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21-638-GA-ALT
21-639-GA-ANC
21-640-GA-AAA

FILE

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Wednesday, November 16, 2022 7:37 AM
To: Puco Docketing
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00787803 [ref:_00Dt0GzXt_5008y5zN3A:ref]

Ohio | Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF OHIO Consumer Service Division Memorandum

CASE ID: 00787803
COMPANY: Berry Insulation Company
CUSTOMER: Martin G Berry
ADDRESS: 1600 East 25th Street, Cleveland, Ohio 44114
SERVICE ADDRESS: 1600 East 25th Street, Cleveland, Ohio 44114
AIQ: Columbia Gas of Ohio
NIQ: 2163192468

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DOCKETING CASE #:
SUBJECT: Columbia Gas of Ohio - Non-Jurisdictional Matter

Description: PUBLIC COMMENT — PUCO

Dear Sir/Madam,

My name is Martin Berry and I am the President and Founder of Berry Insulation Company in Cleveland
(https://puco.my.salesforce.com/apex/AFSC__UrlCheck?id=04a0q8y000000dLTVAA2
(www.berryinsulation.com)).

Our firm specialize in whole home, diagnostic based insulation solutions throughout Northern Ohio. We have a staff of twenty five associates and for the last 10 years have been a FIVE STAR partner with Columbia Gas in their "Home Performance with Energy Star Program". We have executed over 1,500 such projects during this time period and provided over 1.5 million dollars of rebates for consumers and significantly

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PUCO

reduced natural gas usage and the carbon footprint in Ohio (and this is just for our firm alone).

Having engaged with thousands of consumers, we can say with confidence that this program is a powerful and necessary incentive to encourage rate payers of all income levels, to improve the comfort safety and efficiency of their homes. The Columbia rebates range from 30%-40% for standard customers and over 90% for seniors and low income customers. This significantly lowers the financial payback and increases ROI for all consumers. The program is very popular and delivers measurable results.

We received a vague notice just last week, that the entire Columbia program was cancelled, effective 12-31-22. No specific wind down details have been provided, despite Columbia's ongoing marketing and outreach promoting the very program they seek to cancel. This situation will be very disruptive and harmful to our business, our employees and thousands of consumers in queue waiting to receive the benefits promised by Columbia Gas.

Further, our firm has invested hundreds of thousands of dollars in training, equipment and administration to comply with the requirements demanded by Columbia Gas to deliver their program to consumers. With no advance notice, we are forced to layoff staff as we reconfigure our operations.

We are disappointed by this egregious, poorly executed, and untimely decision.

We enthusiastically support the vision and initiatives of the PUCO over many years to engage in programs to incentivize consumers to reduce their energy use and carbon footprint. This decision also runs counter to the efforts of most levels of government and major institutions to do their part to reduce our societal energy usage.

We are respectfully requesting the PUCO revisit this decision immediately for our benefit and that of all Ohio consumers.

Please docket the associated customer comment and/or attached in the case number referenced above under "Public Comments". This information was received by the Consumer Services Division through alternate channels and is being forwarded to be filed formally. This information is not the opinion of Staff and should not be viewed as such.

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.