

**EIC Survey #3  
All Responses  
For Grantees**

**Question 1**

Community	Please rate your overall satisfaction with the services provided by the following entities during your energy independent planning process. Please include any specific additional desired comments:	Response
12201912	Local Government Institute of Wisconsin Office of Energy Independence Focus on Energy Energy Center of Wisconsin University of Wisconsin Extension Local Utility  Response: LGI - good organization of qly meetings and agendas. OEI - Great leadership!!! Needed more overall project management. Also, some administrative balls dropped (contract, feedback on incorrect invoice). FOE- Schools & Local Govt. staff very responsive. Other FOE administrative balls were dropped (took forever to get renewable assessment coupons). ECW - Sean was very helpful. I could see everyone was feeling their way through. In the end I did not have time to utilize Sean's tool. UWEX-did not utilize their services. Local Utility - AE Account Mgr very helpful.	4 4 5 2 no response 4
12209423	Local Government Institute of Wisconsin Office of Energy Independence Focus on Energy Energy Center of Wisconsin University of Wisconsin Extension Local Utility  Response: No response	5 5 5 5 4 0
12215876	Local Government Institute of Wisconsin Office of Energy Independence Focus on Energy Energy Center of Wisconsin University of Wisconsin Extension Local Utility  Response: With our community, there has been a level of confusion associated with the Energy Center of Wisconsin. Specifically meeting deadlines and supplying us with the needed data for our 25 x 25 plan. We are curious as to the role that the Local Gov't Institute has played or should be playing in this process.	3 4 4 2 5 no response
12220286	Local Government Institute of Wisconsin Office of Energy Independence Focus on Energy Energy Center of Wisconsin University of Wisconsin Extension Local Utility  Response: No response	5 5 3 3 3 5
12239740	Local Government Institute of Wisconsin Office of Energy Independence Focus on Energy Energy Center of Wisconsin University of Wisconsin Extension Local Utility  Response: While our community ended up working independently of UW-Extension, contacts and inquiries made during the grant application process were not particularly informative or encouraging. The Focus on Energy website was used occasionally for energy information. Focus was already working with us on separate significant projects. Delayed information from the Energy Center throughout the program resulted in our Energy Independence Team not being used to its greatest potential.	4 4 3 2 1 4
12270786	Local Government Institute of Wisconsin Office of Energy Independence Focus on Energy Energy Center of Wisconsin University of Wisconsin Extension Local Utility  Response: EI staff does a great job of communicating with all the partners.	3 3 3 3 0 3

12270448	Local Government Institute of Wisconsin Office of Energy Independence Focus on Energy Energy Center of Wisconsin University of Wisconsin Extension Local Utility Response: Started, but did not complete survey	
12270581	Local Government Institute of Wisconsin Office of Energy Independence Focus on Energy Energy Center of Wisconsin University of Wisconsin Extension Local Utility Realizing that this was a pilot program and we were guinea pigs, it often felt that we were flying by the seat of our pants. Not always a lot of direction, yet it allowed us more flexibility without constraints. Would like to have more structure on how to proceed which will be possible for our class to mentor next years. Response: direction, yet it allowed us more flexibility without constraints. Would like to have more structure on how to proceed which will be possible for our class to mentor next years.	4 4 5 5 5 4
12272110	Local Government Institute of Wisconsin Office of Energy Independence Focus on Energy Energy Center of Wisconsin University of Wisconsin Extension Local Utility Response: No response	5 5 5 3 0 2
12272377	Local Government Institute of Wisconsin Office of Energy Independence Focus on Energy Energy Center of Wisconsin University of Wisconsin Extension Local Utility Response: Very satisfied with all groups. The training sessions offered by the Energy Center of Wisconsin were very beneficial.	5 5 5 5 5 5

