

**Cape Light Compact Governing Board**  
**Wednesday, June 12, 2013**  
**Open Session Meeting Minutes**

The Governing Board of the Cape Light Compact met on Wednesday, June 12, 2013 in Rooms 11 & 12, Superior Court House, 3195 Main Street, Barnstable, MA 02630.

**Present were:**

Joyce Flynn, Chairwoman, Yarmouth  
Peter Cocolis, Treasurer, Chatham  
Robert Schofield, Vice-Chair, Bourne  
David Anthony, Barnstable  
Timothy Carroll, Chilmark - by Teleconference  
Fred Fenlon, Eastham  
William Doherty, Barnstable County  
Thomas Mayo, Mashpee  
Ronald Zweig, Falmouth  
Kenneth Rowell, Orleans  
Everett Horn, Sandwich  
William Straw, Tisbury  
Peter Fontecchio, Truro  
Kathy Hubby, Wellfleet

**Legal Counsel:** Jeffrey Bernstein, Esq., BCK Law, LLC

**Cape & Vineyard Electric Cooperative, Inc.:** John Checklick, President

**Staff Present:**

Maggie Downey, Compact Administrator  
Margaret Song, Residential Program Manager  
Briana Kane, Sr. Residential Program Coordinator  
Matthew Dudley, Residential Program Coordinator  
Meredith Miller, C&I Program Manager  
Nicole Price, C&I Program Planner  
Nicolas Dowmon, C&I Intern  
Karen Loura, Administrative Assistant  
Joseph Soares, Sr. Power Supply Planner  
Gail Azulay, EE EM&V Analyst  
Philip Moffitt, EM&V Analyst  
Debbie Fitton, Energy Education Coordinator  
Brooke Regan, Energy Education Intern

**Public:** James Rogers, Sandwich

**CALL TO ORDER**

At 2:04 pm, Chairwoman Flynn called the meeting to order.

**PUBLIC COMMENT**

There were no public comments.

**CONSIDERATION OF MEETING MINUTES**

The Board then considered the April 17, 2013 Meeting Minutes. *P. Cocolis moved to correct pg. 2, line 84-85 by removing the sentence: "P. Cocolis." and to vote to approve the minutes, seconded by R. Zweig and voted unanimously in favor with E. Horn, K. Rowell, T. Mayo & T. Carroll abstaining.*

## **TREASURER'S REPORT**

P. Cocolis, Treasurer distributed copies of the 2013 Energy Efficiency Plan Budget detailing the 3-year plan budget compared to 2013 actuals (January through April) and the Cape Light Compact Operating Budget as of 6/30/13 and proposed FY14 Operating Budget. D. Anthony met (for his own interest) with Pres. Checklick and C. McLaughlin of CVEC after the last meeting and is satisfied CVEC spending was rational and appropriate. *B. Doherty moved the Board vote to approve the Budget, seconded by R. Schofield.* P. Cocolis said each line of the budget was discussed at the last meeting and the proposed budget for FY 14 is very close to last year's budget. CVEC questions have been answered and R. Zweig is also satisfied with the proposed budget. *The Board then voted unanimously in favor.*

## **ENERGY EFFICIENCY UPDATE**

1. **Energy Education:** D. Fitton, Energy Education Coordinator introduced Brooke Regan, Energy Education Intern and provided history of Brooke's involvement in energy education as well as future plan to continue with Cape Light Compact. The National Energy Education Development Project (NEED) has named Brooke Regan the National Student of the Year. R. Schofield presented a Proclamation from Mass. State Representatives.

D. Fitton also provided a 2013 Energy Education Program Update and Power Point Presentation. (Attachment A) and reported that the 2013 National NEED Youth Awards Ceremony taking place in Washington DC next week will be attended by Sandwich, Harwich and Forestdale public schools. Because of a sponsorship by ConEdison Solutions a number of students were able to participate.

2. **Efficient Neighborhoods Plus Program:** M. Song explained the program's objective is to reach economically hard to reach residential customers and provide enhanced incentive with a whole building approach. This is required by MA DPU as part of the 2013-15 Statewide Energy Efficiency Plan. M. Song distributed copies and provided a power point presentation (Attachment B). *T. Mayo moved the Board vote approve the Efficient Neighborhoods Plus Residential Energy Efficiency Initiative for 2013 as presented by M. Song, seconded by R. Zweig.* The Board requested Program Updates at the November, 2013 and January, 2014 Meetings and a full program evaluation once complete. The Board asked to be informed if the program adds significant costs. *The Board then voted unanimously in favor.*

3. **Cape Cod Commercial Linen Business Leadership Award:** N. Dowmon distributed copies (Attachment C) and presented an overview of the energy efficiency upgrades applied by Cape Cod Commercial Linen Service, Inc. at their facility at 880 Attucks Lane, Hyannis. This company is being awarded at the 2013 National Energy Efficiency Partnership Conference taking place 6/18 & 19/13 in Springfield, Mass.

