

2001 FEMP Customer Survey

Appendices

A Report Prepared for the
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By

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Appendix A: Survey Instrument

Outline

The survey is organized into the following modules.

Module A: Interview introduction and approval

The purpose of Module A is to introduce the survey and filter out respondents who should not receive the survey.

Module B: Questions about FEMP-wide services

Module B is used to address the following FEMP-wide issues:

- Awareness and use of FEMP-wide products and services
- Satisfaction with FEMP-wide products and services
- Use of products and services from sources not affiliated with FEMP
- Contact with FEMP
- Usefulness and value of FEMP-wide products and services
- Energy project implementation
- Energy project needs

Modules C1/C2: Adoption process and impacts of Super-ESPCs/ESPCs and SAVEnergy Audits

Modules C1 and C2 address the adoption process and impacts of Super-ESPCs/ESPCs and SAVEnergy Audits, respectively.

Modules D1/D2: In-depth questions for Super-ESPCs/ESPCs and SAVEnergy Audits

Modules D1 and D2 address the criteria that influence the decision to use Super-ESPCs/ESPCs and SAVEnergy Audits, respectively. These modules also address satisfaction with Super-ESPCs/ESPCs and SAVEnergy Audits.

Module E: Responsibilities, roles, and firmographics

Module E measures the types and extent of customer responsibility and the roles that participants have in relation to energy issues. Firmographic information is collected and confirmed here as well.

Glossary

DOE: Department of Energy
ESPC: Energy Savings Performance Contract
FEMP: Federal Energy Management Program

Contacts

If respondents have questions about the survey, the FEMP contact is Ellyn Krevitz at (202) 586-4740.

If respondents want to call FEMP for program-related questions, the FEMP Help Desk number is (800) 363-3732

<p>Module A</p> <p>INTERVIEW INTRODUCTION AND APPROVAL</p>

Hello, my name is _____ and I am calling on behalf of the U.S. Department of Energy, Federal Energy Management Program.

A-1 May I please speak with Ms./Mr./Dr. (**FIRSTNAME LASTNAME**)?

1. Yes, speaking (*Go to A-3*)
2. Individual is not in (*Arrange call back, record date, time, and phone number*)

-
3. No longer at this number (*Go to A-2*)
 4. No longer at this location (*Go to A-2*)

A-2 What is this person's new number? (*Record new contact information and initiate new call*)

A-3 DOE is evaluating its Federal Energy Management Program, also known as FEMP. As part of the evaluation, we are talking with individuals who are eligible to use FEMP services. To the best of your knowledge, have you used information or services from FEMP during the last 2 years?

1. Yes (*Go to A-6*)
2. No (*Go to A-4*)
9. DK (*Go to A-4*)

A-4 Just to be sure, FEMP provides a wide variety of services to federal facilities to help with energy issues. These include financing, technical and project assistance, software tools, training and workshops, and informational publications and resources. Do you recall using any information or services of this nature from FEMP during the last 2 years?

1. Yes (*Go to A-6*)
2. No (*Go to A-5*)
9. DK (*Go to A-5*)

A-5 Have you heard of or are you aware of FEMP?

1. Yes (*Go to A-6*)
2. No (*Go to A-7*)
9. DK (*Go to A-7*)

A-6 Are you or is your organization currently under contract to deliver services on behalf of FEMP? *(Note: this applies to the FEMP national programs and DOE's Departmental Utility Energy Team (DUET))*

1. Yes *(Thank them and terminate call)*
2. No *(Go to A-7)*
9. DK *(Go to A-7)*

A-7 Are you a: *(Read list and check the one answer that best applies)*

1. Federal government employee *(Go to A-10)*
2. State government employee *(Go to A-8)*
3. Local government employee *(Go to A-8)*
4. Private sector employee *(Go to A-8)*
5. Academic organization employee *(Go to A-8)*
6. Non-profit organization employee *(Go to A-8)*
9. DK *(Do not read) (Go to A-8)*

If A-7 NE 1, ask A-8; else go to A-10

A-8 Do you have responsibilities associated with energy efficiency, renewable energy, or water conservation improvements in federal facilities?

1. Yes *(Go to A-9)*
2. No *(Thank them and terminate call)*
9. DK *(Thank them and terminate call)*

A-9 With which federal agencies do you work?

A-10 Your experiences and opinions regarding FEMP are extremely important for evaluating their services and identifying potential new services. Your responses are confidential. The survey takes about 25 minutes. May we begin?

1. Yes *(Begin survey by going to Module B)*
2. No, rather not take interview *(Thank them and terminate call)*
3. No, another time is better *(Go to A-11 and make appointment for return call)*

A-11 Our interview team is available for callbacks during the day or evening and on Saturdays. When would be the best time for us to reach you? *(Record date, time and confirm phone number.)*

Module B
FEMP-WIDE SERVICES

Before we begin, I want to tell you that we are going to use the term “energy projects” to represent energy efficiency, renewable energy, and water conservation projects.

If aware of FEMP (A-3=Yes or A-4=Yes or A-5=Yes), then ask B-1 through B-15; else go to B-16

Let’s begin with a few questions relating to your awareness and use of FEMP’s services.

Financing Services

B-1a Are you aware of FEMP’s financing services for energy projects, such as energy savings performance contracts (commonly referred to as Super-ESPCs and ESPCs), utility financing, direct funding, and other financing?

- 1. Yes (*Go to B-1b*)
- 2. No (*Go to B-1e2*)
- 9. DK (*Go to B-1e2*)

B-1b Have you used any of these services in the last 2 years?

- 1. Yes (*Go to B-1c*)
- 2. No (*Go to B-1e2*)
- 9. DK (*Go to B-1e2*)

B-1c Which of the following have you used from FEMP? (*Read list and check all that apply*)

	1 Yes	2 No	9 DK
1. Super-ESPC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. ESPC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Utility financing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Direct funding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Other financing (<i>Specify</i>) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B-1d On a 1 to 10 scale, where 1 means very dissatisfied and 10 means very satisfied, how satisfied are you with FEMP’s financing services?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- DK

If B-1d LE 7, then ask B-1dy; else go to B-1e1

B-1dy Why do you say this? _____

If have used FEMP's financing services (B-1b=Yes), then ask B-1e1; else go to B-1e2

B-1e1 On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to continue using FEMP's financing services?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-1e1 LE 7, then ask B-1e1y; else go to B-1f

B-1e1y Why do you say this? _____

If have not used FEMP's financing services (B-1a NE Yes or B-1b NE Yes), then ask B-1e2; else go to B-1f

B-1e2 On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to use FEMP's financing services for energy projects?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-1e2 LE 7, then ask B-1e2y; else go to B-1f

B-1e2y Why do you say this? _____

B-1f In the last 2 years, have you used financing services for energy projects from sources not affiliated with FEMP?

1. Yes (Go to B-1g)
 2. No (Go to B-2a)
 9. DK (Go to B-2a)

If aware of FEMP's financing services (B-1a=Yes) and have not used FEMP's financing services (B-1b NE Yes), then ask B-1g; else go to B-2a

B-1g Please tell me why you decided not to use these services from FEMP?

Project-Specific Assistance

B-2a Are you aware of FEMP's project-specific assistance, such as SAVEnergy Audits, design assistance for new construction and retrofit projects, and other project-related services?

1. Yes (Go to B-2b)
 2. No (Go to B-2e2)
 9. DK (Go to B-2e2)

B-2b Have you used any of this assistance in the last 2 years?

1. Yes (Go to B-2c)
 2. No (Go to B-2e2)
 9. DK (Go to B-2e2)

B-2c Which of the following have you used from FEMP? (*Read list and check all that apply*)

Project-Specific Assistance		1	2	9
		Yes	No	DK
1.	SAVEnergy Audits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Design assistance for new construction and retrofit projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Other project-related services (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B-2d On a 1 to 10 scale, where 1 means very dissatisfied and 10 means very satisfied, how satisfied are you with FEMP’s project-specific assistance?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-2d LE 7, then ask B-2dy; else go to B-2e1

B-2dy Why do you say this? _____

If have used FEMP’s project-specific assistance (B-2b=Yes), then ask B-2e1; else go to B-2e2

B-2e1 On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to continue using FEMP’s project-specific assistance?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-2e1 LE 7, then ask B-2e1y; else go to B-2f

B-2e1y Why do you say this? _____

If have not used FEMP’s project-specific assistance (B-2a NE Yes or B-2b NE Yes), then ask B-2e2; else go to B-2f

B-2e2 On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to use FEMP’s project-specific assistance?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-2e2 LE 7, then ask B-2e2y; else go to B-2f

B-2e2y Why do you say this? _____

B-2f In the last 2 years, have you used energy audits or project design or implementation assistance from sources not affiliated with FEMP?

- 1. Yes (*Go to B-2g*)
- 2. No (*Go to B-3a*)
- 9. DK (*Go to B-3a*)

If aware of FEMP’s project-specific assistance (B-2a=Yes) and have not used FEMP’s project-specific assistance (B-2b NE Yes), then ask B-2g; else go to B-3a
 B-2g Please tell me why you decided not to use this assistance from FEMP?

Technical Information

B-3a Are you aware of FEMP’s technical information for energy projects, such as training, workshops, software tools, and publications, such as Federal Technology Alerts, Product Energy Efficiency Recommendations, and case studies?

- 1. Yes (Go to B-3b)
- 2. No (Go to B-3e2)
- 9. DK (Go to B-3e2)

B-3b Have you used any of this information in the last 2 years?

- 1. Yes (Go to B-3c)
- 2. No (Go to B-3e2)
- 9. DK (Go to B-3e2)

B-3c Which of the following have you used from FEMP? *(Read list and check all that apply)*

Technical Information		1	2	9
		Yes	No	DK
1.	Training or workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Software tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Publications, such as Federal Technology Alerts, Product Energy Efficiency Recommendations, and case studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Other technical information <i>(Specify)</i> _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B-3d On a 1 to 10 scale, where 1 means very dissatisfied and 10 means very satisfied, how satisfied are you with FEMP’s technical information?

- 1 2 3 4 5 6 7 8 9 10 DK
-

If B-3d LE 7, then ask B-3dy; else go to B-3e1

B-3dy Why do you say this? _____

If have used FEMP's technical information (B-3b=Yes), then ask B-3e1; else go to B-3e2

B-3e1 On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to continue using FEMP's technical information?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-3e1 LE 7, then ask B-3e1y; else go to B-3f

B-3e1y Why do you say this? _____

If have not used FEMP's technical information (B-3a NE Yes or B-3b NE Yes), then ask B-3e2; else go to B-3f

B-3e2 On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to use FEMP's energy-related technical information?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-3e2 LE 7, then ask B-3e2y; else go to B-3f

B-3e2y Why do you say this? _____

B-3f In the last 2 years, have you used energy-related technical information from sources not affiliated with FEMP?

1. Yes (Go to B-3g)
 2. No (Go to B-4a)
 9. DK (Go to B-4a)

If aware of FEMP's technical information (B-3a=Yes) and have not used FEMP's technical information (B-3b NE Yes), then ask B-3g; else go to B-4a

B-3g Please tell me why you decided not to use this information from FEMP?

Awareness and Outreach Efforts

B-4a Are you aware of FEMP's awareness and outreach efforts, such as FEMP Focus, "You Have the Power Campaign" materials, annual energy conferences, award programs, working groups, and policy guidance?

1. Yes (Go to B-4b)
 2. No (Go to B-4e2)
 9. DK (Go to B-4e2)

B-4b In the last 2 years, have you used any of the information from these awareness and outreach efforts?

1. Yes (Go to B-4c)
 2. No (Go to B-4e2)
 9. DK (Go to B-4e2)

B-4c From which of the following have you used information? (*Read list and check all that apply*)

Awareness and Outreach Efforts		1	2	9
		Yes	No	DK
1.	FEMP Focus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	“You Have the Power Campaign” materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	FEMP’s annual energy conferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	FEMP’s award programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Working groups, such as the renewable or federal utility partnership working group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Policy guidance, such as Executive Order guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Other awareness and outreach efforts (Specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B-4d On a 1 to 10 scale, where 1 means very dissatisfied and 10 means very satisfied, how satisfied are you with FEMP’s awareness and outreach efforts?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-4d LE 7, then ask B-4dy; else go to B-4e1

B-4dy Why do you say this? _____

If have used information from FEMP’s awareness and outreach efforts (B-4b=Yes), then ask B-4e1; else go to B-4e2

B-4e1 On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to continue using information from FEMP’s awareness and outreach efforts?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-4e1 LE 7, then ask B-4e1y; else go to B-4f

B-4e1y Why do you say this? _____

If have not used information from FEMP’s awareness and outreach efforts (B-4a NE Yes or B-4b NE Yes), then ask B-4e1; else go to B-4f

B-4e2 On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to use energy-related information from FEMP’s awareness and outreach efforts?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-4e2 LE 7, then ask B-4e2y; else go to B-4f

B-4e2y Why do you say this? _____

B-4f In the last 2 years, have you used energy-related awareness and outreach information from sources not affiliated with FEMP?

1. Yes (Go to B-4g)
 2. No (Go to B-5a)
 9. DK (Go to B-5a)

If aware of FEMP’s awareness and outreach efforts (B-4a=Yes) and have not used FEMP’s awareness and outreach efforts (B-4b NE Yes), then ask B-4g; else go to B-5a

B-4g Please tell me why you decided not to use this information from FEMP?

Website

B-5 Are you aware of FEMP’s website?

1. Yes (Go to B-6)
 2. No (Go to B-9)
 9. DK (Go to B-9)

B-6 Have you ever used FEMP’s website?

1. Yes (Go to B-7)
 2. No (Go to B-9)
 9. DK (Go to B-9)

B-7 Have you used FEMP’s website to obtain: (Insert services from 1-4 below)?

FEMP Service		1	2	9
		Yes	No	DK
1.	Information on financing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Information on project-specific assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Technical information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Information on awareness and outreach efforts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B-8 On a 1 to 10 scale, where 1 means very dissatisfied and 10 means very satisfied, how satisfied are you with FEMP's website?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-8 LE 7, then ask B-8y; else go to B-9

B-8y Why do you say this? _____

If have used FEMP services (B-1b=Yes or B-2b=Yes or B-3b=Yes or B-4b=Yes), then ask B-9 through B-15; else go to B-16

Contact with FEMP

B-9 Which one of the following had the greatest impact on your choice to use FEMP services? (*Read list and check only one answer. If respondent gives more than one answer, ask them to select the one that had the greatest impact.*)

1. FEMP headquarters
2. National laboratories
3. Regional offices
4. Super-ESPC, ESPC, or SAVEnergy Audit contractors
5. Colleagues or peers
6. Other personal contacts
7. Other (*Specify*) _____ (*Do not read*)
8. None (*Do not read*)
9. DK (*Do not read*)

B-10 When dealing with FEMP, with which one of the following do you have the most contact? (*Read list and check only one answer. If respondent gives more than one answer, then ask for the one with whom respondent has had the most contact. If respondent says they have equal contact with two or more, then ask for the one with whom respondent has had the most recent contact.*)

1. FEMP headquarters
2. National laboratories
3. Regional offices
4. Super-ESPC, ESPC, or SAVEnergy Audit contractors
5. Other (*Specify*) _____ (*Do not read*)
6. None (*Do not read*)
9. DK (*Do not read*)

If B-10 NE 6 and B-10 NE 9, then ask B-11; else go to B-12

B-11 Now, I want to ask a few questions about your satisfaction with the contact you have had with <Insert response from B-10>. Please use the same 1 to 10 scale, where 1 means very dissatisfied and 10 means very satisfied.

Aspect	How satisfied are you with the (Insert aspects from 1-6 below)?										
	1	2	3	4	5	6	7	8	9	10	DK
1. Ease of contacting and interacting with staff <i>If B-11.1 LE 7, then ask B-11.1y; else go to B-11.2</i> B-11.1y What improvements do you suggest? __	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Knowledge of staff <i>If B-11.2 LE 7, then ask B-11.2y; else go to B-11.3</i> B-11.2y What improvements do you suggest? __	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Quality of assistance <i>If B-11.3 LE 7, then ask B-11.3y; else go to B-11.4</i> B-11.3y What improvements do you suggest? __	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Objectivity of assistance <i>If B-11.4 LE 7, then ask B-11.4y; else go to B-11.5</i> B-11.4y What improvements do you suggest? __	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Comprehensiveness of assistance <i>If B-11.5 LE 7, then ask B-11.5y; else go to B-11.6</i> B-11.5y What improvements do you suggest? __	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Timeliness of assistance <i>If B-11.6 LE 7, then ask B-11.6y; else go to B-12</i> B-11.6y What improvements do you suggest? __	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FEMP’s Usefulness, Satisfaction, and Value

B-12 Now, I want to ask you about your satisfaction with all aspects of FEMP services combined. Using the same 1 to 10 scale, what is your overall satisfaction with FEMP?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-12 LE 7, then ask B-12y; else go to B-13

B-12y Why do you say this? _____

B-13 Thinking about your costs in using FEMP services in terms of the time and money expended and the benefits you receive, do you believe that the benefits of FEMP services are . . . (Read list below and check answer that applies)

- 1. Greater than the costs
- 2. About the same as the costs
- 3. Less than the costs
- 9. DK (Do not read)

B-14 Which FEMP services are most useful to you?

