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October 14, 2005

Jacklyn A. Brillling  
Secretary  
New York State Public Service Commission  
3 Empire Plaza  
Albany, NY 12223-1350

RE: Case # 05-M-0090-In the Matter of the SBC III

Dear Ms. Brillling:

As both a consumer of NYSERDA's SBC services and a student of public administration, I want to comment on the quality of the offerings from the agency. I have worked closely with NYSERDA staff since 1983, served on its peer review panels, collaborated with its vendors, and assisted my public housing clients in securing their financial incentives. The Commission has entrusted the agency with a formidable challenge in administering the SBC funds for almost the entire state, a responsibility whose scope and difficulties no other energy agency in the United States has assumed.

Assessing the SBC program administered by NYSERDA for the past several years, I am very impressed with the overall quality of their services. My company, AMERESCO, an energy services company, has worked with SBC providers, mostly investor-owned utilities, across the country for the past five years. In commenting upon our experience with NYSERDA, we can do so in the context of an understanding of how their counterparts in other states perform the same or similar duties. While no other state agency has the breadth of responsibility assumed by NYSERDA, and only Vermont joins New York with a state-wide (or almost state-wide) mandate, there are other several very experienced, high performing utilities—mostly in California and New England.

In this comparative context, NYSERDA stands out for

- the quality of its program offerings, particularly their tailoring of programs to distinct market segments;
- the professionalism of staff
- the quality of services from NYSERDA vendors and support contractors
- the innovation displayed to attract hard-to-reach customers
- the persistence and ingenuity revealed to address problems that arise
- the responsiveness and speed with which programs are delivered.

**Confidentiality Note**

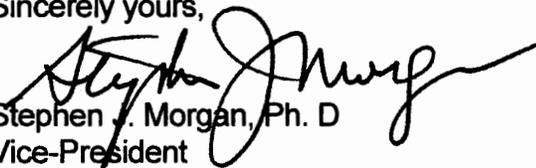
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Several years ago there were some start-up problems associated with any venture of this complexity and magnitude. We have had some issues with support vendors in addressing engineering audit methodologies which differed from their standard vehicles. But in each case NYSERDA staff responded quickly and effectively to our concerns. In the residential and low income areas with which I am most familiar, Rick Gerardi and Pat Fitzgerald are examples of the talented professionals that populate the agency.

Back in my role as student and observer of public agencies, I conclude that NYSERDA is the best state agency I have ever interacted with in terms of its overall quality of services, professionalism of staff, responsiveness to customers, and continuing innovation. Peter Smith has maintained the rich tradition of excellence in leadership initiated by Jack White and continued by Bill Valentino. If we could only clone this agency in other states, the quality and breadth of energy efficiency and renewable services delivery would improve immeasurably.

NYSERDA is the case study of what public service should be about. Entrepreneurial, never satisfied with the status quo, responsive to multiple constituencies, professional in every sense of the word, NYSERDA is an agency which should make the Commission and New York ratepayers and taxpayers proud.

Sincerely yours,

  
Stephen J. Morgan, Ph. D  
Vice-President