

Non-Participant Survey

Thank you for your willingness to take this community survey about energy issues. This survey should take less than 10 minutes to complete. It is designed to help us better understand what residents might like to see in a community energy program. Your responses are very important to us, and will help us to develop future programs. As you progress through this survey, please provide your honest feedback. There are no right or wrong answers. This survey is strictly confidential and your personal information will in no way be associated with your responses.

Upon completion of the entire survey, you may elect to be entered into a drawing for a free Kindle. Thank you most sincerely for your time and consideration.

ENERGY AND YOUR HOME

1. In which town/neighborhood do you live?

- a) College Heights Estates
- b) City of Hyattsville
- c) Town of Riverdale Park
- d) Town of University Park
- e) Other

2. Are you able to answer questions for your household related to energy issues?

- a) Yes
- b) No

Is someone who's able to answer such questions for your household available now to complete this survey?

- Yes.
- No.

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3. In which type of home do you live?

- a) Single family, detached
- b) Single family, attached (town home, row house)
- c) Residential building with 2-4 units
- d) Residential building with more than 4 units
- e) Other (please specify)

4. Do you own or rent your home?

- a) Own
- b) Rent
- c) Other (please specify)

5. In what year did you start living at your present address

6. To the best of your knowledge, how old is your home?

- a) Less than 5 years
- b) Between 5 and 10 years
- c) Between 11 and 20 years
- d) Between 21 and 40 years
- e) Between 41 and 80 years
- f) More than 80 years

7. Have you previously had a whole-house energy evaluation (also known as an audit or assessment) performed on your home by a certified energy evaluator?

- a) No, we were not aware that such a service existed
- b) No, there were other reasons we opted not to have it performed
- c) Yes, within the past 12 months
- d) Yes, 1 – 2 years ago
- e) Yes, more than 2 years ago

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8. Please rate how confident you are in your ability to complete each of the following tasks

	VERY UNSURE	Somewhat unsure	Neither confident nor unsure	Somewhat confident	VERY CONFIDENT
Find a qualified energy evaluator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schedule the home energy evaluation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review the home energy report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Select the appropriate upgrade measures based on the report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtain proposals to get the improvements done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Review the proposals and select a qualified improvement contractor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate if the job was done correctly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify and obtain the applicable incentives / rebates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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9. How much does your household agree or disagree with each of the following statements about having a whole-house energy evaluation performed on your home.

	1 STRONGLY DISAGREE	2 Somewhat disagree	3 Neither agree nor disagree	4 Somewhat agree	5 STRONGLY AGREE	N/A Not applicable
It will be difficult to find a qualified evaluator.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is difficult to schedule the time to have the service performed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having to straighten up the house is a barrier to having the evaluation performed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concern about security / safety from strangers in our home is a barrier to having the evaluation performed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We don't trust the contractors involved will be unbiased in their recommendations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It will tell us we need to make improvements we cannot afford.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We don't need the evaluation because our house is already as energy efficient as it needs to be.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We don't need the evaluation because we already know how to make our home more energy efficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We rent so do not believe that having the evaluation will help us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall process is too complicated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost is a barrier to having the evaluation performed – because it has a fee, or the fee is too high.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Does your household have any concerns, other than those listed in the preceding question, about having a whole-house energy evaluation performed on your home?

- a) No
- b) Yes: please specify

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11. The following statements could be reasons for having an energy evaluation or improving the energy efficiency of your home. Please rate the importance of each.

	1 VERY UNIMPORTANT	2 Somewhat unimportant	3 Neither important nor unimportant	4 Somewhat important	5 VERY IMPORTANT
To find out how much energy we use in our home and for what purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To find out if there are any health or safety issues in our home (e.g. moisture, gas leaks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To increase the value of our home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To save money on our energy bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To make our home less drafty/temperatures more consistent between rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To reduce our household's carbon footprint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

12. If you have had an energy evaluation of your home, or plan to do so in the future, do your household have any concerns about implementing the recommended home energy improvements?

- a. No
- b. Yes

Please list your top concerns:

Concern #1

Concern #2

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13. Please indicate the extent to which you agree or disagree with each of the following statements.

