

CT-4A-R: Retrofits: Residential Sector
OMB Control No. 1910-5170

DATABASE VARIABLES

&INTERVIEWER_NAME name of the caller
&CONTACT contact name from program database
&SPONSOR organization that sponsored the program activity
&PROGRAM program activity name
&DATES dates of program activities operation funded by SEP or of research interest
&APPOINT date/time to call back
&NAME person to call back
&PHONE extension or phone number to call back
&SERV_ADDR address where measure(s) were installed or service(s) performed
&HOMETYPE Single family home or multi-family home (fill "home" or "building")
&CITY city where measure(s) were installed or service(s) performed
&CORRECT corrected address
&MEASURE_TYPE dishwasher, clothes washer, refrigerator, lighting, cooling, heating, duct testing, weatherization or other
&QTY quantity of measure installed
&MEASURE specific technology within measure type, e.g. CFLs
&TARGET_YEARS programs years under evaluation
&DISHWASHER boolean that is true if respondent installed dishwasher
&CLOTHESWASHER boolean that is true if respondent installed clothes washer
&REFRIGERATOR boolean that is true if respondent installed refrigerator
&LIGHTING boolean that is true if respondent installed lighting measures
&COOLING boolean that is true if respondent installed cooling measures
&HEATING boolean that is true if respondent installed heating measures
&HOTWATER boolean that is true if respondent installed hot water heating measures
\$DUCTTEST boolean that is true if respondent conducted duct testing
&OTHER boolean that is true if respondent installed other measures
&INSULATION boolean that is true if respondent installed insulation measures
&SHOWERHEAD boolean that is true if respondent installed showerhead measures
&AERATOR boolean that is true if respondent installed aerator measures
&WEATHERIZATION description of weatherization measures installed
&WATT wattage of lighting technology installed
&LI_TECH specific lighting technology, e.g. CFLs
&LI_NUM number of &LI_TECH installed
&C_TECH specific cooling technology, e.g. Central AC
&CTECH_NUM number of &C_TECH installed
&CTECH_EFF efficiency rating of &C_TECH
&CTECH_EFF_UNIT unit of &CTECH_EFF
&C_TECH_REM cooling technology removed during installation of &CTECH
&H_TECH specific heating technology, e.g. Furnace
&HTECH_NUM number of &H_TECH installed
&HTECH_EFF efficiency rating of &H_TECH
&HTECH_EFF_UNIT unit of &HTECH_EFF
&H_TECH_REM heating technology removed during installation of &HTECH

INTRODUCTION AND FINDING CORRECT RESPONDENT

INITIAL. Hello, this is &INTERVIEWER NAME calling on behalf of the United States Department of Energy from Tetra Tech.

May I please speak with &CONTACT, or the person at this location who is most knowledgeable about your &HOMTYPE’s participation in &SPONSOR's &PROGRAM, which operated during the period &DATES?

[IF NEEDED] This is not a sales call.

[IF NEEDED] This is a fact-finding survey only, authorized by the U. S. Department of Energy which wants to understand how &PROGRAM worked.

[No, that person is not available right now]	1	[GO TO APPOINT]
[Unable to refer someone who can help]	2	[GO TO APPOINT]
[Yes, that would be me]	3	[GO TO PURPOSE]
[Yes, let me get _____]	4	[GO TO INTRO3:s]
[No, that is the wrong person]	5	[GO TO HI]
[No, other reason (specify)]	6	[GO TO APPOINT]
[Don't Know]	97	[GO TO APPOINT]
[Refused]	98	[GO TO APPOINT]

APPOINT. When would be a good day and time for us to call back?

		RECORD, CONTACT NAME, DAY OF THE WEEK, TIME OF DAY AND DATE TO CALL BACK CALL BACK AT AGREED TIME	[GO TO EXT]
[Don't Know]	-97	THANK & TERMINATE; ASSIGN REFUSED AND REMOVE FROM CALL ORDER	[GO TO INTRO3(99)]
[Refused]	-98	END CALL; KEEP CONTACT IN REGULAR CALL ORDER	[GO TO INTRO3(99)]

INTRO3(99). Thank you for your time. We need to speak with the person in your &HOMTYPE that is most familiar with your participation in the &PROGRAM. Those are all of the questions I have for you today [\[TERMINATE; ASSIGN DISPOSITION & REMOVE FROM CALL ORDER\]](#)

HI. Who would be the person in your &HOMTYPE who is most knowledgeable about your participation in &SPONSOR's &PROGRAM?

	RECORD NAME AS &CONTACT	[GO TO MAY_I]
[Don't Know]	-97	[GO TO APPOINT]
[Refused]	-98	[GO TO INTRO3(99)]

MAY_I. May I speak with him/her?

[Yes]	1	[GO TO INTRO3:s]
[No]	2	[GO TO EXT]
[Don't know]	-97	[GO TO EXT]
[Refused]	-98	[GO TO EXT]

INTRO3:s. Hello, this is <INTERVIEWER NAME> calling on behalf of the Department of Energy from Tetra Tech. This is not a sales call. This is a fact-finding survey only. According to our records, your &HOMTYPE participated in &SPONSOR's &PROGRAM.

I was told that you are the person most knowledgeable about this program. Is this correct?

[Yes]	1	[GO TO PURPOSE]
[No]	2	[GO TO HI]
[No one knows about the program]	3	[GO TO INTRO3(99)]
[Don't know]	-97	[GO TO HI]
[Refused]	-98	[GO TO EXT]

EXT. Is there a different phone number you recommend we use when we call back?

[Yes]	1	RECORD EXTENSION OR PHONE NUMBER AS &PHONE; [GO TO APPOINT]
[No]	2	[GO TO APPOINT]
[Don't know]	-97	[GO TO APPOINT]
[Refused]	-98	[GO TO APPOINT]

PURPOSE. The U.S. Department of Energy (DOE) would like to inform each individual that the information requested here is being solicited under the statutory authority of Title III of the Energy Policy and Conservation Act of 1975, as amended, which authorizes DOE to administer the State Energy Program (SEP). This information is being sought as part of a national evaluation of SEP, the purpose of which is to reliably quantify Program accomplishments and help inform decisions on future operations. The sole use of the information collected will be for an analysis of national-level Program impacts. Disclosure of this information is voluntary and there will be no adverse effects associated with not providing all or any part of the requested information.

We are calling you today to learn about your response to the &SPONSOR's &PROGRAM. The information we gather will be used by the Department of Energy to understand how the program has worked. The survey should take no more than 60 minutes for you to complete. The responses you provide will be combined with those of many other individuals and will not be linked to you or your &HOMTYPE in any way.

SC1. First, I'd like to ask you a few questions about your &HOMTYPE. Our records show your &HOMTYPE is at &SERV_ADDR in &CITY. Is that correct?

[Yes]	1	[GO TO COMMENT3]
[No]	2	[GO TO CORRECT]
[Don't know]	-97	[GO TO COMMENT1]
[Refused]	-98	[GO TO COMMENT1]

CORRECT May I have your address?

[Yes]	1	RECORD IN &CORRECT [GO TO COMPARE]
[No]	2	[COMMENT1]
[Don't know]	-97	[GO TO HI]
[Refused]	-98	[GO TO COMMENT1]

COMPARE. [DO NOT READ] Are these addresses similar or totally different?

Computer Address - &SERV_ADDR
Corrected Address - &CORRECT

[Similar]	1	SET &SERV_ADDR = &CORRECT
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		[GO TO SC2]
[Totally different]	2	[GO TO COMMENT2]

COMMENT2. We were attempting to reach the customer at &SERV_ADDR in &CITY and since that does not match your address, then we must have misdialled the telephone number. Those are all the questions that we have for you today, on behalf of the Department of Energy. Thank you for your time and cooperation. [\[TERMINATE\]](#)

SC2. Our records show that you received support from &PROGRAM to carry out energy efficiency improvements at &SERV_ADDR in &CITY. Is that correct?

[Yes]	1	[GO TO SC3]
[No]	2	[GO TO COMMENT4]
[Don't know]	97	[GO TO COMMENT4]
[Refused]	98	[GO TO COMMENT4]

COMMENT4. Can you refer me to someone who would be likely to be familiar with such a project?

[Yes]	1	[GO TO HI]
[No]	2	[GO TO INTRO3(99)]
[Don't know]	-97	[GO TO INTRO3(99)]
[Refused]	-98	[GO TO INTRO3(99)]

SC3. Are you familiar with the decision to participate in &PROGRAM and the type of the energy efficiency measures carried out with its assistance?

[Yes]	1	[GO TO V1]
[No]	2	[GO TO COMMENT4]
[Don't know]	-97	[GO TO COMMENT4]
[Refused]	-98	[GO TO COMMENT4]

HEATING, COOLING, AND WATER HEATING INVENTORY

Before discussing your experience with &SPONSOR's &PROGRAM, I'd like to get some basic information about the energy systems in your home.

HC1. First, do you have a central air conditioning system in your home?

Do not include room air conditioners or fans.

1. <input type="radio"/> Yes	
2. <input type="radio"/> No	SKIP TO HC5
97. <input type="radio"/> Don't know	SKIP TO HC5
98. <input type="radio"/> Refused to answer	SKIP TO HC5

HC2. How old is your central air conditioning system?

[Prompt by reading response options if necessary]

1. <input type="radio"/> Less than one year old
2. <input type="radio"/> 1 year to 4 years old
3. <input type="radio"/> More than 4 years to 10 years old
4. <input type="radio"/> More than 10 years to 15 years old
5. <input type="radio"/> More than 15 years to 20 years old
6. <input type="radio"/> More than 20 years old
97. <input type="radio"/> Don't know
98. <input type="radio"/> Refused to answer

IF D1 ≠ 1 (SINGLE FAMILY DETACHED) ASK HC3, ELSE SKIP TO HC4.

HC3. Does the central air conditioning system serve your home or more than one home or apartment?

1. <input type="radio"/> Serves home or apartment only
2. <input type="radio"/> Serves more than one home or apartment
97. <input type="radio"/> Don't know
98. <input type="radio"/> Refused to answer

HC4. How frequently do you use your central air conditioning system? Would you say it is ...
“All Summer”; “Quite a bit”; “Only a few times a year when needed”; or “Not at all”?

