

Community Energy Window Insert Survey Fall 2015 – Bangor Participants

Q7 COMMUNITY ENERGY WINDOW INSERT BUILD SURVEY - Part 2 INFORMED CONSENT You are invited to participate in a research project conducted by Dr. Sharon Klein, a faculty member in the School of Economics at the University of Maine. The goal of this project is to understand the benefits and costs of Window Insert Builds to customers, volunteers, society, and the environment. You must be at least 18 years old to participate. **What Will You Be Asked to Do?** If you agree to participate, you will be asked in an online survey to answer questions about a Window Insert Build in which you are currently participating. If you are unable to participate in an online version of the survey, you may request a paper version of the survey instead. The survey has 2 parts: 1) pre-build; 2) post-installation. You participated in Part 1 prior to the Window Insert Build, and this is part 2. Part 2 is estimated to take about 5-10 minutes to complete. You can skip any questions you wish and stop the survey at any time. Part 2 (post-installation) asks questions related to your experiences with the window inserts after they have been installed. Question topics will include: experiences with measuring and building window inserts, ease/difficulty of installation, benefits and challenges of using the inserts, and energy knowledge/behavior. Some questions are repeated from Part 1 to examine changes in knowledge, attitudes and behaviors over the course of the Window Insert Build. **Risks** Except for your time, there are no risks to you from participating in the study. **Benefits** By participating in this survey, you will have the opportunity to share your unique experiences in an effort to help future Window Insert Builds advance sustainable energy. Survey responses will allow our research team to (1) develop best practices for future Window Insert Builds and (2) estimate the financial and social costs and benefits of Window Inserts. **Confidentiality** Care will be taken to protect the confidentiality of survey responses. Your name or other identifying information will not be reported in any publications. Only members of the research team will have access to the data, which will be stored on a password-protected computer and in a password-protected web-based survey software. Hardcopies will be stored in a locked office. After the project is completed, survey responses will be stored indefinitely with Dr. Klein either on her password protected computers or in her locked office, as the data will be incorporated into her long-term research program studying the benefits and costs of Window Insert Builds and other community energy initiatives. The rest of the research team will delete all data from their computers when they are done with the project, expected to be on or before January 2016, for ECO 370 students and January 2017, for continuing student research assistants beyond the course timeline. Online survey submission implies consent to participate (please click “Agree” at end of consent form to proceed). **Voluntary** Your participation is completely voluntary. You are free to stop the survey at any time and skip any questions you do not want to answer. **Contact Information** If you have any questions about this study, please contact me at 207-581-3174 or sharon.klein@maine.edu. If you have any questions about your rights as a research participant, please contact Gayle Jones, Assistant to the University of Maine’s Protection of Human Subjects Review Board, at 581-1498 (or e-mail gayle.jones@umit.maine.edu). Do you agree to participate in this survey, based on the terms outlined in the Informed Consent?

- Yes
- No

Display This Question:

If WINDOW INSERT BUILD CONSENT FORM You are invited to participate in a research project conducted... No Is Selected

Q9 Are you sure?

Yes

Q49 Introductory Questions

Q1 Please enter your first and last name and professional title

Q116 Did you participate in the pre-build survey?

Yes

No

Maybe

Display This Question:

If Did you participate in the pre-build survey? No Is Selected

Or Did you participate in the pre-build survey? Maybe Is Selected

Q115 How did you first learn about the Window Insert Build?

Q55 In what way(s) were you involved in the Window Insert Build?

Customer (I ordered window inserts)

Volunteer (I helped make the Build happen)

Coordinator (I helped to lead the Build)

Other (please explain) _____

Q53 How do you define "community"? (if you already answered this in the pre-build survey, please skip this question unless you feel your answer has changed since then)

Q101 How satisfied were you with the overall window insert experience?

Very satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Very Dissatisfied

Q79 What would you suggest doing differently in future window insert programs?

Q80 What would you suggest doing the same in future window insert programs?

Q74 Please indicate how likely you are to...

	Not Likely	Somewhat Likely	Likely	Very Likely
...volunteer for a future Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...help initiate a future Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...order window inserts in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...recommend a friend volunteer for a Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...recommend a friend help initiate a Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...recommend a friend order window inserts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...participate in future volunteer experiences led by college students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q50 Customer Questions Please answer all of the following questions for the building(s) in which the inserts will be located.

Q83 We would like to inquire about your energy savings after your first winter with inserts. If willing, please provide an email and phone number that would be best to contact you at the end of the heating season.

Email

Phone number

Display This Question:

If Did you participate in the pre-build survey? Yes Is Not Selected

Q118 How many window inserts did you order?

Display This Question:

If Did you participate in the pre-build survey? Yes Is Not Selected

Q120 Is this the first time you have ordered window inserts?

- Yes
- No (please explain) _____

Q2 Did you receive all of the window inserts you originally ordered?

- Yes
- No (please explain) _____
- Other (please explain) _____

Display This Question:

If Did you participate in the pre-build survey? Yes Is Not Selected

Q122 The window inserts will be used in

- A single building
- Multiple buildings

Display This Question:

If Did you participate in the pre-build survey? Yes Is Not Selected

Q124 The window inserts will be used in a [select all that apply]

- Residence that I own
- Residence that I rent
- Business that I own
- Business that I rent
- Business that I work for
- Non-profit organization that I volunteer/work for
- Other (please specify) _____

Q95 Did you order inserts for all of the windows in the property? If not, how many windows will not have inserts? Please explain why you chose not to order inserts for these windows.

Display This Question:

If Did you participate in the pre-build survey? Yes Is Not Selected

Q130 Please indicate to what degree you agree with the following statements. I ordered the window inserts....

...because it was part of my job expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q129 Prior to ordering window inserts, which of the following did you do to prevent heat loss through your windows?

- Nothing
- Covered the windows with plastic on the inside of the house
- Covered the windows with plastic on the inside of the house and used a hair dryer to make the plastic air tight
- Put foam around the inside of the windows
- Used storm windows on the outside of the house
- Covered the inside of the windows with plexiglass
- Other (please specify) _____

Q60 Please indicate your level of satisfaction with each stage of the window insert process.

	1 (Very Dissatisfied)	2 (Somewhat Dissatisfied)	3 (Neutral)	4 (Somewhat Satisfied)	5 (Very Satisfied)	Not Applicable
Signing up to be on the customer list	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having the windows measured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picking up the inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having the inserts delivered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Installing the inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up necessary after installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q61 Please explain any negative (dissatisfied) ratings from the previous question.

Q56 Have the window inserts been installed yet?

- Yes - all
- Yes - some (please explain how many) _____
- No (please explain why not) _____
- Other (please explain) _____

If No (please explain why not) Is Selected, Then Skip To Where do you plan to store your inser...

Q133 How long have the inserts been installed (days, weeks, etc)?

Q55 Did you install the window inserts yourself or did you have help? If you had help, please explain.

- By myself
- With help (please explain) _____

Q62 Did someone demonstrate for you how to install and remove the inserts?

- Yes
- No
- Other (please explain) _____

Q57 How long did installation take?

Q144 Do you plan to keep the inserts installed year-round or just during the cold season?

- Year-round
- Cold season only
- Other (please explain) _____

Q140 Please rate the following about your inserts.

	1 (Very Dissatisfied)	2 (Dissatisfied)	3 (Neutral)	4 (Satisfied)	5 (Very Satisfied)
Less drafts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warmer rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way the inserts look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q143 Please explain any negative (dissatisfied) ratings from the previous question.

Q132 Is it as easy to see through the windows with inserts installed as it was before the inserts were installed?

- Yes, it is just as easy to see through the windows with inserts versus without inserts.
- It is slightly more difficult to see through the windows with the inserts installed. (please explain)

- It is much more difficult to see through the windows with the inserts installed. (please explain)

- Other (please explain) _____

Q134 Have you noticed any glares or distortions when looking through the windows with inserts installed that are different than looking through the windows without inserts? If so, please explain and be as specific as possible (e.g., does the glare/distortion vary by time of day, etc).

Q63 Have you noticed any changes in the comfort level of the rooms with inserts versus without? If so, please explain.

Q64 Prior to installing the window inserts, at what temperature did you set your thermostat during the winter?

Q145 Now that the window inserts are installed, have you changed the temperature at which you set your thermostat in the winter?

- No - I have not changed
- Yes - Please state the new temperature settings _____

Q65 What benefits have you noticed with the window inserts?

Q68 What challenges have you faced with the window inserts?

Q99 Where do you plan to store your inserts during the warm months?

Q100 Have any of your inserts become damaged? If so, please explain.

Q131 Building Characteristics The following questions will help us estimate energy savings associated with the window inserts based on the characteristics of different buildings.

Q126 Which of the following is/are used for space heating in the building(s) in which the window inserts will be used? [Select all that apply]

- Fuel Oil
- Propane
- Natural Gas
- Electricity
- Solar
- Geothermal
- Don't know
- Other (please specify) _____

Q82 How much fuel was used for heating the winter before window inserts were installed?

