

2022 Customer Satisfaction Survey Questions

1. How satisfied are you with the quality of information on EIA's website?

- Very Satisfied (4)
- Somewhat Satisfied (3)
- Somewhat Dissatisfied (2)
- Very Dissatisfied (1)
- No Opinion/Don't Know (98)

2. Please rate your overall experience with EIA's website design and navigation.

- Very Satisfied (4)
- Somewhat Satisfied (3)
- Somewhat Dissatisfied (2)
- Very Dissatisfied (1)
- No Opinion/Don't Know (98)

3. Is this your first time visiting EIA's website?

- Yes (1)
- No (2)

4. Do you live in the United States?

- Yes (1)
- No (2)

5. How would you rate your level of energy knowledge/expertise?

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- Novice (1)
- Intermediate (2)
- Expert (3)