

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:

Annual Energy Outlook Web User Survey

PURPOSE: The purpose of this customer satisfaction survey is to collect feedback from users who access the Annual Energy Outlook (AEO) publication. The AEO is published on an annual basis and provides forecasted data and analysis of energy markets.

The feedback from this survey will help EIA make decisions about improving the AEO report to include the topics covered, the AEO feature and content most helpful and how customers like to access AEO data. We are specifically interested in receiving feedback about other data types customers may want and any other feedback they may have.

DESCRIPTION OF RESPONDENTS: The survey will be open to the general public, specifically respondents that visit the AEO pages. The respective URL address is given below. The survey will target only visitors who browse the AEO pages during the time the survey is live.

Web Product and URL Address
Annual Energy Outlook https://www.eia.gov/outlooks/aeo/

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.

- 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: Mala Kline | Annual Energy Outlook Product Manager

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

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? Yes No
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
- 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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time (minutes)	Burden Hours
Annual Energy Outlook Web User Survey	2,000	1	33.33

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 33.33 hours and the cost to the respondents is estimated to be $(\$87.36 * 33.33) = \$2,912$. All burdens associated with this survey are hourly burdens.

We anticipate approximately 8 hours to conduct the analysis of the data and 16 hours to write the findings report.

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

- Do you have a customer list or something similar that defines the universe of potential respondents?

Yes No

2. Do you have a sampling plan for selecting from this universe?

Yes No

EIA does not have a frame file or similar file for selecting the sample. Potential respondents that visit the AEO pages will have the option to take the survey by clicking on a pop-up message that says:

We want your feedback!

You've been selected to take a brief survey. It will only take about 1 minute to complete. Your thoughts and opinions are mission-critical for EIA.

Participation in this survey is voluntary and all responses are confidential. (OMB Control Number: 1905-0210)

EIA plans to have the survey on the AEO pages until 2,000 responses are received or after two months (whichever comes first). The number of responses will be monitored weekly to avoid exceeding the 2,000 response limit. We believe this is a sufficient number of respondents since the AEO pages received approximately 1,080,000 page views on average over the past year.

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.