1. <input type="radio"/> All Summer
2. <input type="radio"/> Quite a bit
3. <input type="radio"/> Only a few times when needed
4. <input type="radio"/> Not at all
97. <input type="radio"/> Don't know
98. <input type="radio"/> Refused to answer

HC5. How many room air conditioners, if any, do you use in your home? PROMPT IF NEEDED:
These are units installed in windows or through the wall.

1. <input type="radio"/> None	SKIP TO D1
2. <input type="radio"/> One	
3. <input type="radio"/> Two	
4. <input type="radio"/> Three or more	
97. <input type="radio"/> Don't know	SKIP TO D1
98. <input type="radio"/> Refused to answer	SKIP TO D1

HC6. On average, how old are the room air conditioners in your home?

[Prompt by reading response options if necessary]

1. <input type="radio"/> Less than one year old
2. <input type="radio"/> 1 year to 4 years old
3. <input type="radio"/> More than 4 years to 10 years old
4. <input type="radio"/> More than 10 years to 15 years old
5. <input type="radio"/> More than 15 years to 20 years old
6. <input type="radio"/> More than 20 years old
97. <input type="radio"/> Don't know
98. <input type="radio"/> Refused to answer

HC7. How frequently do you use your room air conditioners? Would you say it is ...
“All Summer”; “Quite a bit”; “Only a few times a year when needed”; or “Not at all”?

1. <input type="radio"/> All Summer
2. <input type="radio"/> Quite a bit
3. <input type="radio"/> Only a few times when needed
4. <input type="radio"/> Not at all
97. <input type="radio"/> Don't know
98. <input type="radio"/> Refused to answer

SH1. What fuel or fuels do you use to heat your home? [RECORD ALL THAT APPLY.]

[IF MORE THAN ONE FUEL RECORDED, ASK SH1a. ELSE SKIPNEEDED: READ LIST. RECORD ONLY ONE RESPONSE]

SH 1a. Which fuel supplies most of the heat for your home?

[IF NEEDED: READ LIST. RECORD ONLY ONE RESPONSE]

	SH1	SH1a
1. Natural gas	<input type="radio"/>	GO TO SH2
2. Bottled gas or propane	<input type="radio"/>	SKIP TO SH3
3. Electric	<input type="radio"/>	SKIP TO SH4
4. Oil	<input type="radio"/>	SKIP TO SH5
5. Kerosene	<input type="radio"/>	SKIP TO SH6
6. Wood	<input type="radio"/>	SKIP TO SH6
7. Solar	<input type="radio"/>	SKIP TO SH6
8. Geothermal	<input type="radio"/>	SKIP TO SH6
9. Other (Please describe: _____)	<input type="radio"/>	SKIP TO SH6
10. No heating system	<input type="radio"/>	SKIP TO WH1
97. Don't know	<input type="radio"/>	SKIP TO SH6
98. Refused to answer	<input type="radio"/>	SKIP TO SH6

SH2. [If use mostly natural gas] What type of system provides most of the space heating for your home?

[IF NEEDED: READ LIST. RECORD ONLY ONE RESPONSE]

1. <input type="radio"/> Central forced air furnace	SKIP TO SH6
2. <input type="radio"/> Steam boiler (upright radiators or baseboards)	SKIP TO SH6
3. <input type="radio"/> Hot water boiler (upright radiators or baseboards)	SKIP TO SH6
4. <input type="radio"/> Direct Vent Space heaters	SKIP TO SH6
5. <input type="radio"/> Un-vented Space heaters	SKIP TO SH6
6. <input type="radio"/> Fireplace Inserts	SKIP TO SH6
7. <input type="radio"/> Stoves	SKIP TO SH6
8. <input type="radio"/> Other (Please describe: _____)	SKIP TO SH6
97. <input type="radio"/> Don't know	SKIP TO SH6
98. <input type="radio"/> Refused to answer	SKIP TO SH6

SH3. [If use mostly bottled gas or propane] What type of system provides most of the space heating for your home?

[IF NEEDED: READ LIST. RECORD ONLY ONE RESPONSE]

1. <input type="radio"/> Central forced air furnace	SKIP TO SH6
2. <input type="radio"/> Steam boiler (upright radiators or baseboards)	SKIP TO SH6
3. <input type="radio"/> Hot water boiler (upright radiators or baseboards)	SKIP TO SH6
4. <input type="radio"/> Direct Vent Space heaters	SKIP TO SH6
5. <input type="radio"/> Un-vented Space heaters	SKIP TO SH6
6. <input type="radio"/> Portable heaters	SKIP TO SH6
7. <input type="radio"/> Fireplace Inserts	SKIP TO SH6
8. <input type="radio"/> Stoves	SKIP TO SH6
9. <input type="radio"/> Other (Please describe: _____)	SKIP TO SH6
97. <input type="radio"/> Don't know	SKIP TO SH6
98. <input type="radio"/> Refused to answer	SKIP TO SH6

SH4. [If use mostly electric heating] What type of system provides most of the space heating for your home?

[IF NEEDED: READ LIST. RECORD ONLY ONE RESPONSE]

1. <input type="radio"/> Baseboard, wall heaters without fans, or ceiling cables	SKIP TO SH6
2. <input type="radio"/> Wall heaters with fans	SKIP TO SH6
3. <input type="radio"/> Air source heat pump	SKIP TO SH6
4. <input type="radio"/> Ground source heat pump	SKIP TO SH6
5. <input type="radio"/> Other (Please describe: _____)	SKIP TO SH6
97. <input type="radio"/> Don't know	SKIP TO SH6
98. <input type="radio"/> Refused to answer	SKIP TO SH6

SH5. [If use mostly oil] What type of system provides most of the space heating for your home?

[IF NEEDED: READ LIST. RECORD ONLY ONE RESPONSE]

1. <input type="radio"/> Central forced air furnace
2. <input type="radio"/> Steam boiler (upright radiators or baseboards)
3. <input type="radio"/> Hot water boiler (upright radiators or baseboards)
4. <input type="radio"/> Other (Please describe: _____)
97. <input type="radio"/> Don't know
98. <input type="radio"/> Refused to answer

SH6. Does the heating system only serve your home or more than one home or apartment?

1. <input type="radio"/> Serves home or apartment only
2. <input type="radio"/> Serves more than one home or
97. <input type="radio"/> Don't know
98. <input type="radio"/> Refused to answer

SH7. How old is your primary heating system?

[Prompt by reading response options if necessary]

1. <input type="radio"/> Less than one year old	
2. <input type="radio"/> 1 year to 4 years old	
3. <input type="radio"/> More than 4 years to 10 years old	
4. <input type="radio"/> More than 10 years to 15 years old	
5. <input type="radio"/> More than 15 years to 20 years old	
6. <input type="radio"/> More than 20 years old	
97. <input type="radio"/> Don't know	
98. <input type="radio"/> Refused to answer	

IF MULTIPLE ANSWERS PROVIDED FOR SH1, ASK SH8. ELSE SKIP TO WH1.

SH8. Approximately how often do you use the other heating system(s) in your home during the heating season?

[READ LIST. RECORD ONLY ONE RESPONSE]

1. <input type="radio"/> Every day
2. <input type="radio"/> 3-5 days per week
3. <input type="radio"/> 1-2 days per week
4. <input type="radio"/> Only a few days a year
97. <input type="radio"/> Don't know
98. <input type="radio"/> Refused to answer

SH9. How many rooms are heated by these other heating systems?

Enter # of Rooms
97. <input type="radio"/> Don't know
98. <input type="radio"/> Refused to answer

WH1. What fuel or fuels do you use for hot water in your home? [RECORD ALL THAT APPLY.]

[IF MORE THAN ONE FUEL RECORDED, ASK SH1a. ELSE SKIP NEEDED: READ LIST. RECORD ONLY ONE RESPONSE]

WH 1a. Which fuel supplies most of the hot water for your home?

[IF NEEDED: READ LIST. RECORD ONLY ONE RESPONSE]

	SH1	SH1a
1. Natural gas	o	o
2. Bottled gas or propane	o	o
3. Electric	o	o
4. Oil	o	o
5. Kerosene	o	o
6. Wood	o	o
7. Solar	o	o
8. Geothermal	o	o
9. Other (Please describe: _____)	o	o
10. No heating system	o	o
97. Don't know	o	o
98. Refused to answer	o	o

WH3. What type of system is your main water heater? Would you say it is a...

[READ LIST. RECORD ONLY ONE RESPONSE]

1. o Traditional water heater tank
2. o Whole house tankless system or instantaneous water heater
3. o Heat pump water heater
4. o High efficiency gas storage water heater
5. o Indirect tank attached to a boiler
6. o Other (Please describe: _____)
97. o Don't know
98. o Refused to answer

INITIAL VERIFICATION INVENTORY

NOTE: THE SEGMENTS VY AND VN ELICIT THE SAME TYPE OF INFORMATION FROM CUSTOMERS IN PROGRAMS THAT ARE ABLE TO PROVIDE MEASURE-LEVEL DATA FOR PROJECTS SUPPORTED BY THE PROGRAM (VY) AND THOSE FOR WHICH MEASURE-LEVEL DATA ARE NOT AVAILABLE (VN). THE ANSWERS TO BOTH SEQUENCES ARE ANSWERED IN THE SAME INITIAL VERIFICATION GRID BELOW. THE OBJECTIVE OF THIS SEQUENCE IS TO PROVIDE VERIFICATION OF THE OVERALL SCOPE OF THE PROJECT, CHARACTERIZE THE SCOPE OF SUPPORT PROVIDED BY THE SEP PROGRAM AND OTHER PROGRAMS, AND ELIMINATE THE NEED FOR REPETITIVE QUESTIONS IN THE DETAILED MEASURE SECTIONS. SEQUENCE VB IS ADDRESSED TO ALL RESPONDENTS.

V1. I'd like to ask you about the scope of the project at &SERV_ADDR.

V1b. Was this project done to an existing &HOMETYPE or was it part of a new construction project?

[Existing/retrofit]	1	[GO TO VY1a]
[New construction]	2	[THANK AND TERMINATE]
[Don't know]	-97	[GO TO VY1a]
[Refused]	-98	[GO TO VY1a]

SEQUENCE VY: FOR CUSTOMERS IN PROGRAMS WITH MEASURE-LEVEL DETAIL IN THE TRACKING DATABASE.

[REPEAT THIS SERIES FOR EACH MEASURE IN THE TRACKING DATA]

VY1a. According to &SPONSOR records, you installed &QTY &MEASURE as part of the project at &SERV_ADDR. Is this correct?

