In-field Quality Assurance Program **Customer Survey**	(Customer /Address)
	(Phone)
	(Email)
	(CBPCA use)

As part of the Energy Upgrade California (EUC) quality assurance program, we request your input on the contracting service you received. Please take 7-10 minutes to answer the questions below and return this form to the verifier.

Thinking back to the time before hiring your contractor, please answer the following questions as best you can:

1. How important were each of the following reasons when you decided to hire the contractor to do your improvement / retrofit projects?
(Check one column for each applicable reason)

How important was it for you to…	Very Important	Somewhat Important	Not Very Important	Not at all Important	Rank of Importance*
A) Replace older equipment					
B) Improve home's comfort					
C) Become more efficient (save energy and resources)					
D) Improve indoor air quality					
E) Address health issues					
F) Use product rebate(s)					
G) Use a Contractor affiliated with ENERGY STAR					
H) Improve your home's appearance					
I) Increase or preserve your home's value					

*If more than one reason is "Very Important", please use the last column to rank the "Very Important" items, with "1" as your first priority, "2" as your next-highest priority, etc.

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2. Where did you hear about the Energy Upgrade California program and contracting service? (Check all that apply)

☐ Telephone book yellow pages   ☐ Consultant/contractor

☐ Newspaper, TV, or radio: _____   ☐ Home show

☐ Friend or colleague   ☐ Other (please describe):

☐ Website (www._____)   _____

Thinking back to when your contractor first assessed/inspected your home, please answer the following questions as best you can:

	1 = poor 5= excellent
3. What was the contractor/consultant timeliness for appointments?	1 2 3 4 5
4. Did the contractor explain the testing process?	Yes No (circle one)
5. Were you given a comprehensive home performance assessment (HPA) report after the first test?	Yes No (circle one)
6. Did the HPA include an analysis of your utility bills/energy use?	Yes No (circle one)

Now, thinking about the period after the improvements were completed, please answer the following questions as best you can:

7. Did your contractor test your home after the improvements were made?	Yes No (circle one)
8. If so, did the contractor provide you with a summary of the testing results?	Yes No (circle one)
9. What are you typical thermostat settings in the late afternoon during the summer? During the winter?	Summer: _____ Winter: _____
10. Do you use a programmable or manual thermostat?	
11. If you have a programmable one, is it programmed with different setting for day and night times?	Yes No (circle one)

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	1 = poor 5= excellent
12a. Do you feel the improvements have made a difference in the indoor comfort of your home?	1 2 3 4 5
12b. …in the indoor air quality of your home?	1 2 3 4 5
12c. …in the energy efficiency of your home?	1 2 3 4 5
13. Have you received—or plan to receive—any rebates?	Yes No (circle one)
14. In the long run, do you think it costs more, about the same, or less to install energy efficient upgrades compared to standard upgrades?	More About Same Less (circle one)

15. Will you recommend this contractor to others? Why or why not?

16. Would you have done these energy saving home improvements without the utility rebate? (circle one)   Yes   /   No

17. Did you receive or are you planning to receive funding from any other source(s) in addition to this rebate?

If yes:
a. How much?
- under $25
- $25-$100
- $100-$500
- Over $500

b. In what form?
- rebate
- tax-credit
- other

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18. Are there any other thoughts you would like to share with CBPCA about the EUC program, verification process or your contractor?