B-15 Which FEMP services are least useful to you?

Project Implementation

B-16 Now, I would like to know about how many energy efficiency, renewable energy, and water conservation projects you have implemented within your organization in the last 2 years. (Enter 999 for DK)

Project Type	[a] About how many: (Insert project types from 1-3 below) have you implemented in the last 2 years?	If have used FEMP services (B-1b=Yes or B-2b=Yes or B-3b=Yes or B-4b=Yes), then ask B-16b; else go to B-17 [b] On about what percent of these projects have you used FEMP information or assistance? (If unclear: These are projects in which FEMP has played a role by providing information, training, assistance, or other support?)
1. Energy efficiency projects	_____	_____
2. Renewable energy projects	_____	_____
3. Water conservation projects	_____	_____

B-17 Agencies vary in the level of support that senior management gives for implementing energy projects. On 1 to 10 scale, where 1 means a very low level of support and 10 means a very high level of support, how would you rate the general level of support you receive from your senior management for implementing energy projects?

- 1 2 3 4 5 6 7 8 9 10 DK

If B-17 LE 7, then ask B-17y; else go to B-18

B-17y Why do you say this? _____

B-18 On a 1 to 10 scale, where 1 is not at all a driver and 10 is a very influential driver, how would you rate the influence of Executive Orders as a driver for your organization's efforts to implement energy projects?

- 1 2 3 4 5 6 7 8 9 10 DK

If have used FEMP services (B-1b=Yes or B-2b=Yes or B-3b=Yes or B-4b=Yes), then ask B-19; else go to B-21

B-19 Have you written any reports, fact sheets, evaluation studies, case studies, or press releases about the energy or cost savings from any of your energy projects?

- 1. Yes (Go to B-20)
- 2. No (Go to B-21)
- 9. DK (Go to B-21)

B-20 DOE FEMP likes to publicize and award project successes. Would you be receptive to FEMP contacting you to discuss using this information in FEMP newsletters and case studies?

- 1. Yes
- 2. No
- 9. DK

Project Needs

Now, I would like to ask about energy project needs that you think FEMP could or should support through its program efforts.

B-21 I am going to read a list of technologies and services. On a 1 to 10 scale, where 1 means no need and 10 means a significant need, please tell me the extent to which you need the following.

	Service	To what extent do you need assistance with (Insert services from 1-9 below)?										
		1	2	3	4	5	6	7	8	9	10	DK
1.	Development of agency-wide energy management plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Building commissioning training or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Whole building energy design and optimization services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Load management services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Combined heat and power or co-generation systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Distributed or on-site generation systems, including fuel cells and microturbines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Renewable energy technologies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Purchasing Green Power	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Maintenance and operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B-22 Are you currently looking for information about any other technologies or services related to energy projects?

- 1. Yes (Go to B-23)
- 2. No (Go to B-24)
- 9. DK (Go to B-24)

B-23 What are they?

- 1. _____
- 2. _____
- 3. _____

B-24 Thinking about your energy projects and the assistance FEMP provides, what other types of project assistance would you recommend that FEMP develop and provide?

Module C1
SUPER-ESPC AND ESPC ADOPTION AND IMPACTS

Screening

The next questions are about FEMP's Super-ESPCs and ESPCs.

If B-1c1 NE Yes and B-1c2 NE Yes, then ask C1-0a through C1-0c; else go to Pre-Awareness Adoption Battery: C1-1B through C1-6B

C1-0a Are you aware of FEMP's energy savings performance contracts, commonly referred to as Super-ESPCs and ESPCs?

1. Yes (*Go to C1-0b*)
2. No (*Go to Unaware Adoption Battery: C1-1U through C1-6U*)
9. DK (*Go to Unaware Adoption Battery: C1-1U through C1-6U*)

C1-0b In the last 2 years, have you used or been in the process of using Super-ESPCs or ESPCs?

1. Yes, have used (*Go to C1-0c*)
2. Yes, have been in the process of using (*Go to C1-0c*)
3. No (*Go to Pre-Awareness Adoption Battery: C1-1B through C1-6B*)
9. DK (*Go to Pre-Awareness Adoption Battery: C1-1B through C1-6B*)

C1-0c Which have you been involved with?

1. Super-ESPC (*Go to Pre-Awareness Adoption Battery: C1-1B through C1-6B*)
2. ESPC (*Go to Pre-Awareness Adoption Battery: C1-1B through C1-6B*)
3. Both Super-ESPC and ESPC (*Go to Pre-Awareness Adoption Battery: C1-1B through C1-6B*)
9. DK (*Go to Pre-Awareness Adoption Battery: C1-1B through C1-6B*)

If C1-0a=Yes or B-1c1=Yes or B-1c2=Yes, then ask C1-1B through C1-6B; else go to Unaware Adoption Battery: C1-1U through C1-6U

Pre-Awareness Adoption Battery (Respondents Who Are Aware of FEMP's Super-ESPCs and ESPCs)

First, I would like to ask about whether or not you had ever explored financing energy projects before you heard about FEMP's Super-ESPCs and ESPCs. These questions focus on energy project financing that uses contracts with private energy service companies, where the project costs are paid back over time from the savings.

Awareness Stage (General)

C1-1B Before you heard about FEMP's Super-ESPCs and ESPCs, had you heard of the concept of financing energy projects using contracts with private energy service companies, where the project costs are paid back over time from the savings?

1. Yes (Go to C1-2B)
2. No (Go to Post-Awareness Adoption Battery: C1-1A through C1-6A)
9. DK (Go to Post-Awareness Adoption Battery: C1-1A through C1-6A)

Persuasion Stage (General)

C1-2B Before you heard about FEMP's Super-ESPCs and ESPCs, did you try to obtain information about financing energy projects using these types of contracts?

1. Yes (Go to C1-3B)
2. No (Go to Post-Awareness Adoption Battery: C1-1A through C1-6A)
9. DK (Go to Post-Awareness Adoption Battery: C1-1A through C1-6A)

Decision Stage (General)

C1-3B And again, before you heard about FEMP's Super-ESPCs and ESPCs, had you made a decision about whether or not to finance energy projects using these types of contracts?

1. Yes (Go to C1-4B)
2. No (Go to Post-Awareness Adoption Battery: C1-1A through C1-6A)
9. DK (Go to Post-Awareness Adoption Battery: C1-1A through C1-6A)

Decision Stage (General)

C1-4B Was your decision to finance or not finance energy projects using these types of contracts?

1. Finance (Go to C1-5B)
2. Not finance (Go to Post-Awareness Adoption Battery: C1-1A through C1-6A)
9. DK (Go to Post-Awareness Adoption Battery: C1-1A through C1-6A)

Implementation Stage (General)

C1-5B Had you actually financed energy projects using these types of contracts before you heard about FEMP's Super-ESPCs and ESPCs,?

1. Yes (Go to C1-6B)
2. No (Go to Post-Awareness Adoption Battery: C1-1A through C1-6A)
9. DK (Go to Post-Awareness Adoption Battery: C1-1A through C1-6A)

Confirmation Stage (General)

C1-6B About how many times did you finance energy projects using these types of contracts during the 2 years before you heard about FEMP's Super-ESPCs and ESPCs?

_____ Number of times (Enter 999 for DK)

If C1-0a NE Yes and B-1c1 NE Yes and B-1c2 NE Yes, then ask C1-1U through C1-6U; else go to Post-Awareness Adoption Battery: C1-1A through C1-6A

Unaware Adoption Battery (Respondents Who Are Unaware of FEMP's Super-ESPCs and ESPCs)

First, I would like to ask about whether you have ever explored financing energy projects using contracts with private energy service companies, where the project costs are paid back over time from the savings.

Awareness Stage (General)

C1-1U Have you heard of the concept of financing energy projects using contracts with private energy service companies, where the project costs are paid back over time from the savings?

1. Yes (Go to C1-2U)
2. No (Go to C1-15c)
9. DK (Go to C1-15c)

Persuasion Stage (General)

C1-2U Have you tried to obtain information about financing energy projects using these types of contracts?

1. Yes (Go to C1-3U)
2. No (Go to C1-15c)
9. DK (Go to C1-15c)

Decision Stage (General)

C1-3U Have you made a decision about whether or not to finance energy projects using these types of contracts?

1. Yes (Go to C1-4U)
2. No (Go to C1-15c)
9. DK (Go to C1-15c)

Decision Stage (General)

C1-4U Was your decision to finance or not finance energy projects using these types of contracts?

1. Finance (Go to C1-5U)
2. Not finance (Go to C1-15c)
9. DK (Go to C1-15c)

Implementation Stage (General)

C1-5U Have you actually financed energy projects using these types of contracts?

1. Yes (Go to C1-6U)
2. No (Go to C1-15c)
9. DK (Go to C1-15c)

Confirmation Stage (General)

C1-6U About how many times did you finance energy projects using these types of contracts during the last 2 years?

_____ Number of times (Enter 999 for DK)

If C1-0a=Yes and C1-0b NE Yes and B-1c1 NE Yes and B-1c2 NE Yes, then ask C1-2A through C1-6A; else go to Post-Involvement Adoption Battery: C1-7 through C1-14

Post-Awareness Adoption Battery (Respondents Who Are Aware of FEMP's Super-ESPCs and ESPCs, but Have Not Used or Been in the Process of Using Them)

Now, I would like to ask about the period since you first heard about Super-ESPCs and ESPCs.

If C1-2B NE Yes, then ask C1-2A; else ask C1-3A

Persuasion Stage (General)

C1-2A Since you first heard about FEMP's Super-ESPCs and ESPCs, have you tried to obtain information about financing energy projects using contracts with private energy service companies, where the project costs are paid back over time from the savings?

1. Yes (Go to C1-3A)
2. No (Go to C1-15b)
9. DK (Go to C1-15b)

If C1-3B NE Yes or C1-4B NE Finance, then ask C1-3A; else ask C1-5A

Decision Stage (General)

C1-3A Since you first heard about FEMP's Super-ESPCs and ESPCs, have you made a decision about whether or not to finance energy projects using these types of contracts?

1. Yes (Go to C1-4A)
2. No (Go to C1-15b)
9. DK (Go to C1-15b)

Decision Stage (General)

C1-4A Was your decision to finance or not finance energy projects using these types of contracts?

1. Finance (Go to C1-5A)
2. Not finance (Go to C1-15b)
9. DK (Go to C1-15b)

If C1-5B NE Yes, then ask C1-5A; else ask C1-15b

Implementation Stage (General)

C1-5A Have you actually financed energy projects using these types of contracts since you first heard about FEMP's Super-ESPCs and ESPCs?

1. Yes (Go to C1-6A)
2. No (Go to C1-15b)
9. DK (Go to C1-15b)

Confirmation Stage (General)

C1-6A About how many times have you financed energy projects using these types of contracts since you first heard about FEMP's Super-ESPCs and ESPCs?

_____ Number of times (Enter 999 for DK)

If C1-0b=Yes or B-1c1=Yes or B-1c2=Yes, then ask C1-7 through C1-14; else go to C1-15b
Post-Involvement Adoption Battery (Respondents Who Have Used or Been in the Process of Using FEMP's Super-ESPCs and ESPCs)

Now, I would like to ask about the period since your involvement with FEMP's Super-ESPCs and ESPCs.

Implementation Stage (FEMP-Specific)

C1-7 Have you implemented one or more delivery orders or contracts through FEMP's Super-ESPCs and ESPCs?

1. Yes (Go to C1-8)
2. No (Go to C1-11)
9. DK (Go to C1-11)

If C1-7=Yes, then ask C1-8 through C1-10; else go to C1-11

Confirmation Stage (FEMP-Specific)

C1-8 About how many delivery orders or contracts have you implemented through Super-ESPCs and ESPCs?

_____ Number delivery orders or contracts (*Enter 999 for DK*)

Confirmation Stage (FEMP-Specific)

C1-9 And, in a typical year, about how many delivery orders or contracts do you implement through Super-ESPCs and ESPCs?

_____ Number delivery orders or contracts (*Enter 999 for DK*)

C1-10 Have you used FEMP's SAVEnergy Audits to make decisions about which technologies to include or exclude in your delivery orders or contracts?

1. Yes (*Go to C1-15a*)
2. No (*Go to C1-15a*)
9. DK (*Go to C1-15a*)

If C1-7 NE Yes, then ask C1-11 through C1-14; else go to C1-15a

Decision Stage (FEMP-Specific)

C1-11 Have you developed internal plans, budgets, or procedures to implement a delivery order or contract through Super-ESPCs and ESPCs?

1. Yes (*Go to C1-15a*)
2. No (*Go to C1-12*)
9. DK (*Go to C1-12*)

Decision Stage (FEMP-Specific)

C1-12 Have you made a decision about whether or not to implement a delivery order or contract?

1. Yes (*Go to C1-13*)
2. No (*Go to C1-14*)
9. DK (*Go to C1-14*)

Decision Stage (FEMP-Specific)

C1-13 Was your decision to implement or not implement?

1. Implement (*Go to C1-15a*)
2. Not implement (*Go to C1-15a*)
9. DK (*Go to C1-14*)

Persuasion Stage (FEMP-Specific)

C1-14 Have you continued to actively search for or acquire information about ways to implement a delivery order or contract?

- 1. Yes
- 2. No
- 9. DK

Potential/Continued Use of FEMP’s ESPCs (All Respondents)

If have used Super-ESPCs or ESPCs (C1-0b=Yes or B-1c1=Yes or B-1c2=Yes), then ask C1-15a; else go to C1-15b

C1-15a On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to continue using Super-ESPCs and ESPCs?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | DK |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If C1-15a LE 7, then ask C1-15ay; else go to C2-16

C1-15ay Why do you say this? _____

If aware of Super-ESPCs or ESPCs but have not used them (C1-0a=Yes and C1-0b NE Yes and B-1c1 NE Yes and B-1c2 NE Yes), then ask C1-15b; else go to C1-15c

C1-15b On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to use Super-ESPCs and ESPCs?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | DK |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If C1-15b LE 7, then ask C1-15by; else go to C2-16

C1-15by Why do you say this? _____

If not aware of Super-ESPCs and ESPCs (C1-0a NE Yes and B-1c1 NE Yes and B-1c2 NE Yes), then ask C1-15c; else go to C1-16

C1-15c On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to use these types of contracts from FEMP?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | DK |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If C1-15c LE 7, then ask C1-15cy; else go to C2-16

C1-15cy Why do you say this? _____

If C1-0a=Yes or B-1c1=Yes or B-1c2=Yes, then ask C1-16 through C1-19; else go to Module D1

Influence of FEMP's ESPCs (Respondents Who Are Aware of FEMP's Super-ESPCs and ESPCs)

C1-16 On a 1 to 10 scale, where 1 means not at all influential and 10 means very influential, how influential have FEMP's Super-ESPCs and ESPCs been on how you obtain financing for your major energy projects?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | DK |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Sharing of Information about FEMP's ESPCs (Respondents Who Are Aware of FEMP's Super-ESPCs and ESPCs)

C1-17 Have you provided colleagues with information about Super-ESPCs and ESPCs or have you encouraged others to use them?

1. Yes (Go to C1-18)
2. No (Go to Module D1)
9. DK (Go to Module D1)

C1-18 With about how many people in your organization have you shared this information?

_____ Number people (Enter 999 for DK)

C1-19 And with about how many people outside of your organization have you shared this information?

_____ Number people (Enter 999 for DK)

(Go to Module D1)

Module C2
SAVE ENERGY AUDIT ADOPTION AND IMPACTS

Screening

The next questions are about FEMP's SAVEnergy Audits.

If B-2c1 NE Yes, then ask C2-0a and C2-0b; else go to Pre-Awareness Adoption Battery: C2-1B through C2-7B

C2-0a Are you aware of FEMP's SAVEnergy Audits?

1. Yes (*Go to C2-0b*)
2. No (*Go to Unaware Adoption Battery: C2-1U through C2-7U*)
9. DK (*Go to Unaware Adoption Battery: C2-1U through C2-7U*)

C2-0b In the last 2 years, have you used or been in the process of using SAVEnergy Audits?

1. Yes, have used (*Go to Pre-Awareness Adoption Battery: C2-1B through C2-7B*)
2. Yes, have been in the process of using (*Go to Pre-Awareness Adoption Battery: C2-1B through C2-7B*)
3. No (*Go to Pre-Awareness Adoption Battery: C2-1B through C2-7B*)
9. DK (*Go to Pre-Awareness Adoption Battery: C2-1B through C2-7B*)

If C2-0a=Yes or B-2c1=Yes, then ask C2-1B through C2-7B; else go to Unaware Adoption Battery: C2-1U through C2-7U

Pre-Awareness Adoption Battery (Respondents Who Are Aware of FEMP's SAVEnergy Audits)

First, I would like to ask about whether or not you had ever explored using audits to identify energy improvements before you heard about FEMP's SAVEnergy Audits.

Awareness Stage (General)

C2-1B Before you heard about FEMP's SAVEnergy Audits, had you heard of audits that identify energy improvements?

