

EIA-821: Annual Fuel Oil and Kerosene Sales Report

Cognitive Interviews Protocol – Round One

July 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 the respondent burden associated with the EIA-821 survey
- To determine what portion on respondents' answers are estimated
- To determine the feasibility of adding a Propane fuels section to the survey form

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 determining the impact of consolidating some products on the form.
- You were selected because you currently complete the EIA-821 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 – Background Information

Let's begin by talking about your company(s):

- What is your title?
- Are you in charge of government reporting?
 - o (If needed) Do you complete any regulatory forms, State and/or Federal?
 - o Do any of these forms ask for the same data that you report on the EIA-821?
 - o (If needed) Do you complete any other EIA forms?
- How do you usually submit these other reports? (electronically, fax, mail, email)

- How much time would you say you spend gathering data necessary for the EIA-821 forms?
- How much time would you say you spend filling in the EIA-821?
- So would you say it takes you a total of [INSERT AMOUNT OF TIME] to fill out the EIA-821?

Part 1- Distillate, Residual, and Kerosene Sales Records

- Does your company have sales of distillate, residual, and/or kerosene?
- How does your company keep records of its sales of distillate, residual, and/or kerosene?
 - o (If needed) what kinds of sales information on distillate, residual, and/or kerosene are kept in your record?
 - o (If needed) does your company keep separate sales records for any of the different types of customer types collected on the 821 Survey? If so, which categories match sales categories in your business records?
 - o (If needed) does your company keep separate sales records for residential and commercial customers?
 - o Are you familiar with the definitions for the different sales categories list on the form?
 - o Are there any sales categories that you do not understand or you are not clear about what the category covers? If so, which ones?
 - o How does your company classify the use of the petroleum products based on your customer sales?
 - o How much time does it take you to report your sales across all the different sales categories listed on the form?
 - o (If needed) how do you report that information on the survey form?
- Can you tell me in your own words what Distillate fuel is?
 - o Can you tell me in your own words what fuel oil is?
 - o What about No. 2 Fuel Oil? What does that mean to you?
 - o Diesel?
 - Would you consider that the same or different as No. 2 Diesel.
 - Would you consider that the same or different as Fuel Oil?
 - *If different*, how do you classify fuel oil vs. diesel in your records?

- o Can you tell me what you consider No. 2 heating oil?
- In terms of sulfur, what do you classify as an Ultralow Sulfur?
 - o What about a low sulfur?
 - o Lastly, what do you classify as high sulfur?
- How easy or difficult would it be to report No. 2 Diesel if EIA consolidated (<500 ppm, low sulfur and >500 ppm high sulfur) into one category No. 2 Diesel fuel?
- How easy or difficult would it be to report Kerosene sales under sales of No. 1 Distillate Fuel Oils?
- Does your company have any propane sales?
 - o (If needed) does your company keep records on its sales of propane?
 - o (If needed) what kinds of sales information is kept in your propane records?
- Every 4 years EIA asks for your annual propane and gasoline sales. About how much time would you say you spend gathering this data for the EIA-821?
 - o If EIA were to ask for this on a yearly basis, using the sales categories shown on the form, how easy or difficult would it be for you to provide us with your annual propane and gasoline sales?

Wrap Up

- Overall, what do you think of this survey?
- Is there any sales categories not being asked on this form that you would find useful?
- Are there any sales categories that you would like to see combined?
- Do you have any suggestions to improve this survey?

Thank you for your time today