

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(93), "USE OF GENERIC CLEARANCE FOR THE INDUSTRIAL TECHNOLOGIES PROGRAM – SAVE ENERGY NOW LEADERS PROGRAM CUSTOMER SURVEY"

Dear Ms. Kymn:

The Industrial Technologies 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 Save Energy Now LEADER Program customers. 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:

- Overall satisfaction with the program
- Potential areas of improvement
- Potential other services that could be provided by the program

Information gathered from this survey will help ITP improve its Save Energy Now LEADER program. Companies enrolled in ITP's Save Energy Now LEADER program commit to improving energy intensity by 25% over 10 years. In exchange for this commitment, ITP provides a limited amount of technical assistance to help the companies meet this goal. The program is open to manufacturers with operations in the United States.

Enclosure - survey

The survey respondents will consist of one point of contact at each of the 105 companies in the LEADER program. The survey itself will be developed using Survey Monkey. The attached survey contains 17 questions and will take approximately 25 minutes to answer. The total burden is estimated to be 44 hours. Respondents will have three weeks to complete the survey. After two weeks, ITP will send reminder e-mails to all representatives from LEADER companies that have not yet completed the questionnaire.

Participation in this survey is voluntary. Respondents may voluntarily provide self self-identification information, but it will not be required. All results will be presented in aggregate form. Subsequent analysis of the data collected will limit any divulgence of individual responses. Survey responses will be used for internal ITP purposes only; they will not be made available to the public.

Andre de Fontaine at the U.S. Department of Energy is the point of contact for questions and may be contacted at (202) 586-6585.

Sincerely,

/s/5-16-2011

Stephanie Brown

Director

Office of Survey Development and Statistical Integration
Energy Information Administration