Energy-Related Services Survey

# Survey Instructions

* Please answer all the questions by checking the box to the left of your answer.
* You may sometimes be told to skip over some questions in the survey. When this happens, you will see an arrow with a note that tells you what question to answer next. If there is no note, please continue to the next question. Here is an example of an arrow with a note:
* Yes
* No  ***Go to Question Q5***

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| --- | --- |
|  |  |

A Community-Based Organization, or CBO, is a local organization where people in the community go if they need help understanding or paying their energy bills, for example.

It appears that you received an **energy-related** service or assistance from a CBO in your area in <YEAR>. Please think about the interaction with that CBO and answer the questions below.

## ENERGY-RELATED SERVICES

* + 1. Did you (or someone in your household) receive *any* **energy-related** services from the CBO in your area in <YEAR>?

*These services might include help understanding your electricity/gas bill, help reducing or paying for your electricity/gas bill, guidance to save energy at home, etc.*

1 Yes

2 No è ***Go to Question Q20***

3 Not sure è ***Go to Question Q20***

* + 1. What **energy-related** services and assistance did you receive from the CBO? *Select all that apply.*

*They helped me…*

1 Set up or manage my account

2 Understand my bills

3 Fix bill issues like overcharging

4 Get a payment extension or a payment plan for my bills

5 Communicate with my utility about my bills or electric/gas services

6 Apply for and/or get information on assistance programs available to me like LIHEAP/HEAP, AMP, CARE, ESA, etc.

7 Stop disconnection or reconnect electricity/gas services

8 Get information on topics like how to save energy, or electric and gas safety

9 With other energy services

10 None of the above è ***Go to Question Q20***

* + 1. Which of the **energy-related** services that the CBO offered did you find the most helpful? *Please select* ***up to******three****.*

1 Helping set up or manage my account

2 Explaining my electricity/gas bill

3 Helping me fix bill issues like overcharging

4 Helping me get a payment extension or a payment plan for my bills

5 Helping me communicate with my utility about my bills or electric/gas services

6 Helping me apply for financial assistance programs like LIHEAP/HEAP, AMP, CARE, ESA, etc.

7 Stopping disconnection or helping me with reconnection of electricity/gas services

8 Teaching me how to save energy, or about electric and gas safety

9 Telling me about other energy programs that may help me pay for my energy bill or reduce my energy use

* + 1. Approximately, how much time did a representative from the CBO spend with you to resolve these issues?

1 1-2 hours

2 3-4 hours

3 4-8 hours

4 Multiple days

5 Not sure

* + 1. How did you hear about the **energy-related** services offered by that CBO?

1 From a family member or friend

2 I had participated in another program at the CBO

3 From a TV, radio or printed ad or promotion/interview

4 From social media (Facebook, Instagram, Twitter, etc.)

5 At a webinar, community event or festival

6 From another CBO

7 I don’t recall

## CONTACTING THE CBO

* + 1. How easy or difficult is it for you to connect with someone from the CBO in your area when you need help?

1 Very easy

2 Somewhat easy

3 Neither difficult nor easy

4 Somewhat difficult

5 Very difficult

* + 1. How do you usually contact the CBO or connect with a CBO staff member?

1 In person

2 Over the phone è ***Go to Question Q10***

3 Over email è ***Go to Question Q10***

4 Via mail è ***Go to Question Q10***

5 A CBO representative comes to where I am è ***Go to Question Q10***

* + 1. How far do you travel to get from your home to the CBO?

1 Extremely far

2 Very far

3 Somewhat far

4 Slightly far

5 Not at all far

* + 1. How are you getting there? *Select all that apply*

1 Driving

2 A friend or family member gets me there

3 Public transportation

4 Uber/Lyft

5 Bicycle, scooter, or wheelchair

6 Walking

## CONTACTING YOUR UTILITY

* + 1. In the last two years, how often have you had difficulty resolving **energy-related** issues with your energy bill, your account, or your utility?

1 0 times è ***Go to Question Q15***

2 1-2 times

3 3-5 times

4 6-10 times

5 More than 10 times

6 Not sure è ***Go to Question Q12***

* + 1. How much of that difficulty was due to language barriers?

1 All of it

2 Most of it

3 Some of it

4 A little of it

5 None of it

* + 1. When you have an issue with your energy bills or account, do you contact your utility directly?