1. Yes (*Go to C2-2B*)
2. No (*Go to Post-Awareness Adoption Battery: C2-2A through C2-7A*)
9. DK (*Go to Post-Awareness Adoption Battery: C2-2A through C2-7A*)

Persuasion Stage (General)

C2-2B Before you heard about FEMP's SAVEnergy Audits, did you try to obtain information about what these types of audits could do?

1. Yes (*Go to C2-3B*)
2. No (*Go to Post-Awareness Adoption Battery: C2-2A through C2-7A*)
9. DK (*Go to Post-Awareness Adoption Battery: C2-2A through C2-7A*)

Decision Stage (General)

C2-3B And again, before you heard about FEMP's SAVEnergy Audits, had you made a decision about whether or not to use these types of audits?

1. Yes (*Go to C2-4B*)
2. No (*Go to Post-Awareness Adoption Battery: C2-2A through C2-7A*)
9. DK (*Go to Post-Awareness Adoption Battery: C2-2A through C2-7A*)

Decision Stage (General)

C2-4B Was your decision to use or not use these types of audits?

1. Use (*Go to C2-5B*)
2. Not use (*Go to Post-Awareness Adoption Battery: C2-2A through C2-7A*)
9. DK (*Go to Post-Awareness Adoption Battery: C2-2A through C2-7A*)

Implementation Stage (General)

C2-5B Had you actually conducted these types of audits before you heard about FEMP's SAVEnergy Audits?

1. Yes (*Go to C2-6B*)
2. No (*Go to Post-Awareness Adoption Battery: C2-2A through C2-7A*)
9. DK (*Go to Post-Awareness Adoption Battery: C2-2A through C2-7A*)

Confirmation Stage (General)

C2-6B About how many of these types of audits had you conducted during the 2 years before you heard about FEMP's SAVEnergy Audits?

_____ Number of audits (*Enter 999 for DK*)

Confirmation Stage (General)

C2-7B And about how many energy projects had you completed using the recommendations of these types of audits during the 2 years before you heard about FEMP's SAVEnergy Audits?

_____ Number of projects (*Enter 999 for DK*)

If C2-0a NE Yes and B-2c1 NE Yes, then ask C2-1U through C2-7U; else go to Post-Awareness Adoption Battery: C2-2A through C2-7A

Unaware Adoption Battery (Respondents Who Are Unaware of FEMP's SAVEnergy Audits)

First, I would like to ask about whether or not you have ever explored using audits to identify energy improvements.

Awareness Stage (General)

C2-1U Have you heard of audits that help identify energy improvements?

1. Yes (Go to C2-2U)
2. No (Go to C2-17c)
9. DK (Go to C2-17c)

Persuasion Stage (General)

C2-2U Have you tried to obtain information about what these types of audits could do?

1. Yes (Go to C2-3U)
2. No (Go to C2-17c)
9. DK (Go to C2-17c)

Decision Stage (General)

C2-3U Have you made a decision about whether or not to use these types of audits?

1. Yes (Go to C2-4U)
2. No (Go to C2-17c)
9. DK (Go to C2-17c)

Decision Stage (General)

C2-4U Was your decision to use or not use these types of audits?

1. Use (Go to C2-5U)
2. Not use (Go to C2-17c)
9. DK (Go to C2-17c)

Implementation Stage (General)

C2-5U Have you actually used these types of audits?

1. Yes (Go to C2-6U)
2. No (Go to C2-17c)
9. DK (Go to C2-17c)

Confirmation Stage (General)

C2-6U About how many of these types of audits have you conducted in the last 2 years?

_____ Number of audits (Enter 999 for DK)

Confirmation Stage (General)

C2-7U And about how many energy projects have you completed using the recommendations of these types of audits in the last 2 years?

_____ Number of projects (Enter 999 for DK)

If C2-0a=Yes and C2-0b NE Yes and B-2c1 NE Yes, then ask C2-2A through C2-7A; else go to Post-Involvement Adoption Battery: C-8 through C-16

Post-Awareness Adoption Battery (Respondents Who Are Aware of FEMP's SAVEnergy Audits, but Have Not Used or Been in the Process of Using Them)

Now, I would like to ask about the period since your first heard about SAVEnergy Audits.

If C2-2B NE Yes, then ask C2-2A; else ask C2-3A

Persuasion Stage (General)

C2-2A Since you first heard about FEMP's SAVEnergy Audits, have you tried to obtain information about what these types of audits could do?

1. Yes (Go to C2-3A)
2. No (Go to C2-17b)
9. DK (Go to C2-17b)

If C2-3B NE Yes or C2-4B NE Use, then ask C2-3A; else ask C2-5A

Decision Stage (General)

C2-3A Since you first heard about FEMP's SAVEnergy Audits, have you made a decision about whether or not to use these types of audits?

1. Yes (Go to C2-4A)
2. No (Go to C2-17b)
9. DK (Go to C2-17b)

Decision Stage (General)

C2-4A Was your decision to use or not use these types of audits?

1. Use (Go to C2-5A)
2. Not use (Go to C2-17b)
9. DK (Go to C2-17b)

If C2-5B NE Yes, then ask C2-5A; else ask C2-17b

Implementation Stage (General)

C2-5A Have you actually conducted these types of audits since you first heard about FEMP's SAVEnergy Audits?

1. Yes (Go to C2-6A)
2. No (Go to C2-17b)
9. DK (Go to C2-17b)

Confirmation Stage (General)

C2-6A About how many of these types of audits have you conducted since you first heard about FEMP's SAVEnergy Audits?

_____ Number of audits (*Enter 999 for DK*)

Confirmation Stage (General)

C2-7A And about how many energy projects have you completed using the recommendations of these types of audits since you first heard about FEMP's SAVEnergy Audits?

_____ Number of projects (*Enter 999 for DK*)

If C2-0b=Yes or B-2c1=Yes, then ask C2-8 through C2-16; else go to C2-17b

Post-Involvement Adoption Battery (Respondents Who Have Used or Been in the Process of Using FEMP's SAVEnergy Audits)

Now, I would like to ask about the period since your involvement with SAVEnergy Audits.

Implementation Stage (FEMP-Specific)

C2-8 About how many SAVEnergy Audits have you conducted?

_____ Number of audits (*Enter 999 for DK*)

Implementation Stage (FEMP-Specific)

C2-9 Have you made energy improvements that were based on SAVEnergy Audit recommendations?

1. Yes (*Go to C2-10*)
2. No (*Go to C2-13*)
9. DK (*Go to C2-13*)

If C2-9=Yes, then ask C2-10 through C2-12; else go to C2-13

Confirmation Stage (FEMP-Specific)

C2-10 About how many projects have you implemented using SAVEnergy Audit recommendations?

_____ Number projects (*Enter 999 for DK*)

Confirmation Stage (FEMP-Specific)

C2-11 And, in a typical year, for about how many projects do you make energy improvements that are based on SAVEnergy Audit recommendations?

_____ Number projects (*Enter 999 for DK*)

C2-12 What are a few examples of the types of technologies your organization has installed that were in whole or in part influenced by SAVEnergy Audits?

1. _____
2. _____
3. _____

If C2-9 NE Yes, then ask C2-13 through C2-16; else go to C2-17a

Decision Stage (FEMP-Specific)

C2-13 Have you developed plans, budgets, or procedures to make energy improvements identified through FEMP's SAVEnergy Audits?

1. Yes (*Go to C2-17a*)
2. No (*Go to C2-14*)
9. DK (*Go to C2-14*)

Decision Stage (FEMP-Specific)

C2-14 Have you made a decision about whether or not to use SAVEnergy Audit recommendations to make energy improvements?

1. Yes (*Go to C2-15*)
2. No (*Go to C2-16*)
9. DK (*Go to C2-16*)

Decision Stage (FEMP-Specific)

C2-15 Was your decision to use or not use SAVEnergy Audit recommendations?

1. Use (*Go to C2-17a*)
2. Not use (*Go to C2-17a*)
9. DK (*Go to C2-16*)

Persuasion Stage (FEMP-Specific)

C2-16 Have you continued to actively search for information on how to use SAVEnergy Audit recommendations to make energy improvements?

1. Yes
2. No
9. DK

Potential/Continued Use of FEMP's SAVEnergy Audits (All Respondents)

If have used SAVEnergy Audits (C2-0b=Yes or B-2c1=Yes), then ask C2-17a; else go to C2-17b

C2-17a On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to continue using SAVEnergy Audits?

- 1 2 3 4 5 6 7 8 9 10 DK

If C2-17a LE 7, then ask C2-17ay; else go to C2-18

C2-17ay Why do you say this? _____

If aware of SAVEnergy Audits but have not used them (C2-0a=Yes and C2-0b NE Yes and B-2c1 NE Yes), then ask C2-17b; else go to C2-17c

C2-17b On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to use SAVEnergy Audits?

- 1 2 3 4 5 6 7 8 9 10 DK

If C2-17b LE 7, then ask C2-17by; else go to C2-18

C2-17by Why do you say this? _____

If not aware of SAVEnergy Audits (C2-0a NE Yes and B-2c1 NE Yes), then ask C2-17c; else go to C2-18

C2-17c On a 1 to 10 scale, where 1 means very unlikely and 10 means very likely, how likely are you to use these types of audits from FEMP?

- 1 2 3 4 5 6 7 8 9 10 DK

If C2-17c LE 7, then ask C2-17cy; else go to C2-18

C2-17cy Why do you say this? _____

If C2-0a=Yes or B-2c1=Yes, then ask C2-18 through C2-21; else go to Module D2

Influence of FEMP's SAVEnergy Audits (Respondents Who Are Aware of FEMP's SAVEnergy Audits)

C2-18 On a 1 to 10 scale, where 1 means not at all influential and 10 means very influential, how influential have FEMP's SAVEnergy Audits been in helping you identify energy improvements?

- 1 2 3 4 5 6 7 8 9 10 DK

Sharing of Information about FEMP's SAVEnergy Audits (Respondents Who Are Aware of FEMP's SAVEnergy Audits)

C2-19 Have you provided colleagues with information about SAVEnergy Audits or have you encouraged others to use them?

1. Yes (Go to C2-20)
 2. No (Go to Module D2)
 9. DK (Go to Module D2)

C2-20 With about how many people in your organization have you shared this information?

_____ Number people (*Enter 999 for DK*)

C2-21 And with about how many people outside of your organization have you shared this information?

_____ Number people (*Enter 999 for DK*)

(Go to Module D2)

Module D1
SUPER-ESPC AND ESPC IN-DEPTH ISSUE QUESTIONS

If C1-0a=Yes or B-1c1=Yes or B-1c2=Yes, then ask D1-1 through D1-8; else go to Module E Targets for Promotion of FEMP’s ESPCs (Respondents Who Are Aware of FEMP’s Super-ESPCs and ESPCs)

D1-1 FEMP would like your recommendations on the types of people that they should approach when promoting Super-ESPCs and ESPCs. What are the titles of the 2-3 key people in your organization that you think FEMP should approach? *(If respondent gives names, please ask for titles of these people and record titles below)*

1. _____
2. _____
3. _____

Reasons for Using FEMP’s ESPCs (Respondents Who Are Aware of FEMP’s Super-ESPCs and ESPCs)

D1-2 I am going to read a list of potential reasons for using FEMP’s Super-ESPCs and ESPCs. On a 1 to 10 scale, where 1 is not at all a reason and 10 is a very influential reason, how would you rate each as a reason for using Super-ESPCs and ESPCs?

	Reason	How about <i>(Insert reasons from 1-5 below)</i> ?										
		1	2	3	4	5	6	7	8	9	10	DK
1.	To avoid going after additional appropriated funding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	To free up existing resources for other needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	To avoid the hassle of obtaining your own financing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	To allow you to make energy improvements that you would not be able to make without Super-ESPCs and ESPCs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	To obtain expert assistance in selecting and installing energy equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Barriers to Using FEMP’s ESPCs (Respondents Who Are Aware of FEMP’s Super-ESPCs and ESPCs)

D1-3 FEMP is interested in the barriers to using Super-ESPCs and ESPCs. Which of the following best describes how difficult you think it is to use financing through FEMP’s Super-ESPCs and ESPCs? Would you say that it is . . . *(Read list and record answer)*

- 1. Very difficult
- 2. Somewhat difficult
- 3. Neither easy or difficult *(Do not read)*
- 4. Somewhat easy
- 5. Very easy
- 9. DK *(Do not read)*

If D1-3 LE 2, then ask D1-3y; else go to D1-4

D1-3y Why do you say this? _____

D1-4 On a 1 to 10 scale, where 1 is not at all a barrier and 10 is a very substantial barrier, please rate the influence of each of the following as a barrier to using FEMP’s Super-ESPCs and ESPCs.

	Barrier	How about <i>(Insert issues from 1-8 below)</i> ?										
		1	2	3	4	5	6	7	8	9	10	DK
1.	Your organization might move from the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	The process is too complex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	You do not believe the technologies will deliver enough savings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	FEMP’s up-front fees are too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Not enough choice in the contractors that you can use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	The length of the term for delivery orders or contracts is too long	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	It means involving an outside agency in your contracting process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	You think that your facilities are already efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If C1-0b=Yes or B-1c1=Yes or B-1c2=Yes, then ask D1-5 through D1-8; else go to Module E
Satisfaction with FEMP’s ESPCs (Respondents Who Have Used or Been in the Process of Using FEMP’s Super-ESPCs and ESPCs)

D1-5 Now I want to ask you questions about your satisfaction with specific aspects of FEMP’s Super-ESPCs and ESPCs. Please use a 1 to 10 scale, where 1 means very dissatisfied and 10 means very satisfied.

Aspects	How satisfied are you with the (Insert aspects from 1-3 below)?										DK
	1	2	3	4	5	6	7	8	9	10	
1. Period of time needed to establish the delivery order or contract <i>If D1-5.1 LE 7, then ask D1-5.1y; else go to D1-5.2</i> D1-5.1y Could you please tell me why? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Amount of savings through the delivery order or contract <i>If D1-5.2 LE 7, then ask D1-5.2y; else go to D1-5.3</i> D1-5.2y Could you please tell me why? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Project follow-up or support from FEMP after the delivery order or contract was established <i>If D1-5.3 LE 7, then ask D1-5.3y; else go to D1-6</i> D1-5.3y Could you please tell me why? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D1-6 What are a couple of things that you think that FEMP can do to better help you identify, implement, or increase the savings of energy projects financed through Super-ESPCs and ESPCs?

1. _____
2. _____
3. _____

D1-7 What would you consider to be the ideal length for the term of a Super-ESPC and ESPC delivery order or contract?

_____ Years (*Enter 999 for DK*)

D1-8 What is the maximum term length that you would be willing to accept?

_____ Years (*Enter 999 for DK*)

(Go to Module E)

Module D2
SAVE ENERGY AUDIT IN-DEPTH ISSUE QUESTIONS

If C2-0a=Yes or B-2c1=Yes, then ask D2-1 through D2-11; else go to Module E
Targets for Promotion of FEMP’s SAVEnergy Audits (Respondents Who Are Aware of FEMP’s SAVEnergy Audits)

D2-1 FEMP would like your recommendations on the types of people that they should approach when promoting SAVEnergy Audits. What are the titles of the 2-3 key people in your organization that you think FEMP should approach? *(If respondent gives names, please ask for titles of these people and record titles below)*

1. _____
2. _____
3. _____

Reasons for Using FEMP’s SAVEnergy Audits (Respondents Who Are Aware of FEMP’s SAVEnergy Audits)

D2-2 I am going to read a list of potential reasons for having a SAVEnergy Audit performed. On a 1 to 10 scale, where 1 is not at all a reason and 10 is a very influential reason, how would you rate each as a reason for having a SAVEnergy Audit performed?

	Reason	How about <i>(Insert reasons from 1-6 below)</i> ?										
		1	2	3	4	5	6	7	8	9	10	DK
1.	To reduce energy use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	To lower maintenance costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	To increase productivity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	To improve indoor air quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	To comply with your agency’s energy management plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	To learn about new technologies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Barriers to Using FEMP’s SAVEnergy Audits (Respondents Who Are Aware of FEMP’s SAVEnergy Audits)

D2-3 FEMP is interested in the barriers to using SAVEnergy Audits. Which of the following best describes how difficult you think it is to have a SAVEnergy Audit performed within your organization? Would you say that it is . . . (Read list and record answer)

- 1. Very difficult
- 2. Somewhat difficult
- 3. Neither easy or difficult (*Do not read*)
- 4. Somewhat easy
- 5. Very easy
- 9. DK (*Do not read*)

If D2-3 LE 2, then ask D2-3y; else go to D2-4

D2-3y Why do you say this? _____

D2-4 On a 1 to 10 scale, where 1 is not at all a barrier and 10 is a very substantial barrier, please rate the influence of each of the following as a barrier to using SAVEnergy Audits.

	Barrier	How about (<i>Insert barriers from 1-10 below</i>)?										
		1	2	3	4	5	6	7	8	9	10	DK
1.	Your organization might move from the building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	The audit process is too complex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	You do not believe the audit recommendations will deliver enough savings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	The audit recommendations are too limited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	There is a lack of funding to implement any audit recommendations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Not enough choice in the contractors that you can use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Your organization has its own methods for identifying energy improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	It means involving an outside party	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	You think that your facilities are already efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Your facilities have already had audits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If C2-0b=Yes or B-2c1=Yes, then ask D2-5 through D2-11; else go to Module E

Satisfaction with FEMP’s SAVEnergy Audits (Respondents Who Have Used or Been in the Process of Using FEMP’s SAVEnergy Audits)

D2-5 Now I want to ask you questions about your satisfaction with specific aspects of SAVEnergy Audits. Please use a 1 to 10 scale, where 1 means very dissatisfied and 10 means very satisfied.

