



5941 South Redwood Road • Taylorsville, Utah 84123

UTAH PUBLIC  
SERVICE COMMISSION  
March 18, 2009

Public Service Commission of Utah

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I am writing to suggest ways that the original intent of the Questar Insulation Rebate program can be realized without the dishonesty. I've heard that the Questar rebate may be lowered within the next two weeks. I believe that this would be a serious mistake for the following reasons.

In the first place, it would be physically impossible for us to complete the jobs for even half of the people who have signed on to the program by the end of March. You need to give us reasonable notice of a major change so we can honor our commitment to our customers.

In the second place, a decrease in the Questar insulation rebate would take away the ability for a large number of homeowners to participate who cannot afford even a fraction of the cost in these hard times. We have been offering this as a service to our old home buyers for .35 sf, (the same as the .35 sf rebate). We are only using the Questar rebate and have a small margin to keep two employees in their jobs and pay their health insurance. If the rebate changes, we will need to let them go.

I am suggesting that the Questar insulation rebate remain the same at .35 sf. Questar could set strict conditions of acceptable margins and procedures that approved contractors would have to agree to in writing. The privilege to market the insulation could be tied to strict adherence to the conditions.

I suggest that you specify that two different insulation rebate programs cannot be used at the same time on any job. This should have been done at the beginning.

I agree with the step that Questar has already taken to make the rebate checks payable only to the homeowner and not a third party.

I suggest that some homeowner instructions be placed on the thermwise website. They could give some direction on how to pick an accepted contractor and what practices are acceptable to the rebate program.

Respectfully yours,

A handwritten signature in black ink, appearing to read "Vaughn Wilson".

Vaughn Wilson  
Reliance Homes Inc.