

Appendix A

Question Architecture for Crowd-Sourced Data Gathering from Electricity Providers

Questionnaire	Key	Comments
<p>Thankyouforansweringour questionnaireaboutthe informationyouelectricutility companyprovidestoits customers.Yourcompletionof questionnairewillallowyour customerstobetterusethe servicesyouofferandpromote benefitsofyourcompany.</p> <p>Please note, only onesubmissionper utilitycompanyisallowed.Ifthe utilitycompanyprovidesservice commercialandresidential customers,pleasecompletethis questionnaireforboth.</p> <p>Wanttochangeyourresponse? Contact openei.webmaster@nrel.gov</p> <p>OMBControlNumber:1910- {Enter4- code}</p> <p>ExpirationDate:MM/DD/YY</p> <p>Publicreportingburdenforthis collectionofinformationis</p>		<p>this</p> <p>the</p> <p>to</p> <p>digit</p>

estimated to average 14 minutes per response, including the time 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 information, including suggestions for reducing this burden, to Office of Management, Paperwork Reduction Project (1910-0400), U.S. Department of Energy, 1000 Independence Avenue, S.W., Washington, DC 20585; and to the Office of Management and Budget (OMB), Paperwork Reduction Project (1910-0400), Washington, DC 20503.

The information reported will be considered public information and may be released in identifiable form. All information gathered will be subject to the Freedom of Information Act and the Paperwork Reduction Act.

for

of

be

<p>1. Use the drop-down list to select your state.</p> <p>2. Use the drop-down list to select the electric utility company you represent. If your company's name is not included on the list, please add your company in the space below so we can update our list and continue with the questionnaire.</p> <p><input type="checkbox"/> Name</p> <p><input type="checkbox"/> None of the above</p> <p>3. Please provide your contact information below. This information will be used to avoid duplicate entries by the same utility and is required.</p> <p>Name: _____</p> <p>Title: _____</p> <p>Email: _____</p> <p>Contact phone number: _____</p> <p>4. To which of the following customer types does your company provide electricity?</p>	<p>Key and Scoring:</p> <p>1. [States listed] (first entry) Please choose a state from the list</p> <p>2. Electric utility service provider?</p> <p>a. Names of electric utilities are automatically populated according to the state</p> <p>b. None of the above - Thank respondent</p> <p>If they don't answer question 2, stop the survey.</p> <p>3. Contact info</p> <p>4. Filter for residential or commercial</p> <p>a. Go to residential</p>	<p>If user does not select a utility company, the message, "You must select a Utility Company to continue." appears. User cannot proceed without this information. If user selects "None of the above", the same message appears and the questionnaire will not continue until the user types in the name of the company.</p>
---	---	---

Notethissurveydoesnotaddress industrialcustomers.

- Residentialcustomeronly
- Commercialcustomers only
- Bothresidentialand commercialcustomers

questionnaire

- b. Goestocommercial questionnaire
- c. Goestocommercialthen residential

<p>Residential Questions</p> <p>Now we have some questions about your residential customers. If you provide different information to different customers, select the option that applies to most of your residential customers, not including pilots.</p> <p>5. Which of the following ways does your company currently provide your residential customers with information about their electricity use? Select all that apply.</p> <ul style="list-style-type: none"> a. Mail b. Online in paperless format (PDF, web text or similar format) c. Online in downloadable format (spreadsheet or similar format) d. In-home through a home area network or dedicated device (e.g. smart meter) <p>The following questions address all information you provide to customers, regardless of the format (i.e. website or bill).</p> <p>6. For your residential customers, how far back in time does your</p>	<p>Residential Questions</p> <p>5. Map1R: Delivery of data (for policy cases points are cumulative)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Mail <input type="checkbox"/> Online in PDF <input type="checkbox"/> Online downloadable <input type="checkbox"/> In home <p>6. Map2R: Time period (for policy cases points are cumulative)</p>	
--	---	--

<p>company provide historical electricity use information? Select all that apply.</p> <ol style="list-style-type: none"> Since the last bill, in between billing cycles Previous month Previous 13 months Previous 24 months <p>7. For what time increments does your company provide residential electricity use information? Select all that apply.</p> <ol style="list-style-type: none"> Real-time 15-minute increments Hourly Daily Monthly <p>8. Does your company provide third parties with access to your residential customers' electricity use data so they can in turn provide services to your residential customers regarding their electricity use? Select those that apply to the majority of customers.</p> <ol style="list-style-type: none"> Yes, we provided data directly to approved third parties Yes, customers can download their data and provide it to third parties 	<ol style="list-style-type: none"> Since the last bill, in between billing cycles Last month Last 12 months Last 24 months <p>7. Map3R: Frequency of data (for policy cases points are cumulative)</p> <ol style="list-style-type: none"> Real-time 15-minute increments Hourly Daily Monthly <p>8. Map4R: Access to data Another company Provide us a get to third party Add a rollover box to define other companies</p> <ol style="list-style-type: none"> Yes Yes Yes No Idon't know 	<p>8. Any "Idon't know" responses will be flagged and accompanied by a notice that the respondent will be contacted by DOE for follow-up information.</p>
--	--	---