Aspects	How satisfied are you with the (Insert aspects from 1-6 below)?										DK
	1	2	3	4	5	6	7	8	9	10	
1. Knowledge and skills of FEMP’s auditing team <i>If D2-5.1 LE 7, then ask D2-5.1y; else go to D2-5.2</i> D2-5.1y Could you please tell me why? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Amount of time from when you first request an audit to when the audit recommendations are delivered <i>If D2-5.2 LE 7, then ask D2-5.2y; else go to D2-5.3</i> D2-5.2y Could you please tell me why? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ease of understanding the written SAVEnergy Audit report <i>If D2-5.3 LE 7, then ask D2-5.3y; else go to D2-5.4</i> D2-5.3y Could you please tell me why? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Project follow-up and support from FEMP after the audit <i>If D2-5.4 LE 7, then ask D2-5.4y; else go to D2-5.5</i> D2-5.4y Could you please tell me why? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Practicality of the audit recommendations for your facility <i>If D2-5.5 LE 7, then ask D2-5.5y; else go to D2-5.6</i> D2-5.5y Could you please tell me why? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The way the audit addressed indoor air quality issues <i>If D2-5.6 LE 7, then ask D2-5.6y; else go to D2-6</i> D2-5.6y Could you please tell me why? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D2-6 Thinking about the audit, the audit process, the audit report, and any follow-up support that may have been provided by FEMP, what recommendations do you have for improving FEMP’s SAVEnergy Audits?

1. _____
2. _____
3. _____

Use of FEMP's SAVEnergy Audit Recommendations (Respondents Who Have Used or Been in the Process of Using FEMP's SAVEnergy Audits)

The next questions are about how your organization uses the audit recommendations.

D2-7 Did you receive suggestions from FEMP or the auditing staff on how to use project financing from Super-ESPCs and ESPCs to implement SAVEnergy Audit recommendations?

1. Yes
2. No
9. DK

D2-8 Did the SAVEnergy Audit recommendations lead to your use of Super-ESPCs or ESPCs?

1. Yes
2. No
9. DK

D2-9 What do you think FEMP can do to help speed the implementation of SAVEnergy Audit recommendations or get more recommendations implemented?

1. _____
2. _____
3. _____

D2-10 To the best of your knowledge, are the SAVEnergy Audit recommendations being delivered to the right person at your organization?

1. Yes (*Go to Module E*)
2. No (*Go to D2-11*)
9. DK (*Go to D2-11*)

D2-11 Who should be receiving the SAVEnergy Audit recommendations? (*Record name and title below*)

(Go to Module E)

Module E
RESPONSIBILITIES, ROLES, AND FIRMOGRAPHICS

We are almost done. These final questions ask about your responsibilities and roles within your organization.

E-1 I am going to read a list of general organizational responsibilities. On a 1 to 10 scale, where 1 means no responsibility and 10 means significant responsibility, please tell me the extent to which each is a part of your current responsibilities.

Responsibility	To what extent are you responsible for <i>(Insert responsibilities from 1-7 below)</i> ?										
	1	2	3	4	5	6	7	8	9	10	DK
1. Identifying energy projects with significant savings potential	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Obtaining management approval for energy projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Planning or designing energy projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Obtaining financing for the implementation of energy projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Implementing energy projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Procuring products or services for energy projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Maintenance and operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E-2 About how many buildings may be directly affected by your decisions?

_____ Buildings (*Enter 999 for DK*)

E-3 Please indicate if any of the following information is incorrect. (*Correct any incorrect information and make sure to ask respondent for all information that is missing.*)

1. Name: _____
2. Title: _____
3. Agency/Organization: _____
4. Bureau/Division: _____
5. Address: _____
6. Phone: _____
7. FAX: _____
8. E-mail: _____

E-4 Ms./Mr./Dr. (**LAST NAME**), I would like to thank you for taking your time to help us with this interview. Do you have any additional questions or comments that you would like conveyed to the FEMP staff or management?

1. Yes (*Record response*) _____
2. No (*Thank them again and terminate call*)

(End of Interview)

*If they have questions on the survey, the FEMP contact is Ellyn Krevitz at (202) 586-4740.
If they want to call FEMP for program questions, the FEMP Help Desk is at (800) 363-3732*

Appendix B: Detailed Responses

1. Participant and Nonparticipant Profiles

Table 1 Federal agencies work with (from survey question A-9)

Agency	Percent of FEMP participants (N=413)	FEMP Nonparticipants		
		Overall (N=398)	Uninitiated nonparticipants (N=313)	Initiated nonparticipants (N=85)
DOD	9.5	8.3	8.6	7.1
Army	9.0	11.7	10.3	16.5
GSA	9.0	11.1	11.3	10.6
Navy	8.7	6.5	5.3	10.6
DOE	8.2	1.8	1.7	2.4
VA	8.2	5.2	4.7	7.1
Air Force	7.7	3.4	2.7	5.9
USPS	5.5	3.4	3.7	2.4
NASA	4.2	0.5	0.3	1.2
DOA	3.2	6.7	7.0	5.9
NPS	3.2	2.1	2.3	1.2
FAA	2.5	2.1	2.3	1.2
DOI	2.2	2.6	2.7	2.4
National Guard	2.2	2.3	2.3	2.4
EPA	1.7	2.3	2.7	1.2
DOC	1.5	0.5	0.7	0.0
USDPA	1.5	3.6	4.3	1.2
HHS	1.2	1.0	1.0	1.2
SSA	1.2	1.6	1.3	2.4
DOT	1.0	1.3	1.7	0.0
Federal Prisons	1.0	1.8	1.7	2.4
FWS	1.0	2.8	2.7	3.5
Coast Guard	0.7	0.8	1.0	0.0
DOJ	0.7	2.3	2.3	2.4
DOS	0.7	0.5	0.3	1.2
DOTreas	0.7	0.3	0.0	1.2
Forest Service	0.7	1.6	1.7	1.2
Marines	0.7	0.5	0.7	0.0
NOAA	0.7	0.0	0.0	0.0
All federal Agencies	0.5	0.5	0.3	1.2
BPA	0.5	0.0	0.0	0.0
CDC	0.5	0.0	0.0	0.0
Indian Health Services	0.5	0.0	0.0	0.0
NSP	0.5	0.0	0.0	0.0
Princeton University	0.5	0.0	0.0	0.0
Smithsonian Institute	0.5	0.0	0.0	0.0
AETC	0.2	0.0	0.0	0.0
ARCHITECT OF THE CAPITAL	0.2	0.0	0.0	0.0
BLM	0.2	0.0	0.0	0.0
Board of Governors	0.2	0.0	0.0	0.0
Bureau of Reclamation	0.2	0.0	0.0	0.0
CIA	0.2	0.3	0.0	1.2

Agency	Percent of FEMP participants (N=413)	FEMP Nonparticipants		
		Overall (N=398)	Uninitiated nonparticipants (N=313)	Initiated nonparticipants (N=85)
Defense Commissary	0.2	0.0	0.0	0.0
DELY	0.2	0.0	0.0	0.0
Department of Corrections	0.2	0.0	0.0	0.0
DOC	0.2	0.0	0.0	0.0
DOL	0.2	1.6	1.3	2.4
ENVIROMENTAL SYSTEMS	0.2	0.0	0.0	0.0
Federal Labs	0.2	0.0	0.0	0.0
FEMA	0.2	0.5	0.3	1.2
GPO	0.2	0.0	0.0	0.0
Great Lakes Region	0.2	0.0	0.0	0.0
HOSPITAL, MINNEAPOLIS	0.2	0.0	0.0	0.0
HUD	0.2	1.0	1.3	0.0
INS	0.2	0.3	0.3	0.0
IRS	0.2	0.0	0.0	0.0
JOB CORP	0.2	0.3	0.3	0.0
Law Enforcement	0.2	0.0	0.0	0.0
NCTR (Nat Cen for Toxicological Research)	0.2	0.0	0.0	0.0
NIH	0.2	0.0	0.0	0.0
NIH (Nat Inst of Health)	0.2	0.0	0.0	0.0
NIST (Nat Inst of Standards & Technology)	0.2	0.0	0.0	0.0
NSA	0.2	0.0	0.0	0.0
Office of Property Management	0.2	0.0	0.0	0.0
ORNL	0.2	0.0	0.0	0.0
SAIC	0.2	0.0	0.0	0.0
Sandia	0.2	0.0	0.0	0.0
Secret Service	0.2	0.0	0.0	0.0
Space Gateway Support	0.2	0.0	0.0	0.0
STR	0.2	0.0	0.0	0.0
THE BREWER GARRETT CO	0.2	0.0	0.0	0.0
US OFFICE OF PERSONNELL MANAGEMENT	0.2	0.0	0.0	0.0
USFS	0.2	0.3	0.3	0.0
USGS	0.2	0.5	0.3	1.2
Virginia	0.2	0.0	0.0	0.0
Argon	0.2	0.0	0.0	0.0
DCE	0.2	0.0	0.0	0.0
Finance	0.2	0.0	0.0	0.0
NIOSH	0.2	0.0	0.0	0.0
Agriculture Research Service	0.0	0.5	0.7	0.0
AJKARALIS ASSOC.	0.0	0.3	0.3	0.0
ARF	0.0	0.3	0.3	0.0
ARS	0.0	0.3	0.3	0.0
BIA	0.0	0.3	0.0	1.2
Bureau of Indian Affairs	0.0	0.3	0.0	1.2
Bureau of Engraving and Printing	0.0	0.3	0.3	0.0

Agency	Percent of FEMP participants (N=413)	FEMP Nonparticipants		
		Overall (N=398)	Uninitiated nonparticipants (N=313)	Initiated nonparticipants (N=85)
CONTROLS	0.0	0.3	0.3	0.0
CPSC	0.0	0.3	0.3	0.0
CUSTOMERS OF NATURAL GAS WHO ARE IN A FEDERAL FACILITY	0.0	0.3	0.3	0.0
DEPT OF PUBLIC WORKS	0.0	0.3	0.3	0.0
DNR	0.0	0.3	0.3	0.0
Employment & Training Admin	0.0	0.8	1.0	0.0
Farm Service Agency	0.0	2.3	2.7	1.2
FBI	0.0	0.5	0.3	1.2
FDA	0.0	0.3	0.0	1.2
Federal Courts	0.0	0.5	0.7	0.0
Government Printing Office	0.0	0.3	0.0	1.2
Health Admin	0.0	0.3	0.3	0.0
HOPEWELL AND NHS (Nat Health Serv of Great Britain?)	0.0	0.3	0.3	0.0
Hospital	0.0	0.3	0.3	0.0
ENVIRONMENTAL AGENCY	0.0	0.3	0.3	0.0
Law Enforcement Training Center	0.0	0.3	0.3	0.0
Lockheed Martin	0.0	0.3	0.0	1.2
MDS	0.0	0.3	0.3	0.0
NAS JACKSONVILLE	0.0	0.3	0.0	1.2
OSHA	0.0	0.3	0.0	1.2
PUBLIC WORKS CNTR	0.0	0.5	0.7	0.0
Rural Development	0.0	0.3	0.3	0.0
SOLAR AND WATER CONSERVATION	0.0	0.3	0.3	0.0
TOWN OF MEDFIELD SEWAGE FACILITIES.	0.0	0.3	0.3	0.0
TSC	0.0	0.3	0.3	0.0
Utah office of Energy and Resource Planning	0.0	0.3	0.3	0.0
WAPA	0.0	0.3	0.3	0.0
(NRCS) NATURAL RESOURCE CONSERVATION SERVICE	0.0	1.0	1.0	1.2
Defense Contracts	0.0	0.3	0.3	0.0
MARAD (Maritime Administration)	0.0	0.3	0.0	1.2
DEA	0.0	0.5	0.3	1.2
Highway Dept	0.0	0.3	0.3	0.0
NONE	0.0	0.8	1.0	0.0
REFUSED	0.0	0.3	0.3	0.0

2. Awareness and Use of FEMP Services

Table 2 Other types of FEMP financing services used (from survey question B-1c_5o)

Type of other financing service used	Percent of FEMP financing services participants who specified use of "other financing" (N=12)
Grants	50.0
Energy audits	16.7
FEMP funded study of DER program	8.3
Funding for conferences and training	8.3
Project funding from energy savings	8.3
Other funding	8.3

Table 3 Other types of FEMP project-related assistance used (from survey question B-2c_3o)

Type of other project-related assistance used	Percent of FEMP project-related assistance participants who specified use of "other assistance" (N=31)
ESPCs and Super ESPCs	23.3
Renewables project	10.0
Lighting retrofit program	6.7
Project planning, design, or financing	6.7
Water conservation projects	6.7
Alternative energy projects	3.3
Consulting Programs	3.3
Equipment replacement	3.3
NREL project assistance	3.3
Project funding	3.3
Project planning	3.3
Project planning and financing	3.3
Solar project	3.3
Solar water heater project	3.3
Submitted proposal on distributed generation	3.3
Submitting project proposals	3.3
Technical assistance on generation	3.3
Website assistance	3.3
You Have the Power Program assistance	3.3
Insulation requirements	3.3

Table 4 Other types of FEMP technical information used (from survey question B-3c_4o)

Type of other technical information used	Percent of FEMP technical information participants who specified use of "other information" (N=90)
FEMP Website	26.7
Technical assistance	13.3
Newsletters or other printed info on energy efficiency	11.1
Training or conferences	4.4
FEMP Focus	3.3
Life Cycle Costing	2.2
Lighting	2.2
M&V	2.2
Technology Alerts or Updates	2.2
CBB	1.1
Contracting assistance	1.1
Design assistance	1.1
EIA DATAS	1.1
Energy Audits and materials	1.1
Energy Star	1.1
HVAC	1.1
Refrigeration	1.1
Renewables	1.1
You Have the Power Program assistance	1.1
Technical publications	1.1
DK	17.8

Table 5 Other types of FEMP awareness and outreach efforts used (from survey question B-4c_7o)

Type of other awareness and outreach efforts used	Percent of FEMP awareness and outreach effort participants who specified use of "other efforts" (N=46)
Website	8.7
Conferences	6.5
Printed materials	6.5
Distance learning	4.3
LABS 21 Seminar	4.3
One-on-one contact with FEMP	4.3
Products/procurement	4.3
Software	4.3
Utilities	4.3
You Have the Power Program assistance	4.3
Assoc of Energy Engineers meetings	2.2

Type of other awareness and outreach efforts used	Percent of FEMP awareness and outreach effort participants who specified use of "other efforts" (N=46)
Awards programs	2.2
EnergyStar Building Program	2.2
State programs	2.2
Water	2.2
Workshops	2.2
DK	32.6

Table 6 Reasons for rating likelihood to continue using FEMP financing services at 7 or less among participants (from survey question B-1e1y)

Reason	Percent of FEMP financing service participants who gave a rating of 7 or less (N=20)
Funding inadequate or not available for projects	15.0
Facilities are too small	5.0
FEMP financing not focused on our buildings specific needs	5.0
Low payback	5.0
We already have most needs met	5.0
We fund in-house	5.0
We may use other financing	5.0
We may use utility financing	5.0
We probably will not use FEMP financing	5.0
We will continue to apply for funding	5.0
We will only do financing where vendor pays	5.0
Other	10.0
None	5.0
DK	20.0

Table 7 Reasons for rating likelihood to use FEMP financing services at 7 or less among nonparticipants (from survey question B-1e2y)

Reason	Percent of FEMP financing service nonparticipants who gave a rating of 7 or less	
	Aware of financing services (N=225)	Unaware of financing services (N=90)
We finance in-house or with other government agencies	13.1	7.9
I am not involved with this or decision making on this	9.5	15.7
We are considering it	6.3	4.5
We do not use financing / do not want it	5.9	4.5
Facilities are too small	5.0	2.2
Rules, regulations & policies restrict use of FEMP financing	5.0	1.1
We have other financing	5.0	6.7
DK enough about it	4.5	27.0
Already doing energy projects with financing	2.7	1.1
Do not need financing	2.7	2.2
Funding inadequate or not available for projects	2.7	0.0
We finance in-house	2.7	1.1
We use utility financing	2.7	0.0
Costs too much	2.3	0.0
Low payback	2.3	2.2
Facility is new or renovated	1.8	1.1
This is not important to management	1.8	0.0
Hassle factor or too much bureaucracy	1.4	0.0
Our projects do not qualify	1.4	0.0
We do not qualify	1.4	0.0
Facility is closing or will be demolished	0.9	1.1
Facility is rented or leased	0.9	1.1
No projects requiring financing going on right now	0.9	1.1
We already have funding or budget	0.9	3.4
We finance with GSA	0.9	0.0
Already decided against it	0.5	0.0
Do not have any current projects	0.5	0.0
Do not have the staff or resources to do this	0.5	0.0
Facility is already energy efficient	0.5	0.0
If funded, we will do it	0.5	2.2
It depends on the cost and project requirements	0.5	2.2
No federal facilities	0.5	0.0
Service provider choices too limited	0.5	0.0
There is a fee for the service	0.5	1.1
This is not important to us & we are not thinking about it	0.5	0.0
We are just starting on this	0.5	0.0
We are using FEMP financing	0.5	0.0
Cannot use this financing because we are a federal agency	0.5	1.1

