

## B. Collection of Information Employing Statistical Methods

Statistical methods will not be used for the majority of the collections covered under this generic clearance. However, where a proposed survey employs statistical methods to select respondents, answers to question 1 - 5 in Section B, "Collections of Information Employing Statistical Methods" will be provided in the materials submitted to OMB.

### 1. Respondent Description.

The respondents will be current and potential users of DOE products or services and others involved with DOE in partnership agreements (e.g., providing oil and gas products for sale, offering investment partnerships for commercial demonstrations, and delivering information rights in the form of exclusive intellectual property, etc.) Respondents include other Federal agencies, the military, State and local governments, defense contractors, U.S. industrial firms, universities, educational programs, medical and health care communities, utilities, energy suppliers, energy equipment vendors, trade associations, consultants, libraries, and individuals. The intent is to collect information that helps the Department better serve its existing customers and to serve potential new customers based on their needs.

### 2. Procedures for collecting the information.

Departmental staff or DOE contractors will conduct the surveys through personal or telephone interviews, mail questionnaires, focus groups, and by technologies, such as the Internet and web-based systems.

### 3. Methods to maximize response rates and to deal with statistical issues of non-response.

Participation is voluntary. When possible, respondents will be notified in advance by letter, questions will be designed so that they are easy to answer, and follow-up callbacks will be repeated, when necessary, to maximize response rates.

### 4. Tests or procedures.

The questions to be asked will be similar to those used by other Federal agencies in their customer surveys. If respondents are unable to supply the data, questions will be reworded. Results of these should make the agency more effective and efficient in responding to customers. To ensure quality while the data are being collected, special attention will be paid to (a) the percentage of customers contacted, (b) interviewer response rate performance, (c) extent of questions read as worded, (d) questionnaire completion rates as the survey progresses, (e) response rates of individual survey items, and (f) daily records on problems arising in the data collection and (g) comments arriving at the agency regarding the survey.

### 5. Name and telephone number of individual.

Statisticians in EIA's Statistics and Methods Group are responsible for reviewing the statistical design and methodology of the customer surveys. Grace Sutherland, Statistics and Methods Group, may be contacted on (202) 586-6264 regarding these surveys.