

Thank you for your participation in the Small Town Energy Program (STEP), and for completing this short feedback survey about your energy efficiency improvements and the improvement process. Your feedback matters! We need your insights to help us improve the program moving forward. Please complete only one survey per household. Individual responses will be kept strictly confidential.

1. Please indicate the name of the contractor that your household used to install your energy efficiency improvements. (If you used more than 1 firm, please list the primary one.)

Name of firm

Name of primary contact

2. What are the primary reasons you selected this firm? (please select all that apply)

- They are a neighbor/friend of ours.
- They were recommended by a neighbor/friend.
- We had a previous business relationship with them (other than the energy evaluation).
- They were the firm that did our energy evaluation.
- They are located in Prince George's County.
- There were on a STEP list of Participating or Preferred Contractors.
- Their proposal was less expensive than others we received.
- Their proposal was the best (e.g. clearest, most comprehensive) we received.
- Their proposal was the only one we received.
- Other (please specify)

3. Please rate how much your household agrees or disagrees with each of the following statements with respect to the contractor, the installers and/or the improvements. (please select only one rating per statement)

	STRONGLY DISAGREE	Somewhat disagree	Neither agree nor disagree	Somewhat agree	STRONGLY AGREE
The firm was easy to work with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The firm was responsive to our inquiries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The firm provided a proposal that was sufficiently detailed and clear enough for us to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The firm prepared us for the installation - either on the phone or in writing (e.g described the process, explained how to prepare our house).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The <u>firm</u> was professional, courteous and considerate with respect to our home/time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The <u>installers</u> were professional, courteous and considerate with respect to our home (e.g took measures to protect our belongings, cleaned up after work was completed).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The installers were experienced, skilled and knowledgeable with respect to the work undertaken.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The installers explained what they were doing and answered our questions during the installation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The installers did a thorough job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The work was completed within the timeframe we were told (or, if no timeframe was given, within a reasonable period).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The firm explained the Pepco Home Performance with ENERGY STAR Program (including the process for obtaining	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

incentives).

The firm explained the status of other potential incentives & (if applicable) assisted with the paperwork.

Overall, working with this firm was a positive experience; we would recommend this firm to a friend.

4. Are there any additional comments you would like to provide regarding...

a) the contractor?

b) the installers?

c) the improvements?

5. How often has your household been in contact with Suzanne Parmet, STEP's Energy Coach, since signing up for the program?

- We have had no contact with the Energy Coach since signing up.
- We have met in person, spoken and/or emailed back and forth 1 time.
- We have met in person, spoken and/or emailed back and forth 2 - 5 times.
- We have met in person, spoken and/or emailed back and forth more than 5 times.

6. Please rate how much your household agrees or disagrees with each of the following statements with respect to Suzanne Parmet, STEP's Energy Coach, based on your interaction with her to date.

	STRONGLY DISAGREE	Somewhat disagree	Neither agree nor disagree	Somewhat agree	STRONGLY AGREE	N/A
The Energy Coach is easy to work with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Energy Coach is responsive to our inquiries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Energy Coach is professional, courteous and considerate with respect to our home/time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Energy Coach helped us decide on the work scope for our home. (Please select N/A if such assistance was not requested.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Energy Coach was helpful in reviewing our work proposal(s). (Please select N/A if such assistance was not requested.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Energy Coach was helpful in explaining the incentives available for this work. (Please select N/A if such assistance was not requested.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please rate your overall satisfaction with STEP, based on your participation to date.

	VERY UNSATISFIED	Somewhat unsatisfied	Neither satisfied nor unsatisfied	Somewhat satisfied	VERY SATISFIED
Level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Are there any additional comments you would like to provide regarding your experience working with STEP and/or the Energy Coach based on your participation to date?

9. Please indicate the extent to which your household agrees or disagrees with each of the following statements.

	1 STRONGLY DISAGREE	2 Somewhat disagree	3 Neither agree nor disagree	4 Somewhat agree	5 STRONGLY AGREE
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"/>
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"/>
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"/>
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"/>
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"/>
Convenience is more important to us than saving money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My 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"/>

10. How often does your household 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"/>

11. Please provide the contact information requested below. This will enable us to confirm that your household has completed this survey. Your answers will only be reported in the aggregate, and will not be attributed to your household in any way.

a) Last name

b) House #

c) Street name

Thank you for completing this survey and sharing your opinions with us! Your feedback is crucial in helping to make STEP even better.