Oil in gallons

Natural gas in therms

Propane in gallons

Electricity in kilowatt hours

Kerosene in gallons

Wood in cords

Other (include units)

Q81 What were the monthly heating fuel costs (or electricity cost if electric heating was used) the winter before window inserts were installed?

November

December

January

February

March

Display This Question:

If Have the window inserts been installed yet? Yes - all Is Selected

Or Have the window inserts been installed yet? Yes - some Is Selected

Q25 How much has space heating cost for the period of time since the inserts have been installed? (please include units - e.g., \$/month, \$/week, etc) Is this different from the same month/weather patterns as last year? Please explain.

Q84 What is the area (square feet) of the building, not including a basement?

Q85 How many floors does the property contain, not including a basement?

- 1
- 2
- 3
- >3

Q86 Is there a basement?

- Yes
- No

Q87 How much insulation (inches) is in the attic?

	Inches
Fiberglass bats	
Blown fiberglass	
Cellulose fiber	
Spray foam	
Other (please specify)	

Q88 Which type of insulation is in the walls? (select all that apply)

- Fiberglass bats
- Blown fiberglass
- Cellulose fiber
- Spray foam
- None
- Other (please explain) _____

Q89 How thick are the walls?

- 6 inches (most newer houses)
- 4 inches (most older houses)
- other (please explain) _____

Q92 What type of windows will the inserts be covering?

- Wood (single pane)
- Wood (double pane)
- Vinyl (single pane)
- Vinyl (double pane)
- Aluminum (single pane)
- Aluminum (double pane)
- Other (please explain) _____

Q98 Please indicate the type and amount of storm windows that are on the windows the inserts will be covering.

	On all of the windows	On most of the windows	On some of the windows
Wooden storm windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aluminum storm windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vinyl storm windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other storm windows (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No storm windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q51 Volunteer/Coordinator Questions

Display This Question:

If Did you participate in the pre-build survey? Yes Is Not Selected

Q136 Is this the first Window Insert Build you have participated in?

- Yes
- No (please write the name of the other build(s) you have participated in) _____

Display This Question:

If Did you participate in the pre-build survey? Yes Is Not Selected

Q138 Please indicate to what degree you agree with the following statements. I am participating in this Window Insert Build...

Q72 Please indicate your level of satisfaction with each stage of the window insert process you were involved in.

	1 (Very Dissatisfied)	2 (Somewhat Dissatisfied)	3 (Neutral)	4 (Somewhat Satisfied)	5 (Very Satisfied)
Recruiting customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recruiting volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Measuring windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping with logistics (e.g., room/equipment reservations, scheduling window measurements, arranging transportation, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivering inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Installing inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up necessary after installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication leading up to the build	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication during the build	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication after the build	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interacting with customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interacting with other volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q71 Please explain any negative (dissatisfied) ratings from the previous question.

Q73 Overall my experience as a volunteer was...

- much better than expected
- a little better than expected
- the same as expected
- a little worse than expected
- much worse than expected
- other (please explain) _____

Q60 What were the greatest benefits associated with the Window Insert Build from a volunteer perspective?

Q61 What were the greatest challenges associated with the Window Insert Build from a volunteer perspective?

Q52 Questions about Energy Knowledge and Behavior If you already took the pre-build survey, some of these questions will seem familiar. We are examining changes in answers to these questions before and after the Window Insert Build, and we appreciate you taking the time to answer these same questions again.

Q13 I consider myself knowledgeable about...

	1 (Strongly Disagree)	2 (Disagree)	3 (Neither Agree Nor Disagree)	4 (Agree)	5 (Strongly Agree)
Energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renewable energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy conservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building/construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home repair/improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q54 Other people consider me knowledgeable about...

	1 (Strongly Disagree)	2 (Disagree)	3 (Neither Agree Nor Disagree)	4 (Agree)	5 (Strongly Agree)
Energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renewable energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy conservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building/construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home repair/improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12 Energy is... [select all that apply]

- A force that moves something
- The ability to do work
- Power
- The rate at which work is done

Q13 Which units do we use to measure electrical energy (i.e., electricity)? [Select all that apply]

- Kilowatts (kW)
- Watts (W)
- Kilowatt-hours (kWh)
- British Thermal Units (Btu)
- Volts (V)
- Horsepower (HP)

Q14 Which of the following is a type of renewable energy? [select all that apply]

- Solar
- Waste
- Wind
- Coal
- Wood
- Natural gas
- Hydro
- Tidal
- Wave
- Geothermal
- Oil
- Gasoline
- Propane

Q15 Which of the following is a fossil fuel? [select all that apply]

- Solar
- Waste
- Wind
- Coal
- Wood
- Natural gas
- Hydro
- Tidal
- Wave
- Geothermal
- Oil
- Gasoline
- Propane

Q18 Please rank the following energy sources on their harmful environmental impacts. The most harmful should be at the top and the least harmful at the bottom. Drag and drop to move them.

- Solar
- Waste
- Wind
- Coal
- Wood
- Natural gas
- Hydro
- Ocean (e.g., tidal, wave)
- Geothermal
- Oil

Q34 I have made attempts to reduce fossil fuel energy use in my home, including... (select all that apply)

- ...having an energy audit conducted to see where energy is being wasted.
- ...updating to more efficient lighting (e.g., CFL, LED)
- ...adding insulation and/or weatherstripping.
- ...reducing heat transfer through existing windows (e.g., using exterior storm windows, interior window inserts, covering windows with plastics, lowering shades during hot summer days).
- ...replacing old windows with more energy efficient windows
- ...upgrading the heating system to more energy efficient technology.
- ...installing a programmable thermostat.
- ...buying energy efficient appliances.
- ...obtaining an independent quote from an installer for a solar installation on my own property.
- Other (please specify) _____

Q91 Please discuss any energy conservation goals you have.

Q36 Demographic Questions These questions help us evaluate to what extent survey responses vary by common demographic categories. All of this information will be kept strictly confidential.

Q103 What is your gender?

- Male
- Female

Q105 Please select the highest level of education you have completed.

- High School/GED
- Associate's degree
- Bachelor's Degree
- Post-Bachelor Professional Degree
- Master's Degree
- Ph.D.
- J.D.
- M.D.
- Other (please specify) _____

Q107 Do you own or rent your home?

- Own
- Rent
- Other (please explain) _____

Q109 To which racial or ethnic group(s) do you most identify?

- African-American (non-Hispanic)
- Asian/ Pacific Islander
- Caucasian (non-Hispanic)
- Latino or Hispanic
- Native American or Aleut
- Other

Q111 What is your age (years)?

- 18-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-80
- >80

Q113 Which of the following best describes your annual household income?

- < \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$124,999
- \$125,000 - \$150,000
- > \$150,000

Q50 Please indicate where your political affiliation fits within the following scale by moving the slider bars.

_____ Fiscal issues
_____ Social issues
_____ Environmental issues

Q54 Please add any additional information or comments in the space below.

Community Energy Window Insert Survey Fall 2015 – All Other Participants

Q7 COMMUNITY ENERGY WINDOW INSERT BUILD SURVEY INFORMED CONSENT You are invited to participate in a research project conducted by Dr. Sharon Klein, a faculty member in the School of Economics at the University of Maine. The goal of this project is to understand the benefits and costs of Window Insert Builds to customers, volunteers, society, and the environment. You must be at least 18 years old to participate. **What Will You Be Asked to Do?** If you agree to participate, you will be asked in an online survey to answer questions about your prior participation in a Window Insert Build as a customer, volunteer, or both. Depending on your specific role in the build, the survey asks questions related to your experiences with measuring and/or building window inserts, ease/difficulty of installation, benefits and challenges of using the inserts, and energy knowledge/behavior. The survey is estimated to take about 5-10 minutes to complete. You can skip any questions you wish and stop the survey at any time. If you are unable to participate in an online version of the survey, you may request a paper version of the survey instead. **Risks** Except for your time, there are no risks to you from participating in the study. **Benefits** By participating in this survey, you will have the opportunity to share your unique experiences in an effort to help future Window Insert Builds advance sustainable energy. Survey responses will allow our research team to (1) develop best practices for future Window Insert Builds and (2) estimate the financial and social costs and benefits of Window Inserts. **Confidentiality** Care will be taken to protect the confidentiality of survey responses. Your name or other identifying information will not be reported in any publications. Only members of the research team will have access to the data, which will be stored on a password-protected computer and in a password-protected web-based survey software. Hardcopies will be stored in a locked office. After the project is completed, survey responses will be stored indefinitely with Dr. Klein either on her password protected computers or in her locked office, as the data will be incorporated into her long-term research program studying the benefits and costs of Window Insert Builds and other community energy initiatives. The rest of the research team will delete all data from their computers when they are done with the project, expected to be on or before January 2016, for ECO 370 students and January 2017, for continuing student research assistants beyond the course timeline. Online survey submission implies consent to participate (please click “Agree” at end of consent form to proceed). **Voluntary** Your participation is completely voluntary. You are free to stop the survey at any time and skip any questions you do not want to answer. **Contact Information** If you have any questions about this study, please contact me at 207-581-3174 or sharon.klein@maine.edu. If you have any questions about your rights as a research participant, please contact Gayle Jones, Assistant to the University of Maine’s Protection of Human Subjects Review Board, at 581-1498 (or e-mail gayle.jones@umit.maine.edu). Do you agree to participate in this survey, based on the terms outlined in the Informed Consent?