**Question 2**

Community	What suggestions do you have for improving the way organizations involved in this program work together to provide assistance to program participants?
12201912	See my "recipe" under separate email. Agencies need to do like EPA'S and give us a Step-by-Step process to utilize their services and how they mesh together. Also the websites: there are 3? 4? [MREA, FOE, ECW, OEI]. See my email to
12209423	No response
12215876	Have a clear list of expectations, bench mark deadlines and a time line to have goals met by. Recommend having everyone involved in the process meet at the beginning to discuss how they envision the process will work and to divide up the tasks. It is very important to have everyone on the committee and involved in the process on the same page, and in agreement about project responsibilities and individual responsibilities.
12220286	more lead time from one quarter and phase to another
12239740	Development of a detailed program timeline, including deadlines for specific organizations, would allow better grantee control of local workflow, which would result in better program results.
12270786	Utilities need to be more involved at the State level.
12270448	
12270581	A more definitive timeline- even though we established a timeline for ourselves, we were still scrambling to get information collected at the last minute.
12272110	No response
12272377	It is working very well.

**Question 3**

Community	For entities where your satisfaction was lacking, what do you suggest could be done to improve the relationship?
12201912	LGI- could you tell us what the program evaluation variables were? OEI- better communication links/frequency with FOE, Sch.&LG Program (CESAs), MREA, and ECW. See above. It is very confusing to find certified renewable assessors on one website and agency and then energy auditors at another. The agencies need to present a coordinated, sequenced step-by-step face to the local governments. Just the listing of them illustrates the barriers to greater use.
12209423	Local utility was not involved.
12215876	Entities involved that are providing services to communities should be checking in with the communities on a regular basis and following the agreed on time line for work.
12220286	again more lead time, better communication and more key/contact staff assigned

12239740	The expertise and strength of the members on our Energy Independence Team were sufficient to carry out the plan development. UW-Extension involvement was not necessary for training and facilitation. Timely information from the Energy Center was needed for full participation by the Energy Independence Team. Strict timelines/deadlines for materials would improve the program.
12270786	Not necessary for UW-Extension to be involved.
12270448	
12270581	No response.
12272110	Unsure. I had no interaction with UW extension during the entire project. Not sure what their role was or why we had to pay them.
12272377	No response

#### Question 4

Community	Please rate your level of satisfaction with the Google Group as a communication tool. In the space below, please comment on the Google Group's convenience and value to your planning work, and offer any recommendations for improving it as a forum for discussion.	Response
12201912	Reponse: It wasn't utilized by me or others very much. Perhaps us LG's are too bogged down in our daily efforts.	0
12209423	Reponse: The Google Group was a good way to stay updated and informed with a bit of flexibility in communication.	5
12215876	Reponse: I thought it was good. However many people did not use it....it was not really used to communicate by everyone. I think the OEI e-newsletter that gets sent out monthly was/is a very good resource.	3
1220286	Reponse: No response	4
12239740	The lack of discussion among the pilot communities was disappointing. The information shared at quarterly meetings was quite valuable. Reponse: Google Group participation could possibly provide added value with a couple of 'chat' sessions. The Google Group was valuable as a location for grant information and documents from other communities.	3
12270786	Reponse: Its a good forum.	4
12270448	Reponse:	
12270581	Reponse: Unfortunate in that we as a local group did not take more advantage of it	3
12272110	Reponse: No response	3
12272377	Reponse: It is a good tool for storing documents and presentations that can be retrieved by all as needed.	5

#### Question 5

Community	Please rate the value of the quarterly meetings as a forum for discussion.	Response
12201912	Reponse: I suggest planning the meetings by asking the EIC's what they are experiencing--by topic, for example obtaining bio-diesel; or limits on/how to identify opportunities for obtaining solar electricity site assessments, or solar hot water; planning process; what to do with the Walk-Thru Audit etc. As there are more EIC's their experience can be called upon. Not so much unplanned "show-and-tell" but more working sessions. Working sessions with CESA/FOE-Sch&LG/ MREA, etc.	2
12209423	Reponse: The uniform slide shows worked well, but it may have been worthwhile to ask for only progress updates at each meeting, rather than reiterating information about the team, structure, etc., that we heard at every meeting. This may have also helped with time management for presentations.	5
12215876	Reponse: Have more opportunities for the communities to talk in round table format...about issues, challenges etc...	2
1220286	Reponse: No response	5
12239740	Reponse: While recognizing the importance of public relations and promotion of 25 x 25, and realizing that the pilot communities are geographically dispersed, a significant amount of travel time was involved in these meetings. Is it possible to hold one virtual meeting? Holding the first quarterly meeting shortly after grants are awarded would be helpful in explaining the process.	5
12270786	Reponse: Involvement of Utilities.	3
12270448	Reponse:	