[Yes, installed that number]	1	[GO TO VY1a FOR NEXT MEASURE]
[Did not install any of that technology]	2	[GO TO VY1a FOR NEXT MEASURE]
[Technology correct, number wrong]	3	[GO TO VY1B]
[Don't Know]	-97	[GO TO VY1a FOR NEXT MEASURE]
[Refused]	-98	[GO TO VY1a FOR NEXT MEASURE]

VY1b. How many &MEASURE did you install?

RECORD NUMBER	_____	[GO TO VY1C]
Don't know	-97	[GO TO VY1C]
Refused	-98	[GO TO VY1C]

VY1c. Why did you install a different number of &MEASURE?

Have no idea why numbers differ	1	[GO TO VY1D]
Put some in storage	2	[GO TO VY1D]
Installed some at another location in the U.S.	3	[GO TO VY1D]
Insufficient financial resources to complete full amount	4	[GO TO VY1D]
[Other, Specify _____]	5	[GO TO VY1D]
[Don't know]	-97	[GO TO VY1D]
[Refused]	-98	[GO TO VY1D]

VY1d. Do you plan to install the remaining &MEASURE within the next year?

[Yes]	1	[GO TO VY1a FOR NEXT MEASURE]
[No]	2	[GO TO VY1a FOR NEXT MEASURE]
[Don't know]	-97	[GO TO VY1a FOR NEXT MEASURE]
[Refused]	-98	[GO TO VY1a FOR NEXT MEASURE]

[GO TO VB1 AFTER COMPLETING VY SEQUENCE FOR ALL MEASURES IN TRACKING SYSTEM]

SEQUENCE VN: FOR CUSTOMERS IN PROGRAMS WITH NO MEASURE-LEVEL DETAIL IN THE TRACKING DATABASE.

VN1a. Which of the following types of equipment or services received support from &PROGRAM? **[READ LIST IN THE GRID. MARK ALL THAT APPLY]**

Dishwasher	RECORD QTY___	[GO TO VN1c]
Clothes Washer	RECORD QTY___	[GO TO VN1c]
Refrigerator	RECORD QTY___	[GO TO VN1c]
Lighting	RECORD QTY___	[GO TO VN1c]
Cooling	RECORD QTY___	[GO TO VN1c]
Space Heating	RECORD QTY___	[GO TO VN1c]
Water Heating	RECORD QTY___	[GO TO VN1c]
Duct Testing & Sealing	RECORD QTY___	[GO TO VN1c]
Air Sealing with Blower Door Test	RECORD QTY___	[GO TO VN1c]
Insulation	RECORD QTY___	[GO TO VN1c]
Shower head replacement	RECORD QTY___	[GO TO VN1c]
Faucet aerators	RECORD QTY___	[GO TO VN1c]
Other Efficiency Measures [SPECIFY _____]	RECORD QTY___	[GO TO VN1c]

VN1c. Is there any equipment or services for which you received support from &PROGRAM in &TARGET_YEARS that has not yet been installed

[Yes]	1	[GO TO VN1d]
[No]	2	[GO TO VB1]
[Don't know]	-97	[GO TO VB1]
[Refused]	-98	[GO TO VB1]

VN1d. Which equipment or services received support from &PROGRAM but have not yet been installed or conducted? **[MARK ALL THAT APPLY IN LIST IN THE GRID.]**

Dishwasher	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Clothes Washer	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Refrigerator	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Lighting	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Cooling	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Heating	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Water Heating	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Duct Testing & Sealing	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Air Sealing w/ Blower Door Test	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Insulation	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Shower head replacement	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Faucet Aerators	RECORD QTY NOT INSTALLED____	[GO TO VN2a]
Other Efficiency Measures [MULTIPLE "OTHER" POSSIBLE]	RECORD QTY NOT INSTALLED____	[GO TO VN2a]

FOR EACH MEASURE TYPE MARKED IN VN1c, ASK VN2a THROUGH VN2c.

VN2a. Why was &MEASURE_TYPE not installed at &SERV_ADDR? **[DO NOT READ, MARK ALL THAT APPLY]**

Put some in storage	1	[GO TO VN2b]
Installed some at another location in the U.S.	2	[GO TO VN2b]
Insufficient financial resources to complete full amount	3	[GO TO VN2b]
[Other, Specify _____]	4	[GO TO VN2b]
[Don't know]	-97	[GO TO VN2b]
[Refused]	-98	[GO TO VN2b]

VN2b. Do you plan to install the remaining &MEASURE within the next year?

[Yes]	1	[GO TO VN2a FOR NEXT MEASURE]
[No]	2	[GO TO VN2a FOR NEXT MEASURE]
[Don't know]	-97	[GO TO VN2a FOR NEXT MEASURE]
[Refused]	-98	[GO TO VN2a FOR NEXT MEASURE]

[GO TO VB1 AFTER COMPLETING VN2a – VN2c SEQUENCE FOR ALL APPLICABLE MEASURES]

VY AND VN SEQUENCE RESPONSE GRID FOR SEP SUPPORTED EFFORTS

	1a	1c (N only)	2a	2b
Measure type	Installed?	Not Installed	Why not installed?	Plan to install in Yr?
<i>Efficiency Measures</i>				
Dishwasher				
Clothes Washer				
Refrigerator				
Lighting				
Cooling				
Heating				
Water Heating				
Duct Testing & Sealing				
Air Sealing w/ Blower Door				
Insulation				
Shower head replacement				
Faucet Aerator				
Other Efficiency Measures [SPECIFY _____]				

SEQUENCE VB: DIRECTED TO ALL CUSTOMERS.

VB1. What kinds of assistance and support did you receive from &SPONSOR's &PROGRAM in completing the project at &HOMTYPE? **[DO NOT READ, MARK ALL THAT APPLY. PROMPT IF NEEDED.]**

Financial grant or rebate for measures installed	1	[GO TO VB2]
Subsidy for design or engineering work	2	[GO TO VB2]
Reduced interest loan or loan interest subsidy	3	[GO TO VB2]
Loan guarantee	4	[GO TO VB2]
Assistance in entering into performance contracts	5	[GO TO VB3]
Energy audit or other technical assistance in identifying & characterizing opportunities	6	[GO TO VB3]
Referrals to qualified vendors	7	[GO TO VB3]
General information on energy efficiency opportunities	8	[GO TO VB3]
Other (Specify in enough detail to understand the support received to use in attribution analysis) _____	9	[GO TO VB3]
[Don't know]	97	[GO TO VB3]
[Refused]	98	[GO TO VB3]

[IF VB1 INCLUDES 1, 2, 3, OR 4 ASK VB2, ELSE VB3]

VB2. What was the amount of the incentive, subsidy, or loan provided by the &SPONSOR's &PROGRAM? Your best approximation will be fine.

[RECORD AMOUNT]	\$____	[GO TO VB3]
[Don't know]	-97	[GO TO VB3]
[Refused]	-98	[GO TO VB3]

VB3. And, what was the total overall cost of the energy efficiency project supported by &PROGRAM including equipment and labor *before* any incentives or subsidies were applied? Again, your best approximation will be fine

[RECORD AMOUNT]	\$____	[GO TO VB4]
[Don't know]	-97	[GO TONEXT SECTION]
[Refused]	-98	[GO TO NEXT SECTION]

[IF MULTIPLE MEASURES INSTALLED ASK VB4 THROUGH VB6, ELSE NEXT SECTION.]

VB4. Can you recall how these costs were allocated among the different equipment or services installed or conducted?

[Yes]	1	[GO TO VB5]
[No]	2	[GO TO NEXT SECTION]
[Don't know]	-97	[GO TO NEXT SECTION]
[Refused]	-98	[GO TO NEXT SECTION]

VB5. Can you tell me the cost of purchasing and installing &MEASURE **[STARTING FROM FIRST IN GRID OR DATABASE]?**

VB6. **[IF RESPONDENT CANNOT PROVIDE A COST AMOUNT:]** What percentage of the total overall costs of the project supported by &PROGRAM did &MEASURE_TYPE account for?

	VB5	VB6
Measure type	Cost	% of Total
Dishwasher		
Clothes Washer		
Refrigerator		
Lighting		
Cooling		
Heating		
Hot Water Heating		
Duct Testing & Sealing		
Air Sealing w/ Blower Door		
Insulation		
Shower head replacement		
Faucet Aerator		
Other Efficiency Measures		

[RECORD VERIFIED MEASURES FOR MEASURE SPECIFIC QUESTIONS BELOW. RESPONDENTS WILL ONLY BE ASKED MEASURE SPECIFIC QUESTIONS FOR MEASURE GROUPS CONFIRMED]

- [&DISHWASHER]
- [&CLOTHESWASHER]
- [&REFRIGERATOR]
- [&LIGHTING]
- [&COOLING]
- [&HEATING]
- [&HOTWATER]
- [&DUCTTEST]
- [&INSULATION]
- [&SHOWERHEAD]
- [&AERATOR]
- [&OTHER]

DISHWASHER
 [IF &DISHWASHER = TRUE]

DW1 Now I'd like to ask some questions about your new energy efficient dishwasher you received support for through the &SPONSOR &PROGRAM.

DW2a Did your dishwasher replace an existing dishwasher?

Yes	1	[GO TO DW2b]
No	2	[GO TO DW3]
Don't Know	-97	[GO TO DW3]
Refused	-98	[GO TO DW3]

DW2b IF yes to DW2A How old was your old dishwasher?

[Less than 1 yr]	1	[GO TO DW2c]
[1-5 yrs]	2	[GO TO DW2c]
[5-10 yrs]	3	[GO TO DW2c]
[More than 10 yrs]	4	[GO TO DW2c]
[Don't Know]	-97	[GO TO DW2c]
[Refused]	-98	[GO TO DW2c]

DW2c Was the old dishwasher working or not working?

Working	1	[GO TO DW2d]
Not working	2	[GO TO DW3]
[Don't Know]	-97	[GO TO DW3]
[Refused]	-98	[GO TO DW3]

DW2d Was the old dish washer in good, fair, or poor working condition?

Good	1	[GO TO DW3]
Fair	2	[GO TO DW3]
Poor	3	[GO TO DW3]
[Don't Know]	-97	[GO TO DW3]
[Refused]	-98	[GO TO DW3]

CLOTHES WASHER BATTERY

[IF &CLOTHESWASHER = TRUE]

CW1 Now I'd like to ask some questions about your new energy efficient clothes washer you received support for through the &SPONSOR &PROGRAM.

