The Customer Service Fanatics

Home Energy Audit – Saving You Money by

Saving America’s Resources©

Customer Names:

Customer Address:

City / State: Zip:

Telephone (Home): Work:

Fax #: Email:

Comfort Consultant:

Time: Date: Day:

Customer Notes:

Job #: Other Notes:

**If you would please take the time to complete the questionnaire it will help in two ways.**

**You will receive the best possible home comfort options because our professional Comfort Advisor**

**will be able to pinpoint the system for your home that best meets all of your needs. Secondly, the process will move much more quickly as we perform our home energy audit concurrent with the home survey.**

**Thanks for allowing ABC the opportunity to serve you!**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | Do you own / rent your home? | | | Own \_\_\_\_\_\_\_\_\_\_ | | Rent \_\_\_\_\_\_\_\_\_\_ | | |
| 2. | How long do you plan on living in the home? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | |
| 3. | How long have you currently lived in your present home? | | | Years \_\_\_\_\_\_\_\_\_ | | | | |
| 4. | Do you know how old the home is and the year it was built? | | | Age \_\_\_\_\_\_\_\_\_\_ | | Year Built \_\_\_\_\_\_ | | |
| 5. | Do you know how old the Furnace is in the home? | | | Age\_\_\_\_\_\_\_\_\_\_\_ | | | | |
| 6. | Do you have central air and if so how old? | | | No\_\_\_\_\_\_\_\_\_\_\_\_ | | Yes\_\_\_\_\_\_\_ Age \_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| 7. | Has the home ever had insulation added to it? | | | No\_\_\_\_\_\_\_\_\_\_\_\_ | | Yes\_\_\_\_\_\_\_\_\_\_\_ | | When \_\_\_\_\_\_\_ |
|  |  | | Where \_\_\_\_\_\_\_\_\_\_\_\_\_ | What Factor Rating \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |
|  |  | | Where \_\_\_\_\_\_\_\_\_\_\_\_\_ | What Factor Rating \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |
| 8. | Has the home ever had new windows and doors? | | | No \_\_\_\_\_\_\_\_\_\_\_ | | Yes \_\_\_\_\_\_\_\_\_\_ | | |
|  |  | What Factor Rating \_\_\_\_\_\_\_\_\_\_ | | Gain \_\_\_\_\_\_\_\_\_\_ | | When \_\_\_\_\_\_\_\_\_ | | |
| 9. | Has the home ever had air sealing and penetrations caulked? | | | | | | | |
|  |  | | | No\_\_\_\_\_\_\_\_\_\_\_\_ | | Yes\_\_\_\_\_\_\_\_\_\_\_ | | |
|  |  | What Factor Rating\_\_\_\_\_\_\_\_\_\_ | | When \_\_\_\_\_\_\_\_\_ | | | | |
| 10. | Has the home been remolded? | | Plans to do so\_\_\_\_\_\_\_ | No\_\_\_\_\_\_\_\_\_\_\_\_ | Yes\_\_\_\_\_\_\_\_\_\_\_ | | When\_\_\_\_\_\_\_\_\_ | |
|  |  |  | |  | | | | |

Home Construction Section:

Your Home Comfort Needs Section:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | How did you come to choose Buckeye Heating & Cooling? | | | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | |
| 2. | Describe why are you considering a new Total Comfort System? | | | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | |
| 3. | Any hot/cold spots in the home, areas that may not be even in temperature or moist feeling air? | | | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | |
| 4. | Are you interested in a cheaper system or the best value available to you? | | | | | | |
|  | Cheapest | | | | Best Value | | |
| 5. | Please check the items on the list that are important to you? | | | | | | |
|  | | | Quality Products | | | | Financing Flexibility |
|  | | | Environmentally Friendly | | | | Low Future Repair Costs |
|  | | | Quiet/Low Sound | | | | Brand Name Options |
|  | | | Saving Money on Utilities | | | | Newest Technology |
|  | | | Low Monthly Payments | | | | After the Sale Service |
|  | | | High Efficiency Products | | | | Energy TAX CREDITS |
|  | | | Safety for Family | | | | Better Indoor Air Quality |
|  | | | Least Expensive Price | | | | Fuel Options – Choices |
|  | | | Appearance with Home | | | | Rebates/Incentives |
|  | | | Appearance with Home | | | | Return on Your Investment |
|  | | | Lowest Operating costs | | | | Comfort in Your Home |
| 6. | Please list only the top five in priority? | | | | | | |
| 1. | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | |
| 2. | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | |
| 3. | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | |
| 4. | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | |
| 5. | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | |
| We can design and install any system, but what really counts is that you get what you want at the very best price. | | | | | | | |
| 7. | Does anyone in the family have allergies, or appear to be suffering? | | | | | | |
|  | No\_\_\_\_\_\_\_\_\_\_\_\_ | | | Yes\_\_\_\_\_\_\_\_\_\_ | | If yes to what degree \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |

Whole House energy and Comfort Options Section:

|  |  |  |  |
| --- | --- | --- | --- |
| 1. | Are you familiar with the Energy Star program from the EPA or the Energy Tax Credits available to you? | | |
| No\_\_\_\_\_\_\_\_\_\_\_\_ Yes\_\_\_\_\_\_\_\_\_\_ | | | |
| 2. | What budget range did you have in mind? | | |
|  | $4,000 to $6,000 | | |
|  | $6,000 to $8,000 | | |
|  | $8,000 to $10,000 | | |
|  | Above $10,000 | | |
|  | About what can you afford monthly? $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| 3. | Are you planning to accept other estimates? | | |
|  | No\_\_\_\_\_\_\_\_\_\_\_\_ | Yes\_\_\_\_\_\_\_\_\_\_ | If yes to what degree \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | If you have, why have you not bought from them? | | |
| 4. | Do you have a process to compare your research? | | |
|  | No\_\_\_\_\_\_\_\_\_\_\_\_ | Yes\_\_\_\_\_\_\_\_\_\_ | |
|  | If not would like one? | | |
|  | No\_\_\_\_\_\_\_\_\_\_\_\_ | Yes\_\_\_\_\_\_\_\_\_\_ | |
| 5. | What do you know about the Home Performance Contracting and the Whole House Approach to Energy Consumption? | | |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| 6. | What return on investment would you like as you invest in your home’s total comfort system and energy savings strategy? | | |
|  | 5% | | |
|  | 10% | | |
|  | 15% | | |
|  | 25% | | |
|  | 40% | | |
| 7. | If ABC can design the best system, that meets all your family needs, at the guaranteed lowest possible cost, and provide comfort, energy savings, the safest and reliable system, can we ask you for the business today? | | |
|  | No\_\_\_\_\_\_\_\_\_\_\_\_ | Yes\_\_\_\_\_\_\_\_\_\_ | |