

1. Prenotification Letter



Department of Energy

Washington, DC 20585

[City] Resident
[Street Address]
[City, State ZIP]

Dear [City] Resident,

I am writing to ask your help in a nationwide study being conducted by the United States Department of Energy. Through this study, we will learn how Americans use energy in their homes—information that is not available anywhere else. This information is critical to understanding future energy needs and improving efficiency.

Next week, you will receive an invitation to complete the 2015 Residential Energy Consumption Survey. Your household is one of only a small number that have been randomly selected to participate. When the invitation arrives, please follow the instructions and complete the questionnaire promptly to ensure that households like yours are represented in this study.

If you would like more information on the study, please visit:

www.eia.gov/consumption/residential/

Thank you in advance for your assistance with this important study!

Sincerely,

A handwritten signature in black ink that reads "Th. J. Leckey".

Tom Leckey
Director, Office of Energy Consumption and Efficiency Statistics
U.S. Energy Information Administration
United States Department of Energy



Department of Energy

Washington, DC 20585

Frequently Asked Questions

What is the purpose of this study?

We are conducting this study to better understand how people use energy in their homes. Knowing how people use energy helps improve our country's energy efficiency, reliability, and security. You can find out more about the Residential Energy Consumption Survey at www.eia.gov/consumption/residential/

How long will it take me to complete the survey?

The survey should take about [20/30] minutes to complete. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to:

U.S. Energy Information Administration
Office of Statistical Development and Survey Integration (EI-21)
1000 Independence Ave, SW
Washington, D.C. 20585

How did you get my address?

Your address was randomly selected from a list of all residential addresses in the U.S.

Why me? Why not survey another household?

Your household was randomly selected for the study using a scientific process. For the results to be valid, we cannot substitute another household in place of yours.

Will my privacy be protected and my answers kept confidential?

Yes. The Residential Energy Consumption Survey will be conducted, by law, under the Confidential Information Protection and Statistical Efficiency Act (CIPSEA) of 2002 (P.L. 107-347). Data collected under the provisions of this legislation are required to be kept confidential and to be used only for statistical purposes. We appreciate your willingness to provide answers, and we take safeguarding this information very seriously.

2. Invitation Letter



Department of Energy

Washington, DC 20585

[City] Resident
[Street Address]
[City, State ZIP]

**\$2 is included now as a thank you in advance!
We will send \$10 when you complete the questionnaire.**

Dear [City] Resident,

I am writing to ask for your help in a nationwide study being conducted by the United States Department of Energy. Through this study, we will learn how Americans use energy in their homes—information that is not available anywhere else. This information is critical to understanding future energy needs and improving efficiency.

Please help us with this study by completing the 2015 Residential Energy Consumption Survey. This study concerns the energy usage in homes across the United States. Your household is one of only a small number that have been randomly selected to participate.

If you have access to the Internet, please go to the following website, enter your access code, and complete the online questionnaire:

**Website: RECS.rti.org
Personal access code: [ACCESS CODE]**

It will take about [20/30] minutes to complete. We have included \$2 as a thank you in advance for your participation. As an additional thank you, we will mail you \$10 once you are finished. Although your participation is voluntary, your answers will make sure that households like yours are represented in this study.

Thank you in advance for your assistance with this important study!

Sincerely,

A handwritten signature in black ink, appearing to read "Th. J. Leckey".

Tom Leckey
Director, Office of Energy Consumption and Efficiency Statistics
U.S. Energy Information Administration

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Washington, DC 20585

Frequently Asked Questions

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We are conducting this study to better understand how people use energy in their homes. Knowing how people use energy helps improve our country's energy efficiency, reliability, and security. You can find out more about the Residential Energy Consumption Survey at www.eia.gov/consumption/residential/

How long will it take me to complete the questionnaire?

The questionnaire should take about [20/30] minutes to complete.

How did you get my address?

Your address was randomly selected from a list of all residential addresses in the U.S.

Why me? Why not survey another household?

Your household was randomly selected for the study using a scientific process. For the results to be valid, we cannot substitute another household in place of yours.

How can I be sure that this survey invitation is not a scam?

You may call the toll-free number 1-888-XXX-XXXX to ask any questions you may have about the study.

Will my name and address be shared with anyone who wants to sell me things?

Absolutely not.

Is it safe to respond to the questionnaire online?

Yes. Information collected in the study is encrypted at all times.

Why does the survey website address end in "rti.org"?

The Department of Energy has contracted with RTI International (www.rti.org) to help with programming and hosting the survey. RTI is one of the world's leading research institutes and provides research and technical services to government agencies.

I don't want to complete this questionnaire online. Is there another way to participate?

Yes. If you do not complete the questionnaire online, we will send you a package containing a paper form. It should arrive within the next few weeks.

