**EIA-856: Monthly Foreign Crude Oil Acquisition Report**

**Cognitive Interviews Protocol – Round One**

**March 2016**

*(This protocol is a guide – the questions presented here won't necessarily be asked exactly as worded in the protocol or in this order.  It is important to note that not all questions will be asked in every interview.)*

**Research Goals:**

- To understand the reporting burden associated with the EIA-856 survey;
- To understand how respondents are reporting their pooled Canadian crude oil;
- *To understand pooling of crude oil stream purchases.*
- *To understand what information respondents report in vendor column.*
- To understand how respondents are reporting their Port of Destination;
- To understand how respondents report their offshore inventories.
- *To update transaction type, contract and point codes with latest industry definitions.*

**Part A – Introduction**
- Introduce observers and their background

**Purpose of Phone Call:**

Let me start by telling you a little about what we will be doing today:
- We are asking you some questions about your reporting burden
- We are attempting to clear up some data problems that we are having on the EIA-856.
- You were selected because you currently complete the EIA-856 form.
- There are no right or wrong answers, and if something doesn't make sense to you or you have any questions, please ask.  It is important for us to know both things that work and don't work so we can improve the form.
- Before we get started, I'd like to audio record this interview so I don't have to later rely on my memory.  This session is confidential, which means only persons directly related to this project can listen to your tapes, and the recordings are erased once our report is written.  The report combines information from all of our interviews and contains no information that personally identifies you or the company at which you work.  Is it okay if I record this interview?
- Do you have any questions?

**Part B- Canadian Crude/Vendor Information (Column Q)**

- What does the term "pooling" mean to you?

- Does your company deal with any Canadian Crude oil?

o   (If needed) Does your company import Canadian crude oil?

o   If yes do you know if any of the Canadian crude oil your company deals with is pooled? …

o   (If needed) do you know if any of the Canadian cargoes are purchased from several different suppliers and then transported to your refinery by pipeline?

o   (If needed) how does your company currently report your pooled Canadian crude oil?
o   If needed, how do you report the vendor information for the pooled Canadian crude oil?

o   (If needed) If there is more than one vendor, how do you report the vendor information for the purchases?

**o**   If needed, how much time would you say you spend trying to figure out the vendor name?

## Part C- Type of Transaction (Column B)

Next lets look at the "Type of Transaction" in column B.

- When you hear transaction type, what does that mean to you?

- How does your company currently track the transaction type in your records?

- Is there another term for "transaction type" that is more commonly used in the industry?

- Are there other "transaction types" that are more commonly used in the industry?

- Are there other descriptions of the terms and location of crude oil acquisition that are more commonly used in the industry?

## Part D- Port of Destination (Column H)

Now lets move on to the port of destination.  Please look at column H.

- When you hear the term port of destination, can you tell me in your own words what that means to you?

- How does your company currently report their port of destination for pipeline and rail cargo?
    - To your knowledge, would a railroad car unload their crude at the refinery?

- How much time would you say you spend trying to figure out the port of destination?

- If EIA were to ask for the destination port by Zip code or by Port Code, how easy or difficult would it be for you to report that information on a monthly basis? …

**Part E- Crude Code/Crude Type (Column C/D)**

Next, lets discuss the crude codes and crude types in column C and D.

- How does your company currently report crude codes to EIA?

- Have you ever looked at the Appendix A for the EIA-856?

    - How useful or not useful do you find Appendix A?

    - Do you feel that Appendix A is updated regularly?

    - Have you ever reported on a crude that was not listed in Appendix A?

    - Where did you report that Crude?

    - Have you ever contacted EIA to request a crude code for a stream not listed?

**Part F- Offshore Inventories**

Lastly, lets talk a little about offshore inventories.

- When you hear the term offshore inventories, what does that mean to you?

- Can you tell me what you include in offshore inventories, and what you would exclude?

    - If needed, does your company include any inventory you are holding offshore?

    - If needed, does your company include any inventory that is in transit?

- Is there any way that EIA can make offshore inventory reporting any more clear?

**Part G – Background Information**

Now let't talk about your company(s):

- How long has this company been in business?
- What is the primary function of your company?
- What kinds of activities occur at this company?

 

- What is your title?
- How long have you been at this company?
- What are your responsibilities?
- Are you in charge of government reporting?
    - o    (If needed) Do you complete any regulatory forms, State and/or Federal?
    - o    (If needed) Do you complete any other EIA forms?
- Do you generally have the data needed to report for these forms, or do you work with others to gather this data?
- How do you usually submit these other reports? (electronically, fax, mail, email)
- Do you fill out these other forms manually or automatically?
- How much time does it take you to complete each form?
- Of the amount of time it takes to complete the report, how much of that time is spent gathering data necessary to report?

 

**Wrap Up**

- Overall, what do you think of this survey?

- Is there any information not being asked on this form that you would find useful?

- Do you have any suggestions to improve this survey?

 

**Thank you for your time today**