

**BML Building Maintenance LLC**

Property Maintenance Management, Maintenance and Construction

09-512-GE-UNC  
09-1917-EL-POR  
09-1048-EL-POR  
09-1949-EL-POR

Public Utilities Commission of Ohio  
Attention: Chairman Todd A. Snitchler  
180 E. Broad St.  
Columbus, Ohio 43215

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2011 DEC -7 PM 2:25  
PUCO

Dear Mr. Todd A. Snitchler:

First energy launched its Energy Efficiency Incentive Program in April. Many Contractors like me viewed this as a very beneficial program for everyone. The program made it affordable for our clients to improve their lighting systems, reduce their energy consumption, and it helped our struggling construction industry obtain work.

However this program has been administered very poorly. I am requesting your intervention into this program, as a contractor I feel that me and my customers were treated very unfairly by this utility company and that they should be held accountable. At the start of the program we were advised that the initial program would pay 80 cents for every interior watt of electricity saved and that the first phase of the program would end on October 11, 2011 or once the fund of unknown dollar amount became depleted.

The initial applications were approved within 2-3 weeks by August it was taking much longer. During the Month of August I called to check on the Status of my Applications I was told by SAIC that they were back logged and consequently it was taking longer. Also during the month of August we began hearing rumors that First Energy was running out of money and that the program was ending. In response to these rumors I contacted a representative at First Energy and I asked him about the status of the program and I was informed that "large users with the code GP, GT, or GSU on their utility bills were being paused at this time and that smaller customers would not be affected and that I should continue submitting my applications". I also contacted SAIC and was provided similar reassurances.

During the week of September 19<sup>th</sup> I checked one of First Energy's web pages for Contractors/Program Ally's and down loaded the attached Quick Reference Card that indicated that the rebate amount would be reduced to 65 cents for every interior watt reduced on October 11, 2011.

On September 30, 2011 at 5:34PM I received the attached E-Mail advising me that the program incentive has been changed to 5 cents for every kilowatt of energy saved with a cap of 50% of the total project cost. At 7:05 I received approval notifications for 4 applications that were submitted in August. Each of these applications were approved under the new guide lines ,consequently the new funding is much less than previously advertised these projects were approved at 19%-32% of the amount that we applied for. I found out during a future webinar that other contractors received multiple approvals at the new rate during this same time frame. It was a busy evening for SAIC.

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On October 5, 2011 I attended a webinar (conference call) that was hosted by First Energy/SAIC with over 90 Contractors/Program Ally's. During the Webinar First Energy and SAIC attempted unsuccessfully to justify their handling of this program to over 90 angry contractors. During the Webinar SAIC acknowledged that early in the program that they knew that they could not continue paying 80 cents a watt but that First Energy would not allow them to publicize this information to contractors and customers, First Energy was concerned that disclosure of this information would adversely affect their energy program. The consensus of the contractors is that First Energy was not honest with its Program Ally's and Customers. First Energy has put us as contractors in a position with our clients where we promoted a program to them that did not exist; we violated their trust in us. We as contractors spent time and money to promote a program that no longer existed. Or customers planned their installation budgets of the new lighting systems around the initial projected rebate amount. In our slow economy many of these customers will not have funding available to move forward with these projects which means as a direct result of First Energy's unethical behavior my customers time and my time was wasted.

To add insult to injury after keeping us waiting for 2 months First Energy requested that we let them know within a week if we are going to move forward with our projects at the reduced incentives.

I also have concerns about my completed projects and my current projects.

Last week when I inquired about the status of rebate checks for one of my completed project's I was informed that it was in process but that SAIC could not provide me with a estimated date for the check to be issued to my client.

Once again I am requesting your assistance; in my opinion First Energy's behavior is unacceptable and they should be required to pay their advertised rebate dollar amounts.

If you need any additional information from me or my customers please do not hesitate to contact us. Thanks in advance for your cooperation and assistance.