- Yes
- No

Display This Question:

If WINDOW INSERT BUILD CONSENT FORM You are invited to participate in a research project conducted... No Is Selected

Q9 Are you sure?

Yes

Q49 Introductory Questions

Q1 Please enter your first and last name and professional title.

Q79 Which Window Insert Build(s) did you participate in? Please indicate the location and year.

Q80 How did you first learn about the Window Insert Build(s)?

Q55 In what way(s) were you involved in the Window Insert Build(s)?

- Customer (I ordered window inserts)
- Volunteer (I helped make the Build happen)
- Coordinator (I helped lead the Build)
- Other (please explain) _____

Q53 How do you define "community"?

Q82 How satisfied were you with the overall window insert experience?

- Very satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

Q84 What would you suggest doing differently in future window insert programs?

Q86 What would you suggest doing the same in future window insert programs?

Q88 Please indicate how likely you are to...

	Not Likely	Somewhat Likely	Likely	Very Likely
...volunteer for a future Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...help initiate a future Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...order window inserts in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...recommend a friend volunteer for a Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...recommend a friend help initiate a Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...recommend a friend order window inserts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...participate in future volunteer experiences led by college students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q50 Customer Questions Please answer all of the following questions for the building(s) in which the inserts are located.

Q92 How many window inserts did you order?

Q2 Did you receive all of the window inserts you originally ordered?

- Yes
- No (please explain) _____
- Other (please explain) _____

Q94 The window inserts are for

- A single building
- Multiple buildings

Q96 The window inserts are for a [select all that apply]

- Residence that I own
- Residence that I rent
- Business that I own
- Business that I rent
- Business that I work for
- Non-profit organization that I volunteer/work for
- Other (please specify) _____

Q100 Did you order inserts for all of the windows in the property? If not, how many windows will not have inserts? Please explain why you chose not to order inserts for these windows.

Q98 Please indicate to what degree you agree with the following statements. I ordered the window inserts....

...because it was part of my job expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q147 Prior to ordering window inserts, which of the following did you do to prevent heat loss through your windows?

- Nothing
- Covered the windows with plastic on the inside of the house
- Covered the windows with plastic on the inside of the house and used a hair dryer to make the plastic air tight
- Put foam around the inside of the windows
- Used storm windows on the outside of the house
- Covered the inside of the windows with plexiglass
- Other (please specify) _____

Q60 Please indicate your level of satisfaction with each stage of the window insert process.

	1 (Very Dissatisfied)	2 (Somewhat Dissatisfied)	3 (Neutral)	4 (Somewhat Satisfied)	5 (Very Satisfied)	Not Applicable
Signing up to be on the customer list	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having the windows measured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picking up the inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having the inserts delivered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Installing the inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up necessary after installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q61 Please explain any negative (dissatisfied) ratings from the previous question.

Q101 Have the window inserts been installed?

- Yes - all
- Yes - some (please explain how many) _____
- No (please explain why not) _____
- Other (please explain) _____

If No (please explain why not) Is Selected, Then Skip To Where do you store your inserts durin...

Q56 For how long have the window inserts been installed?

- Part of 1 heating season (please specify the number of weeks, months, etc) _____
- 1 full heating season
- 2 full heating seasons
- 3 full heating seasons
- 4 full heating seasons
- 5 full heating seasons
- more than 5 full heating seasons (please specify how long) _____

Q110 Did you install the window inserts yourself or did you have help? If you had help, please explain.

- By myself
- With help (please explain) _____

Q112 Did someone demonstrate for you how to install and remove the inserts?

- Yes
- No
- Other (please explain) _____

Q114 How long did installation take?

Q102 Do you keep any of the inserts installed year-round? If so, please explain how many and why.

- Yes (please explain) _____
- No

Q82 Please rate the following about your inserts.

	1 (Very Dissatisfied)	2 (Dissatisfied)	3 (Neutral)	4 (Satisfied)	5 (Very Satisfied)
Less drafts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warmer rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way the inserts look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q104 Please explain any negative (dissatisfaction) ratings from the previous question.

Q106 Is it as easy to see through the windows with inserts installed as it was before the inserts were installed?

- Yes, it is just as easy to see through the windows with inserts versus without inserts.
- It is slightly more difficult to see through the windows with the inserts installed. (please explain)

- It is much more difficult to see through the windows with the inserts installed. (please explain)

- Other (please explain) _____

Q67 Do your window inserts collect dust?

- Yes
- No

Q68 Has clarity diminished since you purchased the inserts?

- No
- Yes

Display This Question:

If Has clarity diminished since you purchased the inserts? Yes Is Selected

Q69 How much has clarity diminished?

Q108 Have you noticed any glares or distortions when looking through the windows with inserts installed that are different than looking through the windows without inserts? If so, please explain and be as specific as possible (e.g., does the glare/distortion vary by time of day, etc).

Q116 Have you noticed any changes in the comfort level of the rooms with inserts versus without? If so, please explain.

Q61 Prior to installing the window inserts, at what temperature did you set your thermostat during the winter?

Q62 Now that the window inserts are installed, have you changed the temperature at which you set your thermostat in the winter?

- No - I have not changed
- Yes - Please state the new temperature settings _____

Q120 What benefits have you noticed with the window inserts?

Q122 What challenges have you faced with the window inserts?

Display This Question:

If Do you keep any of the inserts installed year-round? If so, please explain how many and why. Yes (please explain) Is Not Selected

Q124 Where do you store your inserts during the warm months?

Q126 Have any of your inserts become damaged? If so, please explain.

Q128 Building Characteristics The following questions will help us estimate energy savings associated with the window inserts based on the characteristics of different buildings.

Q130 Which of the following is/are used for space heating in the building(s) in which the window inserts will be used? [Select all that apply]

- Fuel Oil
- Propane
- Natural Gas
- Electricity
- Solar
- Geothermal
- Don't know
- Other (please specify) _____

Q132 How much fuel was used for heating the winter before window inserts were installed?

- Oil in gallons
- Natural gas in therms
- Propane in gallons
- Electricity in kilowatt hours
- Kerosene in gallons
- Wood in cords
- Other (include units)

Q153 How much fuel was used for heating during the most recent winter after window inserts were installed?

- Oil in gallons
- Natural gas in therms
- Propane in gallons
- Electricity in kilowatt hours
- Kerosene in gallons
- Wood in cords
- Other (include units)

Q134 What were the monthly heating fuel costs (or electricity cost if electric heating was used) the winter before window inserts were installed?

- November
- December
- January
- February
- March

Q154 What were the monthly heating fuel costs (or electricity cost if electric heating was used) for the most recent winter after window inserts were installed?

- November
- December
- January
- February
- March

Q138 What is the area (square feet) of the building, not including a basement?

Q140 How many floors does the property contain, not including a basement?

- 1
- 2
- 3
- >3

Q142 Is there a basement?

- Yes
- No

Q144 How much insulation (inches) is in the attic?

	Inches
Fiberglass bats	
Blown fiberglass	
Cellulose fiber	
Spray foam	
Other (please specify)	

Q146 Which type of insulation is in the walls? (select all that apply)

- Fiberglass bats
- Blown fiberglass
- Cellulose fiber
- Spray foam
- None
- Other (please explain) _____

Q148 How thick are the walls?

- 6 inches (most newer houses)
- 4 inches (most older houses)
- other (please explain) _____

Q150 What type of windows will the inserts be covering?

- Wood (single pane)
- Wood (double pane)
- Vinyl (single pane)
- Vinyl (double pane)
- Aluminum (single pane)
- Aluminum (double pane)
- Other (please explain) _____

Q152 Please indicate the type and amount of storm windows that are on the windows the inserts will be covering.

	On all of the windows	On most of the windows	On some of the windows
Wooden storm windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aluminum storm windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vinyl storm windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other storm windows (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No storm windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q78 Do you give permission to Window Dressers to share your invoices with us so we can calculate the size (area) of each window in the building? (we will use this information solely for calculating energy savings and will not share it with anyone else).

- Yes
- No
- Maybe (please explain) _____

Q51 Volunteer/Coordinator Questions

Q156 Please indicate to what degree you agree with the following statements. I am participating in this
Window Insert Build...

Q160 Please indicate your level of satisfaction with each stage of the window insert process you were involved in.

	1 (Very Dissatisfied)	2 (Somewhat Dissatisfied)	3 (Neutral)	4 (Somewhat Satisfied)	5 (Very Satisfied)
Recruiting customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recruiting volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Measuring windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping with logistics (e.g., room/equipment reservations, scheduling window measurements, arranging transportation, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivering inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Installing inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up necessary after installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication leading up to the build	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication during the build	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication after the build	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interacting with customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interacting with other volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q162 Please explain any negative (dissatisfied) ratings from the previous question.

