**OMB No. 1905-0210**

**Expiration Date: XX/XX/XXXX**

**Burden: 4.0 Minutes**

**2016 EIA Web Customer Survey**

**Question 1. How often do you visit EIA’s website?**

*(Choose one of the following)*

1. Daily
2. Weekly
3. Monthly
4. Less than once a month
5. First-time visitor

 (follow-up question) How likely are you to come back?  
*(Choose one of the following)*

* 1. Very likely
  2. Somewhat likely
  3. Not very likely
  4. I'm not sure
  5. I won't come back

**Question 2. How satisfied are you with the quality of the information on EIA’s website?**

*~~~Scale of 1-10, 1 being least satisfied and 10 being most satisfied~~*

(If they rate the quality 4 or below, meaning they are not satisfied, we ask a follow-up open-ended question “Why are you not satisfied?”)

**Question 3. Which category best describes you or your organization?**

*(Choose one of the following)*

1. Government (federal, state, local, Congress)
2. Business/Industry
   * *Please specify:  
     (Choose one of the following)* 
     + Energy
     + Nonenergy
3. Research/Consulting
4. Media
5. Finance (banking, investment)
6. Teacher/Professor
7. Student
8. Trade Association/Nonprofit
9. Library
10. Private citizen
11. Other (*Please specify*: ~~~*Answer is open-ended*)

**Question 4. Do you live in the United States?**

http://www.surveymonkey.com/i/t.gifYes

http://www.surveymonkey.com/i/t.gifNo

**Question 5. What task were you doing when you visited EIA’s website today?**

*(Choose one of the following)*

1. Writing a report or article
2. Researching a topic
3. Purchasing fuel
4. Making a business decision
5. Making an investment decision
6. Making a forecast about energy
7. Doing homework/preparing a classroom lesson
8. Briefing a decision-maker or legislator
9. Educating myself about energy
10. Getting weekly gasoline and diesel prices
11. Just browsing
12. Other  *Please specify ~~~Answer is open-ended~~~*

**Question 6. What information were you looking for?**

*Please specify ~~~Answer is open-ended~~~*

**Question 7. Did you find the information you were looking for?**

*(Choose one of the following)*

1. Yes, easily  (follow-up question) Was the level of detail OK?

*(Choose one of the following)*

1. Yes, just right
2. Varied by topic
3. Not detailed enough
4. Too detailed
5. Not sure
6. Yes, but it took some effort  (follow-up question) Was the level of detail OK?

*(Choose one of the following)*

1. Yes, just right
2. Varied by topic
3. Not detailed enough
4. Too detailed
5. Not sure
6. Only part of it  (follow-up question) Was the level of detail OK?

*(Choose one of the following)*

1. Yes, just right
2. Varied by topic
3. Not detailed enough
4. Too detailed
5. Not sure
6. No  (follow-up question) Did you consider contacting EIA for help?

*(Choose one of the following)*

1. Yes
2. No
3. Not sure
4. I was just browsing

**Question 8. How do you perceive EIA?**

*(Choose one of the following)*

1. Biased
2. Boring
3. Brief
4. Customer-focused
5. Expert
6. Informative
7. Innovative
8. Long-winded
9. Non-responsive
10. Objective
11. Old-fashioned
12. Out-of-date
13. Policy-neutral
14. Thorough
15. Timely
16. Too technical
17. Uninformed
18. Other *Please specify ~~~Answer is open-ended~~*

**Question 9. Have you used our data browsers/tools?**

*(Choose one of the following – A, B or C)*

1. Yes  (follow-up question)

*(Choose all that apply)*

1. Annual Energy Outlook Data Browser  (follow-up question) How useful did you find them?

*(Choose one of the following)*

* 1. Very useful
  2. Somewhat useful
  3. Interesting, but not relevant to my work
  4. Not useful
  5. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*

2. Coal Data Browser  (follow-up question) How useful did you find them?

*(Choose one of the following)*

* 1. Very useful
  2. Somewhat useful
  3. Interesting, but not relevant to my work
  4. Not useful
  5. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*

3. Crude Oil Imports Tracking Tool  (follow-up question) How useful did you find them?

*(Choose one of the following)*

* 1. Very useful
  2. Somewhat useful
  3. Interesting, but not relevant to my work
  4. Not useful
  5. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*

4. Electric Data Browser  (follow-up question) How useful did you find them?

*(Choose one of the following)*

* 1. Very useful
  2. Somewhat useful
  3. Interesting, but not relevant to my work
  4. Not useful
  5. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*

5. Short-Term Energy Outlook Data Browser  (follow-up question) How useful did you find them?

*(Choose one of the following)*

a. Very useful

b. Somewhat useful

c. Interesting, but not relevant to my work

d. Not useful

e. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*

6. International Energy Data Browser  (follow-up question) How useful did you find them?

*(Choose one of the following)*

a. Very useful

b. Somewhat useful

c. Interesting, but not relevant to my work

d. Not useful

e. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*

7. Total Energy Data Browser  (follow-up question) How useful did you find them?

*(Choose one of the following)*

a. Very useful

b. Somewhat useful

c. Interesting, but not relevant to my work

d. Not useful

e. Other comment(s) about browser/tool? *(Please specify: ~ ~Answer is open-ended)*

1. No  (follow-up question) Why not?

*(Choose one of the following)*

* 1. I don’t need them for my work
  2. They scared me
  3. I didn’t know about them
  4. Other comments about browsers/tools (*Please specify: ~ ~Answer is open-ended)*

1. I don’t know *(Please specify: ~ ~Answer is open-ended)*

**Question 10. Do you access EIA information through social media?** *(Check all that apply)*

|  |  |
| --- | --- |
| http://www.surveymonkey.com/i/t.gif I follow EIA on Twitter  http://www.surveymonkey.com/i/t.gif I like EIA on Facebook  http://www.surveymonkey.com/i/t.gif I follow EIA on LinkedIn  http://www.surveymonkey.com/i/t.gif I’ve seen EIA videos on YouTube  http://www.surveymonkey.com/i/t.gif I follow EIA on Flickr  I don’t prefer to access EIA information through social media | http://www.surveymonkey.com/i/t.gif I’m on Twitter but didn’t know EIA was  http://www.surveymonkey.com/i/t.gif I’m on Facebook but didn’t know EIA was  http://www.surveymonkey.com/i/t.gif I’m on LinkedIn but didn’t know EIA was http://www.surveymonkey.com/i/t.gif I didn’t know EIA was on YouTube  http://www.surveymonkey.com/i/t.gif I didn’t know EIA was on Flickr  http://www.surveymonkey.com/i/t.gif I don’t use social media |
| Other *(please specify) ~ ~Answer is open-ended)* | |

**Question 11.** **Consumption of which energy source was responsible for the most energy-related emissions of carbon dioxide (CO2) in the United States in 2015?**

(After they select an answer, the correct answer will appear on the screen.)

Biomass

Coal

Natural gas

Petroleum

**Question 12. Anything else you want to tell us?**

*~~~Answer is open-ended~~~*