12270581	Reponse: Offer more time for the communities involved to interact and learn from each other in group discussion. Important to have outside resources present, but make sure they are relevant to creating the 25 by 25 plan	5
12272110	Reponse: I burned a lot of gasoline going to the meetings.	3
12272377	Reponse: It is working well.	5

**Question 6**

Community	What did you learn about planning for energy independence that you would like to pass on to future EI Communities?
12201912	See my "recipe" that appeared in the Sustain Sauk Newsletter.
12209423	Look at the cover sheets of energy bills first; they list every premise ID in one place, so there are no surprises later. Insist on bills directly from the utility, rather than using in-house records. Insurance schedules are a great source of info for facilities and fleets.
12215876	The plan which a community creates need to fit with in the communities culture. Specifically members of the local gov't, utility and community (citizen groups.)
12220286	No response
12239740	Through the process it became evident that feasible options for renewable sources are limited for smaller communities. Some projects are cost prohibitive, e.g. methane digesters at the waste water treatment plant. Energy efficiency and conservation activities are much easier.
12270786	Collecting the energy data is the 1st priority.
12270448	
12270581	The size and scope is rather amazing, but many low cost means are very easily implementable. Conservation will go only so far and the need to look for renewable sources will surprise them.
12272110	Really think about what the end goal is before pulling team together.
12272377	Do lots of research in the various technologies. There are lots of opportunities to choose from.

**Question 7**

Community	Aside from the plan you have prepared, please describe other positive outcomes that have occurred as a result of the energy independence planning process?
12201912	This project enabled the Village to be prepared with ready-to-implement renewable and energy efficiency projects for the EECBG! Gratifying to see village, town and school boards growing awareness. Village has hopped on the bandwagon for purchasing (a new 95% efficient replacement boiler). Town is already making energy efficiency/reduction purchases (LED's). Village board members have several times expressed their appreciation for this effort.
12209423	The regular team meeting was an opportunity to provide energy education to representatives from a number of communities, and enabled team members to share challenges and solutions with each other. It also helped facilitate the establishment of regional working groups focused on wind energy and biofuels that will continue after the grant period.
12215876	raising awareness in our community about energy independence in general.
12220286	it began a conversation and thought process on long term energy conservation
12239740	reductions of energy use and cost savings. We were surprised by the lack of certain records of energy use and vehicle use in our community. In the future there will be improved recordkeeping. The Energy Star Portfolio Manager will be used to track municipal energy data in the future.
12270786	Good cooperative effort between two local communities and the State.
12270448	
12270581	The impetus for a joint school board-village board meeting for the 1st time and meetings which will hopefully continue in the future. Role model for the community for energy savings. Interaction with a county wide group that will be submitting an application and we would like to support.
12272110	Process put in is in a favorable position to apply for EECBG grant
12272377	Provided the opportunity for diverse groups with different perspectives and different missions to get to know one another better and work together on a plan that will benefit all.

**Question 8**

Community	Please rate your level of satisfaction with the plan that your municipality or partnership of municipalities has created as a result of this program.
12201912	No response
12209423	4
12215876	5
12220286	4
12239740	4
12270786	3
12270448	
12270581	2
12272110	4
12272377	5

**Question 9**

Community	Any other feedback that you would like to offer to improve the program?
12201912	No response
12209423	Provide all of the templates and materials as early as possible.
12215876	No response
12220286	No response
12239740	Build the strongest Energy Independence Team possible in the community. Promoting the 'lead by example' 25 x 25 municipal plan and expanding future energy initiatives into the business, educational, and residential communities will be more successful.
12270786	No response
12270448	
12270581	No response
12272110	No response
12272377	No response