Q164 Overall my experience as a volunteer was...

- much better than expected
- a little better than expected
- the same as expected
- a little worse than expected
- much worse than expected
- other (please explain) _____

Q166 What were the greatest benefits associated with the Window Insert Build from a volunteer perspective?

Q168 What were the greatest challenges associated with the Window Insert Build from a volunteer perspective?

Q52 Questions about Energy Knowledge and Behavior

Q170 I consider myself knowledgeable about...

	1 (Strongly Disagree)	2 (Disagree)	3 (Neither Agree Nor Disagree)	4 (Agree)	5 (Strongly Agree)
Energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renewable energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy conservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building/construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home repair/improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q172 Other people consider me knowledgeable about...

	1 (Strongly Disagree)	2 (Disagree)	3 (Neither Agree Nor Disagree)	4 (Agree)	5 (Strongly Agree)
Energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renewable energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy conservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building/construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home repair/improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q174 Energy is... [select all that apply]

- A force that moves something
- The ability to do work
- Power
- The rate at which work is done

Q176 Which units do we use to measure electrical energy (i.e., electricity)? [Select all that apply]

- Kilowatts (kW)
- Watts (W)
- Kilowatt-hours (kWh)
- British Thermal Units (Btu)
- Volts (V)
- Horsepower (HP)

Q178 Which of the following is a type of renewable energy? [select all that apply]

- Solar
- Waste
- Wind
- Coal
- Wood
- Natural gas
- Hydro
- Tidal
- Wave
- Geothermal
- Oil
- Gasoline
- Propane

Q180 Which of the following is a fossil fuel? [select all that apply]

- Solar
- Waste
- Wind
- Coal
- Wood
- Natural gas
- Hydro
- Tidal
- Wave
- Geothermal
- Oil
- Gasoline
- Propane

Q182 Please rank the following energy sources on their harmful environmental impacts. The most harmful should be at the top and the least harmful at the bottom. Drag and drop to move them.

_____ Solar

_____ Waste

_____ Wind

_____ Coal

_____ Wood

_____ Natural gas

_____ Hydro

_____ Ocean (e.g., tidal, wave)

_____ Geothermal

_____ Oil

Q192 I have made attempts to reduce fossil fuel energy use in my home, including... (select all that apply)

- ...having an energy audit conducted to see where energy is being wasted.
- ...updating to more efficient lighting (e.g., CFL, LED)
- ...adding insulation and/or weatherstripping.
- ...reducing heat transfer through existing windows (e.g., using exterior storm windows, interior window inserts, covering windows with plastics, lowering shades during hot summer days).
- ...replacing old windows with more energy efficient windows
- ...upgrading the heating system to more energy efficient technology.
- ...installing a programmable thermostat.
- ...buying energy efficient appliances.
- ...obtaining an independent quote from an installer for a solar installation on my own property.
- Other (please specify) _____

Q194 Please discuss any energy conservation goals you have.

Q36 Demographic Questions These questions help us evaluate to what extent survey responses vary by common demographic categories. All of this information will be kept strictly confidential.

Q196 What is your gender?

- Male
- Female

Q198 Please select the highest level of education you have completed.

- High School/GED
- Associate's degree
- Bachelor's Degree
- Post-Bachelor Professional Degree
- Master's Degree
- Ph.D.
- J.D.
- M.D.
- Other (please specify) _____

Q200 Do you own or rent your home?

- Own
- Rent
- Other (please explain) _____

Q202 To which racial or ethnic group(s) do you most identify?

- African-American (non-Hispanic)
- Asian/ Pacific Islander
- Caucasian (non-Hispanic)
- Latino or Hispanic
- Native American or Aleut
- Other

Q204 What is your age (years)?

- 18-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-80
- >80

Q206 Which of the following best describes your annual household income?

- < \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$124,999
- \$125,000 - \$150,000
- > \$150,000

Q208 Please indicate where your political affiliation fits within the following scale by moving the slider bars.

_____ Fiscal issues
_____ Social issues
_____ Environmental issues

Q54 Please add any additional information or comments in the space below.

Community Window Insert Fall 2016 Survey – All Participants

Q7 INFORMED CONSENT Project Title: Community Window Insert Study You are invited to participate in a research project conducted by Dr. Sharon Klein, a faculty member in the School of Economics at the University of Maine. The goal of this project is to understand the benefits and costs of Window Insert Builds to customers, volunteers, society, and the environment. You must be at least 18 years of age to participate. NOTE: If you are NOT a customer AND you already participated in our Window Insert survey in 2015, you do not need to participate in this survey. We do ask, however, that previous customer participants in the 2015 survey, also participate in the 2016 survey. Part of our research examines changes in customer responses from the 2015 survey. What Will You Be Asked to Do? If you agree to participate, you will be asked in an online survey to answer questions about a Window Insert Build in which you have participated. If you are unable to participate in an online version of the survey, you may request a paper version of the survey instead. The survey is estimated to take about 15-45 minutes to complete, depending on whether you choose to answer only the basic questions (shorter survey) or if you choose to be an “advanced” participant (longer survey). You can skip any questions you wish and stop the survey at any time. The survey will ask questions related to your experiences with the Window Insert Build and the window inserts after they have been installed. Question topics will include: experiences with measuring and building window inserts, ease/difficulty of installation, benefits and challenges of using the inserts, and energy knowledge/behavior. In addition, if you are willing, we are looking for research homes to monitor true energy savings from window inserts. To do so, we are asking for willing participants to grant us permission to monitor their heating expenditures. Permission can be granted in writing, and we will contact your heating and electric company directly (we request access to electricity data because reduced heating fuel usage also corresponds to reduced electricity usage for pumps and other equipment associated with the heating system). If you agree, your personal information will remain confidential at all times; however we would be happy to share the results of our research back with you so you know how much energy your inserts are saving. Risks Except for your time, there are no risks to you from participating in the study. Benefits By participating in this survey, you will have the opportunity to share your unique experiences in an effort to help future Window Insert Builds advance sustainable energy. Survey responses will allow our research team to (1) develop best practices for future Window Insert Builds and (2) estimate the financial and social costs and benefits of Window Inserts. Confidentiality Care will be taken to protect the confidentiality of survey responses. Your name or other identifying information will not be reported in any publications. Only members of the research team will have access to the data, which will be stored on a password-protected computer and in password-protected web-based survey software. Hardcopies will be stored in a locked office. After the project is completed, survey responses will be stored indefinitely with Dr. Klein either on her password protected computers or in her locked office, as the data will be incorporated into her long-term research program studying the benefits and costs of Window Insert Builds and other community energy initiatives. The rest of the research team will delete all data from their computers when they are done with the project, expected to be on or before August 2017, for temporary researchers, and on/before August 2018 for graduate research assistants. Online survey submission implies consent to participate (please click “Agree” at end of consent form to proceed). Voluntary Your participation is completely voluntary. You are free to stop the survey at any time and skip any questions you do not

want to answer. Online survey submission implies consent to participate (please click “Agree” at end of consent form to proceed). Contact Information If you have any questions about this study, please contact me at 207-581-3174 or sharon.klein@maine.edu. If you have any questions about your rights as a research participant, please contact Gayle Jones, Assistant to the University of Maine’s Protection of Human Subjects Review Board, at 581-1498 (or e-mail gayle.jones@umit.maine.edu). Do you agree to participate in this survey, based on the terms outlined in the Informed Consent?

- Yes
- No

Display This Question:

If WINDOW INSERT BUILD CONSENT FORM You are invited to participate in a research project conducted... No Is Selected

Q9 Are you sure you do not wish to participate?

