



October 13, 2005

Jaclyn A Brillling – Secretary  
NYS Public Service Commission  
3 Empire State Plaza  
Albany, NY 1223-1350

Dear Public Service Commission,

Thank you in advance for being able to comment about the Home Performance with Energy Star Program.

Our company has been involved with this program from its inception. The funding of this program has made it possible for hundreds of homeowners to save thousands of dollars on their energy costs today and much more in the future. With Energy costs expected to escalate 35% to 70% just this year this program takes on a more significant role for New York State taxpayers. They are scared about energy costs and the effects on their families and the companies that they work for.

To invest our resources thru the use of the SBC program for public awareness, energy saving work performed and the hundreds of one on one appointments, we have been able to change the habits of New Yorkers in a very positive way. Our customers actually develop a plan to begin saving energy and they actually understand how to go about it. Without the program this would not happen. Over 50% of our business is referrals from our customers and I can say they would not refer us if our methods did not work. The program is working.

As a landlord I also was involved in another program to weatherize homes when Nimo put weather stripping on doors and insulation blankets on water tanks and did so called energy audits. That program really did nothing more than sugar coat the real problems in homes. I thought that the buildings were energy efficient because Nimo was helping me out.

The use of private companies such as Energy Savers delivers the most effective use of SBC funds. We are held accountable every day to actually deliver. We have to present sound facts about energy conservation and convince customers that it will work. Our customers are saving and call us constantly to affirm this.

Some suggestions concerning the program that would improve it for the future. I'm especially concerned about customers who qualify for assisted grants to fix up their homes. They typically do not have the matching funds to insulate their homes. These folks typically live in old houses in our city and one paying \$300-\$400 per month for utilities. Most are making \$20,000. a year so the utility bill represents a significant

*Your partner in comfort and energy savings.*

portion of their income and they do not qualify for loans to pay their matching portion. Obviously they can't save either.

The weatherization programs such as Peace, Inc. have waiting lists of over a year to perform the work. Private contractors such as Energy Savers can move the paperwork and get the job done in a more timely fashion than a year. I would suggest that more funding at 100% grant level would be appropriate for these for homeowners who qualify and have private contractors do the work.

Secondly energy prices are already high and will increase very significantly in the future. The \$150 million that is being proposed is too low to satisfy the energy conservation needs for N.Y.S. Our future as a state is at risk because of energy costs and we should take a "war time" approach to energy consumption. The program is a success and our efforts should be at least doubled.

I have included letters from our customers concerning the benefits of the work performed on their homes. These are the folks who really benefit. It would be a travesty if Home Performance with Energy Star were to fade away.

Our twenty plus employees and growing know that we are doing good things to reduce energy consumption and we would like to see the program continue and flourish.

Sincerely,

A handwritten signature in cursive script that reads "B Bruce McClean".

**B. Bruce McClean**  
President

Wayne and Josephine Brown  
3 Kossy Lane  
Baldwinsville, New York 13027

To Whom It May Concern:

We would highly recommend Energy Savers, Inc. to any person wishing to use their company. The work was accomplished in a highly professional and tidy manner. All the personnel were courteous, considerate and timely in all aspect of the service given, especially the sales representative, Mr. Larry Robinson.

Since the insulation work was completed we have noticed a marked reduction in street noise and an increase in the temperature comfort level in our home. We expect to see a decrease in our heating bill this coming winter and for many years to come.

If you are interested in insulating your home, Energy Savers, Inc. will do the work quickly and efficiently.

Sincerely yours,



Wayne A. Brown



Josephine A. Brown

WAB:hw

Beverly Vassallo

12/20/78

Dear Bruce,

Just a little note to  
tell you my house is nice  
and warm now (I'm snug  
as a bug in a Rug)

I also want to say what  
a great bunch of guys you  
have working for you. They  
did a great job. Nice hay.

I can't say enough about  
them.