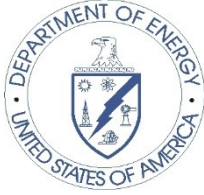
Will my privacy be protected and my answers kept confidential?

Yes. The Residential Energy Consumption Survey will be conducted, by law, under the Confidential Information Protection and Statistical Efficiency Act (CIPSEA) of 2002 (P.L. 107-347). Data collected under the provisions of this legislation are required to be kept confidential and to be used only for statistical purposes. We appreciate your willingness to provide answers, and we take safeguarding this information very seriously.

How and when will I receive the \$10 for completing the questionnaire?

Once we receive your completed questionnaire, we will mail you \$10 as a thank you.

3. Postcard Reminder



Department of Energy

Washington, DC 20585

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
SOUTHAMPTON, PA
PERMIT NO. 225

[RTI RETURN ADDRESS]

[City] Resident

[Recipient Address]

[City, ST Zip]



Dear [City] Resident,

Last week, I mailed you a letter asking you to complete an online questionnaire about household energy use.

If you or someone in your household has already completed the questionnaire, please accept my sincere thanks. If not, please do so today.

If you did not receive your personal access code or if it was misplaced, please call us at 1-888-XXX-XXXX.

Many thanks,

Tom Leckey
Director, Office of Energy Consumption and Efficiency Statistics
U.S. Energy Information Administration
United States Department of Energy

4. Nonresponse Letter, Paper Invite



Department of Energy

Washington, DC 20585

[City] Resident
[Street Address]
[City, State ZIP]

We will send \$10 when we receive your completed questionnaire.

Dear [City] Resident,

Recently, I sent you a letter asking for your help with a study about household energy use.

If you or someone in your household has already completed the 2015 Residential Energy Consumption Survey please accept my sincere thanks. If not, please complete the enclosed questionnaire and return it in the postage-paid envelope. If you prefer, you may complete it online by going to the website below.

Website: RECS.rti.org

Personal access code: [ACCESS CODE]

It will take about [20/30] minutes to complete. As a thank you for participating, we will send you \$10 when you are finished.

If you have any questions, please call us toll-free at 1-888-XXX-XXXX.

Thank you in advance for your assistance with this important study!

Sincerely,

A handwritten signature in black ink, appearing to read "Th. J. Leckey".

Tom Leckey
Director, Office of Energy Consumption and Efficiency Statistics
U.S. Energy Information Administration
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Washington, DC 20585

Frequently Asked Questions

What is the purpose of this survey?

We are conducting this survey to better understand how people use energy in their homes. Knowing how people use energy helps improve our country's energy efficiency, reliability, and security. You can find out more about the Residential Energy Consumption Survey at www.eia.gov/consumption/residential/

How long will it take me to complete the questionnaire?

The questionnaire should take about [20/30] minutes to complete.

How did you get my address?

Your address was randomly selected from a list of all residential addresses in the U.S.

Why me? Why not survey another household?

Your household was randomly selected for the survey using a scientific process. For the results to be valid, we cannot substitute another household in place of yours.

How can I be sure that this survey invitation is not a scam?

You may call the toll-free number 1-888-XXX-XXXX to ask any question you may have about the survey.

Will my name and address be shared with anyone who wants to sell me things?

Absolutely not.

Will my privacy be protected and my answers kept confidential?

Yes. The Residential Energy Consumption Survey will be conducted, by law, under the Confidential Information Protection and Statistical Efficiency Act (CIPSEA) of 2002 (P.L. 107-347). Data collected under the provisions of this legislation are required to be kept confidential and to be used only for statistical purposes. We appreciate your willingness to provide answers, and we take safeguarding this information very seriously.

Why isn't the return address a Department of Energy mailing address? And why does the survey website address end in "rti.org"?

The Department of Energy has contracted with RTI International to help with mailing and receiving questionnaires, as well as programming and hosting the survey. RTI is one of the world's leading research institutes and provides research and technical services to government agencies.

How and when will I receive the \$10 for completing the survey?

Once we receive your completed survey, we will mail you \$10 as a thank you.

5. Reminder Letter



Department of Energy

Washington, DC 20585

[City] Resident
[Street Address]
[City, State ZIP]

We will send \$10 when we receive your completed questionnaire.

Dear [City] Resident,

In recent weeks, I have contacted you about participating in a study about energy use in homes. Your participation is vital to understanding U.S. energy needs.

Please complete the questionnaire we recently sent and return it in the postage-paid envelope provided. You may also go to the website below and completing the questionnaire online.

Website: RECS.rti.org

Personal access code: [ACCESS CODE]

We will begin summarizing results of the study in two weeks. It is important to include households like yours for our results to be accurate.

If you would like more information about the study, please visit the study website at www.eia.gov/consumption/residential/ or call us toll-free at 1-888-XXX-XXXX.

