

United States Government  
**Department of Energy**

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# Memorandum

DATE: **May 23, 2019**

**WAP Memorandum 000**

REPLY TO

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

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

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

INTENDED

AUDIENCE: **WAP Grantee Program Managers**

The U.S. Department of Energy's (DOE) Weatherization Assistance Program (WAP) recently utilized the American Customer Satisfaction Index (ACSI) to survey Grantees of the WAP. This survey provided Grantees the opportunity to give DOE WAP constructive feedback on various aspects of Federal program operations and to identify opportunities for improvement. This initiative is intended to provide the WAP network with a mechanism for improving program management and delivering maximum benefits to WAP clients.

On May 21<sup>st</sup> and 23<sup>rd</sup>, DOE hosted a webinar for Grantees to review the outcomes of the ACSI WAP Grantee Survey results. A recording from one webinar, in addition to the report, will be posted on <https://www.energy.gov/eere/wipo/downloads/training-resources>.

DOE is circulating the full report to the network, and as a result of the ACSI Grantee results, will develop a DOE Action Plan to address the areas of highest concern raised in the survey results. DOE plans to share the draft Action Plan with national stakeholders at the National Association for State Community Services Programs (NASCSPP) 2019 Annual Training Conference being held in Little Rock, Arkansas September 25-27, 2019.

We thank all the Grantees who provided thoughtful and actionable feedback. Your participation gave us many ideas that can improve the implementation of the Weatherization Assistance Program. Thank you in advance for your assistance and for your continued effort to provide high quality services to low-income households.

Please contact your Project Officer if you have any questions.