Reason	Percent of FEMP financing service nonparticipants who gave a rating of 7 or less	
	Aware of financing services (N=225)	Unaware of financing services (N=90)
We may use other financing	0.5	0.0
We need state funding to do this, and there is none	0.5	0.0
We tried financing before, and it did not work well	0.5	0.0
We use ESCOs	0.5	0.0
This is not important to clients	0.0	1.1
Other	5.0	6.7
None	0.9	0.0
DK	3.6	2.2

Table 8 Reasons for rating likelihood to continue using FEMP project-related assistance at 7 or less among participants (from survey question B-2e1y)

Reasons	Percent of FEMP project-specific technical assistance participants who gave a rating of 7 or less (N=26)
We do not need more assistance from FEMP	15.4
DK enough about it	15.4
It is cheaper to get assistance in-house	7.7
Depends on the future	3.8
Facilities are too small	3.8
FEMP assisted project is complete	3.8
FEMP procedures are too rigid	3.8
FEMP project assistance is good	3.8
FEMP project assistance is on-going	3.8
Information is not up-to-date	3.8
Payback is too long on projects	3.8
We are always looking for project assistance	3.8
We do not have the budget to pay for assistance	3.8
We do not need FEMP technical assistance	3.8
We have not used FEMP yet	3.8
We have sought project assistance elsewhere	3.8
We were lucky to get FEMP help	3.8
Other	3.8
DK	3.8

Table 9 Reasons for rating likelihood to continue using FEMP project-related assistance at 7 or less among nonparticipants (survey question B-2e2y)

Reason	Percent of FEMP project-specific technical assistance nonparticipants who gave a rating of 7 or less	
	Aware of project-specific technical assistance (N=187)	Unaware of project-specific technical assistance (N=83)
We use in-house staff for project assistance	21.4	12.0
We may or will use FEMP project assistance in the future	9.1	9.6
Do not need project assistance	7.0	8.4
Do not have money, financing or budget for this	5.3	1.2
I am not decision maker, the decision is made elsewhere	4.8	12.0
No or few projects right now	4.3	1.2
DK enough about it	4.3	19.3
We already use utilities for project assistance	3.7	1.2
We use project assistance from others right now	3.2	2.4
It depends on our needs, down the road	2.7	1.2
Facilities are too small	2.1	0.0
We do not qualify for FEMP project assistance	2.1	0.0
Hassle factor, too much bureaucracy or paperwork	1.6	1.2
I am not involved with relevant projects	1.6	2.4
Already use contractors for this kind of project assistance	1.6	4.8
We use assistance through ESPCs or ESPC contractor	1.6	0.0
Facilities are closing or we are moving out of them	1.1	0.0
No plans to use FEMP project assistance right now	1.1	0.0
Depends on willing of client to use assistance	0.5	0.0
Do not have staff for this	0.5	1.2
Do not have time for this	0.5	0.0
Facilities are already energy efficient	0.5	0.0
Facilities are being replaced with new ones soon	0.5	0.0
Facilities are too old	0.5	0.0
Facility is rented	0.5	0.0
Facility locations are too remote	0.5	0.0
FEMP assistance is good	0.5	0.0
FEMP procedures are too rigid	0.5	0.0
I am retiring soon	0.5	0.0
Other service is cheaper	0.5	0.0
Others provide better assistance	0.5	0.0
Security concerns override & prevent us from using service	0.5	0.0
Staff changes are coming soon	0.5	0.0

Reason	Percent of FEMP project-specific technical assistance nonparticipants who gave a rating of 7 or less	
	Aware of project-specific technical assistance (N=187)	Unaware of project-specific technical assistance (N=83)
The timeliness of assistance is not there	0.5	0.0
We have better expertise in house	0.5	0.0
We have or are in the process of completing projects	0.5	0.0
We use FEMP software instead	0.5	0.0
Would like assistance if could avoid using FEMP financing	0.5	0.0
Already use FEMP assistance on current projects	0.0	1.2
Contractor for design assistance, we use	0.0	1.2
Facilities are rented or leased	0.0	1.2
I am aware, but never have used assistance	0.0	1.2
If there is no fee, we may use project assistance	0.0	2.4
Project assistance is too slow	0.0	1.2
Using FEMP project assistance is not in our interest	0.0	1.2
Other	4.8	4.8
DK	5.9	7.2

Table 10 Reasons for rating likelihood to continue using FEMP technical information at 7 or less among participants (from survey question B-3e1y)

Reason	Percent of FEMP technical information participants who gave a rating of 7 or less (N=23)
FEMPs technical information is good	39.1
I have other sources of technical information	13.0
We may use FEMP technical information in the future	13.0
I am retiring soon	4.3
No need for technical information	4.3
Not enough topics covered by information	4.3
Technical information was out-of-date	4.3
We will not use FEMP again	4.3
DK enough about it	4.3
DK	8.7

Table 11 Reasons for rating likelihood to use FEMP technical information at 7 or less among nonparticipants (from survey question B-3e2y)

Reason	Percent of FEMP technical information nonparticipants who gave a rating of 7 or less	
	Aware of technical information (N=85)	Unaware of technical information (N=51)
Technical information is not applicable to our needs	14.3	9.8
We may/will use FEMP technical information in the future	14.3	11.8
We use in-house resources for technical information	9.5	3.9
DK enough about it	8.3	37.3
I am not decision maker, the decision is made elsewhere	7.1	11.8
Do not have money or budgets for technical assistance	6.0	0.0
Already use/have technical information from other providers	2.4	0.0
Do not have enough time for it	2.4	2.0
We are using contracts for information	2.4	2.0
Already have free technical info or service from others	1.2	0.0
Already have technical information from others	1.2	0.0
Difficult to use FEMP website	1.2	0.0
Difficult to use get a hold of FEMP people	1.2	0.0
Facilities are already energy efficient	1.2	0.0
Facilities are closing or we are moving out of them	1.2	0.0
Facilities are new	1.2	0.0
Facilities are rented or leased	1.2	2.0
Facilities are too small	1.2	2.0
Facilities, we are moving out of	1.2	0.0
FEMP information is technically cursory	1.2	2.0
FEMP technical information is good	1.2	0.0
I have a current project	1.2	0.0
If training is offered locally, we will use FEMP	1.2	0.0
It is too cumbersome	1.2	0.0
No current projects that need technical assistance	1.2	0.0
Qualify for service, we do not	1.2	0.0
Rules require us to not use FEMP	1.2	0.0
Scheduling technical assistance is difficult	1.2	0.0
We already use FEMP	1.2	0.0
We use a contractor for technical assistance	1.2	0.0
We use more convenient sources of technical information	1.2	0.0
Already have free technical info or service from others	1.2	0.0
Contractor/other organizations, we use for	0.0	3.9

Reason	Percent of FEMP technical information nonparticipants who gave a rating of 7 or less	
	Aware of technical information (N=85)	Unaware of technical information (N=51)
services		
Do not have staff for this	0.0	2.0
FEMP technical information is not advertised enough	0.0	2.0
It depends on our needs, down the road	0.0	2.0
Not many projects that require technical assistance	0.0	2.0
Other	2.4	2.0
DK	6.0	2.0

Table 12 Reasons for rating likelihood to continue using FEMP awareness and outreach efforts at 7 or less among participants (from survey question B-4e1y)

Reason	Percent of FEMP general awareness and outreach effort participants who gave a rating of 7 or less (N=16)
FEMP awareness and outreach is good	12.5
I may use FEMP in future	12.5
DK enough about it	12.5
FEMP technical information is not useful	6.3
Internal organizational issues limit our use of FEMP	6.3
Not useful	6.3
Rules limit us	6.3
We may use FEMP awareness and outreach in the future	6.3
Other	31.3

Table 13 Reasons for rating likelihood to continue using FEMP awareness and outreach efforts at 7 or less among nonparticipants (from survey question B-4e2y)

Reason	Percent of FEMP general awareness and outreach effort nonparticipants who gave a rating of 7 or less	
	Aware of general awareness and outreach efforts (N=71)	Unaware of general awareness and outreach efforts (N=80)
Do not have enough staff/money/resources for it	12.7	3.8
We may/will use it/FEMP or do it in the future	12.7	10.0
DK enough about it	11.3	36.3
No need for service/info	9.9	13.8
Low priority/importance for us	7.0	0.0
I am not decision maker, this decision is made elsewhere	5.6	7.5
Utilities, for this we use	4.2	0.0
Facilities are too small	2.8	1.3
FEMP is good	2.8	2.5
In-house for this, we have	2.8	0.0
Facilities are moving or we are closing	1.4	0.0
Facilities are rented or leased	1.4	1.3
FEMP information is not useful to us	1.4	0.0
No change desired at organization	1.4	0.0
Too technical for us	1.4	0.0
Use other sources of assistance/info	1.4	3.8
FEMP information is out of date	0.0	1.3
Mandated, is only way I will do it	0.0	1.3
Other	15.5	7.5
DK	4.2	10.0

Table 14 Reasons for not using financing services from FEMP (from survey question B-1g)

Reason	Percent of aware financing service nonparticipants who have used financing services from sources not affiliated with FEMP (N=125)
There is similar financing service available elsewhere	17.9
We finance in-house	16.2
DK enough about it	9.4
There is utility financing	6.8
I am not involved with this or decision making on this	6.0

Reason	Percent of aware financing service nonparticipants who have used financing services from sources not affiliated with FEMP (N=125)
Our project did or would not qualify	6.0
FEMP is unavailable to us	5.1
Other service is more economical	4.3
It is easier to use other financing	1.7
Service too expensive	1.7
Did not believe the savings projections	0.9
Facilities are too small	0.9
Internal organization issues	0.9
It is easier to use GSA financing	0.9
Low payback	0.9
No need for it	0.9
Service not flexible enough	0.9
There is similar financing service available at GSA	0.9
We will use FEMP in the future	0.9
Other	7.7
DK	8.5
Refused	0.9

Table 15 Reasons for not using project-specific assistance from FEMP (from survey question B-2g)

Reason	Percent of aware project-specific technical assistance nonparticipants who have used project-specific technical assistance from sources not affiliated with FEMP (N=160)
We use in-house staff for assistance	17.2
We already use utilities for assistance	15.2
DK enough about it	12.4
Already use/have service from other providers	11.7
I am not decision maker, the decision is made elsewhere	4.8
Other service is cheaper or free	3.4
Other service was local	3.4
Do not have enough funding for it	2.8
We have pre-existing contracts or procedures to follow	2.8

Reason	Percent of aware project-specific technical assistance nonparticipants who have used project-specific technical assistance from sources not affiliated with FEMP (N=160)
FEMP service is too slow or bureaucratic	2.1
No need for service	2.1
Rules require us to not use FEMP	2.1
We did not qualify for FEMP assistance	1.4
We may use FEMP in the future	1.4
Facilities are rented or leased	0.7
Facilities are too small	0.7
It is a GSA facility	0.7
It was easier to use other service	0.7
Other service had special expertise	0.7
Other service of GSA is easier	0.7
Other service was faster	0.7
Other service was more comprehensive	0.7
Service unavailable in our area	0.7
Too much work required	0.7
We did use FEMP	0.7
Other	2.8
DK	6.9

Table 16 Reasons for not using technical information from FEMP (from survey question B-3g)

Reason	Percent of aware technical information nonparticipants who have used technical information from sources not affiliated with FEMP (N=87)
DK enough about it	21.8
Use other sources of assistance	17.2
Convenience/ease of using other sources of assistance	9.2
I am not decision maker, this decision is made elsewhere	5.7
We use utilities for technical information	5.7
Already use FEMP technical information	3.4
No need for technical information	3.4

Reason	Percent of aware technical information nonparticipants who have used technical information from sources not affiliated with FEMP (N=87)
Other service was free or cheaper	3.4
We use in-house resources for technical information	3.4
I could not find information on certain topics	2.3
Qualifying, we do not	2.3
Depends on applicability of information to our facilities	1.1
Do not have enough staff/money/resources for it	1.1
Facility is rented or leased	1.1
FEMP did not bid on our project	1.1
FEMP procedures are too rigid	1.1
Local access provided by others	1.1
Technically inadequate, FEMP is	1.1
Under contract to use other service	1.1
We are under contract to use other service	1.1
We do not have many applicable projects right now	1.1
We may use FEMP in the future	1.1
Other	4.6
DK	3.4
Refuse	1.1

Table 17 Reasons for not using awareness and outreach efforts from FEMP (from survey question B-4g)

Reason	Percent of aware awareness and outreach effort nonparticipants who have used general awareness and outreach efforts from sources not affiliated with FEMP (N=51)
We already use other sources of awareness and outreach info	21.6
DK enough about it	21.6
I am not decision maker, decision made by higher ups	7.8
We have in-house resources for awareness	5.9

Reason	Percent of aware awareness and outreach effort nonparticipants who have used general awareness and outreach efforts from sources not affiliated with FEMP (N=51)
and outreach info	
Used utility companies for awareness & outreach info instead	3.9
Availability of other information sources	2.0
Conciseness of other information sources	2.0
FEMP information on awareness and outreach was too technical	2.0
M&V from FEMP is not adequate	2.0
Other awareness & outreach info sources more user friendly	2.0
Other sources of info were available	2.0
Other sources of info were free	2.0
There is no need for FEMP awareness and outreach information	2.0
We already awareness and outreach info from local vendors	2.0
We already awareness and outreach information from the Army	2.0
We already awareness and outreach information from the Navy	2.0
We already awareness and outreach information from the state	2.0
We are getting into different programs	2.0
We are looking at different alternatives	2.0
We have an existing contract	2.0
We lack funding or budgets to use information	2.0
Other	3.9
DK	3.9

3. Contact and Satisfaction with FEMP

Table 18 Suggestions for improving knowledge of staff (from survey question B-11_2y)

Suggestion	Percent of participants who gave a rating of 7 or less (N=31)
Staff needs more knowledge and expertise	19.4
No improvement needed	12.9
Communication needs increasing	6.5
Hard to reach staff or get calls returned	6.5
More knowledge about small facilities	6.5
Need more hands-on and practical expertise from staff	6.5
Better/more info/assistance needed	3.2
Direct funding of projects is needed from FEMP	3.2
More knowledge on dimming ballasts	3.2
Need more project cost information	3.2
Recommendations are narrowly focused on few technologies	3.2
Other	6.5
None	3.2
DK	16.1

Table 19 Suggestions for improving quality of assistance (from survey question B-11_3y)

Suggestion	Percent of participants who gave a rating of 7 or less (N=35)
Need more contact, interaction, and follow-up w/FEMP staff	14.3
Be more flexible by giving more help w/specific project needs	11.4
More knowledgeable staff needed	11.4
Promote and market products and services more	11.4
Difficult to know who to contact	2.9
Expertise needs to be kept more current	2.9
FEMP staff did not follow-through with appointments	2.9
Need more help with contractors	2.9
No comment	2.9
Turnaround from FEMP too slow	2.9
We need more assistance and help from FEMP	2.9
FEMP staff is very knowledgeable	2.9
None	11.4
DK	14.3

Table 20 Suggestions for improving timeliness of assistance (from survey question B-11_6y)

Suggestion	Percent of participants who gave a rating of 7 or less (N=35)
Increase speed of follow-up communications	22.9
Timeliness is good	8.6
FEMP should staff-up	5.7
Timeliness is OK or average	5.7
Timeliness is too slow	5.7
Timeliness is too slow on information requests	5.7
Do not cancel meeting	2.9
Hard to reach FEMP staff or get follow-up	2.9
Increase project funding from FEMP	2.9
Make others in offices aware of projects and service	2.9
More frequent updates on the status of service or projects	2.9
Need more structured process on ESPCs	2.9
Offer a call-center to answer questions	2.9
Promote FEMP more	2.9
Provide better analysis on proposed projects	2.9
Reduce travel time, increase availability of FEMP staff	2.9
Streamline process of providing service	2.9
Timeliness needs improvement	2.9
Other	2.9
DK	11.4

Table 21 Suggestions for improving objectivity of assistance (from survey question B-11_4y)

Suggestion	Percent of participants who gave a rating of 7 or less (N=35)
FEMP procedures are too rigid	14.3
Objectivity is good	14.3
Focus more expertise on our specific needs and issues	5.7
Focus on most important issues and less on minor ones	5.7
Increase internal or interagency communications at FEMP	5.7
Need more expertise with staff	5.7
Broaden recommendations and services to include more	2.9
FEMP information is too cursory	2.9
FEMP responds, but sends generic info instead of specifics	2.9
Increase FEMP staff accessibility for	2.9

Suggestion	Percent of participants who gave a rating of 7 or less (N=35)
contact/interaction	
Increase information on financing	2.9
Make presentation of savings estimates more realistic	2.9
Need more follow-up from FEMP staff	2.9
Need to offer more to smaller facilities	2.9
Objectivity needs increasing	2.9
Provide funding to train staff	2.9
Other	5.7
DK	14.3

