

# NREL PARTNERSHIP SURVEY – FY 2016 RESULTS

The National Renewable Energy Laboratory (NREL) conducts an annual partnership satisfaction survey in which we ask our clients to rate NREL in a number of areas. As a national laboratory, the principal areas we focus on include value, timeliness, quality, price, and capabilities.

The Fiscal Year 2016 Partnership Survey included partners who had active work at NREL during FY 2016. Any project with end dates between October 1, 2015, and September 30, 2016, were

included, as well as several multiyear projects. More than 300 customers were asked to consider 11 questions using ratings varying from “strongly agree” to “strongly disagree.”

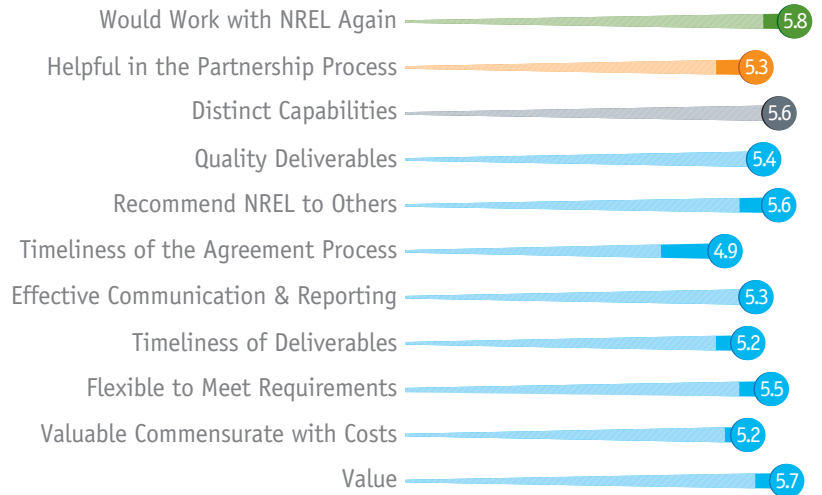
In addition to providing feedback in areas where we excel, clients also made sound suggestions on ways we can strengthen our partner relationships and contracting processes. NREL is committed to continuous improvement in the overall quality of service that we provide to our partners.

## FY16 SURVEY HIGHLIGHTS

NREL received responses from 60 partners. Responses on all questions were positive on net (see the table at right). Some highlights from the survey include:

- 100%** of our partners would partner with us again
- 100%** of our partners thought NREL was helpful in navigating the partnership process to reach an agreement
- 100%** of our partners selected NREL because of its distinct capabilities
- 100%** of the scores improved or were equal to FY15 numbers

Based on “somewhat agree,” “agree,” and “strongly agree” responses



FY15 scores are shaded | Scores out of 6.0

## WHAT OUR PARTNERS ARE SAYING

NREL was identified by multiple partners as having high marks in rigor, quality, intellect, capabilities, knowledge, leadership, and expertise. Some of their testimonials are below:

“ This collaboration proved to be extremely significant in California energy policy. It has informed decision makers and created momentum that resulted in commitments to procure almost 60 TWH of new clean energy during the next 15 years. ”

– Center for Energy Efficiency and Renewable Technologies

“ NREL has done an excellent job of assisting us to move toward carbon neutrality. ”

– U.S. Fish and Wildlife Service

“ NREL’s thermal analysis has provided UQM information on how to better design our electric motors and the cooling methods, resulting in improved performance. ”

– UQM Technologies Inc.

“ Partnering with NREL adds credibility to our product offering and fosters our relationship with other participating utilities, so all may benefit from everyone’s experiences and expertise. ”

– Austin Energy

“ NREL provided the skills and expertise that allowed us to properly evaluate leveled cost of electricity for ORPC projects, better enabling us to market these projects to investors and stakeholders. ”

– Ocean Renewable Power Company, LLC

“ We used NREL’s testing capability to verify the performance of our products. NREL’s results were independently obtained and brought credibility to our product performance. ”

– VitriFlex Inc.

“ NREL provides an affordable model with more spatial disaggregation and better renewables portrayal than other models. The strongest benefit is the support contract between us and modelers to enable us to confidently tailor our analyses to real-world policies. ”

– Union of Concerned Scientists

“ The data were clean and extraordinarily well-organized—and the slide deck clearly explained the objectives and assumptions. I have found both to be of value beyond their initial purpose. ”

– Miami University

## WORKING WITH US

NREL accelerates the commercialization of energy efficiency and renewable energy technologies by facilitating partnerships and licensing opportunities. We invite organizations, researchers, and professionals from around the world to partner with us on research, development, and deployment projects and to use our research facilities. For more information, visit <http://www.nrel.gov/workingwithus/>

If you have any questions or suggestions regarding the survey, please contact Emily Fenwick at [Emily.Fenwick@nrel.gov](mailto:Emily.Fenwick@nrel.gov).



NREL is a national laboratory of the U.S. Department of Energy Office of Energy Efficiency and Renewable Energy Operated by the Alliance for Sustainable Energy, LLC

NREL/FS-6A31-67103 • September 2016