

**Petroleum Marketing and Supply Forms
External Early-Stage Scoping Protocol (EIA-782C)
August 5, 2011**

(This protocol is a guide – the questions presented here won't necessarily be asked exactly as worded in the protocol or in this order. It is important to note that not all questions will be asked in every interview.)

Population of Interest

- Respondents for the EIA-782C
- Estimated burden is 45 minutes.
- Participation is voluntary.

Before the Interview

- Debriefing with the Office of Petroleum and Biofuels Statistics regarding known issues with the respondent's data.
- Document any item-specific questions you may have about that respondent that are not on the protocol.

Materials Needed

- Paper
- Writing Utensil

After the Interview

- Fill out the answers to the questions at the end of the protocol
- Type up notes and place them on the shared drive: Z:\Survey Development Team\Projects\Petroleum OMB 2013\Early Stage Scoping - External\Notes
- Provide notes to OPBS for their review

Part A – Introduction

1. Introduce yourself and others in the room

2. Purpose of interview:

Let me start by telling you a little about what we will be doing today. The staff for the EIA-782C is investigating redesigning their survey. As a part of this preparation, I'm helping the Petroleum Marketing staff investigate potential changes to the EIA-782C form.

We are interested in learning about your experience with the form; how particular data items may be kept in your records; and what terminology your entity uses to describe certain concepts in the EIA-782C.

Before we begin, I want you to know that this session confidential. Only the persons connected with this project will have access to any notes we jot down from our discussion.

Part B – Respondent Information

1. Respondent Background

- What is your role at your entity?
 - o (If needed) What is your title? _____
 - o (If needed) How long have you been at your entity? _____
 - o (If needed) What are your responsibilities? _____
 - o (If contractor) Describe to me your interaction with the entity as related to this form.
- When it's time for you to fill out the EIA-782C, what do you do?
 - o (Generic probe) Can you tell me more about that?
 - o (If needed) In order to complete the form, do you have to consult with other people?
 - Are they in your entity?
 - Outside your entity?
 - If you receive a call from EIA with question, what do you do? Do you consult with others?
 - o In general, how long does it take you to complete the EIA-782C?
 - o Why do you use (mode) to file your responses?
 - o How is completing the form now different from when you first started completing it?
 - (If needed) Are your systems automated? If so, how long did it take you to set up this automation?
- Have you completed other forms from EIA?

- o From other government agencies?
- o (If yes) Which ones?

Part C – Form EIA-782C

Now let's discuss the EIA-782C. As I ask you questions related to the form, don't hesitate to tell me about any problems you've seen with the form in the past and/or problems /changes you think we should consider.

Generic Probes:

- *Can you tell me more about that?*
- *How did you arrive at your answer?*
- *Using your own words, can you tell me what this question is asking?*
- *What's your opinion about that?*
- *Can you give me some specific examples?*
- *If I understand you correctly, you're saying...*
- *(For items with problems) What would be your recommendation to resolve this issue you've identified?*

2. Fungibility (*use of a product for an alternative purpose than what is documented in the respondent's records at the time of sale*)

Notes to interviewer:

1. *Use these questions to explore R's relationship with their clients. Do they have insight into the actual use of the product?*
2. *Use these questions to explore R's records.*

Now I'd like to ask some questions about how your entity keeps track of the types of products that you sell.

- Can you begin by telling me what kinds of products your entity sells?
- How are these products kept in your records?
- Looking at Part 4 on the EIA-782C, can you tell me in your own words what this is asking you for?
 - o *(If needed)* What about the first time you filled out the EIA-782C. Was it difficult? Easy?
 - o *(If needed)* How difficult is it for you to match your records to the data requests on the EIA-782C?
 - Has this always been the case?
 - Can you tell me more about this?
- Do you sell no. 2 distillate?
 - o *(If yes)* Do you know if the no. 2 distillate that your entity is selling is being used for heating fuel?
 - *(If yes)* Can you tell me more about this? How do you know this information?

- o (If no) How difficult would it be for you to determine the actual use of the product?
 - Can you tell me more about this?
 - Can you give me some specific examples?
- Do you sell products to farmers?
 - o (If yes) Can you tell more about that?
 - o (If yes) Do you know if the _____ sold to farmers is being used for private or commercial purposes?
 - Can you tell me more about this?
 - Can you give me some specific examples
 - o (If no) How difficult would it be for you to determine the actual use of the product?
 - Can you tell me more about this?
 - Can you give me some specific examples?
- Do you sell fuel to vessels (ships)?
 - o (If yes) Can you tell more about that?
 - o (If yes) Do you know if the fuel sold to vessels is being used by the vessel (ships) or for another purpose?
 - Can you tell me more about this?
 - Can you give me some specific examples?
 - o (If no) How difficult would it be for you to determine the actual use of the product?
 - Can you tell me more about this?
 - Can you give me some specific examples?

3. Blending

- How does your entity define blends?
 - o Can you tell me more about this?
- Do you distinguish blends in your records?
 - o (If yes) Can you tell me more about this?
 - o (If yes) Can you give me some specific examples?
 - o (If no) How difficult is it for your entity to report blends to EIA?
- How do you report blends to EIA?
 - o Can you tell me more about this?

4. Reformulated and Conventional Gasoline

Now let's discuss reformulated and conventional gasoline:

- First, what does the term reformulated gasoline mean to your entity?
- And what does the term conventional gasoline mean to your entity?
- Do you distinguish between reformulated and conventional gasoline in your records?
 - o (If yes) Can you tell me more about this?

- o *(If yes)* How difficult is it for your entity to report reformulated and conventional gasoline to EIA?
- o *(If no)* How difficult would it be for your entity to distinguish between reformulated and conventional gasoline in your records?
- o *(If no)* What would you need to do to separate these two terms in your records?
 - *(If needed)* Can you tell me more about this?

5. EIA-782C Exclusionary List

- Do you sell products to other fuels suppliers?
- Are you aware of the exclusionary list for the EIA-782C?
 - o *(If yes)* Do you use it?
 - o *(If yes)* How did you find out about the exclusionary list?
 - o *(If yes)* What do you like about it?
 - o *(If yes)* What don't like about it?
- In your opinion, what's the best way to let respondent's know about the exclusionary list?
- When EIA has updates to the exclusionary list, what would be the best way to let you know about these updates?

Part D – Wrap Up

- Is there anything else you want to tell me about the EIA-782C?
- Do you have any questions for me?
- Are there any other comments you'd like to make?

Thanks for meeting with us today!