	1 STRONGLY DISAGREE	2 Somewhat disagree	3 Neither agree nor disagree	4 Somewhat agree	5 STRONGLY AGREE	N/A Not applicable
There is not much we can do to decrease the amount of energy used in our home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conserving energy makes a positive difference to future generations or the environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency actions can provide an easy way for us to control energy costs in our household.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting the environment should be given priority, even if it causes slower economic growth and some loss of jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic growth and creating jobs should be the top priority, even if the environment suffers to some extent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience is more important to us than saving money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our efforts to save energy and help the environment only make a difference if others do it too	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. How often do you do each of the following?

	1 VERY RARELY	2 Somewhat rarely	3 Sometimes	4 Somewhat often	5 VERY OFTEN
Turn off lights when not in use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wash clothes in cold water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turn down thermostat in the winter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unplug appliances when not in use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dry clothes on the line instead of a dryer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ABOUT THE STEP PROGRAM

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15. Have you heard of the STEP - Small Town Energy Program - energy efficiency program offered in your community?

- a) Yes, we have definitely heard of it
- b) Maybe we have heard of it
- c) No, we have not heard of it

16. From which of the following sources did your household get information about STEP? (please select all that apply)

- Community newsletter
- Community website
- Community listserv
- STEP staffer at my door
- STEP info left at my door
- At a STEP event
- STEP website
- Radio/TV/Newspaper
- From a STEP participant / neighbor / word of mouth
- Letter from mayor / community association
- Energy evaluator / contractor
- Other (please specify)

17. To which 2 sources of information would your household give the most consideration when deciding whether to join the program?

a) Source 1 (most influential)

b) Source 2 (2nd most influential)

18. Would you say what your household has heard about the STEP program is...

- a) Very negative
- b) Somewhat negative
- c) Neutral - neither positive nor negative
- d) Somewhat positive
- e) Very positive

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Can you identify the negative features your household heard?

19. The following are benefits of participating in STEP. Please rate how important each of the following benefits would be to your household if it were to decide to participate in a program such as STEP. (Please select only one answer for each benefit).

	1 VERY UNIMPORTANT	2 Somewhat unimportant	3 Neither important nor unimportant	4 Somewhat important	5 VERY IMPORTANT
An Energy Coach is available to provide unbiased advice and assistance throughout the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The program helps us get Pepco and State incentives / rebates for making improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The program provides additional financial incentives / rebates for making improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our community supports the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A low interest rate loan is available to participants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

20. What is the highest level of education you have completed?

- Some high school
- Graduated high school
- Some college no degree
- 2-year college grad / Associate's Degree
- 4-year college grad / Bachelor's Degree
- Some graduate school
- Completed Graduate / Professional school (MA, MS, Ph.D. MD, JD)

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21. What is your age?

- Under 19 years
- 20 to 24 years
- 25 to 29 years
- 30 to 34 years
- 35 to 39 years
- 40 to 44 years
- 45 to 49 years
- 50 to 54 years
- 55 to 59 years
- 60 to 64 years
- 65 to 74 years
- 75 to 84 years
- 85 years and over

22. What is the total number of people living in your home on a permanent basis?

23. What is your marital status?

- Single, living alone
- Cohabiting
- Married
- Separated
- Divorced
- Widowed

24. Gender

- Male
- Female

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25. What is your ethnic background?

- American Indian/Alaskan Native
- Asian
- Black/African-American
- Caucasian/White
- Hawaiian/Pacific Islander
- Hispanic/Latino
- Mixed ethnicity or multi-ethnic
- Prefer not to answer
- Other (please specify)

26. Which of the following best describes your 2011 household income before taxes?

- Less than \$25,000
- Between \$25,000 and \$49,999
- Between \$50,000 and \$74,999
- Between \$75,000 and \$99,999
- Between \$100,000 and \$149,000
- Between \$150,000 and \$199,000
- \$200,000 or more
- Prefer not to answer

27. If you would like to be entered into the raffle for a Free KINDLE, please provide a contact name, phone and email below:

a) Name (first and last)

b) Contact phone #

c) Email address

Thanks very much for participating in this survey. We really appreciate your time and help!

[Click here](#) if you would like more information about the Small Town Energy Program.