- c. Yes, customers can authorize third party access to their data
- d. No
- e. I don't know

CODING FOR POLICY CASES
 Residential Data Access Tiers for energy efficiency and benchmarking cases (Maps 5R and 6R)
 Tier 1 - Standard
 Tier 2 - Better
 Tier 3 - Best

Commercial Questions

Next, we have some questions about your commercial customers. If you provide different information to different customers, select the option that applies to the most of your customers, not including pilots.

9. Which of the following ways does your company provide your commercial customers with information about their electricity use? Select all that apply.
- a. Mail
 - b. Online in paperless format (PDF, web text or similar format)
 - c. Online in a downloadable

Commercial Questions

9. Map 1C: Delivery of data (for policy cases points are cumulative)
- Mail
 - Online in PDF
 - Online downloadable
 - Dedicated device

format(spreadsheet or similar format)

- d. In-facility through an area network or dedicated device (e.g. smart meter)

The following questions address all information you provide to customers, regardless of the format (i.e. website or bill).

10. For your commercial customers, how far back in time does your company provide historical electricity use information? Select all that apply.

- a. Since the last bill, in between billing cycles
- b. Previous month
- c. Previous 13 months
- d. Previous 24 months

11. For what time increments does your company provide commercial electricity use information? Select all that apply.

- a. Real-time
- b. 15 minute increments
- c. Hourly
- d. Daily
- e. Monthly

12. What type of electricity data do you provide? Select all that apply.

10. Map2C: Time period (for policy cases points are cumulative)

- Since the last bill, in between billing cycles
- Last month
- Last 13 months
- Previous 24 months

11. Map3C: Frequency of data (for policy cases points are cumulative)

- Real-time
- 15 minute increments
- Hourly
- Daily
- Monthly

12. What type of data do you provide?

<p>a. Consumption(kWh) b. Demand(kW)</p> <p>13. Does your company charge commercial customers a fee to access or download more detailed electricity use information? a. Yes b. No c. I don't know</p> <p>14. Does your company allow commercial building owners or managers to access data from multiple meters in the same building, such as in an aggregate format, even if individual tenants pay the bills? a. Yes b. No c. I don't know</p> <p>15. Does your company provide third parties with access to your commercial customers' electricity use data so they can in turn provide services to your commercial customers regarding their electricity use? Select all that apply. a. Yes, we provided data directly to approved third parties b. Yes, customers can</p>	<p><input type="checkbox"/> Consumption <input type="checkbox"/> Demand</p> <p>13. Cost of access <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know</p> <p>14. Multi-tenant, individually metered <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know</p> <p>15. Map 4C: Access to data from another company Rollover box to define other companies <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know</p>	
--	--	--

- downloadtheirdataand provideittothirdparties
- c. Yes,customerscan authorize thirdparty accesstotheirdata
- d. No
- e. I don'tknow

Yourquestionnairehasnotbeensubmitted yet.ClickthePreviousbuttontochange youranswers,orclickSubmittotofinalize youranswersandviewtheresults.

Wouldyouliketoincludeanyadditional informationforthepublictoseeabout currentorplanneddataaccessservices that yourutilityprovidesforitscustomers?Your responsewillbepostedtothewebsite exactlyasyouenterit.Pleaselimityour responseto255characters.

Thankyouforsubmittingtheutilityaccess questionnaire:yourentrieshavebeen successfullysaved.Aggregatedresultsofthe questionnairearebrowsableat[Utility Accessresultsmap](#).Ifyourquestionnaire entriesdonotrequirereview,yourresults willbeaddedtothesemapsinapproximately 20minutes.[Viewthequestionnaireresults onamap](#)

*Pleasenotethatallinformationgatheredwillbesubject totheFreedomofInformationAct.

CODINGFORPOLICYCASES
 CommercialDataAccessTiersforenergy efficiencyandbenchmarkingcases (Maps5Cand6C)
 Tier1-Standard
 2-Better
 Best

Tier
 Tier3-