

Communications Flow

National Weatherization Assistance Program Evaluation

FORMAL COMMUNICATIONS

INTRODUCTORY PACKAGE STATE WX OFFICES

- Letter from ORNL
- Letter from Energy Center
- FAQ
- Contact info request
- Preview of what's next
- Sample text for optional local agency introduction to the evaluation

DATA REQUEST STATE WX OFFICES

- Data request via email
- Data form and survey:
 - > All States Agencies Information Form (DF1)
 - > All States Program Information Survey (S1)

INTRODUCTORY PACKAGE ALL LOCAL AGENCIES

- Letter from Energy Center
- FAQ
- Preview of what's next

DATA REQUEST SAMPLED LOCAL AGENCIES

- Data request via email
- Data form:
 - > All Agencies Electric and Natural Gas Bills (DF4)

DATA REQUEST LOCAL AGENCIES (500)

- Data request via email
- Data form and survey:
 - > All Agencies Overview Information Form (DF10)
 - > All Agencies Program Information Survey (S2)

DATA REQUEST SAMPLED LOCAL AGENCIES

- Data request via email
- Data forms and surveys:
 - > All Agencies Overview Information Form (DF10)
 - > All Agencies Program Information Survey (S2)
 - > Housing Unit Information Form (DF2)
 - > Building Information Form (DF3)
 - > Subset Agencies Detailed Program Information Survey (S3)
 - > Metered Fuels and Air Conditioner Studies (DF6)

CASE MANAGER FOLLOW-UP

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- Phone or email contact in conjunction with the data request
- Next step determined by response
- Adhere to timeline and structure in the communications plan

DATA REQUEST UTILITIES

- Letter from ORNL
- Letter from Energy Center
 - > Includes data request
- Data form:
 - > Electric and Natural Gas Bills (DF5)

CASE MANAGER FOLLOW-UP

- Phone or email contact in conjunction with the data request
- Next step determined by response
- Adhere to timeline and structure in the communications plan

OUTREACH OPPORTUNITIES

Efforts by critical groups to reach out to various state and national associations.

Goals: inform, create goodwill, build on existing relationships and achieve a high level of compliance with data collection efforts.

State Community Action Program Associations

- Inform and educate
- FAQ and preview

National weatherization and community action associations

- National Association for State Community Services Programs
- National Community Action Partnership
- National Community Action Foundation

National utility associations

- EEI (Edison Electric Institute)
- American Public Power Association
- National Rural Electric Cooperative Association
- National Gas Association