- Yes
- No

Display This Question:

If Are you sure you do not wish to participate? No Is Selected

Q151 INFORMED CONSENT Project Title: Community Window Insert Study You are invited to participate in a research project conducted by Dr. Sharon Klein, a faculty member in the School of Economics at the University of Maine. The goal of this project is to understand the benefits and costs of Window Insert Builds to customers, volunteers, society, and the environment. You must be at least 18 years of age to participate. NOTE: If you are NOT a customer AND you already participated in our Window Insert survey in 2015, you do not need to participate in this survey. We do ask, however, that previous customer participants in the 2015 survey, also participate in the 2016 survey. Part of our research examines changes in customer responses from the 2015 survey. What Will You Be Asked to Do? If you agree to participate, you will be asked in an online survey to answer questions about a Window Insert Build in which you have participated. If you are unable to participate in an online version of the survey, you may request a paper version of the survey instead. The survey is estimated to take about 15-45 minutes to complete, depending on whether you choose to answer only the basic questions (shorter survey) or if you choose to be an “advanced” participant (longer survey). You can skip any questions you wish and stop the survey at any time. The survey will ask questions related to your experiences with the Window Insert Build and the window inserts after they have been installed. Question topics will include: experiences with measuring and building window inserts, ease/difficulty of installation, benefits and challenges of using the inserts, and energy knowledge/behavior. In addition, if you are willing, we are looking for research homes to monitor true energy savings from window inserts. To do so, we are asking for willing participants to grant us permission to monitor their heating expenditures. Permission can be granted in writing, and we will contact your heating and electric company directly (we request access to electricity data because reduced heating fuel usage also corresponds to reduced electricity usage for pumps and other equipment associated with the heating system). If you agree, your personal information will remain confidential at all times; however we would be happy to share the results of our research back with you so you know how much energy your inserts are saving. Risks Except for your

time, there are no risks to you from participating in the study. BenefitsBy participating in this survey, you will have the opportunity to share your unique experiences in an effort to help future Window Insert Builds advance sustainable energy. Survey responses will allow our research team to (1) develop best practices for future Window Insert Builds and (2) estimate the financial and social costs and benefits of Window Inserts. Confidentiality Care will be taken to protect the confidentiality of survey responses. Your name or other identifying information will not be reported in any publications. Only members of the research team will have access to the data, which will be stored on a password-protected computer and in password-protected web-based survey software. Hardcopies will be stored in a locked office. After the project is completed, survey responses will be stored indefinitely with Dr. Klein either on her password protected computers or in her locked office, as the data will be incorporated into her long-term research program studying the benefits and costs of Window Insert Builds and other community energy initiatives. The rest of the research team will delete all data from their computers when they are done with the project, expected to be on or before August 2017, for temporary researchers, and on/before August 2018 for graduate research assistants. Online survey submission implies consent to participate (please click "Agree" at end of consent form to proceed). VoluntaryYour participation is completely voluntary. You are free to stop the survey at any time and skip any questions you do not want to answer. Online survey submission implies consent to participate (please click "Agree" at end of consent form to proceed). Contact InformationIf you have any questions about this study, please contact me at 207-581-3174 or sharon.klein@maine.edu. If you have any questions about your rights as a research participant, please contact Gayle Jones, Assistant to the University of Maine's Protection of Human Subjects Review Board, at 581-1498 (or e-mail gayle.jones@umit.maine.edu).Do you agree to participate in this survey, based on the terms outlined in the Informed Consent?

- Yes
- No

If No Is Selected, Then Skip To End of Survey

Q49 Introductory Questions

Q1 Please enter your first and last name. This is for research purposes only - we ask for your name so we can match survey responses year after year.

First Name

Last Name

Q159 Did you participate or plan on participating in a community Window Insert build in fall 2016? (in any role: volunteer, customer, coordinator or any other way)

- Yes
- No
- Maybe

Display This Question:

If Are you participating or planning on participating in a community Window Insert build in Fall 201... Yes Is Selected

Or Are you participating or planning on participating in a community Window Insert build in Fall 201... Maybe Is Selected

Q161 What is the location of the fall 2016 build in which you participated?

- Bangor
- Belfast
- Blue Hill Peninsula
- Brunswick
- Cumberland
- Deer Isle
- Dover-Foxcroft
- Fairfield/Waterville
- Isleboro
- Mount Desert Island
- Peaks Island
- Portland
- Knox County (Rockland)
- Searsport
- Other

Display This Question:

If Are you participating or planning on participating in a community Window Insert build in Fall 201... Yes Is Selected

Or Are you participating or planning on participating in a community Window Insert build in Fall 201... Maybe Is Selected

Q160 Is the fall 2016 build the first community insert build you have participated in (in any role: volunteer, customer, coordinator, etc.)?

- Yes
- No

Display This Question:

If Did you participate or plan to participate in a community Window Insert build in fall 2016? (in any role: volunteer, customer, coordinator or any other way) No Is Selected

Or Is the fall 2016 build the first community insert build you have participated in (in any role: vo... No Is Selected

Q79 Which Window Insert Build(s) did you participate in and/or are you participating in right now?

Please indicate the location and year.

First build location	First build year	Second build location (if applicable)
○ Blue Hill Peninsula	○ 2014	○ Blue Hill Peninsula
○ Brunswick	○ 2013	○ Brunswick
○ Cumberland	○ 2012	○ Cumberland
○ Devon-Foxcroft	○ 2010	○ Devon-Foxcroft
○ Islesboro	○ 2009	○ Islesboro
○ Fairfield County (Rockland)	○ 2008	○ Fairfield County (Rockland)
○ Portland	○ 2005	○ Portland
○ Knox County (Rockland)	○ 2004	○ Knox County (Rockland)
○ Searsport	○ 2003	○ Searsport
○ Waterville	○ 2002	○ Waterville
○ Waterville	○ 2002	○ Waterville

Display This Question:

If Which Window Insert Build(s) did you participate in and/or are you participating in right now? PL...
First build location - Other Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Second build location (if applicable) - Other Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Third build location (if applicable) - Other Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Fourth build location (if applicable) - Other Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Fifth build location (if applicable) - Other Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Sixth build location (if applicable) - Other Is Selected

Q207 Where was/is the location of your other build(s)?

Display This Question:

If Which Window Insert Build(s) did you participate in and/or are you participating in right now? PL...
Sixth build year (if applicable) - 2016 Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Sixth build year (if applicable) - 2015 Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Sixth build year (if applicable) - 2014 Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Sixth build year (if applicable) - 2013 Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Sixth build year (if applicable) - 2012 Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Sixth build year (if applicable) - 2011 Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Sixth build year (if applicable) - 2010 Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Sixth build year (if applicable) - 2009 Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Sixth build year (if applicable) - 2008 Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Sixth build year (if applicable) - 2007 Is Selected

Or Which Window Insert Build(s) did you participate in and/or are you participating in right now?
PL... Sixth build year (if applicable) - 2006 Is Selected

Q153 If you participated in more than 6 Window Insert Builds, please list the location and year of the rest here.

Q55 In what way(s) were/are you involved in the Window Insert Build(s)?

- Customer (I ordered window inserts)
- Volunteer (I helped make the Build happen)
- Coordinator (I helped lead the Build)
- Other (please explain) _____

Display This Question:
 If Is the Fall 2016 build the first community insert build you have participated in (in any role: vo...
 Yes Is Not Selected

Q88 Have you completed one of our surveys before? We sent out 2 surveys to Bangor/Orono 2015 participants in Fall 2015 - one before and one after the build. We also sent the same post-build survey to all Fall 2015 coordinators in all locations.

- Yes
- No
- Not Sure

Display This Question:
 If Have you completed one of our surveys before?We sent out 2 surveys to Bangor/Orono 2015 participa... Yes Is Not Selected

Q80 How did you first learn about the Window Insert Build(s)?

- Word-of-mouth
- Heard from a local build coordinator
- Radio advertising
- Paper advertising
- Religious organization (please specify) _____
- Non-religious organization (please specify) _____
- Other (please explain) _____

Display This Question:
 If Have you completed one of our surveys before?We sent out 2 surveys to Bangor/Orono 2015 participa... Yes Is Selected

Q158 Has anything changed in relation to the following topics since the last time you took one of our surveys?

	This has changed since last survey	I would like to answer these survey questions again
My definition of community	<input type="checkbox"/>	<input type="checkbox"/>
Energy conservation goals	<input type="checkbox"/>	<input type="checkbox"/>
Energy behaviors	<input type="checkbox"/>	<input type="checkbox"/>
Energy perceptions & motivations	<input type="checkbox"/>	<input type="checkbox"/>

Display This Question:

If Have you completed one of our surveys before?We sent out 2 surveys to Bangor/Orono 2015 participa... Yes Is Not Selected

Or Has anything changed in relation to the following topics since the last time you took one of our... My definition of community - I am willing to answer follow-up questions about this Is Selected

Q53 How do you define "community"?

Display This Question:

If Has anything changed in relation to the following topics since the last time you took one of our... Energy conservation goals - I am willing to answer follow-up questions about this Is Selected

Q206 Please discuss any energy conservation goals you have, and why you have them.

Display This Question:

If Have you completed one of our surveys before?We sent out 2 surveys to Bangor/Orono 2015 participa... Yes Is Not Selected

Q82 How satisfied were you with the overall window insert experience?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

Display This Question:

If Have you completed one of our surveys before?We sent out 2 surveys to Bangor/Orono 2015 participa... Yes Is Not Selected

Q84 What would you suggest doing differently in future window insert programs?

Display This Question:

If Have you completed one of our surveys before?We sent out 2 surveys to Bangor/Orono 2015 participa... Yes Is Not Selected

Q86 What would you suggest doing the same in future window insert programs?

Display This Question:

If Have you completed one of our surveys before?We sent out 2 surveys to Bangor/Orono 2015
 participa... Yes Is Not Selected

Q88 Please indicate how likely you are to...

	Not Likely	Somewhat Likely	Likely	Very Likely
...volunteer for a future Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...help initiate a future Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...recommend a friend order window inserts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...recommend a friend volunteer for a Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...recommend a friend help initiate a Window Insert Build.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If In what way(s) were you involved in the Window Insert Build(s)? Customer (I ordered window inserts) Is Not Selected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...order window inserts for my own property.				
If In what way(s) were you involved in the Window Insert Build(s)? Customer (I ordered window inserts) Is Selected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...order additional window inserts for my own property.				

