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To: <tbehr@utah.gov>, <jlogan@utah.gov>, <mlivingston@utah.gov>
Date: 3/26/2009 8:26 AM
Subject: DOCKET NO. 09-057-T04 ...A different perspective from this insulation company

I have been encouraged by a few insulation companies in Northern Utah to send comments regarding the proposed Rebate change.

I think I have a little different perspective on this than what they were hoping for.

After being in business in Southern Utah for 25 years, I have seen many insulation companies come and go. I have seen honest companies... and then I have seen the rest of them.

In Washington County, very few residents are Rocky Mountain Power Company customers. Less than 10% of attic upgrades taking the Questar Gas Rebate qualify for any other rebate from

the electrical supplier. Of those few Questar Gas Customers that are also Rocky Mountain Power customers, I would estimate that less than 20% of those qualify for the "double rebate" on the total Sq. footage because the existing insulation is above the R-18 minimum (on average) to qualify for RMP's rebate. Some attics we have insulated have areas that are below the R-18 minimum. I feel that those areas should qualify for the RMP rebate and I/we have stated this on our invoices and the rebate form sent to RMP. In all of these cases our bag count shows that we used more than what was required for the R-19 minimum for the rebate.

I have received several calls from people in Northern Utah about being approached by insulation contractors offering to insulate their homes for free. These are people that are both Questar Gas and Rocky Mountain Power customers. In almost every case the insulation company was going to add the R-19 minimum. At .70 cents/Sq. Ft. I have advised those people to get a few more bids because .70 sounds a little excessive for an R-19 except for very small jobs or jobs that would take an excessive amount of labor.

My other concern is that if the minimum starting insulation is less than an R-18, why aren't companies recommending an R-30 be added to bring the attic insulation up to a minimum of R-45 (R-49)?

I have an idea there have been a few companies taking advantage of the

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double rebate situation and many of the jobs probably do not qualify for the rebate from Rocky Mountain Power, but they are fudging the #s.

Another concern I have is insulation companies not providing customers with a proper certificate for the work done. I have on many occasions asked people that have had work done if the insulator gave them a certificate stating among other things, a bag count. I would suggest that the utility companies require a copy of "A Proper Certificate". See FTC Sec. 460.17 What installers must tell their customers. be submitted with the rebate requests.

I would recommend, if the rebate amounts are going to change a 30 day (or at least 15 day) notice be given to Questar customers. To have this take affect almost immediately will mean that many of us will need to contact customers that may be scheduled for work after April 1, 2009, they need to be informed if their expected rebate is going to be reduced.

I would also recommend that insulation companies be required to use E-Verify...and stop hiring illegal aliens as installers if they want to benefit from these rebate programs.

Put Americans back to work.

I do welcome the rebates because it has really helped our business, however I also feel that these rebates should focus on benefiting the customer first.

If you would like to discuss any of these things or if I can be of help in any way please feel free to give me a call.

Larry W. Morrison _____

Morrison Insulation LLC
