

Dear Reader,

I am a residential National Grid electric customer and we heat with oil. Over the years, I have had three MASS SAVE audits at two different houses. My experiences have been positive but I have some comments that are pertinent to revising/updated how MASS SAVE operates:

1. We were not offered any information or encouragement regarding heat pumps to replace our furnace and AC when one of our condensers died a few years ago. We were only offered incentives to make sure the condenser was an Energy Star model. This was a missed opportunity to have us consider heat pumps.

2. Several of my friends who heat with gas furnaces were incentivised to upgrade to a more efficient gas furnace but provided no information about heat pumps. Another missed opportunity.

3. I like all the help with insulation and LED bulbs but the bigger savings re GHG emissions comes from converting oil heat to electric via heat pumps with solar panels and/or CCA in my Town. I am very sure that we can only reach the Roadmap goals if we get oil heaters to convert ASAP to heat pumps. They are quite expensive so substantial incentives are needed!!

4. The focus for gas customers has got to STOP being on converting to new gas burners and converting to heat pumps. I am sorry that gas companies may lose customers but that is the only way we can get to NetZero...the sooner the better for us all.

Thank you for the opportunity to provide input.

Maria Bartlett