

ARRA S4 -- OCCUPANT SURVEY

This data is being collected to conduct a survey of occupants about their experiences with the Weatherization Assistance Program and benefits they believe they have received from the program. The data you supply will be used to describe occupant satisfaction with the program as well as changes in energy education and non-energy benefits provided by the program.

Public reporting burden for this collection of information is estimated to average one hour and 45 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Records Management Division, IM-11, Paperwork Reduction Project (XXXX-XXXX), U.S. Department of Energy, 1000 Independence Ave SW, Washington, DC, 20585-1290; and to the Office of Management and Budget (OMB), OIRA, Paperwork Reduction Project (XXXX-XXXX), Washington, DC 20503.

Lastly, all of the information obtained from this survey will be protected and will remain confidential. The data will be analyzed in such a way that the information provided cannot be associated back to you or your household. Your answers will not be shared with or reported back to anyone within the agency that served you or your state.

PRE-WEATHERIZATION SURVEY

{INTERVIEWER: STATE PRIOR TO PRE-WEATHERIZATION SURVEY ONLY} I will need to ask these questions of the adult in the household most involved with the weatherization of the home or the head of the household. Am I speaking to the right person?

POST-WEATHERIZATION SURVEY

{INTERVIEWER: VERIFY RESPONDENT IS THE SAME RESPONDENT FROM THE PRE-WEATHERIZATION SURVEY} Before we begin, I need to verify that this is the same person who completed this survey before your home received weatherization services. Am I speaking to the same person?

PLEASE RECORD RESPONDENT'S NAME, GENDER and AGE

Name	Gender	Age
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Main Respondent:

1. How long have you lived in your current home?
{If less than one year} Enter: _____ months
Enter: _____ years

1a. {IF RESPONDENT HAS LIVED IN THE HOME < ONE YEAR} Has ANY OTHER ADULT living in the household lived in the home for more than one year?
(1) Yes
(2) No

{IF YES} Name _____
{IF NO: STOP SURVEY}

PART I. Energy Consumption, Non-Energy Impacts, Health and Demographics

2. Are you currently...?
- (1) Married
 - (2) Divorced
 - (3) Widowed
 - (4) Separated
 - (5) Never married
 - (6) A member of an unmarried couple
 - (7) Refused
3. What is the highest degree or level of school you have completed?
- (1) No Schooling Completed
 - (2) Kindergarten to grade 12 (No Diploma)
 - (3) High school diploma or GED
 - (4) Some college, no degree
 - (5) Associate's degree (for example: AA, AS)
 - (6) Bachelor's degree (for example: BA, BS)
 - (7) Master's degree (for example: MA, MS, MBA)
 - (8) Professional degree (for example: MD, JD)
 - (9) Doctorate degree (for example: PhD, EdD)
 - (10) Refused
4. Do you consider yourself to be of Hispanic or Latino origin, such as Mexican, Puerto Rican, Cuban, or other Spanish background?
- (1) Yes
 - (2) No
 - (3) Don't know/Not Sure
 - (4) Refused

5. Which describes your race? You can select one or more categories.

- (1) White
- (2) Black or African-American
- (3) American Indian or Alaska Native
- (4) Asian
- (5) Native Hawaiian or Other Pacific Islander
- (6) Hispanic or Latino (if volunteered)
- (7) Refused

5a. {IF MORE THAN ONE} Which ONE of these groups best represents your race? You can select one or more categories.

- (1) White
- (2) Black or African-American
- (3) American Indian or Alaska Native
- (4) Asian
- (5) Native Hawaiian or Other Pacific Islander
- (6) Hispanic or Latino (if volunteered)
- (7) Refused

6. Were you born a citizen of the United States or did you become a citizen of the United States through naturalization?

- (1) Born
- (2) Naturalized
- (3) Neither
- (4) Refused

In this next section, I will be asking you about your home and your use of energy.

7. Do you rent or own your current residence?

- (1) Rent
- (2) Own
- (3) Neither (Please describe the housing agreement).

8. Which of the following best describes the location of your home? Do you live in a city, a town, the suburbs, or in a rural area?

- (1) City
- (2) Town
- (3) Suburbs
- (4) Rural
- (5) Don't Know/Not Sure
- (6) Refused

9. In the past 12 months has anyone in your household owned or had the regular use of any cars, trucks, vans, sports-utility-vehicles or similar vehicles? DO NOT INCLUDE MOTORCYCLES OR MOPEDS.

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

INTERVIEWER: "REGULAR USE" MEANS THE VEHICLE IS KEPT AT HOME AND IS AVAILABLE FOR SOME PERSONAL USE.

10. Thinking of the area where you live, in the past 12 months, have members of your household had regular access to public transportation? {PROBE: buses, trolley buses, trains, trams, rapid transit (metro/subway/underground), water taxi/ferries, free transportation offered by community services agencies, Medicaid covered transportation...}

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

11. Which of the following do you believe best describes your current home? Is it a... (INTERVIEWER: DEFINE EACH HOUSING TYPE IF NEEDED)

- (1) Single-family detached house
- (2) a Single-family attached house,
- (3) an Apartment building with 2-4 units,
- (4) an Apartment building with 5 or more units, or
- (5) a Mobile home?

12. How many bedrooms do you have in your home? [*Include bedrooms in finished attics or finished basements.*] _____

13. Now think about other rooms in your home besides bedrooms and bathrooms. Not including unfinished areas, hallways, and closets, how many other rooms are there in your home?

14. Is your home heated during the winter?

- (1) Yes (SKIP to Q15)
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

14a. {IF NO} You have just told me that you don't heat your home during the winter. Just to clarify, is it that you have heating equipment but don't use it, or does your home just not have any heating equipment?

- (1) Have equipment, but don't use it (SKIP to Q8)
- (2) Don't have any heating equipment
- (3) Don't Know/Not Sure
- (4) Refused

15. Last winter, did you heat all # (sum from Q12 ad Q13) rooms?

- (1) Yes (SKIP to Q16)
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

15a. How many of those rooms were not heated last winter?

Enter the number _____

16. Is any air conditioning equipment used in your home?

- (5) Yes (SKIP to Q17)
- (6) No
- (7) Don't Know/Not Sure
- (8) Refused

16a. (IF NO) Just to clarify, do you have air conditioning equipment but don't use it, or does your home just not have any air conditioning equipment?

- (1) Have equipment, but don't use it (SKIP to Q 18)
- (2) Don't have any air conditioning equipment
- (3) Don't Know/Not Sure
- (4) Refused

17. Last summer, did you air condition all # (sum Q12 and Q13) rooms?

- (1) Yes (SKIP to Q18)
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

17a. How many of those rooms were not cooled last summer?

Enter the number _____

18. Is any part of your home over a crawl space with exposed dirt as the floor?

- (1) Yes
- (2) No
- (3) Don't Know/Not sure
- (4) Refused

19. Is any part of your home over a basement?

- (1) Yes
- (2) No (SKIP TO 20)
- (3) Don't Know/Not Sure
- (4) Refused

19a. Do you use your basement for living space? That is, do you use it for work, play or sleep?

