

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1910-5160)

TITLE OF INFORMATION COLLECTION: *CESER Listening Session September 29th*

PURPOSE:

The audience for the September 29th listening session are stakeholders in the implementation of the DOE’s Rural and Municipal Utility Advanced Cybersecurity Grant and Technical Assistance Program (RMUC) program.

This survey, collected through Microsoft Forms, will provide insight into the challenges and priorities of stakeholders interested in advancing the cybersecurity posture of electric utilities. The U.S. Department of Energy’s (DOE) Office of Cybersecurity, Energy Security, and Emergency Response (CESER) is currently developing a new program, the Rural and Municipal Utility Advanced Cybersecurity Grant and Technical Assistance (RMUC) Program, authorized and funded under Section 40124 of the Infrastructure Investment and Jobs Act. The input collected from this survey will provide timely insights and feedback to improve CESER’s ability to focus programmatic services and opportunities on areas that align with the perceptions, experiences, expectations, and needs of stakeholders in an efficient, timely manner, in accordance with our commitment to improving service delivery. The ability to utilize a short survey mechanism will help CESER engage small and medium-sized utilities and ensure their voice is heard.

DESCRIPTION OF RESPONDENTS: The listening sessions are open to the public with the exception of the press, and as such the respondent base will be diverse. However, the expected audience will be members of the following member groups: Electric utility owner/operators; not-for-profit that is not an electric utility owner/operators; state, local, territorial, or Tribal government or commissions; security service providers; consulting, integrator, engineering services, and other non-security service providers; equipment manufacturer, software company, & vendors; research community; cybersecurity ed/training community; legal professional; and federal government.

These respondents primarily perform the following roles at their organizations: information technology & information services; cybersecurity; technology, technical systems, & technology services; engineering, operations, & industrial control systems; general manager, president, CEO, executive director, & Board of Directors; Commissioner or Commission Staff; regulatory affairs, compliance, & auditing; finance, economist, economic development; legal professional; & policy and government relations.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Other: <u>survey (after live</u> |
| <u>webcast)</u> | |

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: Cynthia Hsu

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

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 [X] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [] Yes [X] 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	Burden
General public survey post September 29th Listening Session	300 (estimated)	8 minutes	40 hours
Totals			40 hours

FEDERAL COST: The estimated cost of conducting the survey is \$0 as we are leveraging Microsoft Forms for the survey, as the Department of Energy has licenses already for the tool.

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

There is a non-comprehensive list provided by trade associations and the DOE awareness of people supporting Rural and Municipal Energy – but this list does not define the universe of potential respondents. We also posted the invitation on the DOE website, so that others from the public could attend and learn about the event.

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 Routine Customer Feedback”

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 (in minutes) 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 Respondents and the Participation Time then 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.