

FILE

Roberto, Cheryl

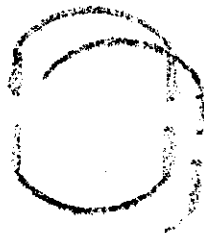
From: John Walter [jwalter@brandonheating.com]
Sent: Wednesday, March 23, 2011 3:28 PM
To: Roberto, Cheryl
Subject: FW: First Energy Plan

PUCO

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Commissioner Roberto,

I recently read where the PUCO has approved several demand side managements programs for First Energy. There are two that have my concern. The first is the energy saving thermostat program. In recent past we have found that this program has NOT been an aid to the consumer in several ways. First and most directly we have had issues with the quality of the installations. Being a licensed HVAC contractor in Ohio and having been in the industry for over 40 years I find this to be very much a disservice the customer while helping the utility. This is also taking business away from small independent licensed contractors. We have also found that FE has in the past used out of state companies, leaving the customer with no recourse when the unit malfunctions. We have had first-hand experienced that the equipment used is of lesser quality than the equipment the customer originally purchased. Unfortunately the customer and the folks selling (giving away) these thermostats don't know that what they are proposing is not as good as what the customer is presently using. Some of the thermostats taken out cost the customer three to four hundred dollars and have many functions not available with the FE unit where as some of the ones being installed are discontinued models retrofitted with radio receivers

Secondly is the energy audit program. Widely we have found that his program has not been supplied with, what we classify as, unbiased auditors. In many cases these programs are not aligned with all of the audit agencies available to the consuming public. Not being an auditor but working with many of the RESNET and BPI folks we have found that it is best to hire an independent third party rater, one that does not provide an audit AND do the work recommended in the audit. To many this is a conflict of interest. Typically BIP raters can do both whereas RESNET raters sign a document stating that they are independent third party raters. We are just looking for fairness for the customer.

These are my concerns not only as a citizen of this fine state but also as a small businessman trying to stay alive in a climate much harder to maneuver in now than several years ago. Your comments would be greatly appreciated. I can be reached at Brandon Heating & Air Conditioning, 1337 Commerce Dr. Ste. 8, Stow, Ohio 44224, 1-330-686-9828, jwalter@brandonheating.com

John P Walter



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