- (1) Yes
- (2) No (SKIP to Q22)
- (3) Don't Know/Not Sure
- (4) Refused

19b. Is the basement warm enough to be used as a living space in the winter?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

19c. Is the basement cool enough to be used as a living space in the summer?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

20. An attic is an area directly below the roof, accessible by stairs, with space for you to stand upright and easily move about. Does your home have an attic?

- (1) Yes
- (2) No (SKIP to Q21)
- (3) Don't Know/Not Sure
- (4) Refused

20a. Do you use the attic for living space? That is, do you use it for work, play or sleep?

- (1) Yes
- (2) No (SKIP to Q21)
- (3) Don't Know/Not Sure
- (4) Refused

20b. Is the attic warm enough to be used as a living space in the winter?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused
- (5)

20c. Is the attic cool enough to be used as a living space in the summer?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

21. Does your home have a garage that is attached to or part of your home?

- (1) Yes
- (2) No (SKIP to 22)
- (3) Don't Know/Not Sure
- (4) Refused

21a. Do you warm up your vehicle in your garage?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

21b. Have you or anyone else living in your home observed the smell of vehicle exhaust inside your home?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

I have some questions about heating your home.

22. {IF NO TO HEAT FROM PREVIOUS SECTION SKIP TO COOLING} Let's start with the main source of heating in your home. Please tell me which type of heating equipment provides *most* of the heat for your home. Remember to include portable heaters, fireplaces, heating stoves and cooking stoves.

- (1) Heat pump
- (2) Central furnace with ducts to individual rooms
- (3) Steam/Hot water system with radiators or pipes in each room
- (4) Built-in electric units in each room installed in walls, ceilings, baseboards, or floors
- (5) Built-in floor/wall pipeless furnace
- (6) Built-in room heater burning gas, oil, or kerosene
- (7) Heating stove burning wood, coal, or coke
- (8) Portable heaters
- (9) Fireplace
- (10) Cooking stove used to heat your home as well as to cook
- (11) Some other equipment (Specify _____)

23. Does the main heating equipment for your home also heat any other apartments, condos, households, businesses, or farm buildings?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

24. What is the *main* fuel used for heating your home? That is, which fuel is the one that provides the most heat for your home?

- (1) Electricity
- (2) Natural gas from underground pipes
- (3) Propane (bottled gas)
- (4) Fuel oil
- (5) Kerosene
- (6) Wood
- (7) Biomass
- (8) Solar or Wind
- (9) Geothermal
- (10) District steam
- (11) Some other fuel (Specify _____)

25. You told me that [EQUIPM] is the main source of heat in your home. In the past 12 months, did you use any other types of heating equipment? Remember to include portable heaters, fireplaces, heating stoves and cooking stoves. CHECK ALL THAT APPLY

- (1) No other equipment
- (2) Heat pump
- (3) Central furnace with ducts to individual rooms
- (4) Steam/Hot water system with radiators or pipes in each room
- (5) Built-in electric units in each room installed in walls, ceilings, baseboards, or floors
- (6) Built-in floor/wall pipeless furnace
- (7) Built-in room heater burning gas, oil, or kerosene
- (8) Heating stove burning wood, coal, coke, or biomass (such as pellets or corn)
- (9) Portable heaters
- (10) Fireplace
- (11) Cooking stove used to heat your home as well as to cook
- (12) Some other equipment (Specify _____)

26. What fuel does the [FILL: EQUIPAUX] use?

- (1) Electricity
- (2) Natural gas from underground pipes
- (3) Propane (bottled gas)
- (4) Fuel oil
- (5) Kerosene
- (6) Wood
- (7) Biomass (wood pellets or corn)
- (8) Solar or Wind
- (9) Geothermal
- (10) District steam
- (11) Some other fuel (Specify _____)

27. { IF YES WIND OR SOLAR FOR EITHER MAIN OR OTHER FUELS USED }

Do you have any on-site system that generates electricity such as a solar system or a small wind turbine?

- (1) Yes

- (2) No (SKIP to Q28)
- (3) Don't Know/Not Sure
- (4) Refused

27a. What type of on-site system do you have?

- (1) Solar or Photovoltaic system
- (2) Small wind turbine
- (3) Combined Heat and Power system
- (4) Other . Please specify_____

27b. Is your on-site system connected to the grid?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

28. {IF YES HEATING STOVE}Which statement best describes your heating stove?

- (1) Manufactured before 1992
- (2) Energy Star
- (3) Neither
- (4) Don't Know/Not Sure
- (5) Refused

29. {IF YES FIREPLACE}Does this fireplace have a flue to the outside or is it entirely self-contained?

- (1) Flue to the outside
- (2) Flueless (self-contained)
- (3) Don't Know/Not Sure
- (4) Refused

30. {IF YES HEATING STOVE OR FIREPLACE}In the past 12 months how often did you have to burn garbage, cardboard, plastics, foam, colored ink, magazines, boxes, or wrappers to keep warm?

- (1) Never
- (2) Once
- (3) Sometimes
- (4) Often
- (5) Most of the winter
- (6) Don't Know/Not Sure
- (7) Refused

31. {IF YES HEATING STOVE OR FIREPLACE}In the past 12 months how often did you have to burn coated, painted, or pressure-treated wood, driftwood, plywood, particle board, or any wood with glue in it to keep warm?

- (1) Never

- (2) Once
- (3) Sometimes
- (4) Often
- (5) Most of the winter
- (6) Don't Know/Not Sure
- (7) Refused

32. {IF YES HEATING STOVE OR FIREPLACE} In the past 12 months how often did you have to burn wet, rotted, diseased, or moldy wood to keep warm?

- (1) Never
- (2) Once
- (3) Sometimes
- (4) Often
- (5) Most of the winter
- (6) Don't Know/Not Sure
- (7) Refused

33. What fuel does the cooking stove and/or oven use? CHECK ALL THAT APPLY

- (1) Electricity
- (2) Natural gas from underground pipes
- (3) Propane (bottled gas)
- (4) Fuel oil
- (5) Kerosene
- (6) Wood
- (7) Some other fuel (Specify _____)
- (8) No working stove or oven in the home

34. Is an exhaust fan that vents to the outside used regularly when cooking in your kitchen?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

35. In the past 12 months how often have you used your oven to heat your house?

- (1) Never
- (2) Rarely
- (3) Sometimes
- (4) Frequently
- (5) All the time
- (6) Don't Know/Not Sure
- (7) Refused

36. Does your household use a microwave oven?

- (1) Yes
- (2) No (SKIP to 37)

- (3) Don't Know/Not Sure
- (4) Refused

36a. Which answer best describes how frequently your household uses the microwave to prepare hot meals and snacks in a typical week?

- (1) Used to cook or reheat *most* meals and snacks
- (2) Used to cook or reheat *about half* of meals and snacks
- (3) Used to cook or reheat *a few* meals and snacks
- (4) Used very little
- (5) Don't Know/Not Sure
- (6) Refused

37. Does your heating system have an air filter?

- (1) Yes
- (2) No (SKIP to 38)
- (3) Don't know/Not Sure
- (4) Refused

37a. Is the air filter in your heating system a High Efficiency Particulate Arresting (HEPA) filter?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

37b. Approximately, how often does someone in your household change (or clean) the air filter in your heating system?