## **CHAIRMAN'S REPORT:**

1. **Discussion and Potential Vote on Compact Representative to CVEC:** Chr. Flynn reported on the need to vote a Director to Cape & Vineyard Electric Cooperative, Inc. representing Cape Light Compact. She indicated the time commitment involved is expected to decline over the next 8 months as two major Solar Projects (Phase I & Phase II) are nearing ground breaking and with the hiring of a general manager and replacing the Project Engineer's position with a Project Coordinator. She said the CVEC has just completed its long-range strategic plan to be presented to CLC in the Fall/Winter. B. Doherty suggested she may like to represent CLC on CVEC. She informed the Board that the Cape Light Compact Director is automatically on the Executive Committee of the Board of Directors which can act on matters without the full board. The Towns of Wellfleet and Truro are not members of CVEC. Atty. Bernstein said Cape Light Compact can appoint anyone to fill the vacancy. W.

Straw serves on Cape Light Compact and CVEC. *B. Doherty moved to nominate Joseph Soares to CVEC Director, seconded by P. Fontecchio.* J. Soares indicated he would not be available at the June or July CVEC Meetings due to prior commitments but is able to attend in August. *The Board then voted unanimously in favor.*

2. Update on Upcoming meeting with Assembly of Delegates to Discuss AUP and Audit: Chr. Flynn informed the Board she and the auditor, Chris Rogers, will attend a meeting with the Assembly of Delegates taking place 6/19/13 @ 4:00 p.m. to present the results of the Agreed Upon Procedures (AUP) conducted by Sullivan, Rogers & Co. She said the Assembly is not satisfied with the AUP. M. Downey clarified to the board that the AUP is not an Audit. Compact funds have been audited since inception as part of the Barnstable County audit. Independent Financial Statements, which have not been prepared in the past, for the Compact will be completed for the years 2009-2012. Discussion followed. *D. Anthony moved the Board vote to support the following: Should the Assembly of Delegates have questions for the Compact beyond the audit (Independent Financial Statements) and AUP that the Compact requests these questions be submitted in writing and the Compact will gladly respond in writing, seconded by P. Cocolis and voted unanimously in favor.*

### **ADMINISTRATOR'S REPORT**

1. Year-end procedures – travel: M. Downey asked the Board members to submit expenses for travel reimbursement before June 30, 2013 or request funds be encumbered.

2. Status of Independent Financial Statements: Sullivan, Rogers & Co. staff is working to complete the Independent Financial Statements. The Board agreed to meet August 14<sup>th</sup> @ 2:00 pm for a presentation from the auditor on the Compact's 2009, 2010, and 2011 Independent Financial Statements.

### **Other Business**

- The Board acknowledged receipt of a copy of a letter from the Attorney General's Office dated July 3, 2013 to Attorney Jeffrey Bernstein, Counsel for the Compact concluding there was no violation to the Open Meeting Law by CLC nor CVEC (Attachment D)
- The Board acknowledged receipt of a thank you letter from Amy Kelly praising the program and staff for energy efficiency services received. (Attachment E)


### **OPEN SESSION VOTE ON ENTRY INTO EXECUTIVE SESSION AND REQUIRED DECLARATIONS OF THE CHAIR**

Chr. Flynn then declared the need to enter into Executive Session pursuant to MGLA Ch. 30A § 21 (a) (3) to for an update and discussion on DPU Regulatory Litigation and that an open session may have a detrimental effect on the bargaining or litigating position of the Cape Light Compact. *P. Fontecchio moved the Board vote to enter into Executive Session and at the conclusion of the Executive Session not to reconvene in open session this day, seconded by R. Zweig and voted unanimously by roll call in favor.* Counsel and staff remained.


Respectfully submitted,

Karen E. Loura  
Administrative Assistant

**Cape Light Compact's  
Energy Education  
Program**



School Year  
2012-2013



**Teaching Hands-On Experiential  
Energy Education – The Right Way!**

- Bourne Middle School
- Morse Pond School
- Teaticket Elementary
- Cape Cod Reg. Tech
- Oakridge School
- Forestdale School
- Wing School
- Sandwich High School
- Upper Cape Technical
- Cape Cod Technical
- Harwich High School
- Nauset High School
- Barnstable Middle
- Barnstable 5<sup>th</sup> Grade
- CC Lighthouse Charter
- Harwich Elementary
- Harwich Middle School
- Chatham Middle
- Eastham Elementary
- Eddy Elementary
- Wellfleet Elementary
- Truro Central School
- ME Small School
- D/Y High School
- Mattacheese Middle
- Wixon Middle
- Ezra Baker School
- Quashnet School