CW2a Did your clothes washer replace an existing clothes washer?

Yes	1	[GO TO CW2b]
No	2	[GO TO CW3]
Don't Know	-97	[GO TO CW3]
Refused	-98	[GO TO CW3]

CW2b IF CW2a is yes... How old was your old clothes washer?

[Less than 1 yr]	1	[GO TO CW2c]
[1-5 yrs]	2	[GO TO CW2c]
[5-10 yrs]	3	[GO TO CW2c]
[More than 10 yrs]	4	[GO TO CW2c]
[Don't Know]	-97	[GO TO CW2c]
[Refused]	-98	[GO TO CW2c]

CW2c Was the old clothes washer working or not working?

Working	1	[GO TO CW2d]
Not working	2	[GO TO CW3]
[Don't Know]	-97	[GO TO CW3]
[Refused]	-98	[GO TO CW3]

CW5 Do you have a clothes dryer?

[Yes]	1	[GO TO CW8]
[No]	2	[GO TO R1]
[Don't Know]	-97	[GO TO R1]
[Refused]	-98	[GO TO R1]

CW8 What type of fuel does your clothes dryer use? (If unsure read 1, 2)

Electricity	1	[GO TO R1]
Natural Gas	2	[GO TO R1]
Other (SPECIFY)	4	[GO TO R1]
[Don't Know]	-97	[GO TO R1]
[Refused]	-98	[GO TO R1]

REFRIGERATOR BATTERY

R1 I'd like to ask some questions about the energy efficient refrigerator you received support for through the &SPONSOR &PROGRAM. Where is the Freezer located (mounted) on the refrigerator?

Freezer is on the bottom of the refrigerator	1	[GO TO R2a]
Freezer is on the top of the refrigerator	2	[GO TO R2a]
Freezer is on the side of the refrigerator	3	[GO TO R2a]
Refrigerator does not have an attached freezer	4	[GO TO R2a]
[Don't Know]	-97	[GO TO R2a]
[Refused]	-98	[GO TO R2a]

R2a Does your new refrigerator have a through the door ice machine?

[Yes]	1	[GO TO R2b]
[No]	2	[GO TO R2b]
[Don't Know]	-97	[GO TO R2b]
[Refused]	-98	[GO TO R2b]

R2b Does your new refrigerator have automatic defrost, partial automatic defrost, or manual defrost?

Automatic Defrost	1	[GO TO R3]
Partial Automatic Defrost	2	[GO TO R3]
Manual Defrost	3	[GO TO R3]
[Don't Know]	-97	[GO TO R3]
[Refused]	-98	[GO TO R3]

R3 Is this refrigerator plugged in and running ... (Read list)

All the time	1	[GO TO R3b]
For special occasions only	2	[GO TO R3b]
During certain months of the year only, or	3	[GO TO R3b]
Never plugged in or running	4	[GO TO R3b]
[Don't Know]	-97	[GO TO R3b]
[Refused]	-98	[GO TO R3b]

R3b Is this refrigerator compact, standard size, or oversized?

[Compact]	1	[GO TO R4]
[Standard]	2	[GO TO R4]
[Oversized]	3	[GO TO R4]
[Don't Know]	-97	[GO TO R4]
[Refused]	-98	[GO TO R4]

R4 Did the new refrigerator replace an existing refrigerator?

Yes	1	[GO TO R5]
No	2	[GO TO HW1]
Don't know	-8	[GO TO HW1]
Refused	-9	[GO TO HW1]

R5 Where was the Freezer located (mounted) on the old refrigerator?

Freezer was on the bottom of the refrigerator	1	[GO TO R6a]
Freezer was on the top of the refrigerator	2	[GO TO R6a]
Freezer was on the side of the refrigerator	3	[GO TO R6a]
Refrigerator did not have an attached freezer	4	[GO TO R6a]
[Don't Know]	-97	[GO TO R6a]
[Refused]	-98	[GO TO R6a]

R6a Did your old refrigerator have a through the door ice machine?

[Yes]	1	[GO TO R6b]
[No]	2	[GO TO R6b]
[Don't Know]	-97	[GO TO R6b]
[Refused]	-98	[GO TO R6b]

R6b Did the old refrigerator have automatic defrost, partial automatic defrost, or manual defrost?

Automatic Defrost	1	[GO TO R7]
Partial Automatic Defrost	2	[GO TO R7]
Manual Defrost	3	[GO TO R7]
[Don't Know]	-97	[GO TO R7]
[Refused]	-98	[GO TO R7]

R6c How old was your old refrigerator?

[Less than 1 yr]	1	[GO TO CW2c]
[1-5 yrs]	2	[GO TO CW2c]
[5-10 yrs]	3	[GO TO CW2c]
[More than 10 yrs]	4	[GO TO CW2c]
[Don't Know]	-97	[GO TO CW2c]
[Refused]	-98	[GO TO CW2c]

R7 Has the refrigerator you replaced been removed from your home or do you still have it?

Removed from the home	1	[GO TO R8]
Still have it	2	[GO TO R9]
[Don't know]	-97	[GO TO HW1]
[Refused]	-98	[GO TO HW1]

R8. How did you dispose of your old refrigerator?
 (CLARIFY IF NEEDED TO FIT LIST BELOW. FOR EXAMPLE: Did you give it away or sell it?)

Took it to a recycler or scrap dealer	1	[GO TO HW1]
Took it to the landfill or threw it away	2	[GO TO HW1]
Sold it or gave it to another private party	3	[GO TO HW1]
Sold it to a used refrigerator / freezer dealer	4	[GO TO HW1]
Hired someone to pick it up (for junking or dumping)	5	[GO TO HW1]
Utility program hauled it away	6	[GO TO HW1]
Dealer I bought a new one from took it away	7	[GO TO HW1]
Left it behind when moved (for new occupant)	8	[GO TO HW1]
Other (SPECIFY)	9	[GO TO HW1]
[Don't know]	-97	[GO TO HW1]
[Refused]	-98	[GO TO HW1]

R9 Was the old refrigerator plugged in and running ... (Read list)

All the time	1	[GO TO HW1]
For special occasions only	2	[GO TO HW1]
During certain months of the year only, or	3	[GO TO HW1]
Never plugged in or running	4	[GO TO HW1]
[Don't Know]	-97	[GO TO HW1]
[Refused]	-98	[GO TO HW1]

HOT WATER HEATER BATTERY
 [IF &CLOTHESWASHER = TRUE OR &DISHWASHER = TRUE OR &HOTWATER = TRUE or
 &SHOWERHEAD = TRUE OR &AERATOR=TRUE]

HW1 Now I'd like to ask some questions about the new hot water heater you received support for through the
 &SPONSOR &PROGRAM.

HW3 What type of fuel did your previous water heater use?

[Electricity]	1	[GO TO HW4]
[Natural Gas]	2	[GO TO HW4]
[Propane]	3	[GO TO HW4]
[Solar (sun)]	4	[GO TO HW4]
Other (SPECIFY)	5	[GO TO HW4]
[Don't Know]	-97	[GO TO HW4]
[Refused]	-98	[GO TO HW4]

HW4 Is your water heater a traditional storage tank water heater or is it a tankless or on-demand type water
 heater? [If unsure ask] Does your water heater store water?

[Traditional storage tank]	1	[GO TO HW7]
[Tankless/on-demand]	2	[GO TO HW7]
Other (SPECIFY)	3	[GO TO HW7]
Don't Know	-97	[GO TO HW7]

Refused	-98	[GO TO HW7]
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HW7 What temperature is your hot water heater set for?

RECORD TEMPERATURE	#	[GO TO HW9]
[Don't know]	-97	[GO TO HW8]
[Refused]	-98	[GO TO HW8]

HW8 Is your water heater set at a... (Read All)

Low temperature: 100-120 degrees F?	1	[GO TO HW9]
Medium temperature: 125-140 F?	2	[GO TO HW9]
High temperature: 145-160 F?	3	[GO TO HW9]
[Don't know]	-97	[GO TO HW9]
[Refused]	-98	[GO TO HW9]

[IF &CLOTHESWASHER = FALSE AND &HOTWATER = TRUE, ELSE SKIP TO DUCT TESTING]

HW9 Do you have a clothes washer?

[Yes]	1	[GO TO HW10]
[No]	2	[GO TO HW11]
[Don't Know]	-97	[GO TO HW11]
[Refused]	-98	[GO TO HW11]

HW10 Do you always, sometimes, or never wash your clothes in warm or hot water?

[Always]	1	[GO TO HW11]
[Sometimes]	2	[GO TO HW11]
[Never]	3	[GO TO HW11]
[Don't Know]	-8	[GO TO HW11]
[Refused]	-9	[GO TO HW11]

[IF &DISHWASHER = TRUE, GO TO DT1]

HW11 Do you have a dishwasher?

[Yes]	1	[GO TO DT1]
[No]	2	[GO TO DT1]
[Don't Know]	-97	[GO TO DT1]
[Refused]	-98	[GO TO DT1]

DUCT TESTING BATTERY
[IF & DUCTTEST = TRUE]

DT1 I'd like to ask you some questions about the duct testing and sealing that was done in your home.

Do you recall the technicians who worked on your home taking measurements of pressures and air flows in your duct systems?

Yes	1	[GO TO DT2]
No	2	[GO TO DT2]
[Don't Know]	-97	[GO TO DT2]
[Refused]	-98	[GO TO DT2]

DT2 Do you recall the technicians who worked on your home repairing leaks or loose insulation on your ductwork?

Yes	1	[GO TO DT3]
No	2	[GO TO DT3]
[Don't Know]	-97	[GO TO DT3]
[Refused]	-98	[GO TO DT3]

DT3 Was the duct system in your house installed or replaced during the time you have been living in your home?

Yes	1	[GO TO DT4]
No	2	[GO TO LI1a]
[Don't Know]	-97	[GO TO LI1a]
[Refused]	-98	[GO TO LI1a]

DT4 How long ago was the duct system installed or replaced? Would you say it was ...