Sincerely

Beverly Vassallo

7828 Packer Blvd  
Beverly Hills, CA 90210  
633-2526



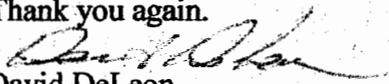
March 15, 2005

Energy Savers Inc.,

My wife and I are extremely pleased with your service. The windows you put in our house surpassed our expectations and the service from your personnel was excellent. Each of your work crews and your service reps. was a joy to work with.

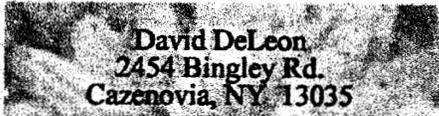
Many companies advertise quality products *and* service but yours really does come through. Doing business with your company was some of the wisest money I've ever spent.

Thank you again.



David DeLeon

Cazenovia, New York



655-0679

*Interior Designs by Lea-Anne  
Embellishments*

11 Albany Street

Cazenovia, NY 13035

315 655-8265 Phone 315-655-4275 Fax

Email Address: [interiors@aol.net](mailto:interiors@aol.net)

December 10, 2004

Dear Sirs;

I just wanted to drop you a quick note to let you know the absolutely outstanding job you did for me insulating my home in Cazenovia. Every single person I met...every contact they made with me ... was handled professionally and with courtesy by your employees. It made the job actually enjoyable. You did what you said you were going to do....when you said you were going to do it. I've dealt with many different contractors in my time....you all handled your different jobs with skill and dedication. I've already given your company's name to my friends. They are equally pleased with your service.

Thanks Again.....

A handwritten signature in black ink, appearing to read 'Randall Merta', with a long, sweeping horizontal line extending to the right.

Randall Merta

Bruce, I promised Mick Egan that I would write a testimonial if I was satisfied with the results of the program and its administration. I waited until we experienced some "weather", so I could write an honest appraisal.

So, here we go.

I would like to take this opportunity to sing the praises of the NYS Energy Saver Program and attest to the quality of the work that was accomplished in my home. My husband and I both had heard the radio and television advertisements urging New York State homeowners to make the simple phone call and qualify for a low interest loan to make home improvements guaranteed to save us money on our utility bills and dramatically improve our comfort level in both frigid and sweltering weather conditions. Although we were hesitant to make the call because we were in the midst of experiencing a "contractor nightmare" with regard to the installation of a entry door, we went ahead and called Energy Savers. We were immediately scheduled for an assessment of our current energy use/loss and a determination of what it would take to bring our appliances up to date and make our home more energy efficient. We had a furnace that was 30+ years old, an airconditioning unit that was operating very inefficiently, almost dangerously, due to the age of the system in the home. Our windows had drafts that you could feel half way across the room, we had heat loss from around our fire place, our recessed lighting not to mention our attic crawlspace. A measurement of heat loss indicated that we required quite a bit of sealing, calking, new insulation blown in, replacement windows, a new heating and airconditioning system and various other little improvements. We knew that we needed these things and we would not be able to afford them any other way, so we signed up, filled out the application to apply for a loan (although they have grants as well we did not qualify for that). The representative was a very nice, knowledgeable and helpful individual who treated us, our home and our dog...very important member of the family...with the utmost respect and consideration. We were concerned that we both work and would not be able to be at home day after day to oversee the progress of all the work that had to be done. The representative assured us that the windows and doors would only take a day and the furnace and airconditioning system probably two days. Because we had the work done right around the holidays, scheduling was a little bit tricky and it did take a bit longer to get things properly installed; however, the quality of the work was fantastic! The team that installed our windows and the entry door (we canceled the installation with the incompetent contractors we were dealing with) did a superb job and watching them at work was like watching a well-oiled machine. The fact that they had worked together over an extended period of time made them very efficient and professional group of installers. They knew exactly how to synchronize the work and as a group they evaluated whether they were satisfied with each installation as they went from window to window, sharing valuable input and suggestions and making sure that the job was done as perfectly as it could be done. They even returned a few days later to "tweak" a few items such as the weatherstripping on the front door to ensure peak performance, they recalced around the fireplace to improve the seal, etc. The heating and airconditioning system presented a few installation obstacles because the contractor did not assess the job by visiting the site. He assumed it would be like the other homes in the area; however, it wasn't because of modifications that had been made to the home by the previous owner who was an electrician and contractor himself. I would seriously suggest that if you elect to have this work done, you insist that the HVAC contractor make an actual visit to determine what the job will entail so as to alleviate the headaches that can occur when the installer walks into an unfamiliar setting. All in all it worked out smoothly, with a few minor bumps along the way and with offers to make compensation should the job not be accomplished as quoted. There is still work to be done in the spring in testing the new airconditioner as the season did not allow for this at the time of installation. I can honestly say that during this past month while the majority of the country has been in a deep freeze, that we have been pretty warm and toasty in our home with our new furnace, new insulation and weather tight windows and doors. I am quite sure that it has made all the difference in the world. The climate if you went from the upstairs to the downstairs (in a split level ranch design) changed by about 15 degrees before we had these improvements made. Now there is virtually no difference between the two levels. The windows are beautiful and have made a big difference in the overall appearance of the house, as has the front door. The monthly payments have now started and are very manageable and my husband and I are sure we made the right decision by calling Energy Savers. With energy costs skyrocketing now, there is no better time to make that call than right now. It was worth it in energy savings, comfort, and appearances. It was a good experience and a great investment.

