

2020 EIA Web Customer Survey

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

(choose one of the following)

A. Yes

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

- a. Very likely
- b. Somewhat likely
- c. Not likely
- d. I won't come back
- e. I'm not sure

B. No

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

- a. Daily
- b. Weekly
- c. Monthly
- d. Less than once a month

Question 2. What task were you doing when you visited EIA's website today?

(choose one of the following)

- A. Viewing weekly, monthly, annual, or other energy market reports
- B. Purchasing fuel or checking diesel fuel prices to calculate fuel surcharges
- C. Writing a report or article
- D. Making a business or investment decision
- E. Developing an energy forecast
- F. Doing homework/preparing a classroom lesson
- G. Briefing a decision maker or legislator
- H. Researching a topic in the news
- I. Looking for guidance on how to use energy data
- J. Browsing the website
- K. Downloading a data set
- L. Identifying potential threats to energy infrastructure from significant storms and other weather events
- M. Other *Please specify ~~~Answer is open-ended~~~*

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

(choose all that apply)

- A. Analysis
- B. Projections
- C. Daily or weekly prices
- D. Outages or disruptions related to weather events
- E. Data

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

(choose all that apply)

- a. Customizable dashboard with charts and graphs
- b. Data browser
- c. Excel, CSV download
- d. API, Add- IN
- F. Maps
- G. Other *(Please specific)*

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

(choose all that apply)

- A. All energy sources
- B. Coal
- C. Crude/petroleum and other liquids
- D. Electricity
- E. Natural gas
- F. Nuclear or uranium
- G. Renewable or alternative energy
- H. Consumption data (RECS, CBECS, MECS)
- I. Environment
- J. Imports/exports
- K. Markets and finance
- L. U.S. state-level data (such as, State Energy Profiles)
- M. 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)

- A. Novice
- B. Intermediate
- C. Expert

Question 8. Do you live in the United States?

(choose one of the following)

- A. Yes
- B. No

Question 9. Which category best describes you or your organization?

(choose one of the following)

- A. Government
 - o Please specify:*
 - (choose one of the following)*
 - Federal
 - State
 - Local
 - Congress
 - International
- B. Business/Industry
 - o Please specify:*
 - (choose one of the following)*
 - Energy
 - Nonenergy
- C. Consulting
- D. Research/Academia
- E. Student/Teacher K-12
- F. Media
- G. Finance (banking, investment)
- H. Trade Association/Nonprofit
- I. Private citizen
- J. Other (*Please specify: ~~~Answer is open-ended*)

Question 10. Anything else you want to tell us?

~~~Answer is open-ended~~~