Q50 Customer Questions Please answer each of the following questions about your experience as a window insert customer.

Display This Question:

If Is the Fall 2016 build the first community insert build you have participated in (in any role: vo...

Yes Is Selected

Q201 Have you installed any of your inserts yet?

- Yes
- No

Q141 How many window inserts did you order?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
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- 37
- 38
- 39
- 40

- 41
- 42
- 43
- 44
- 45
- 46
- 47
- 48
- 49
- 50
- More than 50

Q94 The window inserts are for

- A single building
- Multiple buildings

Q96 The window inserts were installed in a [select all that apply]

- Residence that I own
- Residence that I rent
- Business that I own
- Business that I rent
- Business that I work for
- Non-profit organization that I volunteer/work for
- Other (please specify) _____

Q100 Did you order inserts for all of the windows in the property?

- Yes
- No

Display This Question:

If Did you order inserts for all of the windows in the property? No Is Selected

Q140 How many windows did/will not receive inserts?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
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- 11
- 12
- 13
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- 43
- 44
- 45
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- 47
- 48
- 49
- 50
- More than 50

Display This Question:

If How many windows do not have inserts? 0 Is Displayed

And How many windows do not have inserts? 0 Is Not Selected

Q146 Why did you choose not to install inserts on these windows?

Q98 Please indicate to what degree you agree with the following statements. I ordered the window inserts....

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
...to save money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to benefit the environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to conserve energy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to improve comfort.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...because people I know were ordering window inserts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...because I value the sense of community associated with the project.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to be a responsible citizen.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to do something I feel good about.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...because I have an obligation to future generations to be more sustainable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to reduce dependency on fossil fuels.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q147 Prior to installing window inserts, which of the following did you do to prevent heat loss through your windows?

- Nothing
- Covered the windows with plastic on the inside of the house
- Covered the windows with plastic on the inside of the house and used a hair dryer to make the plastic air tight
- Put foam around the inside of the windows
- Used storm windows on the outside of the house
- Covered the inside of the windows with plexiglass
- Other (please specify) _____

Q60 Please indicate your level of satisfaction with each stage of the window insert process.

	1 (Very Dissatisfied)	2 (Somewhat Dissatisfied)	3 (Neutral)	4 (Somewhat Satisfied)	5 (Very Satisfied)
Signing up to be on the customer list	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having the windows measured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If Have you installed any of your inserts yet? No Is Not Selected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picking up the inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If Have you installed any of your inserts yet? No Is Not Selected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Installing the inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If Have you installed any of your inserts yet? No Is Not Selected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up necessary after installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q61 Please explain any negative (dissatisfied) ratings from the previous question.

Display This Question:

If Have you installed any of your inserts yet? No Is Not Selected

Q114 How many hours did installation take?

- less than 1 hour
- 1-2 hours
- 2-3 hours
- 3-4 hours
- over 4 hours

Q51 Volunteer/Coordinator Questions Please answer the following questions about your experience participating in the window insert build.

Display This Question:

If In what way(s) were you involved in the Window Insert Build(s)? Customer (I ordered window inserts) Is Not Selected

Q156 Please indicate to what degree you agree with the following statements. I participated in this Window Insert Build...

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
...to benefit the environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to help others save money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to help others conserve energy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to help others live more comfortably.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...because people I know have participated in similar activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...because of the sense of community associated with the project.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to be a responsible citizen.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to do something I feel good about.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...because I have an obligation to future generations to be more sustainable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...to reduce dependency on fossil fuels.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

...because it was part of my job/student expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...because I ordered inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q164 Overall my experience as a volunteer was...

- much better than expected
- a little better than expected
- the same as expected
- a little worse than expected
- much worse than expected

Q86 How many hours did you spend participating in the window insert build?

- 0
- 1
- 2
- 3
- 4
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- 60

Q52 Questions about Energy Perceptions & Motivations

Q170 I consider myself knowledgeable about...

	1 (Strongly Disagree)	2 (Disagree)	3 (Neither Agree Nor Disagree)	4 (Agree)	5 (Strongly Agree)
Energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renewable energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy conservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building/construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home repair/improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q182 Please rank the environmental impact of the following energy sources. The most harmful should be at the top and the least harmful at the bottom. Drag and drop to move them.

- _____ Solar
- _____ Waste
- _____ Wind
- _____ Coal
- _____ Wood
- _____ Natural gas
- _____ Hydro
- _____ Ocean (e.g., tidal, wave)
- _____ Geothermal
- _____ Oil

Q186 Please indicate to what degree you agree with the following statements.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Electricity prices are likely to rise in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating fuel oil prices are likely to rise in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q188 Please indicate to what degree you agree with the following statements. It is important to me to...

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
...lead an environmentally sustainable lifestyle.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...save money for the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...reduce my dependence on fossil fuels.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...help my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q208 Questions About Energy Behavior

Q125 In the past 10 years, which of the following changes have you made to your home or business?

- Updated to more efficient lighting (e.g., CFL, LED)
- Added insulation to the walls
- Added insulation to the attic
- Added insulation to the basement
- Added exterior storm windows
- Removed exterior storm windows
- Replaced old windows with more energy efficient windows
- Upgraded the heating system to a more energy efficient technology
- Added new auxiliary heating (e.g., pellet stove, heat pump, etc)
- Added new cooling systems (e.g., central air conditioning, window air conditioning units)
- Replaced the water heater
- Installed a programmable thermostat
- Replaced large appliances (e.g., refrigerator, oven, washer, dryer, etc) with more energy efficient models
- Purchased an electric car
- Put an addition on the home
- Had an energy audit conducted to see where energy was being wasted
- Obtained a quote for installing solar energy on your property
- Obtained a quote for installing another type of renewable energy on your property (please specify)

- Any other changes to your residence that may have affected your heating bills (please specify)

Display This Question:

If In the past 10 years, which of the following changes have you made to your home or business?

q://QID222/SelectedChoicesCount Is Greater Than or Equal to 1

Carry Forward Selected Choices from "In the past 10 years, which of the following changes have you made to your home or business?
"

Q149 When did you make this change? Please fill in the month and year you made each change. If you don't remember when you made the change, fill in an approximate year or leave it blank.

	Month	Year
<p>Updated to more efficient lighting (e.g., CFL, LED)</p> <p>Added insulation to the walls</p> <p>Added insulation to the attic</p> <p>Added insulation to the basement</p> <p>Added exterior storm windows</p> <p>Removed exterior storm windows</p> <p>Replaced old windows with more energy efficient windows</p> <p>Upgraded the heating system to a more energy efficient technology</p> <p>Added new auxiliary heating (e.g., pellet stove, heat pump, etc)</p> <p>Added new cooling systems (e.g., central air conditioning, window air conditioning units)</p> <p>Replaced the water heater</p> <p>Installed a programmable thermostat</p> <p>Replaced large appliances (e.g., refrigerator, oven, washer, dryer, etc) with more energy efficient models</p> <p>Purchased an electric car</p> <p>Put an addition on the home</p> <p>Had an energy audit conducted to see where energy was being wasted</p> <p>Obtained a quote for installing solar energy on your property</p> <p>Obtained a quote for installing another type of renewable energy on your property (please specify)</p> <p>Any other changes to your residence that may have affected your heating bills (please specify)</p>		

Q184 Please indicate to what degree you agree or disagree with the following statements. I conserve energy by...

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
...turning off lights when not needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...turning off electronics (e.g., TV, radio, etc.) when not needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...adjusting my thermostat to a lower temperature in cold months/higher temperature in hot months when no one is in the room/home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...unplugging appliances/electronics (or using a power strip and shutting off the power strip) when not in use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...conserving water.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...buying local food.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...using energy efficient transportation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If Has anything changed in relation to the following topics since the last time you took one of our...

Energy conservation goals - This has changed since last survey Is Not Displayed

Q194 Please discuss any energy conservation goals you have, and why you have them.

Q259 Window Insert Performance This section is meant to examine the effectiveness of your inserts. Please answer these questions to the best of your ability, even if you have just received your inserts.

Display This Question:

If Have you installed any of your inserts yet? Yes Is Selected

Q260 Did you install all of the inserts you ordered?

- Yes
- No

Display This Question:

If Did you install all of the inserts you ordered? No Is Selected

Or Have you completed one of our surveys before? We sent out 2 surveys to Bangor/Orono 2015
participa... Yes Is Selected

Q261 How many window inserts have you installed?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
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- 68
- 69
- 70

Display This Question:

If Have you installed any of your inserts yet? Yes Is Selected

Q265 Please indicate your level of satisfaction with the following traits about your inserts.

	1 (Very Dissatisfied)	2 (Dissatisfied)	3 (Neutral)	4 (Satisfied)	5 (Very Satisfied)
Less drafty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warmer rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way the inserts look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If Have you installed any of your inserts yet? Yes Is Selected

Q266 Please explain any negative (dissatisfaction) ratings about your inserts, or other challenges you have faced with them.