Mrs. Regina Knieser

8066 Trina Circle

Clay, New York 13041

(699-5516)

Call me, Bruce, and let me know if this is good. Also, you guys can come and get your sign soon. It's pretty much covered up now anyway! Don't want it to rust out on you with all the salt the plows throw into the yard when they plow!

December 11, 2004

Sean Pratt  
Energy Savers  
3517 James St.  
Syracuse, NY 13206

Dear Sean,

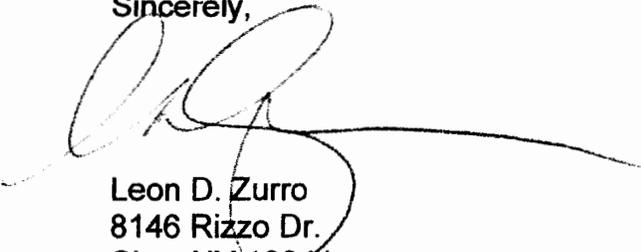
I just wanted to take a moment to say thanks for the excellent work done for me recently reinsulating the garage and bedroom areas of my house. The 2<sup>nd</sup> floor of my home has always been very cold in winter and equally uncomfortable in summer...no more

In the short time since your crew completed work, we have noticed a significant difference already in both the comfort level in the bedrooms on the 2<sup>nd</sup> floor, as well as the fact that the furnace isn't running as long to heat the house so far this winter.

I especially appreciate how your crew foreman, Dave worked right with me to take care of some last minute modifications to the process outline. Your crews worked cleanly and courteously throughout the day here.

My best wishes for your continued success this heating season. Provide for others what you did for me, and I am confident you'll have no difficulty at all.

Sincerely,



Leon D. Zurro  
8146 Rizzo Dr.  
Clay, NY 13041

6/21/04

***To Whom this concerns,***

I would like to thank Energy Star for the great job they have done on our house! We can already feel a difference on the way our house responds to our comfort needs! The windows look & function wonderfully! Everyone we talk to about our new home improvement comment on the great job & the incredible deal Energy Star gave us!

Thank you for the friendly & exceptional customer service from Sean Pratt's product advice, to the crews improving our home!!

***Thank you for a job well done!***

Sincerely,

The Benoit Family

257 South Granny Road

Flu-Com, NY 13469

299-1091

Thomas P. Cadwell  
7799 Bainbridge Drive  
Liverpool, NY 13090-2577  
February 11, 2003

B. Bruce McClean  
Energy Savers, Inc.  
147 W. Manlius Street  
East Syracuse, NY 13057

Dear Bruce –

I wanted to take a minute to share my happiness with the insulation job you did for me this past fall. Since January has just passed, I took a look at my Gas usage for the last 3 Januarys.

