

May 22, 2013

Chad Whiteman
Department of Energy Desk Officer
Office of Information and Regulatory Affairs
Office of Management and Budget
Washington, DC 20503

SUBJECT: 2013 EIA Energy Conference Customer Satisfaction Survey

Dear Mr. Whiteman:

The U.S. Energy Information Administration (EIA) plans to use the Office of Management and Budget (OMB) approved generic clearance, DOE-887 (DOE Customer Surveys' OMB No. 1901-0302), to conduct a short survey of EIA's 2013 Energy Conference participants. Your action is anticipated within two weeks; however, EIA will not conduct this survey without approval.

The survey EIA is proposing to conduct is a web-based survey that will provide significant useful feedback. The results of this survey will be valuable in helping EIA plan and improve its future conferences.

The EIA Energy Conference provides a vital forum where thought leaders from government, industry, academia, the media, and the general public discuss current and future energy challenges. The face-to-face communication between EIA and its stakeholders enables the agency to gain valuable insights that help ensure the ongoing relevance and accessibility of EIA's statistics, forecasts, and analyses in a rapidly shifting energy landscape.

Rationale and Use of Data for Some of the Questions

The conference involves several months of planning between all EIA offices within the agency. This will be EIA's fifth conference and, in the past, we have modified dates, sessions, locations, and food offerings based on informal or sponsor-collected customer feedback. We plan to continue holding these types of events, so we want to find out if participants value this type of event and if they have suggestions for improvements.

The mode of data collection for this survey will be the website itself. EIA has created an electronic survey form that will be posted on the EIA website. We will email the invitation to conference participants within a week after the conference concludes.

The code used for fielding this survey is the same as that used for EIA's annual web customer satisfaction survey. That survey has received OMB clearance every year.

The seven-question survey is expected to fit on one computer screen. This relatively short survey will encourage participation, as has been our experience in the past with other agency surveys.

EIA plans to have this survey on the website for up to one week.

While the responses to this survey cannot be claimed as being representative of all participants, EIA hopes to get an understanding of participants' opinions by obtaining consistent information from a large number of participants.

All participation in this survey is voluntary. No self-identification information will be requested. All results will be presented in aggregate form. Subsequent analysis of the data collected will limit any divulgence of individual attendee responses.

The attached survey will take about five minutes to complete, based on tests with sample participants. The burden for the targeted customer group should not exceed 67 hours (800 potential respondents multiplied by 5 minutes each).

Colleen Blessing, EIA's User Experience Advisor, is the point of contact for questions and may be reached at 202-586-6482. Other questions should be directed to Alethea Jennings at 202-586-5879.

Sincerely,

Stephanie Brown
Director, Office of Survey Development and
Statistical Integration
U.S. Energy Information Administration