Many thanks,

A handwritten signature in black ink, appearing to read "Th. J. Leckey".

Tom Leckey
Director, Office of Energy Consumption and Efficiency Statistics
U.S. Energy Information Administration
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We are conducting this survey to better understand how people use energy in their homes. Knowing how people use energy helps improve our country's energy efficiency, reliability, and security. You can find out more about the Residential Energy Consumption Survey at www.eia.gov/consumption/residential/

How long will it take me to complete the questionnaire?

The questionnaire should take about [20/30] minutes to complete.

How did you get my address?

Your address was randomly selected from a list of all residential addresses in the U.S.

Why me? Why not survey another household?

Your household was randomly selected for the survey using a scientific process. For the results to be valid, we cannot substitute another household in place of yours.

How can I be sure that this survey invitation is not a scam?

You may call the toll-free number 1-888-XXX-XXXX to ask any question you may have about the survey.

Will my name and address be shared with anyone who wants to sell me things?

Absolutely not.

Will my privacy be protected and my answers kept confidential?

Yes. The Residential Energy Consumption Survey will be conducted, by law, under the Confidential Information Protection and Statistical Efficiency Act (CIPSEA) of 2002 (P.L. 107-347). Data collected under the provisions of this legislation are required to be kept confidential and to be used only for statistical purposes. We appreciate your willingness to provide answers, and we take safeguarding this information very seriously.

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How and when will I receive the \$10 for completing the survey?

Once we receive your completed survey, we will mail you \$10 as a thank you.

6. Final Survey Mailing Letter (via FedEx)



Department of Energy

Washington, DC 20585

[City] Resident
[Street Address]
[City, State ZIP]

We will send \$10 when we receive your completed survey.

Dear [City] Resident,

A few weeks ago, I sent you a questionnaire asking for information about your household's energy usage. To the best of our knowledge, we have not yet received your responses. With your help, this study will provide information about household energy usage across the United States that can be used to understand our future energy needs and improve efficiency.

Please complete the enclosed questionnaire and return it in the postage-paid envelope provided. If you prefer, you may complete the questionnaire online by going to the website below.

Website: RECS.rti.org

Personal access code: [ACCESS CODE]

It will take about [20/30] minutes to complete. As a thank you for participating, we will send you \$10 when you are finished. Your responses are voluntary and will be kept confidential. If you have any questions about this study, please call us toll-free at 1-888-XXX-XXXX. This is the last time we will contact you.

Thank you so much for your help with this very important study!

Many thanks,

A handwritten signature in black ink, appearing to read "Th. J. Leckey".

Tom Leckey
Director, Office of Energy Consumption and Efficiency Statistics
U.S. Energy Information Administration
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We are conducting this survey to better understand how people use energy in their homes. Knowing how people use energy helps improve our country's energy efficiency, reliability, and security. You can find out more about the Residential Energy Consumption Survey at www.eia.gov/consumption/residential/

How long will it take me to complete the questionnaire?

The questionnaire should take about [20/30] minutes to complete.

How did you get my address?

Your address was randomly selected from a list of all residential addresses in the U.S.

Why me? Why not survey another household?

Your household was randomly selected for the survey using a scientific process. For the results to be valid, we cannot substitute another household in place of yours.

How can I be sure that this survey invitation is not a scam?

You may call the toll-free number 1-888-XXX-XXXX to ask any question you may have about the survey.

Will my name and address be shared with anyone who wants to sell me things?

Absolutely not.

Will my privacy be protected and my answers kept confidential?

Yes. The Residential Energy Consumption Survey will be conducted, by law, under the Confidential Information Protection and Statistical Efficiency Act (CIPSEA) of 2002 (P.L. 107-347). Data collected under the provisions of this legislation are required to be kept confidential and to be used only for statistical purposes. We appreciate your willingness to provide answers, and we take safeguarding this information very seriously.

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How and when will I receive the \$10 for completing the survey?

Once we receive your completed survey, we will mail you \$10 as a thank you.



7. Thank You/Post-paid Incentive

Department of Energy

Washington, DC 20585

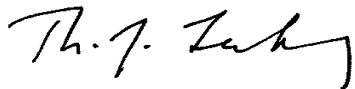
[City] Resident
[Street Address]
[City, State ZIP]

Dear [City] Resident,

We recently received your response to our questionnaire about household energy use, the 2015 Residential Energy Consumption Survey. Thank you very much for assisting us with this study.

We have enclosed \$10 for you as a way of saying thanks. We greatly appreciate your participation in this study!

Sincerely,

A handwritten signature in black ink, appearing to read "Th. J. Leckey". The signature is written in a cursive style with a large, sweeping flourish at the end.

Tom Leckey
Director, Office of Energy Consumption and Efficiency Statistics
U.S. Energy Information Administration
United States Department of Energy