

Xcel Energy Home Energy Audit Program

2009 Survey Results



In Q3 and Q4 of 2009 Xcel Energy contracted with a third party marketing organization to survey customers who had an Energy Audit. Here are some of the results of the survey.

Questions regarding the homeowner's satisfaction

Overall Service Provided 96% overall satisfaction 62% highly satisfied

Auditor Service Provided 99% overall satisfaction 76% highly satisfied

Report Provided 96% overall satisfaction 60% highly satisfied

Overall Satisfaction drivers*

1. Providing clear explanations
2. Scheduling the audit at a convenient time
3. Report tailored to the home

Questions regarding the homeowner's satisfaction with the energy auditor

Arriving on time 100% overall satisfaction

Being courteous and professional 100% overall satisfaction

Knowledgeable about process 99% overall satisfaction

Providing clear explanations 99% overall satisfaction

Auditor satisfaction drivers:

1. Being knowledgeable about the process
2. Providing clear explanations

Questions regarding the homeowner's satisfaction with the report

Overall Report 96% overall satisfaction

Recommendations being clear 96% overall satisfaction

Report tailored for home 94% overall satisfaction

Thoroughness of report 96% overall satisfaction

Info on energy saved 89% overall satisfaction

Cost of energy savings action 90% overall satisfaction

Report satisfaction drivers:

1. Report tailored to your home
2. Information on the amount of energy saved
3. Thoroughness of report

*These are common topics mentioned by customers as to why they were or were not satisfied with the program. These drivers were the result of open ended questions and not direct questions.

Homeowner action

Has the homeowner completed any actions recommended by the audit?

Yes – 50% have taken action

Yes – 48% will take action in the next 6 months

No – 1% will not take action in the next six months

Would the homeowner have taken action if NOT had an audit?

Yes – 15% would have taken action without audit

No – 85% will take action because of the audit

*These are common topics mentioned by customers as to why they were or were not satisfied with the program. These drivers were the result of open ended questions and not direct questions.