

BetterBuildings Me² –Participant Survey

Survey Design Notes: Online survey link (Key Survey) will be emailed to participants that have completed at least the initial Energy Advocate visit (program logo will be displayed in online survey form)

Thank you for participating in the Me² program. Now that you have completed at least the first step of the program, we would appreciate your feedback. Your responses to the following survey will help us improve services for future participants.

1. If you signed up online, to what extent do you agree that:
(Where "1" means strongly disagree and "5" means strongly agree)
 - a) Finding the application on-line was easy
 - b) Completing the on-line application was easy
 - c) I could find the answers to my questions on the website
 - d) After I signed up online, I received a call from my Energy Advocate within 2 business days.

2. To what extent do you agree or disagree that you were informed of the following aspects of the program: (where "1" means strongly disagree and "5" means strongly agree)
 - a) Low interest financing is available through Summit Credit Union
 - b) The incentives available for participating in the program
 - c) There is a cost associated with the energy assessment

3. We'd like to understand what motivated you to participate in Me². For each of the following factors, please indicate how influential the factor was in your decision to participate. Please use a one-to-five scale where one means "this factor was not important" and five means "this factor was very important".
 - a) Make improvements as part of a larger home improvement project
 - b) Increase the value of my home
 - c) Increase the comfort of my home
 - d) Decrease noise
 - e) Save energy
 - f) Lower my heating bills
 - g) Keep my home warmer in the winter
 - h) Keep my home cooler in the summer
 - i) Fix a problem with my home
 - j) Wanted to "modernize" my home

4. How many times did you interact with your Energy Advocate? 1-2, 3-4, 5-6, 7-8, 9-10, more than 10

5. How much do you agree with each of the following statements regarding your experience with your **Energy Advocate**, who provided information to you about ways you can save energy in your home? (Strongly Agree/Agree/Neutral/Disagree/Strongly Disagree/Not Applicable)
- a) Working with my Energy Advocate has been worth my time and effort.
 - b) My Energy Advocate was professional and knowledgeable.
 - c) My Energy Advocate has made the program easier to follow and understand.
 - d) My Energy Advocate provided useful energy saving tips.
 - e) I learned valuable things about my home from my Energy Advocate.
 - f) I was able to reach my Energy Advocate when I needed to.
 - g) My Energy Advocate promptly responded to my calls and concerns
 - h) My Energy Advocate was able to answer my questions or direct me to someone who could.
 - i) My Energy Advocate clearly explained the financial resources available to me, including financial incentives and the Summit Credit Union financing.
 - j) My Energy Advocate met my expectations.
 - If “3” or lower on the last question, how did your Energy Advocate fall short of your expectations?
6. If you wish to name your Energy Advocate, please select their name from the list below.
7. Did you have an Energy Consultant perform an energy assessment, including diagnostic tests, of your home?
- a) Yes (proceed to question 8)
 - b) No
 - i. If No, Do you plan to complete an energy assessment?
 - 1. Yes [Proceed to Question 11]
 - 2. No/Unsure
 - a. If NO/Unsure, why not:
 - a) I’m unsure of how to schedule this appointment
 - b) I do not have time to attend the energy assessment
 - c) I plan on selling my house in the near future
 - d) I learned enough from the Energy Advocate to make improvements on my own
 - e) Could not obtain financing/can’t afford to make improvements they would recommend anyway
 - f) Other (please specify)
8. How much do you agree with each of the following statements regarding your experience with your **Energy Consultant**, who performed the energy assessment, including diagnostic tests, of your home? (Strongly Agree/Agree/ Neutral/Disagree/Strongly Disagree/Not Applicable)
- a) I found it easy to understand the recommendations made by my Energy Consultant.
 - b) My Energy Consultant was professional and knowledgeable.
 - c) It was simple to schedule the energy assessment with the Consultant.
 - d) The information from the energy assessment convinced me to move forward with my project.
 - e) My Energy Consultant delivered the final report in a timely manner.

- f) My Energy Consultant met my expectations.
 - If “3” or lower on the last question, how did your Energy Consultant fall short of your expectations?
9. Did you get bids for work from a Participating Me2 contractor? (Yes/No) [If no, proceed to question 13]
10. If yes, how much do you agree with each of the following statements regarding your experience with the Participating Contractors who provided bids on work? (Strongly Agree/Agree/Neutral/Disagree/Strongly Disagree/Not Applicable)
- a) The contractors promptly responded to my request for bids.
 - b) The contractors were courteous and polite.
 - c) The contractors provided bids that closely corresponded to the Consultant’s recommendations.
 - d) I was able to clearly see the connection between the recommendations made by my consultant and the work scoped out by the contractors.
 - e) The contractors provided recommendations for improvements that were consistent with my consultant’s recommendations.
 - f) I was able to clearly compare and contrast bids from different contractors.
 - g) The estimates I received were similar to the project cost estimates provided by the consultant.