Less than 5 years ago	1	[GO TO NEXT CL8a]
Between 5 and 10 years ago	2	[GO TO NEXT CL8a]
10 to 20 years ago	3	[GO TO NEXT CL8a]
more than 20 years ago	4	[GO TO NEXT CL8a]
[Don't know]	-97	[GO TO NEXT CL8a]
[Refused]	-98	[GO TO NEXT CL8a]

LIGHTING

[IF &LIGHTING = TRUE]

In the next section we'll be discussing the lighting equipment that received support from &SPONSOR &PROGRAM.

**[IF MEASURE-LEVEL RECORDS ARE AVAILABLE ASK LI1a THROUGH LI1c.
IF MEASURE-LEVEL RECORDS ARE NOT AVAILABLE, ASK LI2a THROUGH LI2c.]**

[REPEAT LI1a - LI1c. FOR EACH &LI_TECH IN THE TRACKING DATA.]

LI1a. Our records indicate that you installed &LI_NUM of &WATT &LI_TECH through the &PROGRAM. Is this correct?

[Yes, installed that number]	1	[GO TO LI1d]
[Did not install any of that technology]	2	[GO TO LI1A FOR NEXT &LI_TECH]
[Technology correct, number wrong]	3	[GO TO LI1num]
[Don't Know]	-97	[GO TO LI1A FOR NEXT &LI_TECH]
[Refused]	-98	[GO TO LI1A FOR NEXT &LI_TECH]

LI1num. What is the correct number of &LI_TECH that you installed through the &PROGRAM?

ENTER NUMBER		[GO TO LI1c]
[Don't Know]	-97	[GO TO LI1A FOR NEXT &LI_TECH]
[Refused]	-98	[GO TO LI1A FOR NEXT &LI_TECH]

LI1c. Why did you install a different number of &LI_TECH?

Have no idea why numbers differ	1	[GO TO LI1d]
Put some in storage	2	[GO TO LI1d]
Installed some at another location in the U.S.	3	[GO TO LI1d]
Insufficient financial resources to complete full amount	4	[GO TO LI1d]
[Other, Specify_____]	5	[GO TO LI1d]
[Don't know]	-97	[GO TO LI1d]
[Refused]	-98	[GO TO LI1d]

LI1d I am going to read a list of rooms in your home. Please tell me the number of **&LI_TECH** installed in these rooms.

Living/family room	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Dining room	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Den/Office	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Kitchen	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Bedrooms	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Bathrooms	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Closets	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Hallways	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Attic	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Basement	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Garage	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Yard/Outside	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Other (specify)	#__	[GO TO LI1A FOR NEXT &LI_TECH]

[ONCE ALL **&LI_TECHS** FROM TRACKING DATA EXHAUSTED, SKIP TO LI3]

[IF MEASURE-LEVEL DATA ARE NOT AVAILABLE, ASK LI2a THROUGH LI2num]

LI2a. Which of the following types of lighting equipment, if any, did you install with the support provided by the **&PROGRAM**? [IF DON'T KNOW, ATTEMPT TO GET CONTACT INFORMATION OF PERSON WHO DOES.]

LI2num. Approximately how many lighting fixtures did you purchase using the funds or technical support from the **&SPONSOR &PROGRAM**?

RESPONSE GRID FOR LI1 AND LI2 SERIES OF QUESTIONS

	&LI_TECH	LI1a Tracking Verified?	LI1num Corrected # Install	LI1c Reason for Diff	LI2a Untracked Tech Inst	LI2num Untracked # Install
	<i>Lamps & Fixtures</i>					
1	&WATT Compact Fluorescent Bulbs					
2	&WATT Compact Fluorescent, Hardwire					
3	&WATT LED bulbs					
4	&WATT LED Overhead Fixtures					
5	Other Fixtures (Specify ____)					

LI2d I am going to read a list of rooms in your home. Please tell me the number of &LI_TECH installed in these rooms.

Living/family room	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Dining room	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Den/Office	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Kitchen	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Bedrooms	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Bathrooms	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Closets	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Hallways	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Attic	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Basement	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Garage	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Yard/Outside	#__	[GO TO LI1A FOR NEXT &LI_TECH]
Other (specify)	#__	[GO TO LI1A FOR NEXT &LI_TECH]

[ASK FOR EACH LIGHTING EQUIPMENT VERIFIED]

LI3 What was the wattage of the lighting that this &LI_TECH replaced?

ENTER WATTAGE	__	[GO TO LI3 FOR NEXT &LI_TECH]
[Don't Know]	-97	[GO TO LI3 FOR NEXT &LI_TECH]
[Refused]	-98	[GO TO LI3 FOR NEXT &LI_TECH]

COOLING EQUIPMENT BATTERY

[IF &COOLING = TRUE]

Now we would like to discuss the cooling equipment that received funding from &SPONSOR &PROGRAM

[IF MEASURE-LEVEL RECORDS ARE AVAILABLE ASK CL1 THROUGH CL6a.

IF MEASURE-LEVEL RECORDS ARE NOT AVAILABLE, SKIP TO CL-N1]

[REPEAT CL1 THROUGH CL6a FOR EACH &C_TECH IN THE TRACKING DATA.]

CL1. Our records indicate that you installed &CTECH_NUM &C_TECH through the &PROGRAM. Is that correct?

[Yes, installed that number]	1	[GO TO CL3]
[Did not install any of that technology]	2	[GO TO CL1 FOR NEXT &C_TECH]
[Technology correct, number wrong]	3	[GO TO CL2a]
[Don't Know]	-97	[GO TO CL1 FOR NEXT &C_TECH]
[Refused]	-98	[GO TO CL1 FOR NEXT &C_TECH]

CL2a. How many &C_TECH did you install?

RECORD NUMBER	_____	[GO TO CL2b]
Don't know	-97	[GO TO CL2b]
Refused	-98	[GO TO CL2b]

CL5. Our records indicate the &CTECH have an efficiency rating of &CTECH_EFF &CTECH_EFF_UNITS Is that correct?

Yes	1	[GO TO CL1 FOR NEXT &C_TECH]
No	2	[GO TO CL6a]
Don't know	-97	[GO TO CL1 FOR NEXT &C_TECH]
Refused	-98	[GO TO CL1 FOR NEXT &C_TECH]

CL6a. What is the correct efficiency rating?

RECORD EFFICIENCY NUMBER		[GO TO CL1 FOR NEXT &C_TECH]
RECORD EFFICIENCY UNIT (EER, SEER, KW/TON, or specify other)		[GO TO CL1 FOR NEXT &C_TECH]
Don't know	-97	[GO TO CL1 FOR NEXT &C_TECH]
Refused	-98	[GO TO CL1 FOR NEXT &C_TECH]

RESPONSE GRID FOR CL1 TO CL6a

	ITEM	CL1	CL2a	CL5	CL6a
1	Evaporative coolers (swamp coolers)				
2	Central air conditioner				
3	Heat pump				
4	Window/Wall Units				
77	Other (Specify)				
97	Don't Know				
98	Refused				

[AFTER ALL MEASURES IN TRACKING DATA EXHAUSTED, SKIP TO CL-N1]

USE THE CL-N1 TO CL-N4 SEQUENCE IF THE PROGRAM TRACKING DATABASE DOES NOT CONTAIN MEASURE-LEVEL DATA

CL-N1. What types of cooling equipment did you install with the assistance of &PROGRAM at &SERV_ADD?
[ALLOW MULTIPLE ANSWERS]

Evaporative coolers (swamp coolers)	1	[GO TO CL-N2]
Central air conditioner	2	[GO TO CL-N2]
Heat pump		[GO TO CL-N2]
Window/Wall Units	3	[GO TO CL-N2]
[Other (Specify _____)]	77	[GO TO CL-N2]
[Don't Know]	- 97	[ATTEMPT TO GET CONTACT INFORMATION OF PERSON WHO KNOWS. THEN NEXT SECTION]
[Refused]	- 98	[GO TO NEXT SECTION]

CL-N2. How many units of &C_TECH did you install?

RECORD NUMBER		[GO TO CL-N4]
Don't know	97	[GO TO CL-N4]
Refused	98	[GO TO CL-N4]

CL-N4. What was the efficiency rating of the &CTECH_EFF units that you installed through &PROGRAM?
[RECORD FOR ALL UNITS INSTALLED THROUGH &PROGRAM.]

RECORD EFFICIENCY NUMBER		[GO TO NEXT CL-N1]
RECORD EFFICIENCY UNIT (EER, SEER, KW/TON)		[GO TO NEXT CL-N1]
Don't know	-97	[GO TO NEXT CL-N1]
Refused	-98	[GO TO NEXT CL-N1]

RESPONSE GRID FOR CL-N1 TO CL-N4

	ITEM	CL-N1	CL-N2	CL-N4 Number	CL-N4 Units
1	Evaporative coolers (swamp coolers)				
2	Central air conditioner				
3	Heat pump				
4	Window/Wall Units				
77	Other (Specify)				

ASK CL8a THROUGH CL8f FOR EACH MEASURE IDENTIFIED IN CL1 AND CL-N1

Next, I'd like to ask you a few questions about the equipment that was removed and replaced when you installed the new cooling equipment though the program.

CL8a. What types of cooling equipment, if any, were replaced when installing the new &C_TECH? **[SELECT ALL THAT APPLY]**

SELECT EQUIPMENT TYPE		[RECORD AS &C_TECH_REM] [GO TO CL8b]
None	77	[GO TO CL9]
[Don't Know]	-97	[GO TO CL8a FOR NEXT &C_TECH]
[Refused]...	-98	[GO TO CL8a FOR NEXT &C_TECH]

CL8b. How many units were removed?

RECORD NUMBER	_____	[GO TO CL8d]
Don't know	-97	[GO TO CL8d]
Refused	-98	[GO TO CL8d]

CL8d. Generally, how would you describe the condition of &C_TECH_REM that was removed and replaced? Was it...

Inoperable (broken)	1	[GO TO CL8f]
Poor condition	2	[GO TO CL8f]
Fair condition	3	[GO TO CL8f]
Good condition	4	[GO TO CL8f]
[Don't know]	-97	[GO TO CL8f]
[Refused]	-98	[GO TO CL8f]

CL8f. On average, how old was the &C_TECH_REM that was removed and replaced? Would you say...