- (1) Monthly
- (2) Every three months
- (3) Every six months
- (4) Once a year
- (5) Once every two years
- (6) Don't change (or clean) it
- (7) Air filter is changed by service company
- (8) Don't Know/Not Sure
- (9) Refused

38. {IF YES FURNACE} Do you know when was the last time your furnace received maintenance service by a furnace contractor to ensure optimum and safe operation?

- (1) Yes
- (2) No (SKIP to Q39)
- (3) Refused

38a. How many years and months ago did this occur? _____

39. Do you have a CO (or carbon monoxide) monitor in your house?

- (1) Yes
- (2) No (SKIP to Q 40)
- (3) Don't know/Not Sure
- (4) Refused

39a. Is your CO monitor currently working?

- (1) Yes
- (2) No
- (3) Don't know/Not Sure
- (4) Refused

40. Do you have one or more smoke detectors in your house?

- (1) Yes
- (2) No (SKIP to Q41)
- (3) Don't know/Not Sure
- (4) Refused

40a. How many smoke detectors are there in your house?

Enter Number _____

- (1) Don't Know/Not Sure
- (2) Refused

40b. How many of these smoke detectors are currently working?

Enter Number _____

- (1) Don't Know/Not Sure
- (2) Refused

41. In the past 12 months how many times has the fire department been called to put out a fire in your home during the past year? _____

42. In the past 12 months did any fire start in your home as a result of using an alternate *heating* source, such as space heaters, electric blankets, your kitchen stove or oven, heating stove, furnace, or your fireplace?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

43. In the past 12 months, how many individuals needed medical attention because of fire?

Enter Number _____

Now I have some questions about cooling you home.

44. (IF NO TO AIR CONDITIONING FROM PREVIOUS SECTION SKIP TO CEILING FAN USE Q47) Central air conditioning requires that the system have ducts to carry the cooled air to the individual rooms. These ducts may also carry warm air for space heating. Does your home have ducts like these?

- (1) Yes
- (2) No (SKIP to 45)
- (3) Don't Know/Not Sure
- (4) Refused

44a. Does the central air conditioning equipment that cools your home also cool any other apartments, condos, households, businesses, or farm buildings?

- (1) Yes
- (2) No

44b. Which of the statements shown best describes the way your central air conditioning system was used last summer?

- (1) Not used at all (if volunteered)
- (2) Turned on only a few days or nights when really needed
- (3) Turned on quite a bit
- (4) Turned on just about all summer

45. Which of the following statements best describes the way your household used the *most used* window/wall air conditioning unit last summer?

- (1) Turned on only a few days or nights when really needed
- (2) Turned on quite a bit
- (3) Turned on just about all summer
- (4) No working window/wall units in home

46. Which of the following statements best describes the way your household used a *Swamp or Evaporative Air Cooler* last summer?

- (1) Turned on only a few days or nights when really needed
- (2) Turned on quite a bit
- (3) Turned on just about all summer
- (4) No swamp/evaporative air cooler in home.

47. How many ceiling fans does your household have?

Enter Number _____

- (1) None (SKIP to Q 48)
- (2) Don't Know/Not Sure
- (3) Refused

47a. How many ceiling fans does your household use?

Enter Number of ceiling fans _____

- (1) None (SKIP to 50)
- (2) Don't Know/Not Sure

(3) Refused

47b. Thinking about the ceiling fan *that you use the most*, how often was this fan used last summer? Is it . . .

- (1) Used only a few days or nights, when it's really needed,
- (2) Used quite a bit, or
- (3) Used just about all summer?
- (4) Not used at all
- (5) Don't Know/Not Sure
- (6) Refused

47c. Thinking about the ceiling fan *that you use the most*, how often was this fan used last winter? Is it . . .

- (1) Used only a few days or nights,
- (2) Used quite a bit, or
- (3) Used just about all winter?
- (4) Not used at all
- (5) Don't Know/Not Sure
- (6) Refused

48. Opening windows on opposite sides of the house to cool the indoor temperature is called natural cross ventilation. In the past 12 months, has your household used window fans to assist with natural cross ventilation in the warmer months?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

49. How often are your windows open in the summer?

- (1) Never
- (2) Rarely
- (3) Sometimes
- (4) Frequently
- (5) All the time
- (6) Don't Know/Not Sure
- (7) Refused

50. How often are your windows open in the winter?

- (1) Never
- (2) Rarely
- (3) Sometimes
- (4) Frequently
- (5) All the time
- (6) Don't Know/Not Sure
- (7) Refused

51. Do any large trees shade your home from the afternoon summer sun?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

52. Do you close the drapes, curtains, shades, and/or blinds during the day to block out the sun during the summer?

- (1) Never
- (2) Rarely
- (3) Sometimes
- (4) Frequently
- (5) All the time
- (6) Don't Know/Not Sure
- (7) Refused

INTERVIEWER INSTRUCTION: RECORD ANY INFORMATION HERE ABOUT THE AIRCONDITIONING EQUIPMENT IN THIS HOUSING UNIT AND ITS' USAGE THAT MIGHT PROVIDE CLARIFICATION TO THE RESPONDENT'S ANSWERS.

Now I have some questions on the indoor air temperature of your home.

53. Does your home have a thermostat that controls the heating and/or cooling in your home?

- (1) Yes
- (2) No (SKIP to Q 62)
- (3) Don't Know
- (4) Refused

53a. What equipment does your thermostat control?

- (1) Central heating only
- (2) Central cooling only
- (3) Central heating and cooling
- (4) Don't know

54. Some thermostats can be programmed so that the temperature changes automatically at different times of the day; for example, the heat can be automatically turned down or lowered at night when you go to bed, then automatically adjusted up again in the morning. Is the thermostat that controls your main [heating and/or cooling] equipment programmable?

- (1) Yes
- (2) No (SKIP to Q55)
- (3) Don't know/Not Sure
- (4) Refused

54a. Do you or someone else in your household know how to use the programmable thermostat?

- (1) Yes
- (2) No (SKIP to Q55)
- (3) No, someone who does not live in my home programs the thermostat for use
- (4) Don't know/Not Sure
- (5) Refused

54b. Is your thermostat programmed to change the temperature at different times of the day?

- (1) Yes
- (2) No (SKIP to Q54d)
- (3) Don't know/Not Sure
- (4) Refused

54c. Please indicate how the programmable thermostat is used. (Select all that apply.)

- (1) Thermostat is automatically adjusted to a lower temperature at night during the winter
- (2) Thermostat is automatically adjusted to a lower temperature during the day when no one is home during the winter
- (3) Thermostat is automatically adjusted to a higher temperature at night during the summer
- (4) Thermostat is automatically adjusted to a higher temperature during the day when no one is home during the summer
- (5) Other _____
- (6) Don't know/Not Sure
- (7) Refused

54d. Which statement best describes your programmable thermostat...

- (1) It is very easy to use
- (2) It is somewhat easy to use
- (3) It is neither easy nor difficult to use
- (4) It is somewhat difficult to use
- (5) It is very difficult to use
- (6) Refused

54e. Typically, how often is your programmable thermostat reprogrammed, that is, the time schedule and desired indoor temperature setting changed permanently?

