

BetterBuildings - Green Madison and Me2 - Consultant Survey

Thank you for being a partner of WECC's BetterBuildings Green Madison or Me2 program.

Your responses to the following brief survey will help us improve these programs. This should only take about 10 minutes and your responses will be kept confidential.
Thank you, we appreciate your participation.

1. Please indicate what BetterBuildings program you provide energy assessments for?

Please pick one of the answers below.

- Green Madison
- Me2 (Milwaukee Energy Efficiency)

2. Have you completed the initial energy assessment for at least one project?

Please pick one of the answers below.

- Yes
- No
- Don't Know

3. What motivated you to participate in the program?

Please write your answer in the space below.

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4. About how many residential households did you provide energy assessment services to over the past year, including households serviced outside of either the Green Madison or Me2 programs?

Please pick one of the answers below.

- 1 to 25
- 26 to 50
- 51 to 100
- More than 100

5. In addition to providing energy assessment services to customers, what other services or products do you offer? (CHECK ALL THAT APPLY)

Please check all that apply and/or add your own variant.

- Provide assessment services only
- Additional homeowner mentoring services
- Additional infrared thermal scanning services
- Sell insulation
- Install insulation
- Perform air sealing

Other

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6. How are households generally referred to you? (CHECK ALL THAT APPLY)

Please check all that apply and/or add your own variant.

- From Focus on Energy website
- From a meeting/exhibit/trade show
- A contractor/insulation vendor
- From a designer/architect
- From family, neighbor, or friend
- Mailing/Literature
- Utility company
- Trade ally (non-contractor)

Other

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7. On a scale of 1 to 5, where 1 means – “not at all satisfied” and 5 means – “very satisfied,” how satisfied are you with the amount of training you received for the program?

Please pick one of the answers below.

- 1 - Not at all satisfied
- 2
- 3
- 4
- 5 - Very satisfied

8. Have there been any surprises for you in your experience with the program so far? If yes, please describe.

Please write your answer in the space below.

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9. Have you interacted with WECC program staff?

Please pick one of the answers below.

- Yes
- No
- Unsure

10. How responsive was WECC program staff on a scale of 1-5 with 1 being not at all responsive and 5 being extremely responsive?

Please pick one of the answers below.

- 1 - Not at all responsive
- 2
- 3
- 4
- 5 - Extremely responsive

11. What additional resources or tools could WECC provide that would help you?

Please write your answer in the space below.

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12. On a scale of 1 to 5, where 1 means – “not at all useful” and 5 means – “very useful,” how useful are the marketing resources created by the program?

Please pick one of the answers below.

- 1 - Not at all useful
- 2
- 3
- 4
- 5 - Very useful

13. What other marketing resources would be useful to you?

Please write your answer in the space below.

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14. On a scale of 1 to 5, where 1 means – “not at all satisfied” and 5 means – “very satisfied,” how satisfied are you with the Green Energy Compass and Surveyor home auditing software tools?

Please pick one of the answers below.

- 1 - Not at all satisfied
- 2
- 3
- 4
- 5 - Very satisfied

15. Please elaborate on why you responded this way?

Please write your answer in the space below.

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16. How much do you agree with the following statements regarding your experience with the Green Energy Compass and Surveyor home auditing software tools?

Please mark the corresponding circle - only one per line.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
I am confident that the software provides accurate modeling and savings results.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The software is easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was provided with enough training on how to use the software.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Please describe any problems or issues you are experiencing using the software.

Please write your answer in the space below.

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18. How much do you agree with each of the following statements regarding your experience with the Energy Advocates, who provide homeowners with information about ways they can save energy in their home?

Please mark the corresponding circle - only one per line.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
Working with the Energy Advocates has helped make my job easier.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Energy Advocates presence hinders projects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Energy Advocates help homeowners better understand the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Energy Advocates help homeowners take the next step in the program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Energy Advocates provide homeowners with useful energy saving tips.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. How frequently do you interact with the Energy Advocates?

Please pick one of the answers below.

- Every day
- 2 to 6 times a week
- About once a week
- About once a month
- Never

20. Do you have any suggestions on how Energy Advocates can further support projects? (If yes, please describe)

Please write your answer in the space below.

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21. What do you think is the primary reason why customers decide to participate in the program?

Please pick one of the answers below or add your own.

- Save money
- Be more comfortable in home
- Help the environment
- Improve health and safety of home
- Help improve local community
- Don't know

Other

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22. Why do you think customers decide not to have an energy assessment? (CHECK ALL THAT APPLY)

Please check all that apply and/or add your own variant.

- Unsure how to schedule an appointment
- Could not obtain financing/can't afford to make improvements they would recommend anyway
- Too much work /it seems like a hassle
- Too busy
- Plan on selling their house in the near future
- Will make improvements on their own
- Think home is already pretty energy efficient
- Don't know

Other

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23. Why do you think customers who have an energy assessment later decide not to install the recommended measures? (CHECK ALL THAT APPLY)

Please check all that apply and/or add your own variant.

- Too expensive/could not afford
- Could not obtain financing
- Too much work /it seems like a hassle
- Too busy/didn't get around to it
- Decided to do work on their own
- Think home is already pretty energy efficient
- Did not think energy savings justified costs
- The project would have required disruptive work in the house
- Don't know

Other

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24. Are you aware that the Green Madison and Me2 program offers a financing option through Summit Credit Union to customers?

Please pick one of the answers below.

- Yes
- No
- Don't know

25. In your opinion, how has the financing offer through Summit Credit Union affected participation levels?

Please pick one of the answers below.

- Participation has increased
- Participation has remained the same
- Participation has decreased
- Don't know

26. On a scale of 1 to 5, where 1 means – “not at all satisfied” and 5 means – “very satisfied,” how satisfied are you with the program’s Approved Contractors performance?

Please pick one of the answers below.

- 1 - Not at all satisfied
- 2
- 3
- 4
- 5 - Very satisfied

27. When you perform your final test-out during the post-assessment for the Green Madison or Me2 program, how often do you have to ask the Approved Contractors to come back to the home to correct their improvement work?

Please pick one of the answers below.

- Very Often
- Often
- Sometimes
- Rarely
- Never

28. How would you say the program has affected the number of pre-assessments (energy audits) you perform?

Please pick one of the answers below.

- The number of pre-assessments has increased
- The number of pre-assessments has remained the same
- The number of pre-assessments has decreased
- Don't know

29. How would you say the program has affected the number of post-assessments you perform?

Please pick one of the answers below.

- The number of post-assessments has increased
- The number of post-assessments has remained the same
- The number of post-assessments has decreased
- Don't know

30. On a scale of 1 to 5, where 1 means – “not at all satisfied” and 5 means – “very satisfied,” how satisfied are you with the following aspects of the program?

Please mark the corresponding circle - only one per line.

	Not at all satisfied 1	2	3	4	Very satisfied 5
The amount of incentives/rewards offered to customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The financing offer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The level of outreach and marketing done by the program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Do you have any suggestions on how to boost participation in the program?

Please write your answer in the space below.

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32. Would you recommend the program to others (your clients, family and friends)?

Please pick one of the answers below.

Yes

No

Unsure