

EnergySmart Residential Survey

Welcome

Thank you for taking time to share your thoughts about your experience with EnergySmart. Your time providing feedback in this short survey will help us improve our service.

THIS SURVEY SHOULD BE TAKEN BY THE PERSON IN YOUR HOUSEHOLD WHO WAS PRESENT DURING THE VISIT FROM THE ENERGY ADVISOR.

PLEASE be sure to review your EnergySmart Recommendations before completing this survey.

Note: The "Advisor" refers to the person who provided you with quick install and consulting services through the Boulder County EnergySmart service.

The "Auditor" refers to the person who performed the diagnostic tests and assessment of your home.

The following questions relate to the home where the recent EnergySmart services occurred:

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Your Service

1. What appeals to you the most about this service in terms of helping your home?

Please select the TWO (2) responses that MOST appeal to you.

- increased comfort
- reducing the impact I have on the environment
- lower energy bills
- quick installation of energy-saving items
- assistance from a knowledgeable energy advisor to help me make decisions
- financial incentives and rebates available to me
- Other (please specify)

2. How much do you agree with each of the following statements?

	Strongly Agree	Agree	Disagree	Strongly Disagree
I found it easy to understand the recommendations from my EnergySmart visit.	jñ	jñ	jñ	jñ
Working with my Energy Advisor has been worth my time and effort.	jñ	jñ	jñ	jñ
The Advisor was professional and knowledgeable.	jñ	jñ	jñ	jñ
The EnergySmart enrollment / scheduling process was easy and the staff was courteous.	jñ	jñ	jñ	jñ
The financing options available will influence my decision to make an upgrade.	jñ	jñ	jñ	jñ

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3. The following aspects of the service could be improved: (check all that apply)

- EnergySmart enrollment / intake process
- Technical assessment (audit)
- Quick Installs (energy-saving devices)
- Professionalism of the Energy Advisors
- Energy savings recommendations
- Contractor scheduling / bid process
- EnergySmart rebates or microloans
- I can't think of any improvements

Please provide additional comments on the aspects you think could be improved.



4. Overall I found the experience to be:

- Poor Fair Good Excellent

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Contractors

5. If you have worked with a Contractor in the EnergySmart pool, please provide the name of that contractor here.

6. Please rate your experience with your contractor.

1= very poor; 10 = excellent

1

2

3

4

5

6

7

8

9

10

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Next Steps

7. Are you going to take the next step with any energy efficiency upgrades beyond those installed by your Energy Advisor?

(Please select the one choice that most reflects your near-term intentions.)

Yes

No

Unsure

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Next Steps (2)

8. What actions best describe how you will proceed? (Please select up to 2 responses.)

- Work with my existing contractor or find my own contractor.
- Select a contractor with the help of my Advisor.
- Wait until my current appliances need replacement to buy more efficient upgrades.
- Attempt to make the improvements myself.
- Identify funding / financing options.
- Apply for an EnergySmart microloan to fund my upgrade.
- Other (please specify)

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Next Steps (2)

9. What would help you make the next steps?

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Next Steps (3)

10. Would you recommend this service to a friend, neighbor or co-worker?

Yes

No

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No.

11. Why not?

	5
	6

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Yes.

Would you be interested in helping EnergySmart staff share the word about EnergySmart to your neighborhood, workplace, or other club / group?

If so, please contact Beth Beckel at bbeckel@bouldercounty.org or 720-564-2720 to schedule a time for us to come talk with your group! We can give 5-50 minute presentations based on your needs and schedule.

We can also provide materials for you to share with your neighbors / groups. Contact Beth (above) with any requests!

EnergySmart Residential Survey

Next Steps (4)

12. Do you have any other feedback for us regarding your EnergySmart service?

13. More to share? We'd love to hear your thoughts!

Please leave your name and phone number/email address if you'd be interested in sharing your story as a testimonial, participating in a focus group or sharing additional feedback outside of this survey. You can expect to hear from an EnergySmart staff member in about a week.

14. Would you like an EnergySmart representative to follow up on any concerns mentioned above?

For immediate concerns, please contact EnergySmart at 303-544-1000.

For less pressing concerns, please provide your Name and Phone Number / Email here, and we will contact you within 10 days to address your concerns.

EnergySmart Residential Survey

Introductory Information

The following demographic questions are optional, but will help us better improve our service:

15. What is your gender?

16. What City / Town is closest to your home?

17. When was this home built?

18. How many square feet is this home?

19. Is this property owner- or tenant-occupied?

20. What is your total annual household income level?

EnergySmart Residential Survey

Thank You!

Thank you for your time and feedback!



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