

SUPPORTING STATEMENT
Department of Energy Customer Satisfaction Surveys
EIA-887
OMB No. 1901-0302

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Universe and Respondent Selection

The information will be used primarily to measure customer satisfaction of DOE and other partner's products or services, rather than to produce estimates about the population. For the most part, the activities undertaken as part of this clearance will involve purposive samples with respondents selected either to cover a broad range of subgroups or to include specific characteristics related to the topic of the survey. A description of the plans for selecting respondents for each individual test will be provided to OMB at the time the testing clearance is submitted. Respondents include other Federal agencies, the military, State and local governments, defense contractors, U.S. industrial firms and businesses, universities, educational programs, medical and health care communities, utilities, energy suppliers, energy equipment vendors, trade associations, consultants, libraries, the media, financial institutions, and individuals.

2. Procedures for Collecting Information

Data collection procedures conducted under this clearance will be varied and will most likely include in-person visits, telephone, mail, email and web-based surveys. DOE staff members will conduct these activities or closely monitor contractor efforts covered by the clearance. More specific information about the data collection process will be contained in the description provided to OMB at the time the testing clearance is submitted. Specific estimation procedures, when used, will also be described when we notify OMB as to actual studies conducted under this clearance.

3. Methods to Maximize Response Rates

Participation is voluntary. Questions will be designed so that they are quick to read and easy to answer. Short, quick surveys will be designed to maximize customer survey 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. To ensure quality while the data are being collected, special attention will be paid to (a) the total response rate, (b) response rates for individual survey items, (c) daily records on any problems arising in the data collection, and (d) comments regarding the survey.

5. Name and Telephone Number of Individual

Staff from EIA's program offices will have primary responsibility for information gathering efforts. They will be assisted by staff from the Office of Survey Development and Statistical Integration (SDSI). Questions concerning the overall effort should be directed to Mr. Richard Reeves (SDSI) on 202-586-5856.