



## **Designed for Comfort (DfC) Customer Satisfaction Survey**

### **Introduction**

We would like to thank you for participating in the Designed for Comfort (*DfC*) Incentives Program. In order to help serve future participants in this public program, we are asking that you please fill in the following customer satisfaction survey. Your input will help our program and other owners and developers of affordable housing projects.

Upon completion, **please fax this form to 510-451-7002** or email it to Puja Manglani at [manglani@h-m-g.com](mailto:manglani@h-m-g.com). Should you have any questions, please contact Puja at 510-451-7001 ext 3.

- ❖ **Name of Owner/Developer** \_\_\_\_\_
- ❖ **Contact Number** \_\_\_\_\_
- ❖ **Company Name** \_\_\_\_\_
- ❖ **Company Address, City, State, Zip** \_\_\_\_\_

- Q1. Did the *DfC* (Designed for Comfort) program **meet your expectations**?
- a. Yes                      b. No                      c. No Comment
- Q2. Did the **contractors** (HERS, Energy Consultants) **meet your expectations**?
- a. Yes                      b. No                      c. No Comment
- Q3. Were applicable **energy efficiency programs in your area identified** by *DfC*?
- a. Yes                      b. No                      c. No Comment
- Q4. Were **program marketing materials (like website, brochure)** clear to you?
- a. Yes                      b. No                      c. No Comment
- Q5. Were **the participation guidelines** clearly stated by *DfC*?
- a. Yes                      b. No                      c. No Comment
- Q6. Did *DfC* staff **assist you through the steps of the enrollment and program process**?
- a. Yes                      b. No                      c. No Comment
- Q7. How **satisfied** were you with the **HERS** (Home Energy Rating System) **process**? (Circle one)
- a. Not at all satisfied      b. Slightly Dissatisfied      c. Neutral      d. Slightly Satisfied      e. Completely Satisfied
- Q8. How **satisfied** were you with the **Energy Consultant services**? (Circle one)
- a. Not at all satisfied      b. Slightly Dissatisfied      c. Neutral      d. Slightly Satisfied      e. Completely Satisfied
- Q9. What is your **overall satisfaction** level with the *DfC* program? (Circle one)
- a. Not at all satisfied      b. Slightly Dissatisfied      c. Neutral      d. Slightly Satisfied      e. Completely Satisfied

Do you have any **additional comments/suggestions**? \_\_\_\_\_

*Thank you for your time and comments.*