

December 2, 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(90), "USE OF GENERIC CLEARANCE FOR THE OFFICE OF ENERGY EFFICIENCY AND RENEWABLE ENERGY WEBSITE CUSTOMER SURVEY"**

Dear Ms. Kymn:

The Biomass Program, 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 Biomass Web users for a Web usability study. As agreed to under 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.

We have 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 visiting the Biomass Web site: role, characteristics, distribution
- What content or information visitors seek/the purpose for the Web site visit
- How well the current Web site meets the needs of our target audiences.

Information gathered from this survey will help Biomass improve the usability of the Web site by making it easier for our audience to accomplish its main tasks. The survey respondents will consist of anyone who visits the Biomass site and chooses to complete the survey. The survey itself will be developed using Survey Gizmo. We will place the survey link in a consistent and visible location throughout the Biomass Web site for a period of two to six weeks, until 100 visitors have provided responses. The attached survey contains nine questions and will take an estimated two minutes to answer. The total burden is estimated to be 3.3 hours.

Participation in this survey is voluntary, and data collected will be kept confidential. No self-identification information will be collected, with the exception of a voluntary question at the end. All results will be presented in aggregate form. Subsequent analysis of the data collected will limit any divulgence of individual responses.

Elizabeth Penniman of BCS, Inc. is the point of contact for questions (410-997-7778 ext. 243). Other questions should be directed to Sarah Lynch at 202-287-5205.

Sincerely,

/s/ 1-5-2011

Stephanie Brown  
Director  
Office of Survey Development and Statistical Integration  
Energy Information Administration

Enclosure - survey