Table 22 Suggestions for improving ease of contacting (from survey question B-11_1y)

Suggestion	Percent of participants who gave a rating of 7 or less (N=40)
It is difficult to contact or get a hold of FEMP staff	22.5
Contact and interaction with FEMP is just fine	12.5
Difficult to know who to contact at FEMP	10.0
Staff is slow to return calls	10.0
Staff up at FEMP	7.5
FEMP should take more interest in our projects	5.0
Website needs better links and information	5.0
FEMP should do more outreach and promotion	2.5
Increase knowledge of FEMP staff	2.5
Staff is too technical	2.5
Too much bureaucracy & paperwork when interacting w/FEMP	2.5
Other	5.0
DK	15.0

Table 23 Suggestions for improving comprehensiveness of assistance (from survey question B-11_5y)

Suggestion	Percent of participants who gave a rating of 7 or less (N=40)
Comprehensiveness is good	20.0
Increase follow-up communications	12.5
Broaden information to cover more technologies & services	7.5
Increase expertise of staff	5.0
Use private industry experts to increase comprehensiveness	2.5
Cursorness of assistance	2.5
FEMP needs to staff-up	2.5
FEMP procedures are too rigid	2.5
FEMP comprehensiveness is OK	2.5
Focus more on our specific needs	2.5
Increase the details on policy guidelines	2.5
More information on dimming ballasts	2.5
Need more design assistance	2.5
Need more on cost-effectiveness and feasibility	2.5
Offer a call-center to answer questions	2.5
Provide direct funding for projects	2.5
Website needs updating more often	2.5
DK	22.5

Table 24 Reasons for rating satisfaction with FEMP overall at 7 or less (from survey question B-12y)

Reason	Percent of participants who gave a rating of 7 or less (N=86)
DK enough about FEMP	23.8
Like the programs and services	9.5
Need better or more complete info & presentations	9.5
Need more help with funding	8.3
Ease of accessibility, use or communications	7.1
FEMP is okay, but not great	6.0
FEMP procedures are too rigid	6.0
FEMP service or response time is too slow	4.8
Good information and presentation	4.8
Inaccurate or out-of-date information or service	4.8
No or little use of FEMP	3.6
Service needs to be tailored more to our specific needs	3.6
Programs do not meet our needs	1.2

Reason	Percent of participants who gave a rating of 7 or less (N=86)
Too much general marketing, not enough targeting sr. staff	1.2
We have our own programs	1.2
Web site serves purpose	1.2
Other	6.0

Table 25 Reasons for rating satisfaction with FEMP financing services at 7 or less (from survey question B-1dy)

Reason	Percent of participants who gave a rating of 7 or less (N=26)
Financing is too slow with too much bureaucracy	30.8
Does not cover enough projects or technologies	11.5
Financing services are incomplete & funding is too limited	11.5
Changing energy prices made ESPC fall through	3.8
Financing is based too much on investment ratios	3.8
Financing is OK or of average quality	3.8
Difficult to get a hold of the right person on financing	3.8
Our facilities too small to qualify for financing	3.8
We have already been successful using non-FEMP financing	3.8
We use non-FEMP financing	3.8
NA	3.8
Other	11.5
DK	3.8

Table 26 Reasons for rating satisfaction with FEMP project-related assistance at 7 or less (from survey question B-2dy)

Reason	Percent of participants who gave a rating of 7 or less (N=23)
Good project assistance	17.4
Audit needs improvement	8.7
Interaction and follow-up with FEMP is slow	8.7
DK enough about project assistance yet	8.7
Audit was cursory	4.3
FEMP procedures are too bureaucratic	4.3

Reason	Percent of participants who gave a rating of 7 or less (N=23)
FEMP procedures are too rigid	4.3
Good project information and presentation	4.3
Project assistance not up to industry standards	4.3
Project assistance was cursory	4.3
Recommendations do not result in much savings	4.3
We have to pay for some of the assistance provided by FEMP	4.3
Other	21.7

Table 27 Reasons for rating satisfaction with FEMP technical information at 7 or less (from survey question B-3dy)

Reason	Percent of participants who gave a rating of 7 or less (N=52)
Technical assistance was good from FEMP	26.9
Information was cursory	15.4
DK enough about it	13.5
Information is not applicable to our needs	7.7
Technical information was out-of-date	7.7
Technical assistance was too technical	5.8
Better information exists from non-FEMP sources	1.9
Information not practical	1.9
Information not specific enough	1.9
Lacks real-world economic info to aid in decision making	1.9
Not enough topics covered by information	1.9
There is not funding tied to technical information	1.9
Workshop handouts were unreadable	1.9
Other	9.6

Table 28 Reasons for rating satisfaction with FEMP awareness and outreach efforts at 7 or less (from survey question B-4dy)

Reason	Percent of participants who gave a rating of 7 or less (N=55)
DK enough about it	32.7
FEMPs technical information is good	14.5
I use other FEMP services instead	7.3
FEMP information was cursory	5.5

Reason	Percent of participants who gave a rating of 7 or less (N=55)
More outreach from FEMP needed	5.5
No need for FEMP technical information	5.5
Do not have enough staff/money/resources for it	3.6
FEMP sent me the information that I did not need	3.6
Awards programs	1.8
Difficulty/time involved in getting info from FEMP	1.8
FEMP information is not applicable to our needs	1.8
FEMP information is not site-specific enough	1.8
FEMP information not technical enough	1.8
FEMP information was inaccurate	1.8
We use in-house resources for technical information	1.8
We use other sources of technical info via utilities & GSA	1.8
FEMP information did not contain enough case studies	1.8
Other	3.6
DK	5.5

Table 29 Reasons for rating satisfaction with FEMP website at 7 or less (from survey question B-8y)

Reason	Percent of participants who gave a rating of 7 or less (N=64)
It is hard to find things or navigate the website	27.8
DK enough about it	22.2
Website is good and informative	13.0
Information on website is not applicable to our needs	7.4
Website is mediocre	5.6
Information is not technical enough	3.7
Information is out-of-date	3.7
Website could use improvements	3.7
Promote website more	1.9
Website did not have good info on Centrifugal chillers	1.9
Other	3.7
DK	5.6

Table 30 Most useful FEMP services (from survey question B-14)

Service	Percent of FEMP participants (N=413)
Technical assistance and information	21.1
ESPCs or Super ESPCs	14.8
Website	13.3
Energy Audits	8.5
Printed materials, publications, or newsletters	8.0
Training, workshops, or conferences	7.5
Awareness information and programs	5.8
General Information	5.0
Federal Labs or Regional Offices	3.8
FEMP Focus	3.8
Funding and financing	3.3
Outreach services and efforts	2.3
Renewable energy information or assistance	2.3
Software	2.3
Products and procurement information or service	1.8
All or any services	1.3
Lighting information	0.8
Project assistance	0.8
You Have the Power Campaign	0.8
Energy savings	0.5
Life Cycle Costing	0.5
Policy and procedural information	0.5
Water efficiency and conservation info and services	0.5
Working groups	0.5
Design assistance	0.3
EMS	0.3
HVAC information and service	0.3
Information on building energy efficiency	0.3
Inter-agency networking and information sharing	0.3
Measurement and Verification	0.3
Tech Alerts	0.3
Technical analysis	0.3
Other	0.8
None	0.3
DK	5.5

Table 31 Least useful FEMP services (from survey question B-15)

Service	Percent of FEMP participants (N=413)
Funding and financing	11.5
ESPCs or Super ESPCs	9.5
Technical assistance and information	4.5
Outreach services and efforts	3.0
Awareness information and programs	2.0
FEMP workshops, seminars, conferences or	2.0

Service	Percent of FEMP participants (N=413)
training	
Energy Audits	1.8
FEMP Focus	1.0
Website	1.0
All or any services	0.5
Awards programs	0.5
FEMP Contractors	0.5
Printed materials, publications, or newsletters	0.5
Products and procurement information or service	0.5
Utility Financing	0.5
Utility programs	0.5
Water efficiency and conservation info and services	0.5
You Have the Power Campaign	0.5
Advertising Campaign	0.3
Energy savings of FEMP programs is too low	0.3
Energy Star for new buildings	0.3
Renewable energy information or assistance	0.3
Technology Alerts	0.3
Other	1.8
None	23.6
DK	33.3

Table 32 Additional questions or comments for FEMP (from survey question E-4)

Comment	Percent of FEMP participants (N=65)	Percent of FEMP Nonparticipants		
		Overall (N=30)	Uninitiated nonparticipants (N=24)	Initiated nonparticipants (N=6)
General positive comment about FEMP	24.6	3.3	4.2	0.0
Survey is too long	18.5	0.0	0.0	0.0
Funding and financing needs to increase	4.6	0.0	0.0	0.0
Promote/advertise/market service more	4.6	26.7	29.2	16.7
Decrease or suspend services from FEMP	3.1	0.0	0.0	0.0
FEMP is of little value	3.1	0.0	0.0	0.0
Better effort on implementing life cycle programs	1.5	0.0	0.0	0.0
DOE should keep info materials in stock ad DC office	1.5	0.0	0.0	0.0
FEMP should award agencies for using less energy	1.5	0.0	0.0	0.0
I would like an award from FEMP on daylighting	1.5	0.0	0.0	0.0
Need more help to train in-house staff to do ESPC work	1.5	0.0	0.0	0.0
Need more info on Green Buildings	1.5	0.0	0.0	0.0

Comment	Percent of FEMP participants (N=65)	Percent of FEMP Nonparticipants		
		Overall (N=30)	Uninitiated nonparticipants (N=24)	Initiated nonparticipants (N=6)
Need more info on LCC	1.5	0.0	0.0	0.0
Need more info on renewables	1.5	0.0	0.0	0.0
Need more info on solar	1.5	0.0	0.0	0.0
Need more info on building commissioning	1.5	0.0	0.0	0.0
Need more information on FEMP	1.5	10.0	12.5	0.0
Need more PowerPoint presentation materials	1.5	0.0	0.0	0.0
Need the FEMP Focus sent to me	1.5	0.0	0.0	0.0
Work more closely w/local utilities on energy issues	1.5	0.0	0.0	0.0
Need to send management more information	1.5	0.0	0.0	0.0
Do not sell my contact info to other agencies	0.0	3.3	4.2	0.0
FEMP should award engineering research	0.0	3.3	0.0	16.7
Keep us aware of energy efficiency info and services more	0.0	3.3	0.0	16.7
Need more general information about FEMP	0.0	3.3	4.2	0.0
Need more on-line distance learning and workshops	0.0	3.3	0.0	16.7
Need more technical info from FEMP	0.0	3.3	0.0	16.7
Need our facility audited again	0.0	3.3	4.2	0.0
Need to be walked through energy audit	0.0	3.3	4.2	0.0
Need to know the website	0.0	3.3	4.2	0.0
Speed-up or streamline services	0.0	3.3	4.2	0.0
Target regional offices for survey next time	0.0	3.3	4.2	0.0
Other	15.4	20.0	20.8	16.7
DK	3.1	3.3	4.2	0.0

4. Project Implementation and FEMP Influence

Table 33 Reasons for rating level of senior management support at 7 or less (B-17y)

Reason	Percent of FEMP participants who gave a rating of 7 or less (N=160)	Percent of FEMP nonparticipants who gave a rating of 7 or less		
		Overall (N=138)	Uninitiated nonparticipants (N=107)	Initiated nonparticipants (N=31)
Energy efficiency is a low priority of management	20.0	21.7	23.4	16.1
No or little interest in energy efficiency from management	20.0	6.5	3.7	16.1
No funding is provided or obtainable through management	18.8	22.5	22.4	22.6
Management is already supporting energy projects	7.5	14.5	15.0	12.9
Other	7.5	8.0	6.5	12.9
Management is not aware or tuned into energy efficiency	4.4	6.5	7.5	3.2
Management is conservative & does not like to change	3.1	0.7	0.9	0.0
Management is slow to respond to me	1.9	0.7	0.9	0.0
There is new management	1.9	0.7	0.0	3.2
Only an average amount of support from management	1.9	1.4	1.9	0.0
Access to management is hard or limited	1.3	0.0	0.0	0.0
Building is already energy efficient or new	1.3	3.6	3.7	3.2
Management does not like ESPC contract	1.3	0.0	0.0	0.0
Management will only do energy efficiency if required	1.3	0.0	0.0	0.0
Access to management is hard or limited	1.3	0.0	0.0	0.0
Energy efficient is not an important funding priority	0.6	0.0	0.0	0.0
Lack staff and resources to do projects	0.6	1.4	1.9	0.0
Management does not see payback on projects	0.6	0.0	0.0	0.0
Management has no control over funding and budgets	0.6	0.0	0.0	0.0
Management wants to reduce costs	0.6	0.0	0.0	0.0
No comment	0.6	0.0	0.0	0.0
Payback is not good enough	0.6	0.0	0.0	0.0
Projects take too long to do	0.6	0.0	0.0	0.0
We do it in-house	0.6	0.0	0.0	0.0
Building is still under construction	0.0	0.7	0.9	0.0

Reason	Percent of FEMP participants who gave a rating of 7 or less (N=160)	Percent of FEMP nonparticipants who gave a rating of 7 or less		
		Overall (N=138)	Uninitiated nonparticipants (N=107)	Initiated nonparticipants (N=31)
Energy efficiency has not come up as an issue	0.0	0.7	0.9	0.0
Energy efficiency is not applicable to us	0.0	1.4	1.9	0.0
Hassle factor deters management from pursuing new projects	0.0	0.7	0.9	0.0
Management does not have any info on energy efficiency	0.0	0.7	0.0	3.2
Management will not do high cost projects	0.0	0.7	0.0	3.2
Need for energy efficiency is not there	0.0	0.7	0.9	0.0
No plans for energy management	0.0	0.7	0.0	3.2
Not my role to be involved in projects	0.0	0.7	0.9	0.0
Local management does not have control of decision making	0.0	0.7	0.9	0.0
We only react to problems, no preventive approach here	0.0	0.7	0.9	0.0
DK	3.1	4.3	4.7	3.2

5. Project Needs and Possible FEMP Roles

Table 34 Technologies or services searching for information about (from survey question B-23)

Technology or service	Percent of FEMP participants who are searching (N=140)	Percent of FEMP nonparticipants who are searching		
		Overall (N=103)	Uninitiated nonparticipants (N=78)	Initiated nonparticipants (N=25)
All or any technologies	12.9	17.3	17.7	16.0
Cogeneration and recovered energy	12.1	4.8	3.8	8.0
Lighting	10.0	10.6	11.4	8.0
Solar	9.3	9.6	7.6	16.0
Water efficiency or pumping	9.3	12.5	11.4	16.0
Fuel Cells	8.6	4.8	6.3	0.0
HVAC	8.6	6.7	7.6	4.0
Renewables	5.7	1.0	1.3	0.0
Geothermal	4.3	5.8	3.8	12.0
Wind	4.3	1.9	2.5	0.0
Funding	2.9	1.0	1.3	0.0
Transportation fuels/technologies	2.9	1.0	1.3	0.0
Water	2.9	1.9	1.3	4.0
Distributed generation	2.1	1.0	0.0	4.0
Pollution/toxins reduction/abatement	2.1	0.0	0.0	0.0
AC	1.4	3.8	5.1	0.0
Biomass	1.4	4.8	3.8	8.0
Building envelope	1.4	2.9	5.1	0.0
Generation	1.4	2.9	2.5	4.0
Metering	1.4	0.0	0.0	0.0
Motors	1.4	2.9	1.3	8.0
PV	1.4	1.0	0.0	4.0
Load Control	1.4	0.0	0.0	0.0
Air compression	0.7	1.0	0.0	4.0
Building commissioning or decommissioning	0.7	1.9	1.3	0.0
Conditioned based O&M	0.7	0.0	0.0	0.0
Design assistance	0.7	0.0	0.0	0.0
Energy audits	0.7	1.0	1.3	0.0
Energy Management Systems (EMS)	0.7	2.9	3.8	0.0
ESPCs	0.7	0.0	0.0	0.0
General Information	0.7	1.0	1.3	0.0
Green Power	0.7	1.9	2.5	0.0
Green Roof	0.7	0.0	0.0	0.0
Planning	0.7	0.0	0.0	0.0
Power Diesel	0.7	0.0	0.0	0.0
Rate structures	0.7	0.0	0.0	0.0
Refrigeration	0.7	0.0	0.0	0.0
Remote sensing	0.7	0.0	0.0	0.0
Windows	0.7	2.9	3.8	0.0
Refused	0.7	1.0	1.3	0.0
Vending Misers	0.7	0.0	0.0	0.0

Technology or service	Percent of FEMP participants who are searching (N=140)	Percent of FEMP nonparticipants who are searching		
		Overall (N=103)	Uninitiated nonparticipants (N=78)	Initiated nonparticipants (N=25)
Backup fuels	0.0	1.0	1.3	0.0
Capacitor banks	0.0	1.0	0.0	4.0
Coal resources	0.0	1.0	0.0	4.0
Deregulation information	0.0	1.0	1.3	0.0
M&V	0.0	1.0	0.0	4.0
Material testing data and guidelines	0.0	1.0	0.0	4.0
Software for project support	0.0	1.0	1.3	0.0
Other	4.3	7.7	8.9	4.0
None	0.0	1.0	1.3	0.0
DK	1.4	1.9	2.5	0.0