Sincerely  
Byron Lewis  
President  
BML Building Maintenance LLC

# Energy Efficiency Incentive Programs

**FirstEnergy**

Ohio Edison - The Illuminating Company - Toledo Edison

## Quick Reference Card

**Save money, reduce your energy use, and get paid to do it!**

Program	Key Points	Limits/Requirements
<b>Standard Lighting</b>	<p>Pre-set incentives per unit.</p> <p>Specific requirements for various technologies, see form for details.</p> <p>New construction not eligible.</p>	<p>Total incentives must be less than \$3,000.</p> <p>Incentives are limited to the total project cost.</p> <p>Pre-approval not required, but pre-approval is recommended.</p>
<b>Non-Standard Lighting</b>	<p><b>For interior lighting:</b></p> <p>Through 10-11-2011, the incentive is \$0.80 per watt reduced.</p> <p>After 10-11-2011, the incentive is \$0.65 per watt reduced.</p> <p><b>For exterior lighting:</b></p> <p>The incentive is \$0.50 per watt reduced.</p> <p>Manufacturers' cut sheets required for installed fixtures.</p>	<p>Pre-approval is required for all applications requested more than \$3,000 in incentives.</p> <p>Incentives are limited to the total project cost.</p>
<b>Motors &amp; Drives</b>	<p>Per unit incentives for electric motors between 1 and 200 hp that operate at least 2,000 hours/year.</p> <p>EC motors are not eligible.</p> <p>\$35/hp controlled (up to 500 hp) for installation of VFDs where no speed control was previously installed.</p>	<p>Pre-approval is required for all applications requested more than \$3,000 in incentives.</p> <p>Incentives are limited to the total project cost.</p>

See back of card for more information.

## Energy Efficiency Incentive Programs

(Continued from front of card)

Program	Key Points	Limits/Requirements
<b>Custom Incentives</b>	<p>Eligible Equipment: Technologies and/or customer specific energy efficiency projects that do not meet criteria for other business programs.</p> <p>Incentive is \$0.08/kWh saved.</p>	All custom projects will require program approval prior to the purchase and installation of equipment.
<b>Specialty Equipment</b>	<p>Eligible Equipment: Commercial water heaters, commercial energy load measures, laundry equipment, vending machine measures.</p> <p>Incentive is \$10-\$50/measure.</p>	Pre-approval required before purchase if incentive is greater than \$3,000.
<b>Refrigeration and Commercial Food Service</b>	<p>Eligible Equipment: ENERGY STAR commercial solid door refrigerators and freezers, ENERGY STAR ice machines, food service measures, specialty equipment.</p> <p>Incentive is \$35-\$400/measure.</p>	Pre-approval required before purchase if incentive is greater than \$3,000.

### For More Information

Phone: 866-578-5220 (c/o SAIC)

Fax: 440-201-6936

Website: [www.energysaveohio.com](http://www.energysaveohio.com)

Email: [energysaveohio@saic.com](mailto:energysaveohio@saic.com)

Mailing Address:

8870 Darrow Road, Suite F106-243  
Twinsburg, OH 44087




### Future FirstEnergy Incentive Programs

- HVAC Program
- Energy Audits

**FirstEnergy**

Ohio Edison - The Illuminating Company - Toledo Edison

Date: Friday, September 30, 2011 5:34 PM  
From: SAIC <SAIC@mail.vresp.com>  
To: blewis2@oh.rr.com  
Subject: Commercial & Industrial Lighting Program Changes

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## **FirstEnergy**

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Dear Customer,

Due to overwhelming response to our commercial and industrial lighting programs in our Ohio utility service areas, we have implemented the following changes to the program:

- o Incentive levels have been changed to \$0.05 per kilowatt-hour of savings. This change is effective across our Ohio Edison, Illuminating Company and Toledo Edison service areas.
- o A per-application cap of 50 percent of total project cost, including labor, has been enacted.

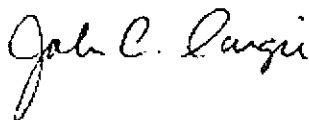
These changes facilitate increased customer participation within approved funding levels, and fall under the terms and conditions of the application you completed.

A review of your project's eligibility under the revised incentive structure is underway. You will soon be notified of your project's qualification status and its applicable incentive amount.

Additional information is available on our program website, [energysaveoh-business.com](http://energysaveoh-business.com). Should you have any questions on these changes or the status of your project, please contact the Business Incentives program via email at [energysave@ohio.rr.com](mailto:energysave@ohio.rr.com).

Thank you for your continued interest and your participation in our energy efficiency programs.

Sincerely,



John Dargie  
Vice President, Energy Efficiency