Cognitive Testing Protocol
EIA-63C: Densified Biomass Fuel report

May 2017

(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 estimate and verify the burden associated with collecting and reporting this information.

Part A – Introduction
- Introduce self and observers

Purpose of Interview:

Let me start by telling you a little about what we will be doing today:

- We are asking some questions to measure the amount of time it takes to file Form EIA-63C, "Densified Biomass Fuel" Report.
- **This session is confidential**, the report combines information from all of our interviews and contains no information that personally identifies you or the company at which you work.

Part B – Estimating Burden

Let's first talk about the number of burden hours that it takes to complete this form.
- How long have you been filling out the EIA-63C?
- Each month, what is the total amount of time it takes to complete and file your survey form?
- Compared to last year, is this the usual time that it takes for your company to report this information or has the process gotten shorter over time?

We would like to break down the total amount it takes you to complete this form and ask about each step in the process that you take to complete Form EIA-63C.
- How much time does it take you to review the instructions?
    o When was the last time you read the instructions?
- How much time does it take you to search your systems for the data?
- Did you have to develop any new software or acquire new technology to gather the information required for this form?

- - o   (If yes) Do you know if there were startup costs to develop this new software?
      - If yes can you describe what those costs were?
- How much time does it take you to utilize your software or technology to gather the information from your data systems?
- Are you able to directly access the data needed from company records to report on this form, or do you depend on receiving information from other sources?
  - (If yes) are these sources outside your company or from different departments within your company?
- How much time does it take you to gather the information from all your data sources?
  - Is there a lag time between an information request and receiving responses from your information sources?
    - (If yes) how long?
- Did you receive any training on:
  - Operating your database system?
  - Gathering the information to complete this form?
  - Searching your data sources and gather the information?
- Was this training specific to completing Form EIA-63C or did it apply generally to performing your regular duties for your company?
- Once you have gathered all the information needed, how much time does it take to record that information on the survey form and report this information to EIA?
- After you have completed Form EIA-63C, how much time does it take you to transmit your report to EIA?
  - Do you currently experience any problems in filing your form with EIA?

Note to the interviewer: *For any question above, if the participant provides an answer that is more than 30 minutes, ask for the reason why it takes this amount of time.*

Part C– Wrapping Up

- Are there any other problems you experience in gathering information or responding to questions from EIA regarding your EIA-63C report?
- Do you have suggestions on how to improve this form or the filing procedures?

Thank you for your time!