Less than 5 years old	1	[GO TO NEXT CL8a]
Between 5 and 10 years old	2	[GO TO NEXT CL8a]
10 to 20 years old	3	[GO TO NEXT CL8a]
more than 20 years old	4	[GO TO NEXT CL8a]
[Don't know]	-97	[GO TO NEXT CL8a]
[Refused]	-98	[GO TO NEXT CL8a]

RESPONSE GRID FOR CL8 SERIES

		CL8a	CL8b	CL8d	CL8f
0	No A/C Removed		skip	skip	skip
1	Evaporative coolers (swamp coolers)				
2	Central air conditioner				
3	Heat pump				
4	Window/Wall Units				
77	Other (Specify)				

HEATING EQUIPMENT BATTERY

[IF &HEATING = TRUE]

Now we would like to discuss the heating equipment that received funding from &SPONSOR &PROGRAM

[IF MEASURE-LEVEL RECORDS ARE AVAILABLE ASK HT1 THROUGH HT6a.

IF MEASURE-LEVEL RECORDS ARE NOT AVAILABLE, SKIP TO HT-N1]

[REPEAT HT1 THROUGH HT6a FOR EACH &H_TECH IN THE TRACKING DATA.]

HT1. Our records indicate that you installed &HTECH_NUM &H_TECH through the &PROGRAM. Is that correct?

[Yes, installed that number]	1	[GO TO HT5]
[Did not install any of that technology]	2	[GO TO HT1 FOR NEXT &H_TECH]
[Technology correct, number wrong]	3	[GO TO HT2a]
[Don't Know]	-97	[GO TO HT1 FOR NEXT &H_TECH]
[Refused]	-98	[GO TO HT1 FOR NEXT &H_TECH]

HT2a. How many &H_TECH did you install?

RECORD NUMBER	_____	[GO TO HT25]
Don't know	-97	[GO TO HT5]
Refused	-98	[GO TO HT5]

HT5. Our records indicate the &HTECH have an efficiency rating of &HTECH_EFF &HTECH_EFF_UNITS. Is that correct?

Yes	1	[GO TO HT7]
No	2	[GO TO HT6a]
[Don't know]	-97	[GO TO HT7]
[Refused]	-98	[GO TO HT7]

HT6a. What is the correct efficiency rating?

RECORD EFFICIENCY NUMBER		[GO TO HT7]
RECORD EFFICIENCY UNIT (AFUE, thermal efficiency, or specify other)		[GO TO HT7]
Don't know	-97	[GO TO HT7]
Refused	-98	[GO TO HT7]

HT7 What fuel does &HTECH use?

Natural Gas	1	[GO TO HT1 FOR NEXT &H_TECH]
Electric	2	[GO TO HT1 FOR NEXT &H_TECH]
Propane	3	[GO TO HT1 FOR NEXT &H_TECH]
Wood	4	[GO TO HT1 FOR NEXT &H_TECH]
Solar	5	[GO TO HT1 FOR NEXT &H_TECH]
Other	6	[GO TO HT1 FOR NEXT &H_TECH]

RESPONSE GRID FOR HT1 TO HT6a

	ITEM	HT1	HT2a	HT2b	HT5	HT6a	HT7
1	Natural Gas Boiler						
2	Wood Pellet Boiler						
3	Furnace						
4	Heat pump						
77	Other (Specify)						
97	Don't Know						
98	Refused						

USE THE HT-N1 TO HT-N4 SEQUENCE IF THE PROGRAM TRACKING DATABASE DOES NOT CONTAIN MEASURE-LEVEL DATA

HT-N1. What types of heating equipment did you install with the assistance of &PROG at &SERV_ADD?
[ALLOW MULTIPLE ANSWERS]

Natural Gas Boiler	1	[GO TO HT-N4]
Wood Pellet Boiler	2	[GO TO HT-N4]
Furnace	3	[GO TO HT-N4]
Heat pump	4	[GO TO HT-N4]
Other (Specify)	77	[GO TO HT-N4]
[Don't Know]	-97	ATTEMPT TO GET CONTACT INFORMATION OF PERSON WHO DOES KNOW. [THEN GO TO NEXT SECTION]
[Refused]	-98	[GO TO NEXT SECTION]

HT-N4. What was the efficiency rating of the &HTECH_EFF units that you installed? [RECORD FOR ALL UNITS INSTALLED THROUGH &PROGRAM.]

RECORD EFFICIENCY NUMBER		[GO TO HT-N7]
RECORD EFFICIENCY UNIT (AFUE, Thermal efficiency, specify other)		[GO TO HT-N7]
Don't know	-97	[GO TO HT-N7]
Refused	-98	[GO TO HT-N7]

HT-N7 What fuel does &HTECH use?

Natural Gas	1	[GO TO HT1 FOR NEXT &H_TECH]
Electric	2	[GO TO HT1 FOR NEXT &H_TECH]
Propane	3	[GO TO HT1 FOR NEXT &H_TECH]
Wood	4	[GO TO HT1 FOR NEXT &H_TECH]
Solar	5	[GO TO HT1 FOR NEXT &H_TECH]
Other	6	[GO TO HT1 FOR NEXT &H_TECH]

RESPONSE GRID FOR HT-N1 TO HT-N4

	ITEM	HT-N1	HT-N4 Number	HT-N4 Units
1	Natural Gas Boiler			
2	Wood Pellet Boiler			
3	Furnace			
74	Heat pump			
77	Other (Specify)			

ASK HT8a THROUGH HT8f FOR EACH MEASURE IDENTIFIED IN HT1 AND HT-N1]

Next, I'd like to ask you a few questions about the equipment that was removed and replaced when you installed the new heating equipment with the assistance of &PROG.

HT8a. What types of heating equipment, if any, were replaced when installing the new &H_TECH? **[SELECT ALL THAT APPLY]**

Natural Gas Boiler	1	[GO TO RECORD AS &H_TECH_REM]
Wood Pellet Boiler	2	[GO TO RECORD AS &H_TECH_REM]
Furnace	3	[GO TO RECORD AS &H_TECH_REM]
Heat pump	4	[GO TO RECORD AS &H_TECH_REM]
None	5	[GO TO HT9]
[Don't Know]	-97	[GO TO HT8a FOR NEXT &H_TECH]
[Refused]...	-98	[GO TO HT8a FOR NEXT &H_TECH]

[ASK HT8b THROUGH HT8f FOR EACH MEASURE IDENTIFIED IN HT8a]

HT8d. Generally, how would you describe the condition of &H_TECH_REM that was removed and replaced? Was it...

Inoperable (broken)	1	[GO TO HT8f]
Poor condition	2	[GO TO HT8f]
Fair condition	3	[GO TO HT8f]
Good condition	4	[GO TO HT8f]
[Don't know]	-97	[GO TO HT8f]
[Refused]	-98	[GO TO HT8f]

HT8f. On average, how old was the &H_TECH_REM that was removed and replaced? Would you say...

Less than 5 years old	1	[GO TO NEXT HT8a]
Between 5 and 10 years old	2	[GO TO NEXT HT8a]
10 to 20 years old	3	[GO TO NEXT HT8a]
more than 20 years old	4	[GO TO NEXT HT8a]
[Don't know]	-97	[GO TO NEXT HT8a]
[Refused]	-98	[GO TO NEXT HT8a]

RESPONSE GRID FOR HT8

		HT8a	HT8d	HT8f
0	No heating Removed		skip	skip
1	Natural Gas Boiler			
2	Wood Pellet Boiler			
3	Furnace			
4	Heat pump			
77	Other (Specify)			

INSULATION

[ASK IF &INSULATION = TRUE]

RR4R Did you add insulation in the walls, the attic or ceiling or both with the assistance of &PROG?

Wall Only	1	[GO TO RR4R1a]
Attic or Ceiling Only	2	[GO TO RR4R2a]
Both	3	[GO TO RR4R1a]
[Don't know]	-97	[GO TO I3_9]
[Refused]	-98	[GO TO I3_9]

RR4R1A Did you have some insulation in the walls before adding this insulation?

Yes	1	[GO TO RR4R1b]
No	2	[GO TO RR4R1c]
[Don't know]	-97	[GO TO RR4R1c]
[Refused]	-98	[GO TO RR4R1c]

RR4R1B What was the R value or number of inches of the wall insulation previously?

ENTER R VALUE	__	[GO TO RR4R1c]
ENTER INCHES	__	[GO TO RR4R1c]
[Don't know]	-97	[GO TO RR4R1c]
[Refused]	-98	[GO TO RR4R1c]

RR4R1C What is the current R value or number of inches of the wall insulation after adding insulation?

ENTER R VALUE	__	[GO TO RR4R1d]
ENTER INCHES	__	[GO TO RR4R1d]
[Don't know]	-97	[GO TO RR4R1d]
[Refused]	-98	[GO TO RR4R1d]

RR4R1E How many rooms were insulated?

SQUARE FOOTAGE OF WALLS INSULATED	__	[GO TO RR4R2a]
[Don't know]	-97	[GO TO RR4R2a]
[Refused]	-98	[GO TO RR4R2a]

RR4R2A [\[ASK IF RR4R = 2 OR 3\]](#) Did you have insulation in the attic or ceilings before adding this insulation?

Yes	1	[GO TO RR4R2aa]
No	2	[GO TO RR4R2c]
[Don't know]	-97	[GO TO RR4R2c]
[Refused]	-98	[GO TO RR4R2c]

RR4R2AA Did you replace or add to the existing insulation?

Replace	1	[GO TO RR4R2b]
Add to	2	[GO TO RR4R2b]
[Don't know]	-97	[GO TO RR4R2b]
[Refused]	-98	[GO TO RR4R2b]

RR4R2B About what percentage of your attic or ceiling was insulated through this project?

ENTER PERCENT	__	[GO TO RR4R2b1]
[Don't know]	-97	[GO TO RR4R2b1]
[Refused]	-98	[GO TO RR4R2b1]

RR4R2B1 With how many inches of insulation was the attic previously insulated?

ENTER INCHES	__	[GO TO RR4R2c]
[Don't know]	-97	[GO TO RR4R2c]
[Refused]	-98	[GO TO RR4R2c]

RR4R2C1 With how many inches of insulation is now in the attic?

ENTER INCHES	__	[GO TO I3_X]
[Don't know]	-97	[GO TO I3_X]
[Refused]	-98	[GO TO I3_X]

SHOWERHEAD AND FAUCET AERATORS

[IF &SHOWERHEAD = TRUE]

I3_X (IF NOT ALREADY CONFIRMED) How many showerheads were installed with the assistance of &PROG?