- (1) Daily
- (2) Weekly
- (3) Monthly
- (4) Every three months or so
- (5) Once a year
- (6) Less than once a year
- (7) Never
- (8) Don't know/Not Sure
- (9) Refused

54f. How often is the current temperature setting “overridden” temporarily and why?

- (1) Daily
- (2) Weekly
- (3) Monthly
- (4) Every three months or so
- (5) Once a year
- (6) Less than once a year
{IF ANSWERED ANY OF THE ABOVE} Please explain why. _____
- (7) Never
- (8) Don't know/Not Sure
- (9) Refused

54g. How often is the “hold” mode used and why?

- Daily
- (2) Weekly
 - (3) Monthly
 - (4) Every three months or so
 - (5) Once a year
 - (6) Less than once a year
{IF ANSWERED ANY OF THE ABOVE} Please explain why. _____
 - (7) Never
 - (8) Don't know/Not Sure
 - (9) Refused

54h. Please indicate what features need improvement in your programmable thermostat.

- (1) Size of words and numbers?
- (2) Ease of programming?
- (3) Additional features, such as the energy use in my home?
- (4) Being able to change its settings using a cell phone, Internet?
- (5) Other features. Please Specify. _____
- (6) Don't Know/Not Sure
- (7) Refused

54i. Is there anyone in your home who doesn't operate the programmable thermostat? Why?
(select all that apply)

- (1) It's too complicated/too difficult
- (2) We do not have an instruction manual / Nobody showed us how
- (3) We haven't needed to
- (4) Other (Specify) _____
- (5) Don't Know/Not Sure
- (6) Refused

54j. {IF NO TO 54b. or ANSWERED (7)NEVERTO 54e}Why is your programmable thermostat not programmed to automatically change the temperature? (select all that apply)

- (1) We change the temperature manually/don't need to program
- (2) It takes too much effort to use

- (3) Household members cannot agree on what temperatures at which to set the thermostat
- (4) It is better to always keep the temperature setting always the same. (Why?)
- (5) There is always somebody at home
- (6) Other (Specify)_____
- (7) Don't Know/Not Sure
- (8) Refused

55. During the winter, what is the temperature when *someone is inside* your home *during the day*? [IF NO ANSWER, PROBE 1: THEN AT WHAT TEMPERATURE IS THE THERMOSTAT SET? PROBE 2: CAN I JUST HAVE YOUR BEST ESTIMATE?]

Enter degrees Fahrenheit_____

56. During the winter, what is the temperature when *no one is inside* your home *during the day*? [IF NO ANSWER, PROBE 1: THEN AT WHAT TEMPERATURE IS THE THERMOSTAT SET? PROBE 2: CAN I JUST HAVE YOUR BEST ESTIMATE?]

Enter degrees Fahrenheit_____

57. During the winter, what is the temperature inside your home *at night*? [IF NO ANSWER, PROBE 1: THEN AT WHAT TEMPERATURE IS THE THERMOSTAT SET? PROBE 2: CAN I JUST HAVE YOUR BEST ESTIMATE?]

Enter degrees Fahrenheit_____

Now I would like you to think about the temperature inside your home when using your central air conditioning equipment last summer. [If NUMTHERM>1: *Earlier you reported having [FILL: NUMTHERM] thermostats. For the next questions, if the thermostats are set at different temperatures, only report for the thermostat that affects the rooms where most of the people are.*]

58. During the summer, what is the temperature when *someone is inside* your home *during the day*? IF NO ANSWER, PROBE 1: THEN AT WHAT TEMPERATURE IS THE THERMOSTAT SET? PROBE 2: WHAT'S YOUR BEST ESTIMATE?

Enter degrees Fahrenheit _____
Air-conditioner Turned Off

59. During the summer, what is the temperature when *no one is inside* your home *during the day*? IF NO ANSWER, PROBE 1: THEN AT WHAT TEMPERATURE IS THE THERMOSTAT SET? PROBE 2: WHAT'S YOUR BEST ESTIMATE?

Enter degrees Fahrenheit _____
Air-conditioner Turned Off

60. During the summer, what is the temperature inside your home *at night*? IF NO ANSWER, PROBE 1: THEN AT WHAT TEMPERATURE IS THE THERMOSTAT SET? PROBE 2: WHAT'S YOUR BEST ESTIMATE?

Enter degrees Fahrenheit _____
Air-conditioner Turned Off

61. Answer the following statements -- true or false:

- a. If the thermostat is turned up very high in the winter, my home will get warmer faster.
 - (1) True
 - (2) False

- b. The thermostat controls the temperature of the air coming from the heating/cooling unit into my home.
 - (1) True
 - (2) False

- c. The thermostat only senses the temperature in the air in the room where the thermostat is located. It turns the heating unit off when the temperature in the room reaches the temperature on the thermostat setting.
 - (1) True
 - (2) False

- d. If the thermostat is turned down at night or when no one is home, then more energy is used than saved when your home is heated up again.
 - (1) True
 - (2) False

62. In the past 12 months, was your household unable to use any of the following equipment because it was broken? CHECK ALL THAT APPLY

- (1) Main Heating Equipment
- (2) Central Air Conditioner
- (3) Room Air Conditioner
- (4) Don't Know/Not Sure
- (5) Refused

63. Which of the following statements best describes the indoor temperature of your home during the winter:

- (1) Very cold
- (2) Cold
- (3) Comfortable (SKIP)
- (4) Hot
- (5) Very hot

- (6) Other _____
- (7) Refused

64. Which of the following statements best describes the indoor temperature of your home during the summer:

- (1) Very cold
- (2) Cold
- (3) Comfortable
- (4) Hot
- (5) Very hot
- (6) Other _____
- (7) Refused

65. In the past 12 months, has a landlord controlled the temperature inside your home?

- (1) Yes
- (2) No
- (3) Do not have landlord
- (4) Don't Know/Not Sure
- (5) Refused

66. In the past 12 months how often did your household keep your home at a temperature that you felt was unsafe or unhealthy?

- (1) Almost every month
- (2) Some months
- (3) 1 or 2 months
- (4) Never
- (5) Don't Know/Not Sure
- (6) Refused

67. During the past 12 months, how often have you or other members of your household found your home too drafty? Would you say it is. . .

- (1) All the time,
- (2) Most of the time,
- (3) Some of the time, or
- (4) Never
- (5) Don't Know/Not Sure
- (6) Refused

The next group of questions is about laundry appliances and water use in your home.

68. Is a clothes washing machine used in your home? Do not include community clothes washers that are located in the basement or laundry room of your apartment building.

- (1) Yes
- (2) No (SKIP to Q69)
- (3) Refused

68a. In an average week, how many loads of laundry are washed in your clothes washer?

- (1) 1 load or less each week
- (2) 2 to 4 loads each week
- (3) 5 to 9 loads each week
- (4) 10 to 15 loads each week
- (5) More than 15 loads each week
- (6) Don't Know/Not Sure
- (7) Refused

68b. Does your household wash only full loads of laundry?

- (1) Always
- (2) Most of the time
- (3) Some of the time
- (4) Never
- (5) Don't know/Not Sure
- (6) Refused

68c. What water temperature setting is usually used for the *wash* cycle of your clothes washer? Is it hot, warm, or cold water?

