

BetterBuildings Me² –Non-Participant/Drop Out Survey

Survey Design Notes: Online survey link (Key Survey) will be emailed to customers that indicated they were no longer interested in the program or did not respond to the Energy Advocate (program logo will be displayed in online survey form)

At some point in the last year, you signed up at an event or online to participate in Me², a program that provides home performance assessments and financing opportunities for energy efficiency improvements in Milwaukee. Even though you ultimately decided not to participate we would appreciate your feedback. Your responses to the following brief 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)
 - Finding the application on-line was easy.
 - Completing the on-line application was easy.
 - I could find the answers to my questions on the website.
 - After I signed up online, I received a call from my Energy Advocate within 2 business days.
2. 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".
 - Make improvements as part of a larger home improvement project
 - Increase the value of my home
 - Increase the comfort of my home
 - Decrease noise
 - Save energy
 - Lower my heating bills
 - Keep my home warmer in the winter
 - Keep my home cooler in the summer
 - Fix a problem with my home
 - Wanted to "modernize" my home
3. When you signed up for Me², did you have any particular energy efficiency projects in mind?
Yes/No/Unsure
 - If Yes, What were you hoping to do?
 - What is the status of this project now?
 - Completed with help from another program
 - Completed project as planned on my own
 - Completed part of project
 - Still thinking about project
 - Focused on other home improvements
 - Decided not to do it

- Other

4. Did you interact with an Energy Advocate? Yes/No/Unsure [If no, proceed to question 10]
 - If Yes, 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)
 - i. Working with my Energy Advocate was worth my time and effort.
 - ii. My Energy Advocate was professional and knowledgeable.
 - iii. My Energy Advocate made the program easier to follow and understand.
 - iv. My Energy Advocate provided useful energy saving tips.
 - v. I learned valuable things about my home from my Energy Advocate.
 - vi. I was able to reach my Energy Advocate when I needed to
 - vii. My Energy Advocate promptly responded to my calls and concerns
 - viii. My Energy Advocate was able to answer my questions or direct me to someone who could
 - ix. My Energy Advocate clearly explained the financial resources available to me, including financial incentives and the Summit Credit Union financing.
 - x. My Energy Advocate met my expectations
 - If “3” or lower on the last question, how did your Energy Advocate fall short of your expectations?
5. If you wish to name your Energy Advocate, please select their name from the list below.
6. Did you have an Energy Consultant perform an energy assessment, including diagnostic tests, of your home?
 - Yes (proceed to question 7)
 - If No, why not?
 - I wasn’t sure how to schedule this appointment
 - I do not have time to attend the energy assessment
 - I plan on selling my house in the near future
 - I learned enough from the Energy Advocate to make improvements on my own
 - Could not obtain financing/can’t afford to make improvements they would recommend anyway
 - Other (please specify)
7. 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) My Energy Consultant delivered the final report in a timely manner
 - e) My Energy Consultant met my expectations
 - If “3” or lower on the last question, how did your Energy Consultant fall short of your expectations?

8. Did you get bids for work from a Participating Me2 contractor? (Yes/No) [If no, proceed to question 10]
9. 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)
- The contractors promptly responded to my request for bids.
 - The contractors were courteous and polite.
 - The contractors provided bids that closely corresponded to the Consultant’s recommendations.
 - I was able to clearly see the connection between the recommendations made by my consultant and the work scoped out by the contractors.
 - The contractors provided recommendations for improvements that were consistent with my consultant’s recommendations.
 - I was able to clearly compare and contrast bids from different contractors.
 - 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 |
|-----------------|-----------------------|
| | |

10. Why did you decide to stop pursuing your project though Me²? (open ended)
11. Have you made any home improvements or taken any other action to reduce your home’s energy use since that decision? Yes/No/Unsure
- If yes, what did you do?
12. Were you aware of the Me² loan available through Summit Credit Union?
- a) Yes
 - i. Did you consider it a favorable feature of the program? If so, how?
 - b) No
13. 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:

14. 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

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

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

16. How many people live in your home?

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

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

- Less than \$25,000
- \$25,000- \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$124,999
- \$125,000 or more

Thank you for your time!