1 Yes, always è ***Go to Question Q14***

2 Yes, sometimes è ***Go to Question Q14***

3 No

4 I haven’t had issues with my energy bills or account è ***Go to Question Q15***

* + 1. Why don’t you contact your utility directly? *Select all that apply.*

1 I don't understand the pre-recorded instructions

2 It is difficult to reach a human representative

3 The instructions are not in my primary language

4 The representative does not speak my language

5 The wait times are too long

6 I don’t trust the utility representatives

7 The utility representative may not understand my culture

8 I don’t know what number to call

9 I don’t fully understand the issue or have trouble describing it

10 I’m scared of the consequences if I call

11 I have a physical or mental disability and it is difficult for me to call

12 Not sure

* + 1. Thinking of the last time(s) you contacted your utility directly, do you agree with the following statements? *If a statement does not apply to you, please leave it blank.*

1 I have never contacted my utility directly è ***Go to Question Q15***

*Yes No*

1. The pre-recorded instructions were easy to understand 1 2
2. It was difficult to reach a human representative 1 2
3. The pre-recorded instructions were in my primary language 1 2
4. The representative spoke my language 1 2
5. The wait times were too long 1 2
6. The representative resolved the energy related issue 1 2
7. The interaction with the representative was unpleasant 1 2
8. The representative spent sufficient time helping me understand and resolve the energy related issue 1 2

## GIVE US YOUR FEEDBACK

* + 1. Did you receive any printed materials like flyers or brochures from the CBO explaining how to save energy, what financial assistance programs are available to you, or any other useful topic?

1 Yes

2 No è ***Go to Question Q17***

3 I don’t recall è ***Go to Question Q17***

* + 1. Do you agree with each statement about the printedmaterials you received?

*Yes No*

1. They increased my awareness of energy-related topics 1 2
2. They provided the information I was looking for 1 2
3. The information was easy to understand 1 2
4. In the future, I would like to receive additional materials about different topics 1 2

* + 1. Thinking of your overall experience with the CBO and the **energy-related** services they provided, do you agree with the following statements? *If a statement does not apply to you, please leave it blank.*

*Yes No*

1. They assisted in ways I could not have managed on my own 1 2
2. They explained information in a way I could understand 1 2
3. I have a better understanding of my bills and how to save energy 1 2
4. I feel ready to handle **energy-related** issues on my own 1 2
5. I feel ready to contact my utility directly if I encounter an **energy-related** issue in the future 1 2
6. I will return to the CBO if I encounter another **energy-related** issue 1 2
7. They did not address the main issue I was concerned with 1 2
8. I wasn’t happy with their service, and I had to come back a second time with the same problem 1 2
9. I had to travel too far to make it worth it 1 2
   * 1. Based on your overall experience with the CBO, how satisfied were you with the service(s) you received in <YEAR>?

1 Extremely satisfied

2 Very satisfied

3 Somewhat satisfied

4 Slightly satisfied

5 Not at all satisfied

* + 1. How likely are you to recommend your CBO and the **energy-related** services it offers to a friend, coworker, or family member?

1 Extremely likely

2 Very likely

3 Somewhat likely

4 Slightly likely

5 Not at all likely

## TELL US ABOUT YOU

The questions in this section are optional, you are not required to answer. However, your answers would help us understand the diversity of participants who benefit from the program.

* + 1. What is your age?

1 Under 18 5 65 to 74

2 18 to 34 6 75 to 84

3 35 to 54 7 85 and older

4 55 to 64 8 Prefer to not answer

* + 1. What is your highest level of education?

1 Some high school or less (grades K-12)

2 High school degree or GED

3 Associates or trade/vocational school degree

4 Bachelor’s degree

5 Graduate or professional degree

6 Prefer to not answer

* + 1. Including yourself, how many people currently live in your home year-round?

|  |  |
| --- | --- |
| * + - 1. 1 1 | * + - 1. 6 6 |
| * + - 1. 2 2 | * + - 1. 7 7 |
| * + - 1. 3 3 | * + - 1. 8 8 or more |
| * + - 1. 4 4 | * + - 1. 9 Prefer not to answer |
| * + - 1. 5 5 |  |

* + 1. How many people under 18 years old currently live in your home year-round?

|  |  |
| --- | --- |
| * + - 1. 1 1 | * + - 1. 5 5 |
| * + - 1. 2 2 | * + - 1. 6 6 or more |
| * + - 1. 3 3 | * + - 1. 7 Prefer not to answer |
| * + - 1. 4 4 |  |

* + 1. Which of the following best represents your annual household income from all sources in 2021 before taxes?

1 Less than $20,000 per year

2 $20,000 to $24,999

3 $25,999 to $39,999

4 $40,000 to $49,999

5 $50,000 to $59,999

6 $60,000 to 74,999

7 $75,000 to 99,999

8 $100,000 to 149,999

9 $150,000 or more

10 Don’t know

11 Prefer not to answer

* + 1. Are you a veteran?

1 Yes

2 No

3 Prefer not to answer

## GET A GIFT CARD

Thank you for taking the time to complete our survey. We appreciate your feedback. As a thank you for your help, we will send you a $25 gift card.

Please write the email address or the home address where you would like us to send the gift card. To receive the gift card at your home address, we will also need a name.

Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

OR

Name:  
Address:  
City, State:  
Zip Code:

## THANK YOU

Thanks for your answers! We appreciate your input. Please return the completed survey in the postage-paid envelope that was included in this mailing. If you have misplaced the envelope, please return to:

*ADDRESS for subcontractor for scanning here.*