

**Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” (OMB Control Number: 1905-0210**

---

**TITLE OF INFORMATION COLLECTION:**

**On-highway Diesel Fuel Price Web Customer Survey**

**PURPOSE:** The purpose of this survey is to collect feedback from data users who access the on-highway diesel fuel price data on the Energy Information Administration’s (EIA) *Gasoline and Diesel Fuel Update Report* web page. The survey results will help EIA assess the data utility of the retail diesel fuel price information and make improvements in service delivery. If users need more information, it may require changes to the sample design and estimation methodology for the information collected on Form EIA-888, “On-Highway Diesel Fuel Price Survey.” Form EIA-888 is a sample survey designed to collect each Monday the retail price of on-highway diesel fuel, self-service, cash only, including taxes from truck stops and service stations. The data are aggregated and published at the U.S. and regional level. The data may be collected on a more frequent basis during emergency situations, such as war, common disasters, severe price fluctuations, and other supply shortages.

**DESCRIPTION OF RESPONDENTS:**

Respondents will be users of the weekly diesel fuel on the EIA website, see the respective URL address below. The survey will only target users who browse the *Gasoline and Diesel Fuel Update* web page during the time the survey is live and subscribers to our weekly on-highway diesel fuel email list.

<b>Web Product and URL Address</b>
<i>Gasoline and Diesel Fuel Update</i> - <a href="https://www.eia.gov/petroleum/gasdiesel/">https://www.eia.gov/petroleum/gasdiesel/</a>

**TYPE OF COLLECTION:** (Check one)

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group                  |
| <input type="checkbox"/> Focus Group                                   | <input type="checkbox"/> Other: _____                            |

**CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.

- The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Nanda Srinivasan, Director, Office of Survey Development and Statistical Integration  
U.S. Energy Information Administration

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

- Is personally identifiable information (PII) collected?  Yes  No
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No
- If Yes, has an up-to-date System of Records Notice (SORN) been published?  Yes  No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time (minutes)	Burden Hours
<b>Totals</b>	5,000	3	250

**FEDERAL COST:** There are no additional costs to the federal government anticipated. Expenses (equipment, overhead, printing, and support staff) will be incurred by EIA components as part of their normal operating budgets.

**ESTIMATE OF RESPONDENT BURDEN HOURS AND COST:** The burden to respondents is 500 hours and the cost to the respondents is estimated to be (\$74.02\* 250) = \$18,505.

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

- Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?  
 Yes  No

EIA does not have a frame file or similar file for selecting a sample. Users that visit the Gasoline and Diesel Fuel Update web page will view a Pop Up screen inviting them to take the survey. In addition, EIA will send, by email, an invitation notice to the 33,764 on-highway diesel fuel data users that registered and currently subscribe to the email distribution list to receive the diesel fuel prices every Monday afternoon asking them to participate in the survey. EIA plans to have the survey on its *Gasoline and Diesel Fuel Update* web page until 5,000 responses are received. The number of responses will be monitored daily to avoid exceeding the 5,000 response limit. EIA anticipates receiving 5,000 responses within one week based on previous customer satisfaction

surveys for this data product. EIA's on-highway diesel fuel price data is one of the most popular data products that the agency releases. These price data are available at <http://www.eia.gov/petroleum/gasdiesel/>

This web page received the following activity from data users:

Page views in year 2017: 3,379,660

Page views in 2018 (January – October): 3,235,374

Page views in October 2018: 358,677

On-highway diesel fuel price data file downloads in 2017: 177,567

### **Administration of the Instrument**

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used?  Yes  No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

## Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery”

---

**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

**Submit all instruments, instructions, and scripts are submitted with the request.**