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To: <tbehr@utah.gov>, <jlogan@utah.gov>, <mlivingston@utah.gov>
Date: 3/25/2009 9:34 PM
Subject: Rebate Amounts, something needs to be done

Dear Public Service Commission,

I am sending this e-mail to express my feelings about Docket No. 09-057-T04, this Docket requests that the rebate amounts offered by Questar Gas for insulation installed in attics & floors to be Lowered from .35 cents to .20 cents per sq ft. I believe this is an action that should be implemented until revisions can be made, I have witnessed customers & contractors that are abusing the programs that are in place at this time in several different ways. As I understand it, the money that supports the weatherization program comes from all of us as customers. As a customer, I am dissapointed that this program has next to zero checks & balances in place to verify that the required amounts of insulation are being installed. When the customer qualifies for and has been provided a fair price the rebate amount pays for a significant amount of the cost in some cases they are reimbursed in full, when this rebate is coupled with the rebate offered

by Rocky Mountain Power and they in fact QUALIFY and recieve a fair price for the insulation the customer walks away with a significant amount of money over and above the cost, in his pocket courtesy of me and you. The other situation is if the customer qualified for both rebates and the contractor is not providing a fair price, the contractor walks away with a gross amount of profit. I am not suggesting that a business for profit has to answer for the amount of profit they can acheive, but when that profit comes from Questar and Rocky Mountain Power customers and those customers do not have a say in the matter this seems to me as wrong. This program was launched early in 2007 since then and especially in the last year the amount of contractors or so called contractors doing this has increased dramatically. It could partly be caused by the downturn in the economy but in my opinion mostly because of the high rebate amounts and the lack of

requirements that enable us to be participants in this program. I am not suggesting that my company is perfect in any way but we do not intentionally mislead our customers or purposely install insulation in homes that do not meet the required specification for this program. I have witnessed jobs that are not in compliance with Questar requirements and or Rocky Mountain Power requirements, I realize this is a Docket primarily dealing with Questar however the Rocky Mountain program has a pre-existing R-value requirement that is violated fruadulently on a daily basis. When a contractor is willing to violate requirements on the front end of a job reason stands to say that the required R-values are not being met at the install. Again not enough pre-qualifications for contractors participating and not enough follow up and verification of installed measures. I have tried to be of assistance in this matter by providing information to Questar and

Rocky Mountain representitives about jobs where this has taken place by various contractors. As a contractor I hate to see the program under such pressure, as a customer something needs to change to insure the money funding the program is not blindly wasted. I have benefited from this program and believe it is a great oppurtunity to improve energy usage and reward the customer and contractor as long as the money funding this program makes it to those that qualify and need it and those contractors involved have their work verified. I would be happy to provide suggestions to help improve this program if you are interested.

Sincerely,
 Lonnie Kendall
 Kendall Insulation Inc.

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