Display This Question:

If Have you installed any of your inserts yet? Yes Is Selected

Q267 Do you plan to keep any of the inserts installed year-round (as opposed to only the heating season)? If so, please explain how many and why.

- Yes (please explain) _____
- No

Display This Question:

If Do you plan to keep any of the inserts installed year-round (as opposed to only the heating season)? If so, please explain how many and why. Yes (please explain) Is Not Selected

And Have you installed any of your inserts yet? Yes Is Selected

Q268 Where are you storing your inserts when not in use?

Display This Question:

If Have you installed any of your inserts yet? Yes Is Selected

Q269 Prior to installing the window inserts, at what temperature did you set your thermostat during the winter (in degrees Fahrenheit)?

- 50
- 51
- 52
- 53
- 54
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- 87

- 88
- 89
- 90

Display This Question:

If Have you installed any of your inserts yet? Yes Is Selected

Q270 With the inserts installed, is the thermostat setting different?

- No - it has not changed
- Yes, I have raised the temperature (Please state the new temperature setting)

- Yes, I have lowered the temperature (Please state the new temperature setting)

Display This Question:

If Have you installed any of your inserts yet? Yes Is Selected

Q271 Have any of your inserts become damaged? If so, please explain the extent of the damage and if/how it was fixed.

- Yes (please explain) _____
- No

Q272 Very little research exists on actual energy savings associated with window inserts. We are attempting to calculate actual quantities of fuel and electricity saved by using inserts. In order to do this we need access to customer energy bills and to find out some more detailed information about your building history. Would you be willing to be a research participant in this more advanced portion of the study? If you answer yes, we will send you a release form to be signed and returned, allowing us to contact your energy company directly. All personal information will remain confidential. We will also ask you several more survey questions right now. To compensate you for your time and information, we are willing to share our findings about your own personal energy savings as a result of window inserts with you after our analysis has been completed.

- Yes, and please keep me informed of your findings
- Yes, however I would not like to receive any information about the findings of this study
- No, I do not wish to participate

Display This Question:

If Very little research exists on actual energy savings associated with window inserts. We are atte...

No, I do not wish to participate Is Selected

Q273 Would you be willing to participate in another survey like this one in the future?

- Yes (Please provide an email address) _____
- Maybe (Please provide an email address) _____
- No

If Yes (Please provide an emai... Is Displayed, Then Skip To End of Block

Q274 How would you prefer to receive the release form that allows us to request your energy information from the energy company?

- Email
- Postal Mail
- Internet Download

Display This Question:

If How would you prefer to receive the release form that allows us to request your energy informatio... Postal Mail Is Selected

Q275 Please provide your mailing address.

Street Address
Town or City
Zip Code

Display This Question:

If How would you prefer to receive the release form that allows us to request your energy informatio... Internet Download Is Selected

Q212 Please print out this Release Form. To return, either email to: bangor.windowdressers@gmail.com or postal mail to: Daniel Mistro 206 Winslow Hall 67 Munson Rd Orono, ME 04469 Please write these down and print before continuing - they will not appear again.

Q276 Please provide your email address.

Q277 If willing, please provide a phone number for us to contact you if we have questions about your responses.

Q128 Building Characteristics The following questions will help us estimate energy savings associated with the window inserts based on the characteristics of different buildings. We don't expect you will know the answers to all of these questions off the top of your head. If you have time to look for the answers, we would greatly appreciate it. Otherwise, please add your best estimate or fill in only the ones you know, and skip the others.

Q130 Which of the following is/was being used for space heating at the location where the window inserts were installed? [Select all that apply]

- Fuel Oil
- Propane
- Natural Gas
- Wood Stove
- Wood pellets
- Electricity
- Kerosene
- Solar
- Geothermal
- Don't know
- Other (please specify) _____

Display This Question:

If Which of the following is/was being used for space heating at the location where the window inser... Electricity Is Not Selected

Or Which of the following is/was being used for space heating at the location where the window inser... q://QID138/SelectedChoicesCount Is Greater Than or Equal to 2

Q192 Please select all companies from which you have purchased heating fuel during the past 10 years (or as long as you have been at the location of the inserts if less than 10 years).

- Bangor Gas
- RH Foster
- Dead River Company
- Irving Energy
- Emera Maine Electric Company
- Central Maine Power
- Eastern Maine Electric Cooperative
- Other(s) (Please specify) _____

Display This Question:

If Which of the following is/was being used for space heating at the location where the window inser... Electricity Is Not Selected

Or Which of the following is/was being used for space heating at the location where the window inser... q://QID138/SelectedChoicesCount Is Greater Than or Equal to 2

Q139 What else in your home runs off of the same source as your heat? (select all that apply) cooking sources, water heaters, etc.)

- Water heating
- Cooking stove/oven
- Other (please specify) _____
- Nothing
- Not Sure

Q130 When did you turn your heat on and off during the last heating season?

	Month	Day (Approximately)	If not sure, please type "NS" here
On			
Off			

Display This Question:

If Please specify any company in which you have purchased your heating method from over the last 10 years (or as long as you have been at the location if less than 10 years). Emera Maine Electric Company Is Not Selected

And Please specify any company in which you have purchased your heating method from over the last 10 years (or as long as you have been at the location if less than 10 years). Central Maine Power Is Not Selected

And Please specify any company in which you have purchased your heating method from over the last 10 years (or as long as you have been at the location if less than 10 years). Eastern Maine Electric Cooperative Is Not Selected

Q128 Who is your electric provider? Some heating sources have electrical components (fans, timers, etc.) that are observable through your electric use.

- Emera Maine Electric Company
- Central Maine Power
- Eastern Maine Electric Cooperative
- Other (Please specify) _____

Q138 What is the square footage of the home, business or other building type where the inserts are/were installed? (Length times width - a rough estimate is fine; or if you prefer to enter the address, we can look it up through public records)

Q133 What is the ceiling height (measured from floor to ceiling) in the building? If it fluctuates, use the height most common to the building.

- 7 feet
- 8 feet (most residential houses)
- 9 feet
- 10 feet
- Other (please specify) _____

Q140 How many floors do you occupy in the building, not including a basement?

- 1
- 2
- 3
- >3

Q142 Is there a basement?

- Yes
- No
- Not sure

Display This Question:

If Is there a basement? Yes Is Selected

Q137 Is the basement insulated?

- Yes
- No
- Not sure

Q138 How many doors lead outside or to an attached garage in the home or business?

- 1
- 2
- 3
- 4
- 5
- 6
- more than 6 (please state) _____

Q144 Approximately how much insulation (inches) is in the attic?

	Inches
Fiberglass bats	
Blown fiberglass	
Cellulose fiber	
Spray foam	
Other (please specify)	
Don't know	

Q146 Which type of insulation is in the walls? (select all that apply)

- Fiberglass bats
- Blown fiberglass
- Cellulose fiber
- Spray foam
- None
- Other (please explain) _____
- Don't know

Q148 How thick are the walls?

- 6 inches (most newer houses)
- 4 inches (most older houses)
- other (please explain) _____

Q150 What material are the window frames made from?

- Wood
- Vinyl
- Aluminum
- Other (please explain) _____

Q209 Please indicate the amount of windows that contain the following number of panes in the building.

	All of the windows	Most of the windows	Some of the windows	None of the windows
Single Pane	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Double Pane	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Triple Pane	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please explain)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If Please indicate the amount of windows that contain the following number of panes in the building. Single Pane - All of the windows Is Not Selected

Q131 How much airspace is there between your window panes?

- 3/16"
- 1/4"
- 1/2"
- 3/4"
- Other (please specify) _____
- Not sure

Q134 Are the windows Low-E? This is an option on newer windows, and may give them a blue tint when seen in the light.

- Yes
- No
- Not Sure

Q135 Do the windows contain a suspended film? This is not very common, but also offered as an option in newer windows.

- Yes
- No
- Not Sure

Q136 How do most of the windows open?

- Double Hung (open by sliding the lower section straight up)
- Casement (open by swinging in or out like a door)
- Fixed Pane (does not open)
- Other (please explain) _____

Q152 Please indicate the type and amount of storm windows or shades on the windows where the inserts are/were installed.

	On all of the windows	On most of the windows	On some of the windows	On none of the windows
Exterior storm windows (outside)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tight fitting or heavy drapes (inside)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closed blinds (inside)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q78 Do you give permission to WindowDressers to share your invoices with us so we can calculate the size (area) of each window insert? (We will use this information solely for calculating energy savings and will not share it with anyone else).

- Yes
- No
- Maybe (please explain) _____

Q115 Building History Questions The next several questions are designed to help us understand changes in your heating expenditure. This helps us identify the true savings of the window inserts themselves.

Q190 How long have you lived at your current residence or occupied the current business location?

- less than 1 year
- 1 year
- 2 years
- 3 years
- 4 years
- 5 years
- 6-10 years
- more than 10 years

Q191 How old is the building?

