

From: James Logan
To: Jones, Trixie
Date: 3/23/2009 11:14 AM
Subject: Fwd: FW: Thanks for your attention

>>> "Troy Carter - Provo-Orem" <Troy.Carter@mascoocs.com> 3/23/2009 10:35 AM >>>

> -----Original Message-----

> From: Troy Carter - Provo-Orem
> Sent: Thursday, March 19, 2009 8:04 AM
> To: 'jlogan@utah.gov'
> Subject: Thanks for your attention

> Dear Mr. Logan,

> My name is Troy Carter, and I work as a salesman for Hansen All Seasons Insulation. I have been with Hansens for 19 years and have watched our community change a great deal over the past two decades.

> I do not envy your positions in having to make Solomon like decisions that will affect many lives. I know that our employment situation is not your primary concern but in these tough economic times the current Questar weatherization program has been a great blessing and has been keeping many of our employees working. That being said, I understand there have been abuses with the program and changes must be made.

> It would appear to me, and I could be wrong, that Questar has chosen the easiest way to fix the problem, though, it may not be the best way.

> It is my professional opinion that the rate changes Questar is proposing may effectively kill the program due to current economic conditions. Even at the square foot prices they are willing to reimburse, I do not believe that many people will opt to take advantage of it. Generally, the public is not spending money on anything that they do not perceive as an absolute necessity. Current rates allow people to re-insulate at little to no cost.

> I think a better option to address the problems and abuses would be the following:

> 1.) Do away with the Rocky Mountain program. Anyone who has central air (one of the Rocky Mountain requirements) also has Questar gas. This double reimbursement is creating a double dipping abuse of the program> '> s intent.

> 2.) Better policing of participating partners. We are aware of groups and individuals who are not even licensed and insured in the community selling and installing insulation in peoples homes. If Questar only reimbursed customers if they used a pre-approved contractor from a list on Questar> '> s website that will stop this type of abuse.

> I believe that these two simple changes would dramatically change the dynamics of this program, slow it down, and make it more manageable.

> Additionally, in Questar> '> s request they make the suggestion that the cost of insulation has come down, thus making this change feasible. Actually, manufacturers raised their prices at the beginning of March.

> Lastly, if you do approve the rate changes please allow at least 30-60 days before the changes take affect. We have a lengthy backlog of jobs sold based on the current program.

> Good luck in your deliberations.

> Respectfully yours,

> Troy Carter

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