contacted by EIA staff to discuss your opinions on the IEO, then please enter your phone number.

Yes, you may contact me for further input. Here is my phone number:

No, I prefer not to be contacted further