

February 3, 2021

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(92), "USE OF GENERIC CLEARANCE FOR THE OFFICE OF ENERGY EFFICIENCY AND RENEWABLE ENERGY – ENERGY SAVERS WEBSITE CUSTOMER SURVEY"

Dear Ms. Kymn:

Energy Savers, 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 Energy Savers website 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 to identify:

- Main audience groups using the Energy Savers website
- Top tasks
- Positive and negative aspects of user experience and potential areas for improvement in redesign

Information gathered from this survey will help Energy Savers improve the usability of the website by making it easier for our audience to accomplish its main tasks. The survey respondents will consist of anyone who visits the Energy Savers 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 Energy Savers website for a period of three weeks, or once we receive 600 responses, whichever comes first. The attached survey contains 19 questions and will take approximately seven minutes to answer. The maximum burden is estimated to be 70 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.

Andrew Bittner at the U.S. Department of Energy is the point of contact for questions and may be contacted at 202-586-7562. Other questions should be directed to Andrea Spikes, National Renewable Energy Laboratory, at 303-275-4263.

Sincerely,

/s/ 2-15-2011
Stephanie Brown
Director
Office of Survey Development and Statistical Integration
Energy Information Administration

Enclosure - survey