

HUD Survey Communication Language

Pre-Notification Email:

Dear []:

This email is being sent to inform you that your institution was randomly selected to complete a survey conducted on behalf of the Department of Housing and Urban Development (HUD), Office of Policy Development. The purpose of the survey is to examine the effectiveness of energy investment programs utilized by Public Housing Authorities (PHAs) to improve the energy efficiency of the properties in their Asset Management Projects (AMPs). The survey is intended to collect information from PHAs that have conducted Energy Performance Contracts (EPCs) as well as PHAs that have not conducted EPCs in order to compare the impacts of EPCs on their utility, financial and physical conditions. Additionally, the survey is intended to capture information about PHA experiences with and perception of HUD's EPC process.

The survey will guide you as to which questions to answer, depending upon whether you have completed an EPC, begun but not completed the EPC process, or not completed an EPC at all. The web-based survey will be made available 24 hours a day, 7 days a week for you to submit your responses as effortlessly as possible. Within [] business days, you will receive an email from []. This email will include the link to access the web-based survey as well as detailed instructions about submitting your responses.

Your responses will be aggregated for reporting purposes. Thank you in advance for your participation.

Survey Invitation:

Dear []:

Within the past several days you should have received an email inviting you to participate in a survey conducted on behalf of the Department of Housing and Urban Development (HUD), Office of Policy Development.

The purpose of the survey is to examine the effectiveness of energy investment programs utilized by Public Housing Authorities (PHAs) to improve the energy efficiency of the properties in their Asset Management Projects (AMPs). Your input will help HUD gather information about your PHA experiences with and your perception of HUD's EPC process.

Your responses will be aggregated for reporting purposes. The survey will only take about 20 minutes to complete. If you cannot finish in one sitting, you can save and return where you left off at a later time.

Please click [here](#) to complete the survey.

Some respondents will be contacted by HUD for a follow-on telephone survey based on responses to this survey effort. The purpose of this voluntary follow-on survey is to collect more detail concerning the effectiveness of the energy investment programs. Those who are invited to participate in this effort will receive a separate communication from HUD asking for participation.

Thank you in advance for your participation.

Reminder Email:

Dear []:

This is a reminder to please complete the HUD EPC survey conducted on behalf of HUD's Office of Policy Development. Your input will help HUD examine the effectiveness of energy investment programs utilized by Public Housing Authorities (PHAs) to improve the energy efficiency of the properties in their Asset Management Projects (AMPs). The survey will guide you as to which questions to answer, depending upon whether you have completed an Energy Performance Contract (EPC), begun but not completed the EPC process, or not completed an EPC at all.

Your responses will be aggregated for reporting purposes. The survey will only take about 20 minutes to complete. If you cannot finish in one sitting, you can save and return where you left off at a later time.

Please click [here](#) to complete the survey.

Thank you in advance for your participation.

Telephone Survey Script:

Good morning/afternoon/evening:

My name is [] and I am contacting you on behalf of HUD's Office of Policy Development regarding the EPC survey sent to you on [insert date]. Based on your responses to this survey, we would like to schedule a time to ask you some additional questions over the phone. This effort is voluntary, but we would greatly appreciate your time in helping us evaluate the effectiveness of the EPC process.

The interview would take approximately 1 hour to complete, and we can schedule it at your convenience. Would you be willing to participate in this effort, and if so, may we schedule a time to speak?

Thank you very much for your participation.