

Thank you for your participation in the Small Town Energy Program (STEP), and for completing this short feedback survey about your home energy evaluation and the evaluation 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 energy evaluation firm that you used, and the name of the individual who performed your whole-house energy evaluation.

Name of firm

Name of evaluator(s)

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

- They are a neighbor/friend
- They were recommended by a neighbor/friend
- We had a previous business relationship with them
- They are located in Prince George's County
- They were on a STEP list of Participating or Preferred Contractors
- They were available on the date/time we wanted
- We were impressed when we met them at a STEP event
- We were impressed by their website and/or other marketing materials
- We were impressed by their sample report form
- They are a firm that only performs energy evaluations (not improvements)
- They provide both energy evaluations and improvements
- Other (please specify)

3. Please rate how much your household agrees or disagrees with each of the following statements with respect to the evaluation firm, the evaluator(s), and/or the evaluation report. (please select only one choice 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 prepared us for the evaluation - either on the phone or in writing (e.g. described the process, explained how to prepare our house, told us the information they would need from us).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The evaluator 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 evaluator was experienced, skilled and knowledgeable with respect to the tests performed and home performance issues generally.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The evaluator explained what he/she was doing and answered our questions during/after the evaluation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The evaluation was a thorough investigation of our home's energy systems and related issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The report was delivered within the timeframe we'd been 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 report was easy to read and understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The report, the evaluator and/or the firm explained the Pepco Home Performance with ENERGY STAR Program (including eligibility requirements and incentives available).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The report, the evaluator and/or the firm explained the status of other incentives available at the time, if any (such as the Be	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SMART Program, MD
Home Performance Rebate
Program, federal tax
credits).

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

Overall, working with the
evaluator(s) was a positive
experience; we would
recommend the evaluator(s)
to a friend.

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

a) the evaluation firm?

b) the evaluator(s)?

c) the evaluation report?

5. Has your household made any of the building envelope improvements (air sealing, insulation, ductwork) or upgraded any equipment (heating, cooling, hot water heater, appliances) recommended in your evaluation report?

Yes

No

5a) How likely is your household to implement some or all of the energy efficiency improvements recommended in your evaluation report at some point in the future? (please select only one)

	VERY UNLIKELY to make improvements	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	VERY LIKELY to make improvements
Likelihood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5b) Does your household have any concerns about implementing the recommended home energy efficiency improvements?

- No
- Yes

Please list your top concerns:

Concern #1

Concern #2

5c) How likely are each of the following to influence your household's decision to proceed with making improvements? (please select only one choice per statement)

	VERY UNLIKELY to influence decision	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	VERY LIKELY to influence decision
The Energy Coach is available to assist us with the process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
STEP has staff available to answer technical questions and review the proposed work scope.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
STEP has staff available to check that the work has been properly completed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are incentives available, ranging from \$400 - \$4,500, for eligible improvements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is an option to pay only the net cost upfront (because a third party would "front" the incentive amount, which otherwise is received by the homeowner 1 to 2 months after the work has been completed and paid for).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is an option to borrow the cost of making the recommended improvements at a low interest rate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How often has your household been in contact with Suzanne Parmet, STEP's Energy Coach, since signing up for the program? (please select only one)

- We have had no contact with the Energy Coach since signing up for STEP
- 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

7. 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. (please select only one rating per statement)

	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 was helpful in selecting an evaluation firm. (Please select N/A is 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 findings & recommendations in our report. (Please select N/A is 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 available incentives. (Please select N/A is such assistance was not requested)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Please rate your household's overall satisfaction with STEP, based on your participation to date. (please select only one)

	Very unsatisfied	Somewhat unsatisfied	Neither satisfied or unsatisfied	Somewhat satisfied	Very satisfied
Level of satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Are there any additional comments you would like to provide regarding your household's experience to date working with...

a) STEP?

b) the Energy Coach?

10. 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.

Last name

House #

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.