

**Home Energy Assessment Pilot Program**  
Draft Post-Assessment Survey Questions

Introduction

Dear Home Energy Score Pilot Participant,

Thank you for participating in the City of Albany's Home Energy Score Pilot Program. The City administered this pilot program to gather data on energy use in Albany's existing housing stock. Understanding energy use will better inform the City in creating programs and policies to reduce greenhouse gas emissions and mitigate climate change.

The City's contractor Home Comfort and Energy Solutions administered 20 [Home Energy Score](#) assessments to provide Albany homeowners with a Home Energy Score Report estimating home energy use and associated costs, and provide recommendations to cost-effectively improve the home's efficiency. You should have received a report with your Home Energy Score as well as recommendations for improvements tailored to your home. If you have not had a follow up call from a Home Energy Advisor, a free service offered by the Bay Area Regional Energy Network, you should call them before continuing this survey. They can be reached at 866-878-6008.

As part of the pilot, we have asked that all participants submit the following survey to help us better understand the process and the usefulness of the Home Energy Score reports. We ask that you submit this survey on or before **Friday, April 6th at 5pm.**

Process

The following questions are related to the process of receiving the Home Energy Score assessment and report.

1. Please rate the process for scheduling your assessment.
  - a. Very satisfied
  - b. Satisfied
  - c. Neutral
  - d. Dissatisfied
  - e. Very dissatisfied

Comments:

2. Quality of service of Energy Assessor

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied

Comments:

3. Timeliness of receipt of Home Energy Score Report

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied

Comments:

4. The appointment time was:

- a. Too long
- b. Just right
- c. Too short

Comments:

5. Please rate your overall satisfaction with the assessment process.

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied

Comments:

Home Energy Score Report

The following questions are related to the information provided in your Home Energy Score Report.

6. Was the report easy to understand?

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree

Comments:

7. Please rate the relevancy of the Report recommendations.

- a. Very satisfied
- b. Satisfied
- c. Neutral
- d. Dissatisfied
- e. Very dissatisfied

Comments:

Next Steps

8. Based on what I learned from the energy assessment, I am (choose all that apply):

- a. More likely to make energy improvements to my building in the next 12 months
- b. Less likely to make energy improvements to my building in the next 12 months
- c. More likely to make energy improvements before I sell my building
- d. Unchanged in my interest in making energy improvements to my building
- e. I plan to complete a building energy upgrade
- f. I have already completed a building energy upgrade

9. How likely are you to implement Report recommendations?

- a. Very likely
- b. Likely
- c. Unlikely
- d. Very unlikely

Comments:

10. Please indicate which recommendations you are most likely to implement:

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11. Please indicate which of the following have influenced your decision:

|   | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|---|----------------|-------|---------|----------|-------------------|
| This recommendation will save me money on my utility bills                |                |       |         |          |                   |
| This recommendation will improve the comfort of my home                   |                |       |         |          |                   |
| The cost of performing this recommendation is within my budget            |                |       |         |          |                   |
| I will have time to complete this recommendation                          |                |       |         |          |                   |
| I have the information needed to perform this recommendation              |                |       |         |          |                   |
| I have skills and/or abilities needed to perform this recommendation      |                |       |         |          |                   |
| This recommendation is a priority on my list of home improvement projects |                |       |         |          |                   |

Comments:

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Thank you for your time. Please indicate any additional questions or comments below.

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