Table 35 Types of assistance FEMP should provide (from survey question B-24)

Type of assistance	Percent of FEMP participants (N=413)	Percent of FEMP nonparticipants		
		Overall (N=398)	Uninitiated nonparticipants (N=313)	Initiated nonparticipants (N=86)
Funding and financial assistance for projects	5.8	2.3	2.6	1.2
Technical assistance for projects	3.1	1.3	1.3	1.2
All or any technologies that are energy efficient	1.5	2.0	2.2	1.2
Solar	1.5	1.5	1.3	2.4
Design assistance for projects	1.2	0.3	0.3	0.0
ESPCs	1.2	0.3	0.0	1.2
Promotional services	1.2	0.5	0.6	0.0
Software for project decision support	1.2	0.3	0.3	0.0
General information about energy efficiency	1.0	1.8	1.9	1.2
Water conservation	1.0	0.5	0.6	0.0
Lifecycle and economic analysis tools	0.7	0.3	0.3	0.0
Metering	0.7	0.0	0.0	0.0
Purchasing and procurement services and information	0.7	0.0	0.0	0.0
Building commissioning and decommissioning	0.5	0.8	0.6	1.2
Co-generation and thermal storage and recovered energy	0.5	0.0	0.0	0.0
Education	0.5	0.0	0.0	0.0
Energy audits and inspections	0.5	1.8	1.6	2.4
Energy Management Systems (EMS)	0.5	0.5	0.6	0.0
ESCOs	0.5	0.0	0.0	0.0
Funding for renewable projects	0.5	0.0	0.0	0.0
Geothermal	0.5	0.3	0.3	0.0
Lighting	0.5	0.3	0.3	0.0
M&V guidelines	0.5	0.0	0.0	0.0

Type of assistance	Percent of FEMP participants (N=413)	Percent of FEMP nonparticipants		
		Overall (N=398)	Uninitiated nonparticipants (N=313)	Initiated nonparticipants (N=86)
Pollution and toxins reduction or abatement	0.5	0.0	0.0	0.0
Renewables	0.5	0.5	0.3	1.2
Staff training and workshops on energy efficiency	0.5	1.0	1.0	1.2
Transportation fuels and technologies	0.5	0.3	0.3	0.0
Water pumping technologies	0.5	0.0	0.0	0.0
Wind Power	0.5	0.0	0.0	0.0
Air Conditioning	0.2	0.8	1.0	0.0
Alternative Energy	0.2	0.5	0.3	1.2
Biomass	0.2	0.3	0.3	0.0
Building envelope and insulation	0.2	0.5	0.3	1.2
Code uniformity or updating	0.2	0.3	0.0	1.2
Cost effectiveness measures and tools	0.2	0.0	0.0	0.0
Decision support tools	0.2	0.0	0.0	0.0
Direct on-site assistance	0.2	0.0	0.0	0.0
Direct project assistance	0.2	0.0	0.0	0.0
Distributed Generation	0.2	0.5	0.3	1.2
Fuel cells	0.2	0.0	0.0	0.0
General info about energy efficiency & building codes	0.2	0.0	0.0	0.0
General info about energy efficiency & Bush Energy Plan	0.2	0.0	0.0	0.0
General information about energy efficiency for tenants	0.2	0.0	0.0	0.0
General information about energy efficiency training	0.2	0.0	0.0	0.0
HVAC	0.2	1.5	1.6	1.2
Information on energy performance of equipment	0.2	0.0	0.0	0.0
Intergovernmental agency collaboration on energy projects	0.2	0.0	0.0	0.0
Landscaping and ecosystem management	0.2	0.5	0.3	1.2
Lifecycle and economic analysis tools	0.2	0.0	0.0	0.0
Load Control	0.2	0.3	0.3	0.0
M&O assistance	0.2	0.0	0.0	0.0
NA	0.2	0.3	0.3	0.0
Outreach and promotion	0.2	0.3	0.0	1.2
Project planning	0.2	0.0	0.0	0.0
Renewables in buildings	0.2	0.0	0.0	0.0
Source fuel efficiency	0.2	0.0	0.0	0.0
Supply chain analysis	0.2	0.0	0.0	0.0
Technical project assistance from assigned contact person	0.2	0.0	0.0	0.0
Thermal envelope	0.2	0.0	0.0	0.0
Update existing services	0.2	0.0	0.0	0.0
Utility ESCO assistance	0.2	0.0	0.0	0.0
Water heater technology	0.2	0.3	0.3	0.0
Awards programs	0.0	0.3	0.0	1.2

Type of assistance	Percent of FEMP participants (N=413)	Percent of FEMP nonparticipants		
		Overall (N=398)	Uninitiated nonparticipants (N=313)	Initiated nonparticipants (N=86)
Basic building electrical assistance	0.0	0.3	0.0	1.2
Bulk rate discounts on fuel	0.0	0.3	0.3	0.0
Energy audits	0.0	0.3	0.0	1.2
Energy Code enforcement	0.0	0.3	0.3	0.0
Energy forecasting	0.0	0.3	0.3	0.0
Fuel type selection	0.0	0.3	0.3	0.0
Get employee input more on energy savings	0.0	0.3	0.3	0.0
Green Power	0.0	0.3	0.3	0.0
Management Assistance	0.0	0.3	0.3	0.0
Micro-turbines	0.0	0.3	0.3	0.0
Motors/pumps/drives	0.0	0.3	0.3	0.0
Planning for whole building energy efficiency	0.0	0.3	0.3	0.0
Project design assistance	0.0	0.3	0.3	0.0
Small facility assistance	0.0	0.3	0.3	0.0
Solid waste reduction	0.0	0.3	0.3	0.0
Storm water run-off - small package units	0.0	0.3	0.3	0.0
Technology and payback analysis	0.0	0.5	0.6	0.0
Other	1.7	1.0	1.3	0.0
None	30.0	42.0	41.2	44.7
DK	34.1	31.7	31.9	30.6

6. ESPC Impact Issues

There are no detailed responses from the survey that address findings from this chapter.

7. ESPC Market Issues

Table 36 Reasons for rating likelihood to continue using ESPC at 7 or less (from survey question C1-15ay)

Reason	Percent of ESPC participants who gave a rating of 7 or less (N=24)
Low payback	20.8
Our facilities are too small	12.5
FEMP ESPCs are not satisfactory	8.3
Cost-benefit ratio too low	4.2
ESPCs cost more the DSM Programs	4.2
It is not in our interest to use ESPCs	4.2
It is not our job to use ESPCs	4.2
Rules exclude us from using it	4.2
There are contractual issues	4.2
We finance in-house	4.2
We will use ESPCs from non-FEMP sources	4.2
DK	25.0

Table 37 Reasons for rating likelihood to use ESPC at 7 or less (from survey question C1-15by)

Reason	Percent of aware ESPC nonparticipants who gave a rating of 7 or less (N=84)
I am not the decision maker, the decision is made elsewhere	11.9
We finance in-house	11.9
Projects or facilities are too small	7.1
We do not need ESPCs for our situation	7.1
DK enough about it	7.1
ESPCs have low paybacks	6.0
Already have done most or all ESPC projects that we need	4.8
Agency rules or management prevent or deter use of ESPC	3.6
Facilities are new	2.4
Hassle factor, too much time or resource involved to do it	2.4
It depends on our needs	2.4
Lack funding to do it	2.4
We do not use financing to pay for things	2.4
Do not have enough staff	1.2
Do not want to commit to monthly bills	1.2
ESPCs do not meet our needs	1.2
Facilities are closing or we are moving out of them	1.2
FEMP procedures are too rigid	1.2

Reason	Percent of aware ESPC nonparticipants who gave a rating of 7 or less (N=84)
It depends on contractual issues	1.2
It depends on how ESPC compares to utility financing	1.2
New legislation has made it possible to use ESPC in future	1.2
Projects are not feasible	1.2
Skeptical of cost-effectiveness of ESPC as funding mechanism	1.2
We do not do big projects like this	1.2
We finance with GSA	1.2
We finance with utilities	1.2
We may use FEMP ESPCs in the future	1.2
We use direct funding	1.2
Other	9.5
DK	1.2

Table 38 Reasons for rating likelihood to use ESPC at 7 or less (from survey question C1-15cy)

Reason	Percent of unaware ESPC nonparticipants who gave a rating of 7 or less (N=112)
DK enough about it	18.8
I am not decision maker, decision made elsewhere	17.0
No or little need for these types of contracts	14.3
We handle financing needs elsewhere	6.3
We handle financing needs in-house	6.3
Lack funding to do it	4.5
Facilities rented or leased	2.7
We are not using contracting services right now	2.7
We do not do these kinds of contracts	2.7
We will use them, if payback is good and it saves money	2.7
Facilities too small	1.8
Low payback	1.8
Congress is the decision maker on this	0.9
Depends on dollar amount	0.9
Depends on payment procedures	0.9
Facilities are already energy efficient	0.9
Facilities are new	0.9
Facilities are too old, and not worth investing in	0.9
GSA pays energy bills	0.9
Low priority for us	0.9

Reason	Percent of unaware ESPC nonparticipants who gave a rating of 7 or less (N=112)
Rules or management say not to do these kinds of contracts	0.9
We do not want to be locked into a long running contract	0.9
We tried contracting in the past, and it did not work well	0.9
We will wait and see how it turns out for others first	0.9
Refuse	0.9
Other	5.4
DK	1.8

Table 39 Reasons for rating ESPC as difficult to use (from survey question D1-3y)

Reason	Percent of ESPC participants who rated as difficult to use (N=39)	Percent if aware ESPC nonparticipants who rated as difficult to use (N=55)
The ESPC process is too time consuming and slow	23.1	1.8
Too much red tape and bureaucracy	23.1	23.6
Facilities are too small	7.7	1.8
DK enough about it	7.7	18.2
Fear savings will not materialize	5.1	0.0
Management does not like change	5.1	1.8
Facilities are closing or we are moving	2.6	0.0
Funding for ESPCs is lacking	2.6	1.8
Inter-organizational agreement issues	2.6	0.0
Inter-organizational coordination among agencies difficult	2.6	0.0
Inter-organizational issues w/some not wanting to do ESPC	2.6	0.0
Lack of agreement from everyone on what is needed	2.6	0.0
Rules and regulations are too restrictive	2.6	5.5
Fear of signing long-term contracts and M&V afterwards	2.6	0.0
Bad experiences with ESPCs in past	0.0	5.5
ESPC has to meet interests of the private firm	0.0	1.8
ESPCs require congressional approval	0.0	1.8
ESPCs require state and federal approval	0.0	1.8
FEMP procedures are too rigid	0.0	5.5
Internal organization rules were problematic	0.0	1.8
Staff required for M&V	0.0	1.8
State and federal funding are mixed together	0.0	1.8
State funding for ESPC requires	0.0	1.8

Reason	Percent of ESPC participants who rated as difficult to use (N=39)	Percent if aware ESPC nonparticipants who rated as difficult to use (N=55)
documentation		
Training required for ESPCs is a barrier	0.0	1.8
We finance in house	0.0	3.6
Rules and regulations deter it	0.0	1.8
ESPC requires support from FEMP	0.0	1.8
Management is skeptical about it	0.0	1.8
Other	7.7	10.9

Table 40 Key people in organization FEMP should approach regarding ESPC (from survey question D1-1)

Contact	Percent of ESPC participants (N=115)	Percent of aware ESPC nonparticipants (N=121)
Facility related managers, administrators, supervisors	26.7	23.1
Engineers	15.8	23.9
Energy or environmental managers and coordinators	14.9	12.0
CEO(Chief Executive Officer)/COO(Chief Operating)/Director	8.9	1.7
General or project managers	8.9	2.6
Administrators	4.0	1.7
Contracting, procurement, purchasing officers and agents	4.0	3.4
Marketing/sales people	4.0	1.7
President or VPs	4.0	4.3
CFO(Chief Financial Officer)	2.0	2.6
Commanding officer	2.0	2.6
Directors	2.0	0.9
Superintendent	2.0	0.9
Other	8.9	10.3
None	2.0	5.1
DK	2.0	3.4
Refused	2.0	3.4

8. ESPC Process Issues

Table 41 Reasons for rating satisfaction with period of time needed to establish ESPC contract at 7 or less (from survey question D1-5_1y)

Reason	Percent of ESPC participants who gave a rating of 7 or less (N=43)
Timing is slow and process takes too long	53.5
Other	11.6
Internal organization issues were problematic	4.7
It was good enough	4.7
Timing slow/process long=>project selection process	4.7
Decision making takes to long to get started	2.3
Low payback/savings do not appear to materialize	2.3
Timing slow/process long=>contractors not understand process	2.3
Timing slow/process long=>signature gathering process	2.3
Timing slow/process long=>site agency	2.3
Timing slow/process long=>projects need approval right away	2.3
Timing slow/process long=>too many decision makers	2.3
DK enough about it	2.3
DK	2.3

Table 42 Reasons for rating satisfaction with amount of savings through ESPC contract at 7 or less (from survey question D1-5_2y)

Reason	Percent of ESPC participants who gave a rating of 7 or less (N=28)
Low payback	32.1
Cost of doing ESPC is high	17.9
Savings is good	7.1
DK enough about it	7.1
Communications is lacking	3.6
It depends on the project	3.6
Need more project choices for ESPC	3.6
Saving is small	3.6
Timing is slow/process takes too long	3.6
Timing takes to long, slow process	3.6
Other	7.1
DK	7.1

Table 43 Reasons for rating satisfaction with FEMP support at 7 or less (from survey question D1-5_3y)

Reason	Percent of ESPC participants who gave a rating of 7 or less (N=15)
Follow-up is lacking	20.0
Follow-up takes too long	13.3
DK enough about it	13.3
Follow-up was ok	6.7
More technical and financial support needed	6.7
We do follow-up in house	6.7
Other	26.7
DK	6.7

Table 44 Suggestions for FEMP to improve ESPC (from survey question D1-6)

Suggestion	Percent of ESPC participants (N=93)
More promotion and information about the program	6.9
Technical assistance needs increased availability	5.0
Identify savings more or better	3.0
Need more case studies and examples	3.0
Need more funding or financing	3.0
DK enough about it	3.0
Ease of process needs improvement	2.0
FEMP already did a good job on this	2.0
Lower or eliminate fees	2.0
Timeliness needs improvement	2.0
Allow for smaller facilities to qualify	1.0
Have competitive bidding for ESPC contractors	1.0
Have ESCOs do design work for building	1.0
Have more contractors available	1.0
Have program approach instead of a project approach	1.0
Have SUPER-ESPCs for wind projects	1.0
Help get more contractors qualified for ESPCs	1.0
Increase communication	1.0
Make it so there is no congressional approval required	1.0
Make low-interest financing available	1.0
Make sure projects are big enough to justify an ESPC	1.0
Need standardized software for benefit-cost analysis	1.0
Need installation opportunity assessments	1.0
Need more accurate benefit-cost analysis	1.0
Need more education with program	1.0
Need more follow-up on executive orders	1.0
Need more follow-up visits	1.0
Need more promotion and information about technologies	1.0

Suggestion	Percent of ESPC participants (N=93)
More promotion & info about technologies like daylighting	1.0
More promotion & info about technologies like fuel cells	1.0
Need more promotion and information for project managers	1.0
Need more training located so as to target CEOs	1.0
Streamline contacting process	1.0
Timeliness and speed of audits needs improvement	1.0
We do follow-up in house	1.0
Too much red tape and bureaucracy	1.0
Other	4.0
None	5.9
DK	33.7

9. SAVEnergy Audit Impact Issues

Table 45 Technologies installed due to SAVEnergy Audits (C-2_12_1)

Technology	Percent of SAVEnergy Audit participants (N=53)
Lighting	75.5
HVAC	26.4
Water conservation/recovery/heating/pollution reduction	17.0
Renewables	11.3
AC	9.4
Motors/drives/pumps	9.4
Windows	7.5
Co-gen, heat recovery, thermal storage	5.7
EMS	5.7
Thermal envelope	3.8
Fuel Cells	1.9
Other	3.8
None	5.7

10. SAVEnergy Market Issues

Table 46 Reasons for rating likelihood to continue using SAVEnergy Audits at 7 or less (from survey question C2-17ay)

Reason	Percent of SAVEnergy Audit participants who gave a rating of 7 or less (N=17)
Already completed our use of SAVEnergy Audits	17.6
Funding is limited for doing audits	11.8
We are now using other audit software and services	11.8
We may use SAVEnergy Audits in the future	11.8
Existing audits are getting dated	5.9
It does not apply to our facilities	5.9
SAVEnergy audit is not detailed enough	5.9
We have not completed one yet	5.9
Other	17.6
DK	5.9

Table 47 Reasons for rating likelihood to use SAVEnergy Audits at 7 or less (from survey question C2-17by)

