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October 28<sup>th</sup>, 2013

Lauren Farrell  
100 Cambridge Street, 9th Floor  
Boston, MA 02114

Dear Lauren,

Thank you very much for the opportunity to comment on the October 2013 "**Energy Policy Review Commission Report to the Legislature**". I felt compelled to write this letter in response to numerous inaccuracies in the report.

Rogers Insulation Specialists is a 35 year old family owned and operated energy conservation business located in Framingham. We have been participating in Utility Demand Side Management programs for over 25 years.

In reviewing the Commission's report, I could not help to notice that the Designee for Minority Leader of the House and the Designee for the "Small Energy Efficiency Business Seat" are current and active insulation/weatherization contractors. I think it is important to note that neither of these two Designees are current participants in the Mass Save HES program. I am sure that they are very good Contractors, but it is my opinion that they would not be the most objective Designees to have a seat on the Commission. I wish a more broad-based inclusive process had been utilized to seat Designees on the Commission. It would seem to me that one of the more than 100 participating contractors would be in a better position to comment on the inner workings of the Program rather than two contractors who don't participate.

Personally, I sit on the Best Practices Working Group (BPWG). The BPWG was established by the Energy Efficiency Advisory Council and has broad participation by all the Utilities, Lead Vendors, DOER, as well as 10 participating Mass Save Contractors. The ten participating contractors serve a one-year term and are voted to these posts by the more than 100 Participating Contractors. I feel this venue has been invaluable to help make the program more effective for Customers, Rate Payers and Participating Contractors alike. This is my third year serving on the BPWG and I can tell you that all stakeholders involved in the BPWG work in a positive and productive manner to make the Program even more successful. As a Contractor Representative for the BPWG I regularly communicate with a broad base of the Mass Save Participating Contractors and can share that the vast majority of the Contractors operating in the Mass Save Program operate efficiently and successfully within the program guidelines. The BPWG Contractors provide a "Voice" for all Contractors to speak directly to the Lead Vendors and Utilities who operate the Program.

Mr. Tom Regh comments on Page 81 that "*Contractors are viewed by the PA's as expendable resources and not as valued partners*". My experience working the PA's is quite the opposite in fact. I have regular communication with the PA's about how the program is going and what is working and not working for Contractors. I have had in-person meetings with various PA's to discuss the HES Program inner workings. I strongly feel that the PA's have created a culture of continuous improvement and treat Contractors as valued stakeholders in the HES program.

Mr. Regh comments on Page 91 that "*the fixed price strategy promotes the lowest common denominator (i.e. low performance, low quality, low customer service and low contractor motivation), and ultimately may result in many top tier contractors exiting the business*". The fixed price strategy is fair for both customers and contractors. Customers are getting a competitive price while contractors are getting paid fairly for the work we are expected to execute. Contractors are highly



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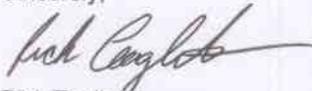
motivated to complete very high quality work so they can increase their "tier rating" and thus get more work within the program. In fact, I am convinced the tier rating promotes the *highest* common denominator, as Contractors are always striving to do higher quality work so they have the ability to get more work through the program.

Mr. Regh comments on Page 92 that "*the program unfortunately views weatherization as a commodity, with no differentiation on performance, quality or service*". This statement could not be further from the truth. In fact, each customer gets a tailored weatherization solution based on the intricacy and uniqueness of their home. This statement is not true as evidenced by the fact that one PA has over 250 weatherization line items to ensure a customized and tailored solution for every home.

Mr. Rob Calnan comments on Page 96 that "*best contractors in the state choose not to participate in the Mass Save program*". This is a blatantly false statement. There are over 100 contractors participating in the Mass Save HES program. I can share with you that there are very highly rated and highly regarded contractors participating in the Program. Installations completed through the program are of very high quality and are completed by very highly trained employees. Customers can count on the energy savings, comfort improvements and greenhouse gas emission reductions for years to come.

In conclusion, there are many other inaccuracies and misstatements in the Report. I feel that these inaccuracies were triggered because neither Mr. Regh nor Mr. Calnan are participating in the Mass Save program. To be sure, the Program is not perfect. But it could never be perfect when you are trying to balance the wants and desires of Ratepayers, Customers and Contractors alike. I am convinced that the program, as currently operated, balances the needs of all stakeholders effectively and is truly a win-win for all parties involved. Please count us as a very satisfied Participating Contractor!!

Sincerely,



Rick Taglienti  
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