

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:

U.S. Energy Atlas Web User Survey

PURPOSE: The purpose of this customer satisfaction survey is to collect feedback from users who access the U.S. Energy Atlas (Atlas). The Atlas replaces EIA’s U.S. Energy Mapping System. The Atlas is a comprehensive and interactive visual reference for energy infrastructure that displays key energy infrastructure as separate map layers using data from both EIA and non-EIA sources. Atlas was built using the ArcGIS Online platform.

EIA plans to leverage the new ArcGIS technology to continue to expand and make improvements to EIA mapping capabilities. The feedback from this survey will help EIA make decisions about modifying the existing web product and adding additional features going forward. We are specifically interested in receiving feedback on information in the Atlas that users find most valuable and suggestions for new content they would like to see included in the future.

DESCRIPTION OF RESPONDENTS:

The survey will be open to the general public, specifically respondents that visit the U.S. Energy Atlas website. The respective URL address is given below. The survey will target only visitors who browse the *U.S. Energy Atlas* web application during the time the survey is live.

Web Product and URL Address
<i>U.S. Energy Atlas-</i> https://atlas-eia.opendata.arcgis.com/

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.
6. 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: Samson Adeshiyan, Director, Office of Statistical Methods and Research,
U.S. Energy Information Administration

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [] Yes [] No
3. 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 [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time (minutes)	Burden Hours
Totals	3,000	3	150

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 150 hours and the cost to the respondents is estimated to be (\$80.14* 150) = \$12,021.

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

1. 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 [X] No

EIA does not have a frame file or similar file for selecting the sample. Potential respondents that visit the U.S. Energy Atlas will have the option to take the survey by clicking the “Feedback” tab in the web application. Once they click on the “Feedback” Tab, a page with the web survey will appear. EIA plans to have the survey on its *U.S. Energy Atlas* ArcGIS web application until 3,000 responses are received. The number of responses will be monitored daily to avoid

exceeding the 3,000 response limit. The use of the ArcGIS online platform will make EIA maps more user-friendly and provide easier access to the data in a variety of new formats.

The U.S. Energy Mapping System, which will be replaced by the U.S. Energy Atlas, received the following activity from data users:

Page views past year (September 2019- September 2020)

- /state/maps – 188,000
- /special/disruptions/ - 54,000
- /special/floodhazard/ - 4,000
- /special/gulf_of_mexico/ - 18,000
- /special/shaleplays/ - 10,000

Total =274,000

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.