Names of Contractors from whom you received bids and rate your satisfaction with them (1 is low, 5 is high)

Contractor Name	Customer Satisfaction

11. Have you completed an energy efficiency upgrade through a Me² Participating Contractor?
- a) Yes [proceed to question 12]
 - b) No
 - i. If No, Do you plan to complete an energy efficiency upgrade?
 - 1. Yes [Proceed to question 12]
 - 2. No/Unsure
 - i. If No or Unsure, why not?
 - a) Could not obtain financing
 - b) Too much work /it seems like a hassle
 - c) Don’t have time to get price quotes from contractors
 - d) I plan on selling my house in the near future
 - e) My home doesn’t need the services provided by the program, it is already pretty energy efficient
 - f) I plan to do the work myself
 - g) I have my own contractor that I prefer, who is not on the Participating Contractor list

- h) The projected energy savings are not high enough to justify the cost of the upgrade
- i) Other (please specify)

12. How much do you agree with each of the following statements regarding your experience with the **Participating Contractor**? (Strongly Agree/Agree/Neutral/Disagree/Strongly Disagree/Not Applicable)

- a) My contractor was an expert in energy efficiency.
- b) My contractor was able to address my concerns about the proposed work.
- c) I was able to reach my contractor when I needed to.
- d) I received a fair bid from my contractor.
- e) The contractor and workers appeared to be competent and well trained.
- f) My contractor clearly explained the work they would be doing
- g) Did your contractor complete the work as proposed? Yes/No/Don't know
- h) Did your contractor complete the work as scheduled? Yes/No/Don't know
- i) Did any issues emerge at the final inspection performed by your Energy Consultant?
Yes/No/Don't know
 - If yes, what was the issue?
 - Has it been resolved?
- j) Is there anything you'd like to add about your experience with your contractor?

13. Did you apply for a Me² loan through Summit Credit Union?

- a) Yes
 - i. If Yes, to what extent do you agree with the following statements?
 1. The application was easy to complete
 2. The application process was easy to understand
- b) No
 - o If no, why not?
 - a) Decided not to make any improvements
 - b) Plan to pay using savings, credit card, etc.
 - c) Found a better interest rate elsewhere
 - d) Prefer to finance through another financial institution
 - e) Other (Please specify)

14. Because of your interaction with Me², do you have better information about how to minimize your energy use beyond the specific improvements recommended for your home? Yes/No/Don't know

15. Which of the following statements best describe what you would have done if you had not had access to Me²:

- a) I would not have completed this project.
- b) I would have completed a project, but done less.
- c) I would have done the same project, but with less efficient equipment.

- d) I would have done the same project, but postponed it for more than one year.
- e) I would have done the same project.

16. If you completed a project, how did the project's overall cost match your expectations? [cost less than I expected, more than I expected, about what I expected, NA]

17. How would you rate your overall satisfaction with the program so far? Please use a 1 to 5 scale where "1" means "very dissatisfied" and "5" means "very satisfied."

18. Would you recommend the program to family and friends?
Yes/No/Unsure

19. Do you have any suggestions for how we might improve this program for future participants?

The following demographic questions will help us understand the characteristics of program participants:

20. What year was your home built?

- Before 1930
- 1930 - 1939
- 1940 - 1949
- 1950 - 1959
- 1960 - 1969
- 1970 - 1979
- 1980 - 1989
- 1990 - 1999
- 2000 or after

21. What is the approximate square footage of your house?

- Less than 1000
- 1000 - 1499
- 1500 - 1999
- 2000 - 2499
- 2500 - 2999
- 3000 or more

22. How many people live in your home?

- 1
- 2
- 3
- 4
- 5 or more

23. What is the range of your household's total annual income before taxes?

BetterBuildings
Participant Online Survey
Customers completing at least one step in the program
Prepared by WECC
November 2011

- a) Less than \$25,000
- b) \$25,000- \$49,999
- c) \$50,000 - \$74,999
- d) \$75,000 - \$99,999
- e) \$100,000 - \$124,999
- f) \$125,000 or more

Thank you for your time!