



October 25th, 2018

Commonwealth of Massachusetts DOER
Commissioner Judith Judson
100 Cambridge St
Boston, MA 02114

Dear Judith,

Thank you very much for the opportunity to share my thoughts on the upcoming HES 2019-2021 3-year plan. I am a partner in Rogers Insulation, a 40-year-old family owned and operated weatherization business. I'm also a very active participant in the Best Practice Working Group and have been part of it since its inception.

As much as I hate to say it, I guess I'm the "old guy in the business". We've been participating in Mass Save for over 30 years. In fact, I still remember working with Boston Gas and Honeywell/DMC in their old "Energy Savings Plan" when I was younger.

I would like to think that the old saying "*with age comes wisdom*" is true, and that its especially relevant here.

Wisdom to know what works well and what doesn't. The wisdom and perspective to see HES evolve into the program that it is today - a Program that has helped Massachusetts lead the nation in energy efficiency for many years in a row.

To be sure, the Mass Save program has changed and evolved many times since the last major redesign. And it continues to change and evolve, for the better, today.

Contractors work collaboratively with the Lead Vendors and Program Administrators on a regular and on-going basis both in a formal and informal environment. We work to continually improve a program that is already very successful and very well run.

We work hard with the PA's and LV's to make positive change that helps more customers take advantage of the program.

- 1.) Started a Direct Weatherization program with Eversource that allows IIC's to work directly with customers and provide them with a path to get insulation and airsealing installed quickly, but still provide them with all the safeguards and inspections of the "normal" Mass Save Program
- 2.) In the early stages of blending the Low-Income and Market-Rate Programs to help serve customers who reside in a multi-unit building with both low income and market rate residents.



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We are excited for this initiative and expect to successfully break-down the barriers for this perennially difficult to serve market segment.

- 3.) We continually work with the PA's and LV to break down as many barriers and roadblocks as possible, so we can serve more customer and deliver more weatherization regardless of income.

Here we are today, at the dawn of another 3-year Plan. The PA's and LV's have continually communicated the high-level thoughts of this plan to contractors. There have been numerous and regular discussions at the BPWG meetings; as well as the quarterly meetings where all contractors are invited to attend. The PA's have made it clear that weatherization is a major focus and have asked contractors to increase their capacity to be ready to serve additional customers.

We are the boots on the ground of the Mass Save Program. We have direct knowledge of how the Program works. We're working directly with customers and are installing the weatherization measures directly in their homes.

The existing Mass Save program works incredibly well. Customers love fixed pricing as they don't have to get multiple bids for a project. They appreciate an inspection is available on every job. Customers are very happy with the program as evidenced by the high customer satisfaction scores.

I strongly believe that customers are best served through continuous improvement of the current program. There is no need for a radical change of what is an extremely successful program. As a long-time participating contractor, I am convinced that customers and ratepayers are much better served by continuously improving the current program and not implementing a new program redesign or a implementing a dramatically different approach.

Sincerely,



Rick Taglienti
Partner
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