**OMB No. 1905-0210**

**Expiration Date: 8/31/22**

**Burden: 4.0 Minutes**

**2020 EIA Web Customer Survey**

**Question 1. Is this your first time visiting EIA.gov?**

*(choose one of the following)*

1. Yes

 (follow-up question) How likely are you to come back?

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

1. No

 (follow-up question) How often do you visit EIA.gov?

* 1. Daily
  2. Weekly
  3. Monthly
  4. Less than once a month

**Question 2. 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. Purchasing fuel or checking diesel fuel prices to calculate fuel surcharges
3. Writing a report or article
4. Making a business or investment decision
5. Developing an energy forecast
6. Doing homework/preparing a classroom lesson
7. Briefing a decision maker or legislator
8. Researching a topic in the news
9. Looking for guidance on how to use energy data
10. Browsing the website
11. Downloading a data set
12. Identifying potential threats to energy infrastructure from significant storms and other weather events
13. Other  *Please specify ~~~Answer is open-ended~~~*

**Question 3. What kind of information were you looking for on EIA.gov?**

*(choose all that apply)*

1. Analysis
2. Projections
3. Daily or weekly prices
4. Outages or disruptions related to weather events
5. Data

 (follow-up question) **How do you prefer to access the data?**

*(choose all that apply)*

1. Customizable dashboard with charts and graphs
2. Data browser
3. Excel, CSV download
4. API, Add- IN
5. Maps
6. Other (*Please specific)*

**Question 4. What topics were you looking for information on?**

*(choose all that apply)*

1. All energy sources
2. Coal
3. Crude/petroleum and other liquids
4. Electricity
5. Natural gas
6. Nuclear or uranium
7. Renewable or alternative energy
8. Consumption data (RECS, CBECS, MECS)
9. Environment
10. Imports/exports
11. Markets and finance
12. U.S. state-level data (such as, State Energy Profiles)
13. International energy information

**Question 5. Please rate your overall experience with EIA’s website design and navigation?**

*~~~Scale of 1-10, 1 is very dissatisfied and 10 is very satisfied~~*

 (follow-up question for all answers 1-10) Based on your experience, how can we improve our site?

**Question 6. How satisfied are you with the quality of 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 7. How would you rate your level of energy knowledge/expertise?**

*(choose one of the following)*

1. Novice
2. Intermediate
3. Expert

**Question 8. Do you live in the United States?**

*(choose one of the following)*

1. Yes
2. No

**Question 9. 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. Consulting
4. Research/Academia
5. Student/Teacher K-12
6. Media
7. Finance (banking, investment)
8. Trade Association/Nonprofit
9. Private citizen
10. Other (*Please specify*: ~~~*Answer is open-ended*)

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

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