

Subject: Comments on Residential Conservation Services

Thank you for taking comments in regards to the upcoming three year energy efficiency plan.

My name is Uli Nagel, I live in Lee, in the Berkshires and also run a non-profit project called “ener-g-save” in the Pioneer Valley.

We have been doing outreach for energy efficiency for the past 7 months, collaborating with towns, contractors and grassroots organizations. We are currently working with about 500 customers.

My personal experience with MassSave has been very positive and I have come across a good number of satisfied customers.

I also hear from a lot of people, contractors and organizations who are very frustrated and have given up, unfortunately.

Above all else, we would highly recommend an extended summit with representatives of all stakeholders in the state to re-think the future of the MassSave program and energy delivery in Massachusetts and allow for the urgent and creative solutions we need to be discovered. Comments in one direction are not favoring a creative multi-logue that seems essential at this time.

Other suggestions:

1) Data sharing:

Make detailed MassSave data easily available in anonymous form for municipalities and non-profits to see trends and results on programs. Make it easy for customers to allow sharing their specific data.

2) Contractors:

a) We keep hearing how hard it is for contractors to make MassSave work for them (there is a big turnover in the industry). Also, we do not have local companies in the Berkshires.

b) Broaden the acceptable insulation measures and incentivize contractors for maximum savings. (New DOER pilot could be an example)

c) Allow contractors more freedom in advertising their services as part of MassSave.

d) Review the process by which lead-vendors distribute work AND/or do it themselves (we have questions about potential conflict of interests and anti-trust issues here)

3) Program information/ Coordination

a) Make clearly accessible any changes to incentives with clear information about durations and exceptions. Patchwork of incentives is very hard to navigate.

b) Audits should happen on an opt-out basis once a new account is opened

c) Co-op utilities in the South have 90% conversion rates from audits due to easy on-bill financing for renters and owners.

Finally, the recent rise in methane emissions makes it irresponsible to subsidize customers switching from oil to gas, unless all gas leaks are fixed and all precautions taken so that gas drilling does not contribute to Methan emissions. Electrifying heat systems and transforming gas companies into 'heat companies' would make MA an even more prominent and visionary leader in the country.

Thank you sincerely.
Uli Nagel