



Sunroc Retro Insulation Division
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Date: 3-18-09

To: Julie Orchard
Commission Secretary
Public Service Commission

From: Dave Orgill
General Manager
Sunroc Retro Insulation Division

Dear Julie,

Sunroc Insulation has Built up its business operations over the past two years to be a major promoter and installer of attic, floor and wall insulation in conjunction with the Questar Gas and Rocky Mountain Power rebate program. Sunroc has completed over 9,000 of the estimated 25,000 jobs that have been processed for rebates since the inception on this program. (Roughly 36% of the Questar Rebate Budget.)

In late 2008 as we were making decisions on required personnel, infrastructure, truck acquisitions and preprinted advertising including rebate applications and other documents used to promote the rebate programs for Questar, we were assured by Questar Program administrators that “no major changes were anticipated to occur in the program until formal reviews that were scheduled for Spring 2010”. We have recently printed over 100,000 documents and have made many other financial expenditures in anticipation of the demand for our services as a result of the stated rebates. We are now anticipating a major drop in business as a result of these changes and would like the commission to consider the following:

1. That the proposed changes be deferred until December 31, 2009 as originally planned and prepared for by certified contractors such as Sunroc who have ramped up their businesses to handle the demand for these services.

2. If item #1 above is not approved, we request that as a minimum concession, that the date for “completed work” be extended for 30-days. This will allow time for contractors and customers who contracted for work in good faith contingent upon the current rebate amounts to have their jobs installed during that grace period. Sunroc is currently installing at the rate of 250 jobs a week. By April 1st, 2009, we will have a back log of approximately 500 jobs waiting to be installed. This will be 500 unhappy customers that will be very upset with our company, Questar and the Public service commission for this proposed short and unreasonable notice.

Considering these difficult economic times and the damages these changes will make to our entire insulation industry, I believe this request is reasonable.

Thank you for your consideration on this matter. I will be in attendance at the hearing March 26th, 2009 and will formally give my testimony regarding these requests.

Sincerely,

Dave Orgill
General Manager
Sunroc Retro Insulation Division
Phone: (801) 222-3300