The first thing that I did was get the “Heating Degree Days” for Syracuse – see enclosed – I got this from [www.nyserda.org](http://www.nyserda.org). For January 2001, they were 1220, the next year (much warmer) – this was 991, and for this year, it was 1425. So, I figure, if we compare January 2001 with January 2003, my usage should have been at least 17% higher (based upon the degree days).

As you can see from my Niagara Mohawk bills, my actual gas usage was 21% LOWER than 2 years ago! If this fact isn’t enough to sway someone, my house is also much “cozier” than it was before! No more rattling closet doors and that annoying “drafty” feeling!

Let me know if you want anything else from me – I promised you some good feedback and some “facts” – I hope you liked them – I sure did! Already I can see the savings that you promised me, and my house “feels” much better to live in – a nice bonus!

Thanks again –

Tom

Jayne Sellers  
Energy Savers, Inc.

September 23, 2002

Energy Savers, Inc. contacted me in May stating that they are a certified home performance contractor with the Energy Star Program. My house is over 40 years old and had the original windows and no insulation. I knew I was long overdue for some necessary home improvements.

An appointment was set up with Jayme Sellers, Energy Savers representative, who thoroughly explained what Energy Savers would do and how the Energy Star Program works. Once Jayme completed the evaluation of insulating and replacing the windows on my house, I applied for the Energy Star Program grant. Within a few days I received word that I qualified for the grant.

In the first week in August, the insulation and window replacements on my house were completed in 3½ days. I am very pleased with the Energy Savers crew and the great job they did.

Thanks to Energy Savers Inc and the help from Energy Star Program, I know I will see a reduction in my utility costs.

A Satisfied Customer,

Vicki Williams

November 11, 2003

Mark L. and Joyce T. Underwood  
4113 Pompey Center Road  
Manlius, NY 13104

Energy Savers Inc.  
3517 James Street  
Syracuse, NY 13206

Dear Sirs:

We want to express our satisfaction with the job Energy Savers Inc. performed regarding the sealing and insulation of our home. The results are simply amazing as to the difference it has made in the reduction of heat loss within our home. Just as the workers finished the job we lost power. The power ended up being out for approximately 15 hours with the furnace being off for another couple of hours before it was reset and came back on line. During that time frame the temperature in our home only dropped four degrees (from 68 to 64 degrees). And the amazing thing about it was that when this happened the outside temperature was at 37 degrees and dropped to close to 30 degrees during the night. Prior to the insulation and sealing our home we wouldn't have come even close to maintaining the inside temperature to within a four degree drop.

We also want to mention how professional your workers were who performed the job. The foreman Leland was very courteous in his interfacing with us as the work was being done. We were also extremely satisfied with the interfacing and exchanges we had with David Blanford in setting up and scheduling the job. He did an excellent job of explaining exactly what the job entailed and set us at ease as to the level of competence your company works. As a customer we are extremely satisfied. The results ended up being far beyond our expectations.

Sincerely,

Mark and Joyce Underwood

305 Marilyn Avenue  
North Syracuse, New York 13212

April 16, 2004

Mr. Jeffrey DeVeau  
ENERGY SAVERS, INC.  
3517 James Street  
Syracuse, NY 13206

Dear Jeff,

I am writing to thank you and all of the other men who worked on my home installing insulation and windows last month. Having men tramping in and out of my home was not something I would have thought would be an enjoyable experience. However, the men who were here were wonderful. (The salesmen we dealt with were excellent, too! Thank you Sean and Jamie! Candace was a blessing, too!)

Leland went above and beyond his job responsibilities in taking my sons on a tour of the insulation work being done, explaining things, and answering questions. He was very sensitive to the fact that my husband was extremely ill when the work began. He was as careful as he could be not to disturb him. He even went out of his way to help me to get Michael to the car for an emergency doctor visit. His concern was touching and appreciated. What a fine representative of your company he is.

