**OMB No. 1905-0210**

**Expiration Date: 12/31/2019**

**Burden: 4.0 Minutes**

**2019 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 likely
  4. I won't come back
  5. I'm not sure

**Question 2. Which category best describes you or your organization?**

*(choose one of the following)*

1. Government
   * *Please specify:  
     (choose one of the following)* 
     + federal
     + state
     + local
     + Congress
     + international
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 3. Do you live in the United States?**

*(choose one of the following)*

1. Yes
2. No

**Question 4. How satisfied are you with the quality of the information on EIA’s website?**

*~~~Scale of 1-10, 1 is very dissatisfied and 10 is very 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 5. What task were you doing when you visited EIA’s website today?**

*(choose one of the following)*

1. Viewing weekly, monthly, annual or other energy market reports
2. Checking diesel fuel prices to calculate fuel surcharges
3. Researching a topic
4. Writing a report, article or presentation
5. Making a business decision
6. Educating myself about energy
7. Making an investment decision
8. Developing an energy forecast
9. Doing homework/preparing a classroom lesson
10. Briefing a decision maker or legislator
11. Answering a question about energy
12. Browsing the website
13. Other  *Please specify ~~~Answer is open-ended~~~*

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

*Please be specific. ~~~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. Yes, but only some of the information  (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) What couldn’t you find? *Please specify ~~~Answer is open-ended~~~*
7. I was just browsing

**Question 8. How would you describe EIA’s data and information products?**

*(choose all that apply)*

1. Accurate
2. Relevant (information meet my needs)
3. Expert
4. Informative
5. Objective (policy-neutral, unbiased)
6. Thorough (detailed, covers topic in-depth)
7. Timely (punctual, information is available by the release date posted)
8. Transparent (data sources and methodologies are available)
9. Other *Please specify ~~~Answer is open-ended~~*

**Question 9. How would you rate your level of energy knowledge/expertise?**

*(choose one of the following)*

1. Novice
2. Intermediate
3. Expert

**Question 10. Anything else you want to tell us?**

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