ENTER NUMBER OF SHOWERHEADS	__	[GO TO I3_9]
[Don't know]	-97	[GO TO I3_9]
[Refused]	-98	[GO TO I3_9]

I3_9 Where was the &NTH showerhead installed? (REPEAT I3_9 to I3_12 FOR ALL SHOWERHEADS IN I3_X)

Main shower (only one shower)	1	[GO TO I3_11]
Master bathroom shower	2	[GO TO I3_11]
Guest shower	3	[GO TO I3_11]
Outdoor shower	4	[GO TO I3_11]
Other (SPECIFY)	5	[GO TO I3_11]
[Don't know]	-97	[GO TO I3_11]
[Refused]	-98	[GO TO I3_11]

I3_13 (IF NOT ALREADY CONFIRMED) How many faucet aerators were installed with the assistance of &PROG?

ENTER NUMBER OF AERATORS	__	[GO TO I3_13_X]
[Don't know]	-97	[GO TO I3_13_X]
[Refused]	-98	[GO TO I3_13_X]

OTHER EQUIPMENT BATTERY

[IF & OTHER = TRUE]

**[IF MEASURE-LEVEL RECORDS ARE AVAILABLE ASK OE1a THRU OE1c.
IF MEASURE-LEVEL RECORDS ARE NOT AVAILABLE, ASK OE2a THRU OE2c.]**

[REPEAT OE1a THRU OE1c. FOR EACH &OE_TECH IN THE TRACKING DATA.]

OE1a. Our records indicate that you installed &OE_NUM of &OE_TECH through the &PROGRAM, is this correct?

[Yes, installed that number]	1	[GO TO OE1a FOR NEXT &OE_TECH]
[Did not install any of that technology]	2	[GO TO OE1a FOR NEXT &OE_TECH]
[Technology correct, number wrong]	3	[GO TO OE1b]
Refused]	-98	[GO TO OE1a FOR NEXT &OE_TECH]
[Don't Know]	-97	[GO TO OE1a FOR NEXT &OE_TECH]

OE1b. What is the correct number of &OE_TECH that you installed through the &PROGRAM?

[ENTER NUMBER]	_____	[GO TO OE1c]
[Don't know]	-97	[GO TO OE1c]
[Refused]	-98	[GO TO OE1c]

OE1c. Why did you install a different number of &OE_TECH? **[ACCEPT MULTIPLE ANSWERS]**

Have no idea why numbers differ	1	[GO TO OE1a FOR NEXT &OE_TECH]
Put some in storage	2	[GO TO OE1a FOR NEXT &OE_TECH]
Installed at another location in the U.S.	3	[GO TO OE1a FOR NEXT &OE_TECH]
Funding insufficient to complete full amount	4	[GO TO OE1a FOR NEXT &OE_TECH]
Other	77	[GO TO OE1a FOR NEXT &OE_TECH]
Refused	-98	[GO TO OE1a FOR NEXT &OE_TECH]
Don't know	-97	[GO TO OE1a FOR NEXT &OE_TECH]

[IF MEASURE-LEVEL DATA ARE NOT AVAILABLE, ASK OE2a THRU OE2c.]

OE2a. Did you install any other kinds of energy efficiency measures through the program?

Yes	1	[GO TO OE2b]
No	2	[GO TO NEXT SECTION]
[Refused]	-98	[GO TO NEXT SECTION]
[Don't Know]	-97	[GO TO NEXT SECTION]

OE2b. Which kinds of additional measures did you install through the program?

OE2c. **[FOR EACH MEASURE TYPE MENTIONED.]** Approximately how many &OE_TECH were purchased using the &SPONSOR &PROGRAM funding?

OE2e. **[FOR EACH MEASURE TYPE MENTIONED.]** How many of the &OE_TECH purchased using the &SPONSOR &PROGRAM funding were used to replace existing &OE_TECH units?

RESPONSE GRID FOR OE1 AND OE2 SERIES

	OE_TECH	OE1a Tracking Verified?	OE1b Corrected # Install	OE1c Reason for Diff	OE2a/b Untracked Tech Inst	OE2c Untracked # Install	OE2e # replacing existing construction
1	Specify:						
2	Specify:						
3	Specify:						
4	Specify:						
5	Specify:						
6	Specify:						

[FOR EACH MEASURE TYPE REPORTED IN OE1 AND OE2 where OE2e > 0, ASK OE3]

OE3. What types of equipment were replaced when installing &OE_TECH

SPECIFY	_____	[GO TO OE3a]
Don't know	-97	[GO TO OE3 FOR NEXT &OE_TECH]
Refused	-98	[GO TO OE3 FOR NEXT &OE_TECH]

[FOR EACH EQUIPMENT TYPE REPLACED, ASK OE3a]

OE3a. Did you remove the same amount of &OE_TECH as you installed through the project?

Yes	1	[GO TO OE3d]
No	2	[GO TO OE3b]
[Refused]	-98	[GO TO OE3d]
[Don't Know]	-97	[GO TO OE3d]

OE3b. Did you remove more or less &OE_TECH than you installed through the project?

More	1	[GO TO OE3c]
Fewer	2	[GO TO OE3c]
[Refused]	-98	[GO TO OE3d]
[Don't Know]	-97	[GO TO OE3d]

OE3c. How much more/less &OE_TECH did you install?

[ENTER NUMBER]	_____	[GO TO OE3d]
Don't know	-97	[GO TO OE3d]
Refused	-98	[GO TO OE3d]

OE3d. What was the condition of the removed equipment?

Inoperable (broken)	1	[GO TO OE3e]
Poor condition	2	[GO TO OE3e]
Fair condition	3	[GO TO OE3e]
Good condition	4	[GO TO OE3e]
Refused	-98	[GO TO OE3e]
Don't know	-97	[GO TO OE3e]

OE3e. How old was the removed equipment?

Less than 5 years old	1	[GO TO OE3 FOR NEXT &OE_TECH]
Between 5 and 10 years old	2	[GO TO OE3 FOR NEXT &OE_TECH]
10 to 20 years old	3	[GO TO OE3 FOR NEXT &OE_TECH]
More than 20 years old	4	[GO TO OE3 FOR NEXT &OE_TECH]
Refused	-98	[GO TO OE3 FOR NEXT &OE_TECH]
Don't know	-97	[GO TO OE3 FOR NEXT &OE_TECH]

RESPONSE GRID OE3

	OE3	OE3a Remove same amount	OE3b Remove more or less	OE3c Amount removed	OE3d Condition removed equip	OE3d Age removed equip
1	Specify:					
2	Specify:					
3	Specify:					
4	Specify:					
5	Specify:					
6	Specify:					

DIRECT ATTRIBUTION

Now, I'd like to ask you a few questions about the effect that the &PROGRAM had on your decision to undertake the project we have been discussing.

OVERALL INFLUENCE

[FOR EACH MEASURE GROUP COVERED ABOVE REPEAT DA0 THROUGH DA]

DA0. Without the &SPONSOR &PROGRM, would you say the likelihood of [installing / performing] the &MEASURE was... [READ LIST]

RESPONSE	&MEASURETYPE	&MEASURETYPE	&MEASURETYPE	&MEASURETYPE
Very likely	1	1	1	1
Somewhat likely	2	2	2	2
Not very likely	3	3	3	3
Or very unlikely	4	4	4	4
[Don't know]	-97	-97	-97	-97
[Refused]	-98	-98	-98	-98

TIMING

ASK TIMING QUESTIONS ONLY FOR MEASURES WHERE DA0 = 1 OR 2 (VERY LIKELY OR SOMEWHAT LIKELY TO HAVE IMPLEMENTED IN THE ABSENCE OF THE PROGRAM.

AT1. I'd like to know about the effect, if any, that &PROGRAM had on the timing of your project. Without the support from the &PROGRAM, would you have implemented &MEASURE at the same time as you actually did through the project, earlier than you did, later than you did ... or would you not have installed the measure at all in the absence of the program?

RESPONSE	&MEASURETYPE	&MEASURETYPE	&MEASURETYPE	&MEASURETYPE
Same time	1	1	1	1
Earlier	2	2	2	2
Later	3	3	3	3
Would never have installed	4	4	4	4
[Don't know]	-97	-97	-97	-97
[Refused]	-98	-98	-98	-98

[IF AT1a ≠ LATER, SKIP TO NEXT MEASURE]

AT1b. Approximately how many months later?
 [Try to get a number. Try bracketing if necessary by beginning with more or less than four years later.]

	DAT1b_&MEASURE
[RECORD # OF MONTHS]	_____
[Don't know]	-97

QUANTITY

ASK QUANTITY QUESTIONS ONLY FOR MEASURES WHERE DAT0 = 1 OR 2 (VERY LIKELY OR SOMEWHAT LIKELY TO HAVE IMPLEMENTED IN THE ABSENCE OF THE PROGRAM. THIS SEQUENCE APPLIES ONLY FOR LIGHTING AND INSULATION.

Finally, I'd like to know about the effect, if any, that your participation in the &PROGRAM had on the scale of the project you completed with the support of the program.

AQ1. Without the support from &SPONSOR &PROGRAM would you have installed more <measure>, less, about the same amount, or would you not have installed any quantity of the measure at all?

RESPONSE	DAT0_MID1	DAT0_MID2	DAT0_MID3	DAT0_MID4
Same amount	1	1	1	1
Less or smaller	2 Read AQ3a	2 Read AQ3a	2 Read AQ3a	2 Read AQ3a
More or larger	3 Read AQ3a	3 Read AQ3a	3 Read AQ3a	3 Read AQ3a
Would not have installed any	4	4	4	4
[Not Applicable]	5	5	5	5
[Don't know]	-97	-97	-97	-97
[Refused]	-98	-98	-98	-98

AQ3_O. Why do you say that? **[RECORD VERBATIM]**_____

[IF AQ3 = SAME or NOT INSTALLED ANY, SKIP TO OP1.]

AQ3a. By what percentage do you think you increased or decreased the amount of <&MEASURE installed because of the &SPONSOR &PROGRAM?

Calculate percent: $\text{abs}([\text{amount installed}] / [\text{amount would have installed}]) - 100\%$

The response can be greater or less than 100 percent. Two examples:

- Example 1. Household installed 8, but would have installed 2 without the program. Change is 300 percent.
- Example 2. Household installed 4, would have installed 3 without the program. Change is 33 percent.

Record a positive % even if they decreased the amount that they installed.

