DOE F 1325.8
(8-89)

United States Government
Department of Energy

Memorandum

DATE: **January 9, 2017** **WAP Memorandum 023**

REPLY TO
ATTN OF: **David Rinebolt, Weatherization Assistance Program Manager**
Weatherization and Intergovernmental Program Office

SUBJECT: **American Customer Satisfaction Index (ACSI) – Subgrantee Survey**

TO: **Weatherization Assistance Program (WAP) Network**

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The U.S. Department of Energy (DOE) Weatherization and Intergovernmental Program Office, (WIP) through the Weatherization Assistance Program (WAP), is requesting feedback from Subgrantees that will help improve the administration of the Program. WAP has chosen to use the American Customer Satisfaction Index (ACSI) for the survey. The tool and survey provides Subgrantees the opportunity to give DOE WAP constructive feedback.

Survey Details

- The survey will be conducted by the CFI Group, an independent third-party research organization.
- The Subgrantee Program Manager will receive notification of the survey from CFI Group on behalf of DOE WAP via the email address of: noreply-cfigroup@qualtrics-survey.com beginning on January 10, 2017. The survey will close on January 24, 2017.
- We recommend that you encourage Subgrantees to check spam and quarantine folders in case the survey is sent there. It is also important that the person who receives the survey not forward it as this makes it inoperable.
- All responses to the survey will remain anonymous. CFI Group will only provide DOE WAP with aggregated data.
- Once DOE WAP receives the final survey report, results and an action plan will be communicated to the network in response to the feedback.

DOE WAP is committed to improving the services and tools it provides Grantees to support Subgrantees. Subgrantee feedback is a critical element to our ability to do this. We look forward to your participation in the upcoming survey.

Thank you in advance for your assistance and for your continued efforts to provide high quality services to low-income households. This information should be shared with all WAP Subgrantees.

Please contact your Project Officer if you have any questions.