- (1) Hot
- (2) Warm
- (3) Cold
- (4) Don't Know/Not Sure
- (5) Refused

68d. What water temperature setting is usually used for the *rinse* cycle of your clothes washer? Is it hot, warm, or cold water?

- (1) Hot
- (2) Warm
- (3) Cold
- (4) Don't Know/Not Sure
- (5) Refused

69. Do you use a clothes dryer in your home? Do not include community clothes dryers that are located in the basement or laundry room of your apartment building.

- (1) Yes
- (2) No (SKIP TO Q70)
- (3) Don't Know/Not Sure
- (4) Refused

69a. Does your household dry only full loads of laundry....?

- (1) Always
- (2) Most of the time
- (3) Some of the time
- (4) Never
- (5) Don't Know/Not Sure
- (6) Refused

69b. Does your clothes dryer vent directly to the outdoors?

- (1) Yes
- (2) No
- (3) Dryer is ventless
- (4) Don't Know/Not Sure
- (5) Refused

69c. Do you clean your clothes dryer's lint filter after every use?

- (1) Yes
- (2) No
- (3) Dryer has not lint filter
- (4) Don't Know/Not Sure
- (5) Refused

70. How frequently does your household hang clothes to dry?

- (1) Very frequently
- (2) Frequently
- (3) Infrequently
- (4) Very infrequently
- (5) Never
- (6) Don't Know/Not Sure
- (7) Refused

71. In the last 12 months, has the temperature of your hot water heater been adjusted?

- (1) Yes, the temperature is much warmer
- (2) Yes, the temperature is warmer
- (3) No adjustment has been made to the temperature
- (4) Yes, the temperature is cooler
- (5) Yes, the temperature is much cooler
- (6) Hot water heater was not in working order for the last 12 months
- (7) No water heater
- (8) Don't Know/Not Sure
- (9) Refused

72. Over the past 12 months, has the duration of the showers taken by household members changed?

- (1) Increased a lot
- (2) Increased some
- (3) No change
- (4) Decreased some
- (5) Decreased a lot
- (6) No Shower
- (7) Don't Know/Not Sure
- (8) Refused

73. Does your main bathroom have a ventilation fan in it that works?

- (1) Yes
- (2) No (SKIP to Q74)
- (3) Don't know/Not Sure (SKIP to Q74)
- (4) Refused

73a. How often do you or members of your household operate the fan while showering?

- (1) Never
- (2) Rarely
- (3) Sometimes
- (4) Frequently
- (5) All the time
- (6) Don't Know/Not Sure
- (7) Refused

73b. How long after showering do you or members of your household operate the fan?

- (1) Don't turn the fan on for showers
- (2) The fan is turned off when leaving the shower area
- (3) A few minutes
- (4) Several minutes
- (5) Until the steam in the shower area is gone
- (6) Don't know/Not Sure
- (7) Refused

74. Electric dehumidifiers remove moisture from the air and are often used in the summer. Is a dehumidifier used in your home?

- (1) Yes
- (2) No (SKIP to Q75)
- (3) Don't Know/Not Sure
- (4) Refused

74a. In the past 12 months, how many months was the dehumidifier used?

- (1) 1 to 3 months, 4 to 6 months,
- (2) 7 to 9 months,
- (3) 10 to 11 months, but not all year, or is it
- (4) Turned on all year long?
- (5) Don't Know/Not Sure
- (6) Refused

Now I have some questions about lights inside your home and energy efficiency.

75. How often do you find lights left on in rooms that are not occupied?

- (1) Never
- (2) Almost never
- (3) Sometimes
- (4) Most of the time
- (5) All the time

- (6) Don't Know/Not Sure
- (7) Refused

76. Do members of your household purchase or intentionally seek out and install compact fluorescent bulbs in your home?

- (1) Yes
- (2) No (SKIP to Q77)
- (3) I do not know what compact fluorescent bulbs are (SKIP to Q77)
- (4) Don't know/Not Sure
- (5) Refused

76a. How do you dispose of compact fluorescent light bulbs that are broken or no longer working?_

- (1) Directly in household garbage
- (2) Doubled bagged in plastic in household garbage
- (3) Transport to local recycling center
- (4) Other (Please Specify)_____
- (5) Don't Know/Not Sure
- (6) Refused

77. Are you familiar with the Energy Star® label?

- (1) Yes
- (2) No (SKIP to 78)
- (3) Refused

77a. Has your household bought or intentionally installed appliances or consumer electronics that have an Energy Star® label?

- (1) Yes
- (2) No
- (3) Don't know/Not Sure
- (4) Refused

78. Do you unplug any appliances like TVs, VCRs, stereos, radios, clocks, or computers to save energy when they are turned off?

- (1) Yes
- (2) No
- (3) Don't know/Not Sure
- (4) Refused

In this next set of questions, I will ask you about other conditions of your home.

79. How much outdoor noise do you hear indoors when the windows are closed?

- (1) A great deal
- (2) Some
- (3) Hardly any
- (4) None at all

- (5) Don't know/Not Sure
- (6) Refused

80. Please rate the outside appearance of your home:

- (1) Very attractive
- (2) Attractive
- (3) Neither attractive nor unattractive
- (4) Unattractive
- (5) Very unattractive
- (6) Refused

81. Over the past 12 months, how has the property value of your home changed?

- (1) Very much higher
- (2) Higher
- (3) No change
- (4) Lower
- (5) Very much lower
- (6) Not applicable, don't own the home or live in an apartment
- (7) Don't know/Not Sure
- (8) Refused

82. How infested is your home with cockroaches or other insects or spiders?

- (1) Extremely infested
- (2) Very infested
- (3) Somewhat infested
- (4) Hardly infested
- (5) Not infested at all (SKIP to Q83)
- (6) Don't know/Not Sure
- (7) Refused

82a. What have you done about the cockroaches, other insects or spiders?

- (1) Nothing
- (2) Used insecticides, bug sprays, or poison
- (3) Hired an exterminator or other professional
- (4) Other. Please specify. _____
- (5) Don't Know/Not Sure
- (6) Refused

83. How infested is your home with rats or mice?

- (1) Extremely infested
- (2) Very infested
- (3) Somewhat infested
- (4) Hardly infested
- (5) Not infested at all (SKIP to Q84)
- (6) Don't know/Not Sure
- (7) Refused

83a. What have you done about the pests?

- (1) Nothing
- (2) Used bait or poison
- (3) Hired an exterminator or other professional
- (4) Other. Please specify. _____
- (5) Don't Know/Not Sure
- (6) Refused

84. Does your home frequently have a mildew odor or musty smell?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

85. How often do you observe standing water anywhere in your home?

- (1) Never
- (2) Rarely
- (3) Sometimes
- (4) Often
- (5) Always
- (6) Don't Know/Not Sure
- (7) Refused

86. Have you seen mold in your home in the past 12 months?

- (1) Yes
- (2) No {SKIP to Q87}
- (3) Don't know/Not Sure
- (4) Refused

86a. {If YES MOLD}What have you done about the mold?