- Example 3. Household installed 8 but would have installed 10 w/out the program. Change is 20 percent.
- Example 4. Household installed 4 but would have installed 6 without the program. Change is 33 percent.

RESPONSE	DAT0_MID1	DAT0_MID2	DAT0_MID3	DAT0_MID4
[RECORD %]	_____%	_____%	_____%	_____%
Don't know	-97	-97	-97	-97
Refused	-98	-98	-98	-98

EFFECT OF OTHER PROGRAMS

OP1 In completing the project[s] supported by [NAME OF SEP PA], did you make use of financial or technical support programs offered by other sponsors, such as local utilities, industry associations, or government agencies? For this question we are not interested in commercial offers such as rebate and incentive packages from manufacturers, vendors, or retailers.

[YES]	1	[ASK OP2]
[NO]	2	[GO TO D0]
[DON'T KNOW]	-97	[GO TO D0]
[REFUSED]	-98	[GO TO D0]

OP2. Which organization[s] sponsored the [those] program[s]?

[RECORD RESPONSE] _____

IF ONLY ORGANIZATIONS MENTIONED ARE MANUFACTURERS, DISTRIBUTORS, CONTRACTORS, OR ENGINEERS, SKIP TO SKIP TO D0.

OP3. What kinds of services did you receive from those programs in support of the project?

Information to guide project planning and equipment selection	1	[GO TO OP5]
Technical assistance such as energy audits, financial analyses, and design support	2	[GO TO OP5]
Identification of qualified contractors	3	[GO TO OP5]
Financial incentives such as rebates, reduced-interest loans, or loan guarantees	4	[ASK OP4]
Tax credits	5	[ASK OP4]
Other (Specify) _____	8	[GO TO OP5]
Don't know	-97	[GO TO OP5]
Refused	-98	[GO TO OP5]

OP4 What was the amount of the incentive[s] that you received from the other program[s] you have mentioned?

ENTER AMOUNT	_____	[GO TO OP5]
[DON'T KNOW]	-97	[GO TO OP4a]
[REFUSED]	-98	[GO TO OP4a]

IF RESPONDENT RECEIVED FINANCIAL INCENTIVES FROM &PROGRAM, ASK OP4a. ELSE SKIP TO OP5.

OP4a Would you say that the amount of the incentive[s] you received from the other programs you have mentioned was larger, smaller, or about the same as the amount you received from &PROGRAM?

[LARGER]	1	[GO TO OP5]
[SMALLER]	2	[GO TO OP5]
[ABOUT THE SAME]	3	[GO TO OP5]
[DON'T KNOW]	-97	[GO TO OP5]
[REFUSED]	-98	[GO TO OP5]

READ: We would like to understand how much the other programs you used affected your motivation and ability to carry out the energy efficiency project we have been discussing, beyond what you would most likely have done using the resources from the &SPONSOR &PROGRAM alone.

OP5. If you had been able to access *only* the resources of the &SPONSOR &PROGRAM, but not those of the other programs you used, how likely is it that you would have carried out the &MEASURE? Would you say the likelihood of undertaking that measure was ... [READ LIST]

RESPONSE	OP5_MID1	OP5_MID2	OP5_MID3	OP5_MID4
Very likely	1	1	1	1
Somewhat likely	2	2	2	2
Not very likely	3	3	3	3
Or very unlikely	4	4	4	4
[Don't know]	-97	-97	-97	-97
[Refused]	-98	-98	-98	-98

OP6. If you had been able to access *only* the resources of the &SPONSOR &PROGRAM, but not those of the other programs you used , would you have installed more or/a larger sized <measure>, less, about the same amount, or would you not have installed any quantity of the measure at all?

RESPONSE	OP6_MID1	OP6_MID2	OP6_MID3	OP6_MID4
Same amount	1	1	1	1
Less or smaller	2 Read OP7	2 Read OP7	2 Read OP7	2 Read OP7
More or larger	3 Read OP7	3 Read OP7	3 Read OP7	3 Read OP7
None at all	4	4	4	4
[Not Applicable]	5	5	5	5
[Don't know]	-97	-97	-97	-97
[Refused]	-98	-98	-98	-98

[IF OP6 = SAME or NOT INSTALLED ANY, SKIP TO OP1.]

OP7. By what percentage do you think you increased or decreased the amount of <&MEASURE installed because of the &SPONSOR &PROGRAM?

RESPONSE	OP7_MID1	OP7_MID2	OP7_MID3	OP7_MID4
[RECORD %]	_____ %	_____ %	_____ %	_____ %
Don't know	-97	-97	-97	-97
Refused	-98	-98	-98	-98

OP8. Did you first become aware of the opportunities to reduce energy use in &STR_ADDRESS through &SPONSOR &PROGRAM, through the other energy efficiency programs in which you participated, or through some other source?

Through the SEP PA	1	[GO TO OP9]
Through other energy efficiency program [s]	2	[GO TO OP9]
Through another source	3	[GO TO OP9]
[DON'T KNOW]	-97	[GO TO OP9]
[REFUSED]	-98	[GO TO OP9]

OP9 In your opinion, was the &SPONSOR's &PROGRAM more important in encouraging and enabling you [your organization] to carry out the energy efficiency project we have been discussing; was the other program more important; or were they both equally important?

SEP PA	1
Other program	2
Both equally important	3
[Don't know]	-97
[Refused]	-98

OP10 Why do you say that?

[\[RECORD VERBATIM\]](#)_____

SKIP TO D0.

HOUSING AND DEMOGRAPHICS

D0 We are almost finished. I just have a few additional questions about your &HOMTYPE to make sure we are getting a representative sample of participants.

[IF &HOMETYPE = "home" GO TO D1]

D0a About how many apartment units are located in the building at the property?

ENTER NUMBER OF UNITS	# __	[GO TO D0b]
[Don't know]	-97	[GO TO D0b]
[Refused]	-98	[GO TO D0b]

D0b What is the average apartment size in square feet?

ENTER SQUARE FOOTAGE	_____ sq. ft.	[GO TO D0c]
[Don't know]	-97	[GO TO D0c]
[Refused]	-98	[GO TO D0c]

D0c On average, how many bedrooms do you have in each unit of your building? (If a one-room efficiency, or studio apartment, bedrooms=0)

ENTER NUMBER OF BEDROOMS	# _____	[GO TO D0d]
[Don't know]	-97	[GO TO D0d]
[Refused]	-98	[GO TO D0d]

D0d About when was this building first built?

Before 1970's	1	[GO TO HC1]
1970's	2	[GO TO HC1]
1980's	3	[GO TO HC1]
1990-94	4	[GO TO HC1]
1995-99	5	[GO TO HC1]
2000's	6	[GO TO HC1]
[Don't know]	-97	[GO TO HC1]
[Refused]	-98	[GO TO HC1]

D1 In what type of building do you live? (READ LIST IF NEEDED)

(PROBE FOR 'Condo': "How many units are in your building?")

A one-family home detached from any other house	1	[GO TO D2]
A one-family home attached to one or more houses	2	[GO TO D2]
A building with 2 apartments	3	[GO TO D2]
A building with 3 or 4 apartments	4	[GO TO D2]
A building with 5 or more apartments	5	[GO TO D2]
A mobile home	6	[GO TO D2]
Boat, RV, Van, etc.	7	[GO TO D2]
Other (<i>SPECIFY</i>)	8	[GO TO D2]
[Don't know]	-97	[GO TO D2]
[Refused]	-98	[GO TO D2]

D2 Including yourself, how many people currently live in your home year-round?

ENTER NUMBER OF PEOPLE	____	[GO TO D3]
[Don't know]	-97	[GO TO D3]
[Refused]	-98	[GO TO D3]

D3 How many rooms are there in your home? Do not count laundry rooms, foyers, unfinished storage spaces, porches, or garages.

ENTER NUMBER OF OTHER ROOMS	# ____	[GO TO D4]
[Don't know]	-97	[GO TO D4]
[Refused]	-98	[GO TO D4]

D4 How large is your home/building in square feet?

ENTER SQUARE FOOTAGE	____ sq. ft.	[GO TO D5]
[Don't know]	-97	[GO TO D5]
[Refused]	-98	[GO TO D5]

D5 How many *floors* of living space are there in your home, NOT COUNTING unheated basements? Please answer only about *your home*, not the building as a whole]

1 floor	1	[GO TO D6]
2 floors	2	[GO TO D6]
3 floors	3	[GO TO D6]
More than 3 floors	4	[GO TO D6]
[Don't know]	-97	[GO TO D6]
[Refused]	-98	[GO TO D6]

D6 About when was this building first built?

Before 1970's	1	[GO TO HC1]
1970's	2	[GO TO HC1]
1980's	3	[GO TO HC1]
1990-94	4	[GO TO HC1]
1995-99	5	[GO TO HC1]
2000's	6	[GO TO HC1]
[Don't know]	-97	[GO TO HC1]
[Refused]	-98	[GO TO HC1]

ON SITE RECRUITING TO SCHEDULE ONSITE VERIFICATION

As we've discussed, the &Program is an important component of the SEP's ongoing efforts to save energy and reduce emissions affecting climate change. In order to improve this program's performance, DOE would like to make an accurate measurement of the energy savings associated with energy efficiency equipment installed by collecting and analyzing information from selected locations.

Your input to this research is extremely important. Thank you for your time.

COMMENT. Our verification technician will need to meet with someone over the age of 18 familiar with the equipment installed.

OS_NAME1. May I please have the name of the person who our technician can call to set up an appointment time?

&OS_NAME1	NAME OF PRIMARY CONTACT	OS_PHONE1
-98	Refused	T&T
-97	Don't know	T&T

OS_PHONE1. May I also have the best phone number for the technician to reach this person?

&OS_PHONE1	PHONE FOR PRIMARY CONTACT	OTHER
-98	Refused	T&T
-97	Don't know	T&T

OTHER. Is there another person that the technician might speak with, if this primary person is not available?

&OTHER	Get name	OS_NAME2
-98	Refused	T&T
-97	Don't know	T&T

OS_PHONE2. May I also have the best phone number for the technician to reach them?

&OS_PHONE2	Get phone number	VERIFY
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-98	Refused	T&T
-97	Don't know	T&T

VERIFY. For verification purposes only, may I please have your name?

	Get name	OS_REC
-98	Refused	T&T
-97	Don't know	T&T