Reason	Percent of aware SAVEnergy Audit nonparticipants who gave a rating of 7 or less (N=75)
Already used other audits	16.0
No or little need for it	10.7
We may use SAVEnergy audits in the future	9.3
We use other contractors for auditing	8.0
I am not decision maker, decision made elsewhere	6.7
Cost of audits is prohibitive	4.0
Facilities are too small	4.0
We audit our facilities in-house	4.0
We lack funding to pay for audits	4.0
Facilities have already been upgraded	2.7
Already use other audits free-of-charge	1.3
Already use other audits that are easier	1.3
Bad experiences in past with little use from audits	1.3
Designers already audit facilities	1.3
Facilities are moving or we are closing	1.3
Facilities are new	1.3
Facilities are rented or leased	1.3
Hassle factor, too much time and resource involved	1.3
Security concerns deter auditing	1.3

Reason	Percent of aware SAVEnergy Audit nonparticipants who gave a rating of 7 or less (N=75)
Utilities audit our facilities	1.3
We audit our facilities in-house	1.3
We may or may not use SAVEnergy audits in the future	1.3
DK enough about it	1.3
Other	8.0
DK	5.3

Table 48 Reasons for rating likelihood to use SAVEnergy Audits at 7 or less
(from survey question C2-17cy)

Reason	Percent of unaware SAVEnergy Audit nonparticipants who gave a rating of 7 or less (N=116)
DK enough about it	15.7
I am not the decision maker, this decision is made elsewhere	13.9
No or little need for it	9.6
We audit our facilities in-house	8.7
Cost of the audit is an issue or prohibitive	6.1
We may use SAVEnergy audits in the future	6.1
Already used other audits	3.5
Depends upon the cost	3.5
We may use SAVEnergy audits in the future to save money	3.5
Facilities are rented or leased	2.6
Facilities are too small	2.6
We use other contractors for auditing	2.6
Facilities are new or remodeled	1.7
Hassle factor, too much time or resource involved to do it	1.7
Utilities audit our facilities	1.7
Already have an ESPC on board	0.9
Already use or have done energy audits	0.9
Cost is issue, we will save taxpayers money & not have them	0.9
Depends if there is a fee	0.9
Do not have resources or money to do it right now	0.9
Facilities are too old, and not worth investing in	0.9
FEMP cannot do the volume of auditing that we would need	0.9
I am retiring soon	0.9
Low priority for us	0.9

Reason	Percent of unaware SAVEnergy Audit nonparticipants who gave a rating of 7 or less (N=116)
Security concerns deter auditing	0.9
May use SAVEnergy audit in future, but depends on urgency	0.9
May use SAVEnergy audits in future, if not require any staff	0.9
Other	3.5
DK	3.5

Table 49 Reasons for rating SAVEnergy Audit as difficult to use (from survey question D2-3y)

Reason	Percent of SAVEnergy Audit participants who rated as difficult to use (N=15)	Percent of aware SAVEnergy Audit nonparticipants who rated as difficult to use (N=47)
Hassle factor, too much time and resources involved	33.3	4.3
Need permission or involvement from others in a bureaucracy	13.3	27.7
Already have audit service from others right now	6.7	6.4
Building operations policies conflict w/way audit conducted	6.7	0.0
Do not want to pay interest on ESPC	6.7	0.0
Facility issues with security	6.7	4.3
Funding is lacking	6.7	8.5
Interest w/in our agency is low or management is reluctant	6.7	6.4
There is no or little need for service	6.7	2.1
Do not believe savings or audit is inaccurate	0.0	2.1
Facilities do not like outside contractors	0.0	2.1
It takes too many resources	0.0	2.1
Lack staff and resources	0.0	6.4
Statutory requirement from dealing with Indian tribes deters it	0.0	2.1
We do not qualify for service from FEMP	0.0	2.1
DK enough about it	0.0	8.5
Inter-agency politics	0.0	2.1
Other	6.7	8.5
DK	0.0	4.3

Table 50 Key people in organization FEMP should approach regarding SAVEnergy Audits (from survey question D2-1)

Contact	Percent of SAVEnergy Audit participants (N=77)	Percent of aware SAVEnergy Audit nonparticipants (N=121)
Energy or environmental staff and specialists	36.4	23.1
Facility related managers, administrators, supervisors	29.9	29.8
Engineers	15.6	28.1
CEO(Chief Executive Officer)/COO(Chief Operating)/Director	3.9	4.1
General or project managers	3.9	4.1
Superintendent	2.6	2.5
Contracting, procurement, purchasing officers and agents	1.3	0.8
CFO (Chief Financial Officer)	1.3	0.8
Other	10.4	5.0
None	0.0	5.8
DK	2.6	3.3
Refused	2.6	2.5

11. SAVEnergy Audit Process Issues

Table 51 Reasons for rating satisfaction with ease of understanding SAVEnergy Audit report at 7 or less (from survey question D2-5_3y)

Reason	Percent of SAVEnergy Audit participants who gave a rating of 7 or less (N=10)
Complicated and difficult to understand	40.0
Good job, done by FEMP	20.0
Usefulness lacking	20.0
Lack knowledge, experience, expertise	10.0
Written audit report was cursory	10.0

Table 52 Reasons for rating satisfaction with knowledge and skills of auditing team at 7 or less (from survey question D2-5_1y)

Reason	Percent of SAVEnergy Audit participants who gave a rating of 7 or less (N=10)
Lack knowledge, experience, expertise	30.0
FEMP does little to help/contribute	20.0
Good job, done by FEMP	10.0
DK enough about it	10.0
Other	20.0
DK	10.0

Table 53 Reasons for rating satisfaction with practicality of audit recommendations at 7 or less (from survey question D2-5_5y)

Reason	Percent of SAVEnergy Audit participants who gave a rating of 7 or less (N=18)
Recommendations not applicable, useful or accurate	27.8
FEMP did a good job with audit recommendations	11.1
Low payback	11.1
Auditors more interested in getting paid than in our savings	5.6
Funding is lacking	5.6
It took too long to get the audit recommendations	5.6
Recommendations are too expensive to implement	5.6

Reason	Percent of SAVEnergy Audit participants who gave a rating of 7 or less (N=18)
Recommended motion sensors which require extra maintenance	5.6
We did implement some of the recommendations	5.6
Expected bigger projects & recommendations w/more savings	5.6
DK enough about it	5.6
DK	5.6

Table 54 Reasons for rating satisfaction with FEMP support at 7 or less (from survey question D2-5_4y)

Reason	Percent of SAVEnergy Audit participants who gave a rating of 7 or less (N=21)
No or little follow-up or responsiveness from FEMP	81.0
It is a new process	4.8
Too slow or too much time involved	4.8
Other	4.8
DK	4.8

Table 55 Reasons for rating satisfaction with amount of time for audit process at 7 or less (from survey question D2-5_2y)

Reason	Percent of SAVEnergy Audit participants who gave a rating of 7 or less (N=30)
Too slow or too much time involved	80.0
Contractor was not responsive	3.3
Contractual issue with government	3.3
Good job, done by FEMP	3.3
Lack knowledge, experience, expertise	3.3
DK enough about it	3.3
DK	3.3

Table 56 Reasons for rating satisfaction with the way the audit addressed indoor air quality issues at 7 or less (from survey question D2-5_6y)

Reason	Percent of SAVEnergy Audit participants who gave a rating of 7 or less (N=28)
The audit did not address indoor air quality enough	50.0
The audit did not address indoor air quality at all	32.1
Indoor air quality is not an important issue for us	10.7
FEMP did a good job of addressing in-door air quality	3.6
DK	3.6

Table 57 Suggestions for FEMP to improve SAVEnergy Audit (from survey question D2-6)

Suggestion	Percent of SAVEnergy Audit participants (N=77)
Audit service and follow-up is too slow or non-responsive	10.4
Broaden facilities or technologies covered by audit	9.1
Funding needs more coverage or money behind it	6.5
Need to increase the expertise and quality of audit service	5.2
Audit needs to be more in-depth	2.6
DK enough about it	2.6
Low quality or inexperienced service/audit	1.3
Simplify or make easier to understand audit	1.3
Other	3.9
None	39.0
DK	18.2

Table 58 Suggestions for FEMP to facilitate implementation of SAVEnergy Audit recommendations (from survey question D2-9)

Suggestion	Percent of SAVEnergy Audit participants (N=77)
Funding for auditing needs to be increase	16.9
Information and knowledge of auditors needs increasing	11.7
Increase efficiency and speed of service	7.8
Promote, market, and target program better	2.6

Suggestion	Percent of SAVEnergy Audit participants (N=77)
Better monitoring of service needed	1.3
Competition issue needs to be dealt with	1.3
Have GSA agree to longer contracts	1.3
Need a universal benchmark and more general recommendations	1.3
The audit is good as is	1.3
Other	2.6
None	2.6
DK	49.4

Appendix C: Adoption and Diffusion of Innovations

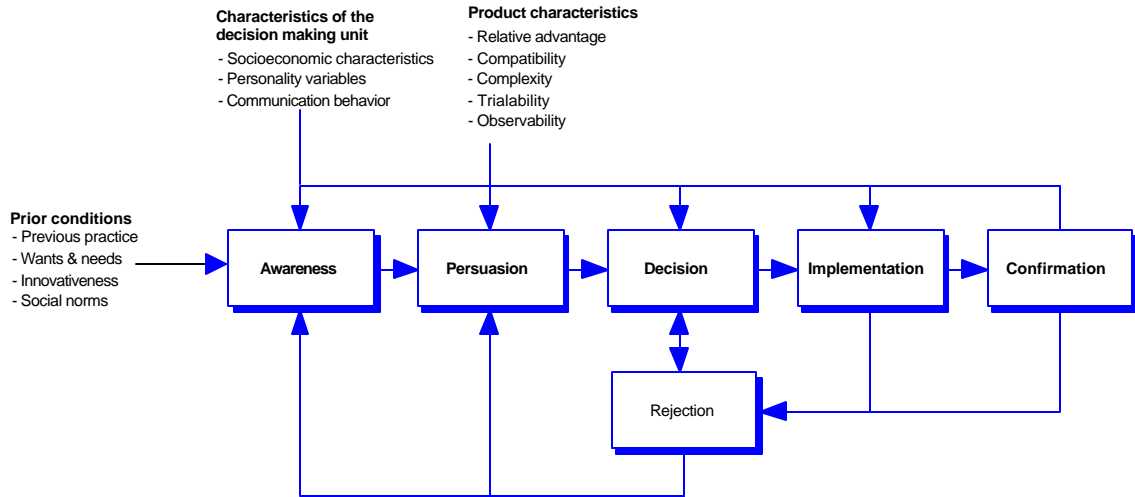
Background

The product diffusion literature provides much information about how new ideas and practices spread in the market. Figure 1 illustrates a widely accepted model of the diffusion of innovations (Rogers, 1995). This model is based on a long research tradition and defines a process by which market actors, in this case government employees and others, adopt a new innovation.

The model identifies the stages through which actors pass in adopting a new technology. First, actors must become aware of the innovation. Once aware, the actor enters a persuasion or information gathering stage. In this stage the actor seeks and processes information in order to decide whether to adopt the innovation. How quickly the actor moves from the awareness stage to the information gathering stage varies with the circumstances. In some cases the movement is hours, in other cases it may take many years.

At some point following the persuasion stage, the market actor moves from information seeking to a decision. That decision might be to adopt the new technology, to postpone adoption, to continue the search for information, or to adopt the new technology. The decision to adopt and the implementation of the decision are separate acts and may also be separated in time (Reed, Erickson, Ford and Hall, 1996). For example, a market actor might decide to buy a new camera, but might also decide to wait several weeks because the cash may not be available, a new technology may be introduced, or the decision maker may expect a drop in the price of the camera.

Finally, actors constantly reevaluate or confirm their decisions. This may result in continuance or discontinuance of the adoption. Because markets and products are constantly evolving, a decision to purchase a technology today may be followed by a decision not to purchase that technology in the future. This is called the confirmation stage, where previous decisions are reevaluated.



Source: Revised from Rogers 1995 by N Hall

Figure 1 Model of innovation diffusion

Factors Influencing the Rate of Diffusion of an Innovation

There are a variety of factors that influence the rate of adoption of innovations. The rate of adoption of a product or innovation is determined by the nature of the customer's social systems, the channels used to communicate about the innovation, the attributes of the product or innovation, the type of innovation decision, and the extent of promotional efforts.

The adoption of new innovations does not occur in vacuum. For instance, prior practice and the availability of specifications from previous jobs may weigh heavily in determining whether or not to adopt an innovation. Norms within a social system, such as union practices, local codes, or customer communication networks also influence adoption decisions.

The nature or perceived nature of a product or service contributes to whether and how quickly it is adopted. The literature identifies five key attributes of products or services: relative advantage (for example, initial cost), compatibility (with existing culture and practice), complexity, trial-ability, and observe-ability. Of these, relative advantage and observe-ability are known to be the most important.

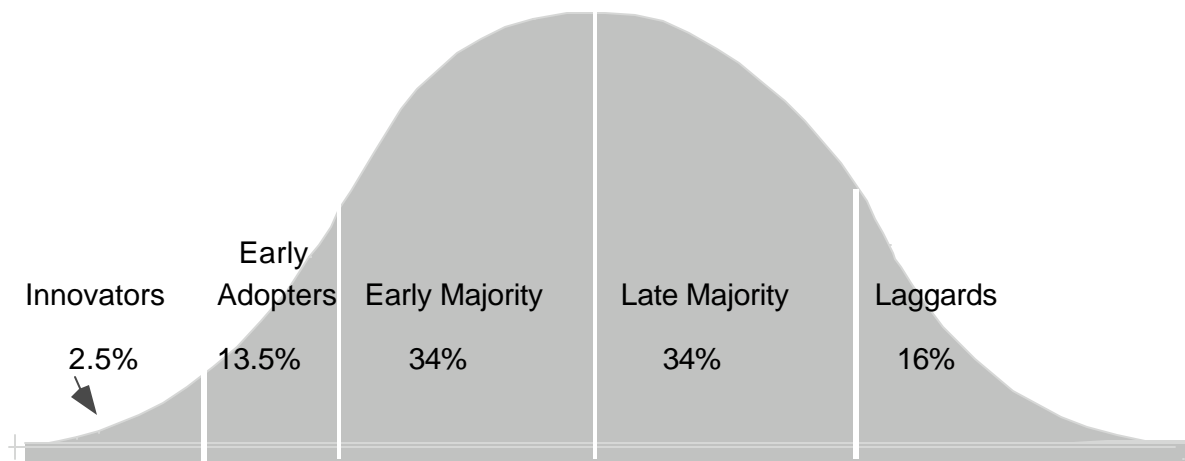
Relative advantage is the degree to which technologies, products or services, are perceived to be better than similar products and services. The literature identifies key dimensions of relative advantage to include "degree of economic profitability, low initial cost, a decrease in discomfort, social prestige, savings in time and effort, and immediacy

of the reward” (Rogers, 1995). Scholars have found that economic profitability may explain considerably less than half of the variance associated with relative advantage.

Energy efficient products may have some characteristics that place them at a relative disadvantage in relation to other products. Whereas products that are adopted rapidly often have low initial cost, energy efficiency products often have high initial costs. Life cycle costs, a frequent justification for purchasing energy products, focus on long-term rather than the short-term rewards of products that have relative advantage. In this study we examine the movement of customers through the product diffusion cycle, but we did not examine the reasons why customers move through the cycle or the technology/market conditions assisting with that movement. Although, workshops alone cannot move people to adopt energy efficient practices or technologies, the movement of customers through the cycle provides evidence of the ability of the workshops to cause a change in the practices or technologies used by the attendees. If the characteristics of a technology do not meet customer needs, then it is unlikely that the technology will be adopted or that the market will be transformed. As a result, we assume that the practices and technologies presented in the FEMP workshop do meet a customer need and that the workshops were able to build on this need.

Types of Adopters

The adoption of a new practice or technology consists of a series of decisions by individuals and firms. The decision to adopt has to be made by each actor, at least until the point at which actors have no alternatives but to adopt (e.g., the market is fully transformed). However, people and organizations differ in the speed with which they will accept innovations. Adopters are generally categorized into one of five groups: innovators, early adopters, the early majority, the late majority, and laggards (Figure 2).



Source: Rogers

Figure 2 Categories of adopters

The product diffusion literature points out that there are significant differences among these groups and that these differences have important implications. Market transformation begins in earnest when the early majority begins to adopt.

Innovators are a very small group and they pursue technology aggressively and will purchase and use new technologies out of pure interest in the technology. *Early adopters* appreciate the potential benefits of a technology and will utilize the technology when they see that its benefits match their own needs and desires. The *early majority* has an interest in the technology but is driven by practicality. They will wait and see if the technology delivers on its promises, but they also want to reference others of the early majority, not just innovators and early adopters, before they buy. This is the point at which the interpersonal channels become important. The late adopters differ from the early majority in one major respect. They are not comfortable with technology and will wait until a product has become the standard before purchasing. The laggards simply do not want to have anything to do with new technology and will hold off purchasing the technology until they are forced to or feel they have to.

These concepts provide a useful framework with which to examine the FEMP workshops. For example, we might ask the stage of adoption of people who attend FEMP workshops. If most of the attendees are at the aware stage, then they probably are in need of very basic information. If attendees are at the decision or implementation stages, then they may be looking for more detailed or more sophisticated information about implementing a new idea or technology. The stages of adoption also provide a way to measure the effectiveness of the workshops. For example, if we could measure the stage of adoption before and after the workshops, we could use movement between stages as a measure of the impact of the workshops. This is the approach implemented in this study.