- (1) Nothing
- (2) Cleaned with bleach
- (3) Cleaned with other chemical mold remover
- (4) Cleaned with natural mold remover (vinegar or natural product)
- (5) Air Conditioned
- (6) Ventilation (fans)
- (7) Used a dehumidifier
- (8) Contacted a Professional
- (9) Other. Please Specify _____
- (1) Don't know/Not Sure
- (2) Refused

Now I would like to ask you a few questions about your energy bills.

Some households may have faced challenges in paying home energy bills. The following questions ask about challenges your household may have had paying home energy bills or maintaining heating and cooling equipment. When thinking about these questions, include all of your experiences in the past 12 months.

87. Some energy utilities and suppliers offer *budget* payment plans that allow a household to pay the same amount on the home energy bill each month. In the past 12 months, did your household use a *budget* plan for any home energy bill?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

INTERVIEWER INSTRUCTION: BUDGET PLANS ARE NOT USUALLY RELATED TO LATE OR DISCONNECT NOTICES AND ARE NOT A WAY TO PAY DOWN PAST DUE BALANCES.

88. How well do you understand the information on your energy bill other than the amount owed (e.g., information about how much energy your household used during the billing period compared to the same billing period one year ago)?

- (1) Very well
- (2) Well
- (3) Neither well nor not well
- (4) Not well
- (5) Not well at all
- (6) Don't know/Not Sure
- (7) Refused

89. How hard is it to pay your energy bills?

- (1) Very hard
- (2) Hard
- (3) Neither hard or not hard
- (4) Not hard
- (5) Not hard at all
- (6) Don't know/Not Sure
- (7) Refused

90. In the past 12 months how often did your household pay an amount less than what you owed on your home energy bill, because you were unable to afford the whole home energy bill?

- (1) Almost every month
- (2) Some months
- (3) 1 or 2 months
- (4) Never
- (5) Don't Know/Not Sure

(6) Refused

91. In the past year, have you used any of the following to assist with paying your energy bill?

- (1) Payday loan
- (2) Tax Refund Anticipation Loan
- (3) Car Title loan
- (4) Other type of short term, high-interest loan
- (5) Pawn shop
- (6) Don't Know/Not Sure
- (7) Refused

91a. {If YES to any of the above} In the past year, in order to pay your home energy bill, how often did you need to use a payday loan, a Tax Refund Anticipation Loan, a car title loan, another type of short-term, high-interest loan, or pawn shop?

- (1) Almost every month
- (2) Some months
- (3) 1 or 2 months
- (4) Never
- (5) Don't Know/Not Sure
- (6) Refused

92. When home energy bills are not paid on time, it is common for energy utilities and suppliers to send late notices. If the bill is very late, they will send a disconnect, shut-off, or non-delivery notice. How often did you receive a disconnect, shut-off, or non-delivery notice?

- (1) Almost every month
- (2) Some months
- (3) 1 or 2 months
- (4) Never (SKIP to Q106)
- (5) Don't Know/Not Sure
- (6) Refused

92a. Did you enter into a payment arrangement with your energy utility or supplier ..in response to the disconnect shut-off, or non-delivery notice?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

93. In the past 12 months was your electricity or natural gas ever disconnected because you were unable to pay your home energy bill?

- (1) Yes
- (2) No (SKIP to Q94)
- (3) Don't Know/Not Sure
- (4) Refused

93a. While your electricity or natural gas was disconnected, was there a time when you wanted

to use your main source of heat but were unable to?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

93b. While your electricity was disconnected, was there a time when you wanted to use your air conditioner but were unable to?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

94. In the past 12 months did your fuel oil, kerosene, propane, or wood ever run out because you were unable to pay for a home energy delivery?

- (1) Yes
- (2) No (SKIP to Q95)
- (3) Don't Know/Not Sure
- (4) Refused

94a. When you ran out of your fuel oil, kerosene, propane, or wood was there a time when you wanted to use your main source of heat but were unable to?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

Next, I will be asking about health care and coverage.

That is the end of the survey. Thank you for your participation! You will receive your \$25 gift card in the mail to compensate you for your time. Could you please verify your mailing address:

Address: _____

{INTERVIEWER: ADMINISTER AS A SEPARATE SURVEY POST-WEATHERIZATION}

PART II. Client Satisfaction

{Note: Ask these questions of the adult in the household most involved with the weatherization of the home or the head of the household}

Approximate Date of Weatherization Job: _____

1. How long have you known about your local weatherization program?
ENTER THE RESPONSE IN YEARS _____

2. How did you find out about your local weatherization program? CHECK ALL THAT APPLY

- (1) A call from the weatherization agency
- (2) Information received in the mail from the weatherization agency
- (3) Local newspaper
- (4) Found the program on the Internet
- (5) Relative or friend mentioned the weatherization program
- (6) Neighbor who had their home weatherized
- (7) Agency providing utility assistance such as LIHEAP
- (8) Email from an organization with which you are a member
- (9) Church
- (10) Other (Specify _____)

3. How long ago did you request that your home be weatherized?
ENTER THE RESPONSE IN YEARS _____

4. How satisfied are you with the length of time between your request to have your home weatherized and when it actually was weatherized?

- (1) Very satisfied
- (2) Satisfied
- (3) Not satisfied or dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied

5. How easy was it to request that your house be weatherized?

- (1) Very easy
- (2) Easy
- (3) Not easy or difficult
- (4) Difficult
- (5) Very difficult

6. How easy was it to schedule the initial audit of your home?

- (1) Very easy
- (2) Easy
- (3) Not easy or difficult
- (4) Difficult
- (5) Very difficult

7. How timely were those who did the initial audit of your home?

- (1) Early or On Time
- (2) <30 Minutes Late
- (3) 30-60 Minutes Late
- (4) 1 to 3 Hours Late
- (5) More than 4 Hours Late
- (6) Did not show up on scheduled day

8. How courteous were those who did the initial audit of your home?

- (1) Very Courteous
- (2) Courteous
- (3) Not Courteous or Rude
- (4) Rude
- (5) Very Rude

9. How easy was it to schedule the time for the weatherization crew to come to your home?

- (1) Very easy
- (2) Easy
- (3) Not easy or difficult
- (4) Difficult
- (5) Very difficult

10. How timely was the weatherization crew?

- (1) Early or On Time
- (2) <30 Minutes Late
- (3) 30-60 Minutes Late
- (4) 1 to 3 Hours Late
- (5) More than 4 Hours Late
- (6) Did not show up on scheduled day

11. How courteous was the weatherization crew?

- (1) Very Courteous
- (2) Courteous
- (3) Not Courteous or Rude
- (4) Rude
- (5) Very Rude

12. How careful of your home and belongings was the weatherization crew?

- (1) Very careful
- (2) Careful

- (3) Neither careful or careless
- (4) Careless
- (5) Very careless

13. Overall, how clean did the weatherization crew leave the inside of your home?

- (1) Very clean
- (2) Clean
- (3) Neither clean nor dirty
- (4) Dirty
- (5) Very dirty

13a. Overall, how clean did the weatherization crew leave the outside of your home?

- (1) Very clean
- (2) Clean
- (3) Neither clean nor dirty
- (4) Dirty
- (5) Very dirty

14. Overall, how satisfied are you with final condition the inside of your home was left in?

- (1) Very satisfied
- (2) Satisfied
- (3) Not satisfied or dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied

14a. Overall, how satisfied are you with final condition the outside of your home was left in?