- Less than 10 years
- 10-20 years
- 20-30 years
- 30-40 years
- 40-50 years
- 50-60 years
- 60-70 years
- 70-80 years
- 80-90 years
- 90-100 years
- More than 100 years

Q196 Which of the following behaviors have changed in your household or business over the last 10 years? Select all that apply; if you have been there less than 10 years, please answer based on how long you have been there. If nothing has changed, please skip this question.

	Less often	More often	No change
Turning off lights and electronics when not needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physically unplugging appliances/electronics when not in use (or using a power strip and shutting off the power strip).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjusting thermostat to a lower temperature in cold months/higher temperature in hot months when no one was in the home/room.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conserving water.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weatherizing windows (before window inserts), such as covering more windows with plastics, lowering shades during hot summer days).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any other behavior changes that may have affected your energy bills (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If Have you completed one of our surveys before? Yes Is Selected

Q120 In the past 10 years, which of the following changes have you made to your home or business?

- Updated to more efficient lighting (e.g., CFL, LED)
 - Added insulation to the walls
 - Added insulation to the attic
 - Added insulation to the basement
 - Added exterior storm windows
 - Removed exterior storm windows
 - Replaced old windows with more energy efficient windows
 - Upgraded the heating system to a more energy efficient technology
 - Added new auxiliary heating (e.g., pellet stove, heat pump, etc)
 - Added new cooling systems (e.g., central air conditioning, window air conditioning units)
 - Replaced the water heater
 - Installed a programmable thermostat
 - Replaced large appliances (e.g., refrigerator, oven, washer, dryer, etc) with more energy efficient models
 - Purchased an electric car
 - Put an addition on the home
 - Had an energy audit conducted to see where energy is being wasted
 - Obtained a quote for installing solar energy on my property
 - Obtained a quote for installing another type of renewable energy on my property
 - Any other changes to your residence that may have affected your heating bills (please specify)
-

Display This Question:

If In the past 10 years, which of the following changes have you made to your home or business?
For... q://QID217/SelectedChoicesCount Is Greater Than or Equal to 1

Carry Forward Selected Choices from "In the past 10 years, which of the following changes have you made to your home or business?"

Q150 When did you make this change? Please fill in the month and year you made each change. If you don't remember when you made the change, fill in an approximate year or leave it blank.

	Month	Year
<p>Updated to more efficient lighting (e.g., CFL, LED)</p> <p>Added insulation to the walls</p> <p>Added insulation to the attic</p> <p>Added insulation to the basement</p> <p>Added exterior storm windows</p> <p>Removed exterior storm windows</p> <p>Replaced old windows with more energy efficient windows</p> <p>Upgraded the heating system to a more energy efficient technology</p> <p>Added new auxiliary heating (e.g., pellet stove, heat pump, etc)</p> <p>Added new cooling systems (e.g., central air conditioning, window air conditioning units)</p> <p>Replaced the water heater</p> <p>Installed a programmable thermostat</p> <p>Replaced large appliances (e.g., refrigerator, oven, washer, dryer, etc) with more energy efficient models</p> <p>Purchased an electric car</p> <p>Put an addition on the home</p> <p>Had an energy audit conducted to see where energy is being wasted</p> <p>Obtained a quote for installing solar energy on my property</p> <p>Obtained a quote for installing another type of renewable energy on my property</p> <p>Any other changes to your residence that may have affected your heating bills (please specify)</p>		

Q198 In the past 10 years, has the number of people living in the home or working in the business changed? (e.g., you rented out a room, had kids, expanded the business, etc.)

- Yes
- No
- Not sure

Display This Question:

If In the past 10 years, has the number of people living with you in the residence changed?
(rented... Yes Is Selected

Q199 In what ways has the number of people changed? Please enter the approximate month and year each relevant action occurred.

	Month	Year	If you did this but can't remember when, enter "Y" here
Additional people moved in permanently.			
Additional people moved in temporarily.			
People moved out permanently.			
People moved out temporarily.			

Q115 Window Insert Performance This section is meant to examine the effectiveness of your inserts. Please answer these questions to the best of your ability after having used the inserts for at least one heating season.

Q156 Did you install all of the inserts you ordered?

- Yes
- No

Display This Question:

If Did you install all of the inserts you ordered? No Is Selected

Or Have you completed one of our surveys before? We sent out 2 surveys to Bangor/Orono 2015
participa... Yes Is Selected

Q92 How many window inserts did you install?

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
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- 66
- 67
- 68
- 69
- 70

Q91 Did you use all of the inserts that you ordered for at least one entire heating season? If not, please explain why.

- Yes
- No (please explain) _____

Q56 For how many heating seasons have you used the window inserts?

- Part of 1 heating season (please specify the number of weeks, months, etc) _____
- 1 full heating season
- 2 full heating seasons
- 3 full heating seasons
- 4 full heating seasons
- 5 full heating seasons
- more than 5 full heating seasons (please specify how long) _____

Q82 Please indicate your level of satisfaction with the following traits about your inserts.

	1 (Very Dissatisfied)	2 (Dissatisfied)	3 (Neutral)	4 (Satisfied)	5 (Very Satisfied)
Less drafty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warmer rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way the inserts look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durability of inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q89 Please explain any negative (dissatisfaction) ratings about your inserts, or other challenges you have faced with them.

Q102 Do you keep any of the inserts installed year-round (as opposed to only the heating season)? If so, please explain how many and why.

- Yes (please explain) _____
- No

Display This Question:

If Do you keep any of the inserts installed year-round? If so, please explain how many and why. Yes (please explain) Is Not Selected

Q124 Where are you storing your inserts when not in use?

Q61 Prior to installing the window inserts, at what temperature did you set your thermostat during the winter?

Q62 With the inserts installed, is the thermostat setting different?

- No - it has not changed
- Yes, I have raised the temperature (Please state the new temperature setting)

- Yes, I have lowered the temperature (Please state the new temperature setting)

Q126 Have any of your inserts become damaged? If so, please explain the extent of the damage and if/how it was fixed.

Q189 Very little research exists on actual energy savings associated with window inserts. We are attempting to calculate actual quantities of fuel and electricity saved by using inserts. In order to do this we need access to customer energy bills and to find out some more detailed information about your building history. Would you be willing to be a research participant in this more advanced portion of the study? If you answer yes, we will send you a release form to be signed and returned, allowing us to contact your energy company directly. All personal information will remain confidential. We will also ask you several more survey questions right now. To compensate you for your time and information, we are willing to share our findings about your own personal energy savings as a result of window inserts with you after our analysis has been completed.

- Yes, and please keep me informed of your findings
- Yes, however I would not like to receive any information about the findings of this study
- No, I do not wish to participate

Display This Question:

If Very little research exists on actual energy savings associated with window inserts. We are atte...

No, I do not wish to participate Is Selected

Q127 Would you be willing to participate in another survey like this one in the future?

- Yes (Please provide an email address) _____
- Maybe (Please provide an email address) _____
- No

If Yes (Please provide an emai... Is Displayed, Then Skip To End of Block

Q124 How would you prefer to receive the release form that allows us to request your energy information from the energy company?

- Email
- Postal Mail
- Internet Download

Display This Question:

If How would you prefer to receive the release form that allows us to request your energy informatio... Postal Mail Is Selected

Q210 Please provide your mailing address.

Street Address

Town or City

Zip Code

Display This Question:

If How would you prefer to receive the release form that allows us to request your energy information from the energy company? Internet Download Is Selected

Q211 Please print out this Release Form. To return, please either email to: bangor.windowdressers@gmail.com or postal mail to: Daniel Mistro 206 Winslow Hall 67 Munson Rd Orono, ME 04469 Please write these down and print before continuing - they will not appear again.

Q123 Please provide your email address.

Q118 If willing, please provide a phone number for us to contact you if we have questions about your responses.

Q36 Demographic Questions These questions help us evaluate to what extent survey responses vary by common demographic categories. All of this information will be kept strictly confidential.

Q196 What is your gender?

- Male
- Female

Q198 Please select the highest level of education you have completed.

- High School/GED
- Associate's Degree
- Bachelor's Degree
- Post-Bachelor Professional Degree
- Master's Degree
- Ph.D.
- J.D.
- M.D.
- Other (please specify) _____

Q152 Please describe what you do for work.

Q200 Do you own or rent your home?

- Own
- Rent
- Other (please explain) _____

Q202 To which racial group(s) do you most identify?

- African-American (non-Hispanic)
- Asian/Pacific Islander
- Caucasian (non-Hispanic)
- Latino or Hispanic
- Native American or Aleut
- Other

Q204 What is your age (years)?

- 18-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-80
- >80

Q206 Which of the following best describes your annual household income?

- < \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$124,999
- \$125,000 - \$150,000
- > \$150,000

Q208 Please indicate where your political affiliation fits within the following scale by moving the slider bars.

_____ Fiscal issues
_____ Social issues
_____ Environmental issues

Q54 Please add any additional information or comments in the space below.