

January 25, 2010

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

SUBJECT: DOE-887(86), "USE OF GENERIC CLEARANCE FOR THE OFFICE OF ENERGY EFFICIENCY AND RENEWABLE ENERGY WEBSITE CUSTOMER SURVEY"

Dear Ms. Kymn:

The Industrial Technology Program (ITP) of the Office of Energy Efficiency and Renewable Energy (EERE) within the Department of Energy (DOE), 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, 2012) to evaluate opinions of ITP Web users for a Web usability study. 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.

ITP has developed the attached targeted survey in response to Executive Order 12862, "Setting Customer Service Standards." The purpose of the survey is to help us better understand:

- Who is coming to the ITP Web site: their role, industry, characteristics, distribution?
- What content or information visitors are looking for?

Information gathered from this survey will help ITP improve the usability of the Web site by making it easier for our audience to accomplish their main tasks. The survey respondents will consist of anyone who visits the ITP site and chooses to complete the survey. The survey itself will be developed using Survey Gizmo and we will place the survey link in a consistent and visible location throughout the ITP Web site for a period of two to six weeks or until we have 100 respondents. The attached survey contains 10 questions and will take approximately 2 minutes to answer. The total burden is estimated at 3 hours.

Participation in this survey is voluntary, and data collected will be kept 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 responses. The results of the survey will be reported in the annual summary of generic surveys.

Marni Wasserman of Office of Energy Efficiency and Renewable Energy is the point of contact for questions (202-586-0845). Other questions should be directed to Grace Sutherland at 202-586-6264.

Sincerely,

Stephanie Brown
Director
Statistics and Methods Group
Energy Information Administration

