

United States Government  
**Department of Energy**

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# Memorandum

DATE: **June 11, 2019**

**WAP Memorandum 052**

REPLY TO

ATTN OF:  **Erica Burrin, Weatherization Assistance Program, Program Manager  
Weatherization and Intergovernmental Program Office**

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

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

INTENDED

AUDIENCE: **WAP Grantee Program Managers, WAP Subgrantee Program Managers**

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. As in 2017, 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.

In 2017, that feedback enabled DOE to partner with the National Association for State Community Services Programs (NASCSPP), to identify and share best practices employed by Grantees that scored highly on the ACSI Subgrantee Survey.

## 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](mailto:noreply-cfigroup@qualtrics-survey.com) beginning on June 18, 2019. The survey will close on July 16, 2019.
- 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.

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. The 2017 Subgrantee Survey is attached to this Memorandum as a sample. 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 DOE Project Officer if you have any questions.