

Proposed FERC-1002, Customer Engagement Management Survey

FERC website currently includes subscribe forms or subscribe buttons in different locations to collect contact information about participants interest in obtaining FERC communications from the Office of External Affairs (such as FERC Insider Newsletter) and from the Office of Public Participation. These existing subscribe forms or buttons will be modified and in some cases expanded to include questions intended to obtain more granular information about a participant's subject matter interests in order for the Commission to provide more targeted outreach.

The instructions and questions in this collection follow.

Instructions:

Subscribe for FERC updates

Want more insight into FERC? [Register here](#) for our new newsletter, the FERC insight.

The FERC insight gives you a monthly snapshot of FERC news. You also get updates from Commission meetings and schedules for upcoming conferences/speeches/presentations, and links to Commission orders, notices and new reports.

OEA Customers

First Name (*open answer*)
Last Name (*open answer*)
Organization/Affiliation (*open answer*)
Email (*open answer*)
Phone (*open answer*)
Zip Code (*open answer*)

Instructions:

Subscribe to OPP – web-button:

OPP will use your contact information and areas of interest to target communications to you.

OPP Customers

First Name (*open answer*)
Last Name (*open answer*)
Organization/Affiliation (*open answer*)
Email (*open answer*)
Phone (*open answer*)
Zip Code (*open answer*)

Type of Stakeholder (*select all that apply*)

Consumer Advocate
Member of Tribal Group
Tribal Government Representative
Academic
Environmental/Energy Justice Community
Grassroots Organization
Governmental Organization
Landowner
Company Representative
Individual
Other (*open answer*)

Geographies (*select all that apply*)

RTO/ISO (with dropdown)
State (with dropdown including “all” as an option and each state)
Tribal Nation (*open answer*)
Other

Industry (*select all areas of interest*)

Electric Markets (*includes technologies and products, RTO/ISO matters, resource adequacy/capacity markets, distributed energy resources, renewable generation resources and/or storage*)
Transmission
Natural Gas/LNG
Oil
Hydropower
Other (*Please type in FERC related subjects that are of interest to you or what you would like to receive information about.*)

Instructions:

Where to Send Comments on Public Reporting Burden. The public reporting burden for the FERC-1002 collection of information is estimated to average 0.09 hours per response (rounded), including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data-needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any aspect of the collection of information, including suggestions for reducing burden, to the Federal Energy Regulatory Commission, 888 First Street NE, Washington, DC 20426 (Attention: Information Clearance Officer); and to the Office of Information and Regulatory Affairs, Office of Management and Budget, through www.reginfo.gov/public/do/PRAMain, and indicate the FERC-1002 and OMB Control No. (1902-TBD). No person shall be subject to any penalty if any collection of information does not display a valid OMB control number (44 U.S.C. § 3512 (a)).

Privacy

When engaging with FERC's program offices, such as the Office of Public Participation (OPP) and Office of External Affairs (OEA), FERC may ask you to provide Personally Identifiable Information (PII), such as your name, email address, affiliation and personal or mobile phone number, for the purpose of ongoing engagement with you. If you choose to provide this PII by registering for a FERC-sponsored workshop, completing a program specific webform, or requesting to be informed regarding a specific subject matter of interest, FERC will use that information to help provide you with information or service you have requested. Providing the PII is voluntary. This PII, if you choose to provide it, may be shared with other federal and state regulators as authorized pursuant to the FERC's published Privacy Act System of Records (SORN) FERC-62, *Public Information Request*. FERC will safeguard the information you provide to us in accordance with the Privacy Act of 1974, as amended (5 U.S.C. § 552a). This collection of information is authorized by 18 CFR § 388.104 and is in accordance with SORN FERC-62, Public Information Request, 79 FR 17534 published March 28, 2014 at <https://www.federalregister.gov/documents/2014/03/28/2014-06993/privacy-act-of-1974-notice-of-new-or-altered-systems-of-records> or here: <https://www.govinfo.gov/content/pkg/FR-2014-03-28/pdf/2014-06993.pdf>. SORN FERC-62 is currently being modified and the amended notice will be published in the Federal Register as soon as all required concurrences are obtained.