Bob and Brian did a tremendous job on the windows. They were quick, competent, and did beautiful work. They took care to clean up any mess they made. They, too, were kind to my family. When they returned to install the last of the windows after Michael had passed away, they spent time (while working) to talk with my youngest boy who was thrilled at the attention. They, too, are wonderful representatives of Energy Savers.

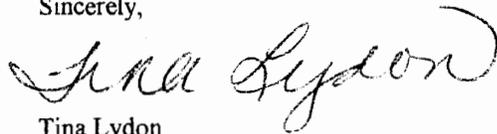
This has been a difficult time for us, however, when I look at the windows and the new door and feel the warmth the insulation provides, I think of these as my husband's last gift to his family. How thankful I am for the good experience it turned out to be.

I would like to thank you, too, for attending the memorial service for Michael (and I apologize for not remembering it!) That certainly was above and beyond the call of duty!

In conclusion, I want to state that I am extremely pleased with the work done on my home. I have nothing but good feelings about the people I had the pleasure to meet through this experience. I will, at every opportunity, tell anyone who might ask that if they want to have windows and insulation added to their home to call Energy Savers.

May God bless each one of you with every good gift.

Sincerely,

A handwritten signature in cursive script that reads "Tina Lydon". The signature is written in black ink and is positioned above the printed name.

Tina Lydon

July 1<sup>st</sup>, 2005  
208 S Midler Avenue  
Syracuse, New York 13206

To: Energy Savers of CNY

First let me say how extremely happy my wife and I are with your windows. These windows are the best thing we ever did to our home. They have only been installed for 2 days and already we can tell the difference. Our home is quieter; you can no longer hear all the street noise. The upstairs bedrooms are much cooler and the air conditioning doesn't turn on all the time.

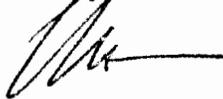
Second let me tell you how pleased we were with everyone in your company. Everyone has been very professional and treated **us like we were your only customers**. The people that installed the windows did an absolute wonderful job. They not only were proficient but the windows look **GREAT!**

Third, I have to say what a magnificent employee you have in Jayme Sellars. Right from the beginning he was courteous, professional and treated us with respect. His presentation of your products is the reason we now have new windows throughout our home.

I will be telling everyone I know about how great your company is. Believe me when I say that you **WILL** get as many referrals from me as I can provide. In fact I was talking with someone today who will be contacting you for an energy audit and estimate.

**If you make a commercial, look me up, I would love to tell Central New York how fantastic you and your company is.**

Sincerely,



Warren J Gomon

431-4840

**" I 'd seen the Energy Star ad on TV with Steve Thomas so many times that I could almost repeat it word for word. The 1--800 phone number would appear time and again on the screen, but I never dreamed I would qualify for the program, and there was so much to be done in my 85 year old home that I didn't know where to begin. This in itself can be very depressing.**

**Lo and behold at the beginning of December my phone rang with a "cold call" being made by a delightful lady from Energy Saver Inc. The call never became " I need to sell you something" but,**

### **" what can we do to help you"?**

**We set up an appointment with herself and the owner for an upcoming Monday morning. I must admit I came close to getting cold feet and canceling the meeting. After all, if I had someone coming to clean my house, I would be sure to clean before they came!**

**The Energy Savers arrived at their appointed time and we sat and discussed what I saw as the needs of my home and my frustration at having to do things piecemeal. My visitors explained the Energy Star program in detail and how it could help me. We did a walk through of the house cellar to attic as the Energy Savers took notes. From here we scheduled an Energy Audit, it let us know exactly where the house was losing heat and energy. Being a natural skeptic I followed the process very closely. At no time did I feel pressured to do or buy anything.**

**It is now the beginning of January and the scheduled work is well on its way to completion. The entire crew of Energy Savers from the owner to the "worker bees" are professional, respectful, responsible and trustworthy.**

**I have gone from living in chill and drafts to being "as snug as a bug in a rug" thanks to Energy Savers and the Energy Star Program ".**

**— Sheila Liegel  
WSEN aired commercial**

**141 Shotwell Park  
Syracuse 13206**