- (1) Very satisfied
- (2) Satisfied
- (3) Not satisfied or dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied

15. How easy was it to schedule the final inspection of your home?

- (1) Very easy
- (2) Easy
- (3) Not easy or difficult
- (4) Difficult
- (5) Very difficult
- (6) Final inspection was not done (go to Q18)

16. How timely were those who did the final inspection of your home?

- (1) Early or On Time
- (2) <30 Minutes Late
- (3) 30-60 Minutes Late
- (4) 1 to 3 Hours Late
- (5) More than 4 Hours Late

(6) Did not show up on scheduled day

17. How courteous were those who did the final inspection of your home?

- (1) Very Courteous
- (2) Courteous
- (3) Not Courteous or Rude
- (4) Rude
- (5) Very Rude

18. How satisfied are you with the work performed in your home?

- (1) Very satisfied
- (2) Satisfied
- (3) Not satisfied or dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied

19. How satisfied are you with any new equipment installed in house?

- (1) Very satisfied
- (2) Satisfied
- (3) Not satisfied or dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied

20. Do you feel that other things should have been installed in your home to help you save energy?

- (1) Yes
- (2) No (go to Q21)

20a. What other things? _____

21. How satisfied are you with the energy savings achieved after having your home weatherized?

- (1) Very satisfied
- (2) Satisfied
- (3) Not satisfied or dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied
- (6) Too soon to tell
- (7) Don't know

22. Did the weatherization agency staff check your home for major repairs (e.g., fixing roof)?

- (1) Yes
- (2) No (go to Q23)

22a. Were major repairs needed in your home?

- (1) Yes
- (2) No (go to Q23)

22b. Were major repairs done to your home?

- (1) Yes
- (2) No
- (3) Not yet but expecting repairs to be done

23. Did the weatherization staff ask you about the health of the member(s) of your household?

- (1) Yes (go to Q24a)
- (2) No

24. Without the weatherization staff asking, did you provide to them any information about the health of the member(s) of your household?

- (1) Yes
- (2) No (SKIP to Q25)

24a. Were any of the members of your household in need of care that they were not receiving at the time?

- (1) Yes
- (2) No (go to Q25)

24b. Did the weatherization staff help you to obtain the needed care?

- (1) Yes
- (2) No

25. Did your weatherization agency refer you to any other housing and/or social service programs?

- (1) Yes
- (2) No (go to Q26)

25a. What program or programs? _____

26. Did you file a complaint about the weatherization services provided?

- (1) Yes
- (2) No (go to Q27)

26a. What was the complaint about? _____

26b. How satisfied are you with the resolution of the situation you complained about?

- (1) Very satisfied
- (2) Satisfied
- (3) Not satisfied or dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied

26c. How might the agency have done a better job of resolving your complaint? _____

27. Did you get any information on ways to save energy in your home from the people who weatherized your home?

- (1) Yes
- (2) No (go to Q33)

28. How much time did the weatherization agency staff talk to you about ways to save energy?

- (1) Less than 5 minutes
- (2) 5 to 14 minutes
- (3) 15 to 29 minutes
- (4) 30 to 60 minutes
- (5) More than one hour

29. How well did you understand what the weatherization agency staff said to you about saving energy?

- (1) Very well (go to Q30)
- (2) Well (go to Q30)
- (3) Neither well or not well (go to Q30)
- (4) Not well
- (5) Not well at all

29a. Why did you not understand what the weatherization agency staff said?

CHECK ALL THAT APPLY

- (1) The staff person did not speak my primary language
- (2) The staff person was confusing
- (3) The staff person did not speak well
- (4) The staff person was hurried
- (5) The staff person was boring
- (6) I did not get along with the staff person
- (7) Other _____

30. What materials about saving energy did the weatherization agency staff give you? CHECK ALL THAT APPLY

- (1) One or more brochures, booklets, or manuals
- (2) One or more compact discs (CDs), videos, or DVDs
- (3) Hardware kit of weatherization materials
- (4) No materials were provided (go to Q31)
- (5) Weatherization staff spent time demonstrating how to save energy (go to Q31)

30a. How much time have you spent reading/reviewing the materials about saving energy that the weatherization agency staff gave you?

- (1) No time (go to Q31)
- (2) Less than 5 minutes
- (3) 5 to 14 minutes
- (4) 15 to 29 minutes
- (5) 30 to 59 minutes
- (6) More than one hour

30b. How well did you understand the energy savings materials that the weatherization agency staff gave you?

- (1) Very well
- (2) Well
- (3) Neither well or not well
- (4) Not well
- (5) Not well at all

30c. How useful have the energy savings materials been to you?

- (1) Very useful
- (2) Useful
- (3) Neither useful or not useful
- (4) Not useful
- (5) Not very useful

30d. What about the materials were particularly useful? _____

30e. How could the materials have been improved for your use? _____

31. How satisfied are you with the ways that the weatherization agency provided you with information about saving energy?

- (1) Very satisfied
- (2) Satisfied
- (3) Not satisfied or dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied

32. Did you get any information on ways to improve health and safety in your home from the people who weatherized your home?

- (1) Yes
- (2) No (go to Q38)

33. How much time did the weatherization agency staff talk to you about ways to improve health and safety?

- (1) Less than 5 minutes
- (2) 5 to 14 minutes
- (3) 15 to 29 minutes
- (4) 30 to 59 minutes
- (5) More than one hour

34. How well did you understand what the weatherization agency staff said to you about improving health and safety?

- (1) Very well (go to Q36)
- (2) Well (go to Q36)
- (3) Neither well or not well (go to Q36)

- (4) Not well
- (5) Not well at all

34a. Why did you not understand what the weatherization agency staff said?

CHECK ALL THAT APPLY

- (1) The staff person did not speak my primary language
- (2) The staff person was confusing
- (3) The staff person did not speak well
- (4) The staff person was hurried
- (5) The staff person was boring
- (6) I did not get along with the staff person
- (7) Other _____

35. What materials about improving health and safety did the weatherization agency staff give you? CHECK ALL THAT APPLY

- (1) One or more brochures, booklets and manuals
- (2) One or more compact discs
- (3) One or more videos (including DVD's)
- (4) No materials were provided (go to Q36)

35a. How much time have you spent reading/reviewing the materials about improving health and safety that the weatherization agency staff gave you?

- (1) No time (go to Q36)
- (2) Less than 5 minutes
- (3) 5 to 14 minutes
- (4) 15 to 29 minutes
- (5) 30 to 59 minutes
- (6) More than one hour

35b. How well did you understand the improving health and safety materials that the weatherization agency staff gave you?

- (1) Very well
- (2) Well
- (3) Neither well or not well
- (4) Not well
- (5) Not well at all

35c. How useful have the improving health and safety materials been to you?

- (1) Very useful
- (2) Useful
- (3) Neither useful or not useful
- (4) Not useful
- (5) Not very useful

35d. What about the materials were particularly useful? _____

35e. How could the materials have been improved for your use? _____

36. How satisfied are you with the ways that the weatherization agency provided you with information about improving health and safety?

