

## Survey Questions

OMB Control Number: 2010-0042

Expiration Date: 03/31/2021

This collection of information is approved by OMB under the Paperwork Reduction Act, 44 U.S.C. 3501 et seq. (OMB Control No. 2010-0042). Responses to this collection of information are voluntary. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The public reporting and recordkeeping burden for this collection of information is estimated to be 5 minutes per response. Send comments on the Agency's need this formation, the accuracy of the provided burden estimates and any suggested methods for minimizing respondent burden including through the use of automated collection techniques to the Director, Regulatory Support Division, U.S. Environmental Protection Agency (2821T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460. Include the OMB control number in any correspondence. Do not send the completed form to this address.

ICIS Survey Questions		Answer Format
Thank you for calling or emailing the ICIS Helpdesk. Your feedback is important to us. This Customer Satisfaction Survey regarding your interaction with the ICIS Helpdesk has 4 questions and should take approximately 3-5 minutes of your time. Note: we are not asking about your satisfaction with ICIS, <b>only your interaction with the helpdesk</b> . The * denotes a question that must be completed in order to submit.		
<b>1a</b>	Were you satisfied using the ICIS Helpdesk? *	Multiple Choice: Yes, No
<b>1b</b>	If you answered No, please explain how we can improve.	Short Answer (optional)
<b>2</b>	Are you aware of the <a href="#">ICIS</a> Support portal? *	Multiple Choice: Yes, No
<b>3a</b>	Do you find the information on the ICIS Support portal useful?	Multiple Choice: Yes, No
<b>3b</b>	If you answered No, please explain what can be improved.	Short Answer (optional)
<b>4</b>	Do you have any additional comments or feedback for us regarding your interaction with the ICIS Helpdesk or the ICIS Support portal?	Short Answer (optional)

NPDES e-Reporting Survey Questions		Answer Format
Thank you for calling or emailing the NPDES e-Reporting Helpdesk. Your feedback is important to us. This Customer Satisfaction Survey regarding your interaction with the NPDES e-Reporting Helpdesk has 4 questions and should take <b>approximately 3- 5 minutes</b> of your time. Note: we are not asking about your satisfaction with NeT or NetDMR, <b>only your interaction with the helpdesk</b> . The * denotes a question that must be completed in order to submit.		
<b>1a</b>	Were you satisfied using the NPDES e-Reporting Helpdesk. *	Multiple Choice: Yes, No
<b>1b</b>	If you answered No, please explain how we can improve.	Short Answer (optional)
<b>2</b>	Are you aware of the <a href="#">NeT</a> or <a href="#">NetDMR</a> Support portals? *	Multiple Choice: Yes, No
<b>3</b>	Do you find the information on the Support portals useful?	Drop-down Options: Yes, No
<b>3b</b>	If you answered No, please explain what can be improved.	Short Answer (optional)
<b>4</b>	Do you have any additional comments or feedback for us regarding your interaction with the NPDES e-Reporting Helpdesk or the NeT and NetDMR Support portals?	Short Answer (optional)

