

Energy Efficiency Program Survey Template

All questions are optional. Select one answer for each choice question.

Write your answers to the open questions in the space provided.

Think about your experience with the named program during the stated period. Do not include utility account numbers. Contact program support directly for an active request.

1. What stage have you reached in this program?

- ☐ Enrolled but not started
- ☐ Started
- ☐ Completed the planned steps
- ☐ Stopped before completion
- ☐ Not sure

2. How easy was enrollment?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither difficult nor easy
- ☐ Somewhat easy
- ☐ Very easy
- ☐ Someone else enrolled me

3. How clear were the instructions for your next step?

- ☐ Very unclear
- ☐ Somewhat unclear
- ☐ Neither clear nor unclear
- ☐ Somewhat clear
- ☐ Very clear
- ☐ No instructions received

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4. How easy was it to get help when needed?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither difficult nor easy
- ☐ Somewhat easy
- ☐ Very easy
- ☐ Did not seek help

5. What most limited your participation?

- ☐ Scheduling
- ☐ Unclear next steps
- ☐ Cost
- ☐ Access to required equipment or services
- ☐ Another reason
- ☐ Nothing limited it
- ☐ Not sure

6. What part of the program was most useful?

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7. What should the program team improve?