- (1) Very satisfied
- (2) Satisfied
- (3) Not satisfied or dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied

37. How could the agency improve the ways that it provides households with information about improving health and safety? _____

38. What are some of the greatest benefits your household received by participating in the weatherization program? _____

39. What suggestions do you have for how the weatherization program can be improved?

40. In the last 12 months, have you informed other people who might be interested in receiving weatherization services of the program?

- (1) Yes
- (2) No

41. Do you know if these people have had their homes weatherized or are scheduled to have their home weatherized, as a result of your suggestion?

- (1) Yes
- (2) No

42. Why did you apply for the Weatherization Assistance Program?¹

- (1) Reduce energy bills
- (2) Support environmental efforts to conserve energy
- (3) Make home more comfortable
- (4) Receive free services
- (5) Other
- (6) Don't know

43. Prior to receiving weatherization services, in what ways did your household attempt to weatherize your home?

Please

Explain _____

¹ Ohio REACH

44. Would you say your household is now less likely to move from your current home as a result of weatherization?

- (1) Yes
- (2) No
- (3) Don't Know/Not Sure
- (4) Refused

45. Please rate the chances of your household's moving during the next 12 months for any reason or combination of reasons:

- (1) Very high
- (2) High
- (3) Medium
- (4) Low
- (5) Very low
- (6) No chance

46. Were you asked about preexisting health conditions that you or your family members living in the home may have?

- a. Yes
- b. No

47. Did the crew take precautions so that those conditions were not made worse?

- a. Yes
- b. No
- c. Don't Know
- d. N/A

48. How do you feel as far as the health and safety of your home since weatherization was conducted?

- a. Much better
- b. Better
- c. Neither better or worse
- d. Worse
- e. Much Worse

49. Finally, please rate your overall satisfaction with the weatherization program.

- (1) Very satisfied
- (2) Satisfied
- (3) Not satisfied or dissatisfied
- (4) Dissatisfied
- (5) Very dissatisfied

QUESTIONS TO BE ADDED TO CLIENT SATISFACTION PART

Financial Programs – Household Participants

1. How did you hear about this program?
 - a. Local weatherization agency
 - b. From relatives or friends
 - c. Advertisement on TV, radio or in newspaper
 - d. Other _____
 - e. Don't know

2. Have you noticed a change in your utility bills since your home was weatherized?
 - a. Yes, bills have gone down substantially
 - b. Yes, bills have gone down somewhat
 - c. No, no change
 - d. Yes, bills have gone up somewhat
 - e. Yes, bills have gone up substantially
 - f. Don't know

3. Have you been able to afford the loan/ on-bill payments?
 - a. No
 - b. Yes, but just barely
 - c. Yes

4. Do you understand the terms of the loan/on-bill payment agreement?
 - a. Yes
 - b. NoIf not, what do you not understand? Please explain _____

5. In retrospect, would you make the same decision to participate in this loan/on-bill payment program?
 - a. Yes
 - b. NoIf No, please explain _____

Financial Programs --Multi-family renting residents

1. Do you know that your building owner is participating in a program that subsidizes weatherization of your building?
 - a. No
 - b. Yes

2. Did the owner consult with you and other tenants about the program before signing up for it?
 - a. No
 - b. Yes

3. Did your building association consult with you about the program?
 - a. No

- b. Yes
- c. N/A, there is no building association

4. Has your rent increased since XXXX?

- a. Yes, rent has gone down substantially
- b. Yes, rent has gone down somewhat
- c. No, no change
- d. Yes, rent has gone up somewhat
- e. Yes, rent has gone up substantially
- f. Don't know

5. Have your utility bills changed since XXXX?

- a. Yes, bills have gone down substantially
- b. Yes, bills have gone down somewhat
- c. No, no change
- d. Yes, bills have gone up somewhat
- e. Yes, bills have gone up substantially
- f. Don't know
- g. I do not pay utility bills

6. Over the past XXXX months, please rate the changes in the following in your building and/or your unit:

	Much Better	Better	No Change	Worse	Much Worse	Not Applicable
Hallway lighting						
Stairway lighting						
Entrance lighting						
Comfort of your unit in winter						(If survey is administered prior to their experiencing a winter since the retrofit)
Comfort of your unit in the summer						Same as above.

7. Have you received any education about how to reduce energy consumption in your unit during the past 12 months?

- a. No

b. Yes

To those who received new technology (active):

1. Are you aware that you received ???? in conjunction with the Weatherization Program you applied for?

- a. Yes
- b. No

2. Did you receive ???? at the same time as the organization weatherized your home?

- a. Yes
- b. No
- c. Don't Know

3. Did the agency mention anything different about ???? as compared to the other improvements they made in your home?

- a. Yes
- b. No

4. Do you understand how ???? works?

- a. No
- b. Yes

5. Did you receive any education and/or training about how to operate ??????

- a. No
- b. Yes
- c. N/A

6. Did you receive any education and/or training about how to maintain ?????

- a. No
- b. Yes
- c. N/A

7. Does ???? seem to work?

- a. Yes (go Q7)
- b. No
- c. Don't Know

8. In your opinion, did ???? ever work?

- a. No (go to Q7)
- b. Yes

9. How long ago do you think that ???? stopped working?

- a. 1-2 months
- b. 2-4 months
- c. 5-6 months
- d. 7-8 months

e. more than 8 months ago

10. Have your utility bills changed since ???? was installed?

- a. Yes, bills have gone down substantially
- b. Yes, bills have gone down somewhat
- c. No, no change
- d. Yes, bills have gone up somewhat
- e. Yes, bills have gone up substantially
- f. Don't know

11. Have you experienced any other benefits to yourself or your household since ???? was installed?

- a. No
- b. Yes

If yes, please explain _____

12. Do you have any worries about ?????

- a. No
- b. Yes

If yes, please explain _____

13. Are you glad, in retrospect, to have ????? installed?

- a. No
- b. Yes

14. Have any of your friends and/or relatives asked you about your new ??????

- a. No
- b. Yes

15. If so, does it seem as though they would also be interested in having ???? installed in their homes?

- a. Yes, most are interested
- b. Yes, some are interested
- c. No, none seem interested

In-home monitors installed in homes

1. Do you understand the information that the in-home monitor provides to you?

- a. Yes
- b. No

If no, please explain _____

2. How often do you read the information in the in-home monitor?

- a. Several times a day
- b. About once a day
- c. Once every few days

- d. Once a week
- e. Once every couple of weeks
- f. Once a month
- g. Fewer than once a month
- h. Never

3. How easy is the in-home monitor to read?

- a. Very easy
- b. Easy
- c. Neither easy or hard
- d. Hard
- e. Very hard

4. Did you receive education about how to read the in-home monitor?

- a. No
- b. Yes

5. From your perspective, how could the in-home monitor be improved? _____

6. Has the in-home monitor influenced how your household uses energy?

- a. No
- b. Yes

If yes, please explain _____

7. Do you change thermostat settings in the winter based on information from the in-home monitor?

- a. No
- b. Sometimes
- c. Frequently

8. Do you change thermostat settings in the summer based on information from the in-home monitor?

- a. No
- b. Sometimes
- c. Frequently

That is the end of the survey. Thank you for your participation! You will receive your \$10 gift card in the mail to compensate you for your time. Could you please verify your mailing address:

Address: _____

