SMUD™

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

As part of the SMUD Home Performance quality assurance program, we would appreciate your input on the contracting service you have received. Please take 5-10 minutes to answer the questions below and return this form to the verifier.

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

1. How important were each of the following reasons when you decided to hire your Participating 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 SMUD Home Performance 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 Participating 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) test report?	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	Yes No (circle one)

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different setting for day and night times?	

	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 Participating Contractor to others? Why or why not?

16. Would you have done these energy saving home improvements without SMUD Home Performance Program 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

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

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