## School Programs : 2012-13



### Participation

Over 6,000 students

Over 300 teachers

In over 38 schools



**In Classroom Support**



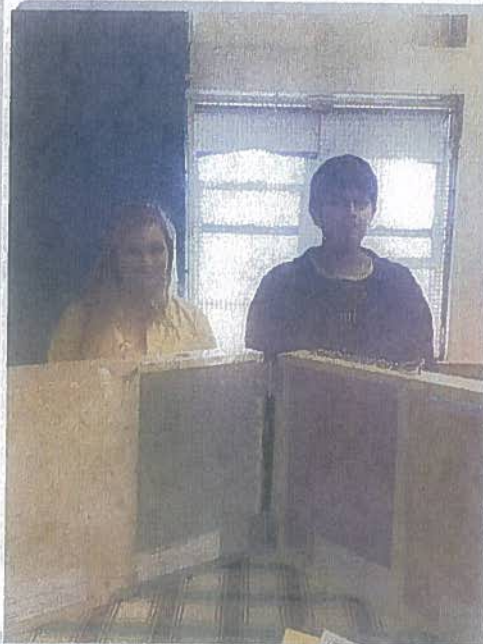
**Hydrogen Fuel Cell Class**

- Bourne Middle School and Upper Cape Tech
- Forestdale and Sandwich High School
- Oakridge and Sandwich High School
- Wing School and Sandwich High School
- Barnstable 5<sup>th</sup> grade and Sandwich High
- Eddy School and Ezra Baker School
- Eddy School and Station Ave. School
- Eastham Elementary and Truro Central School
- Harwich High School and Harwich Middle School
- Nauset High School and ME Small School
- Cape Cod Tech at Harwich Middle School
- Upper Cape Tech and ME Small School
- Barnstable Middle and ME Small School

## Kids teaching Kids



## Energy Carnivals Kids Teaching Kids



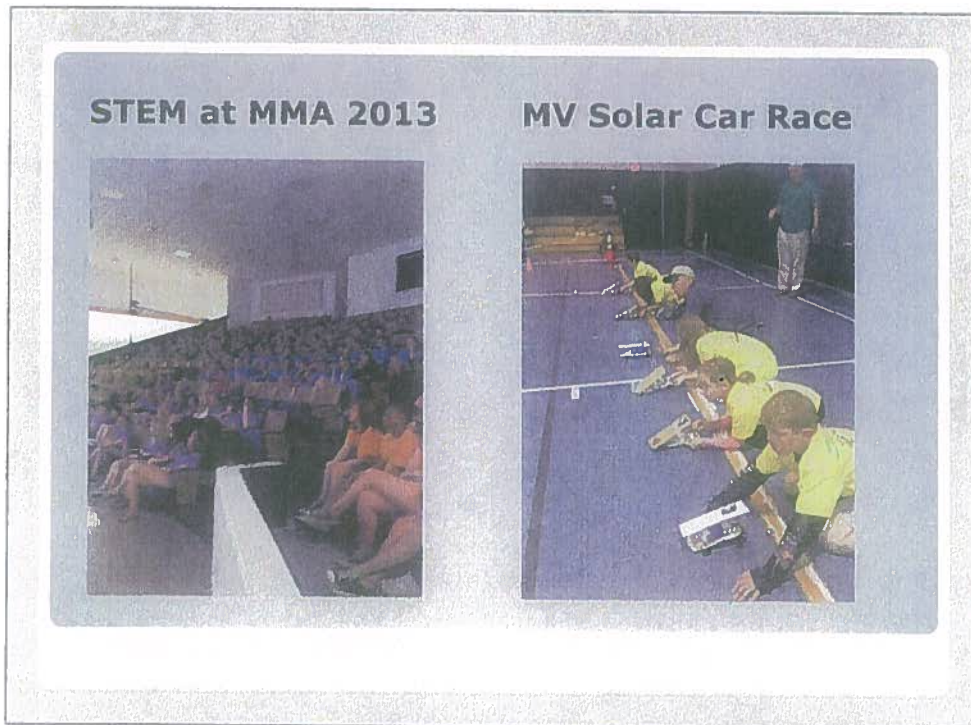
• Sandwich High School Environmental Technology Seminar students hosted Energy Carnivals for all 5<sup>th</sup> Grade Students at Wing, Forestdale and Oakridge Schools



**NSTA Presentation**







- Christine Twombly, Orleans
- Sally Andreola, Brewster
- Ed Banks, Harwich
- Andy Morris, Bourne
- Liz Argo, Yarmouth
- Laura Gregorio-Tanguilig, Sandwich
- Charlie Bresnahan, Barnstable
- Kara Gelinias, MV
- Maggie Brown, Eastham

**Special Thanks to the CLC Energy  
Education Teaching Team**



# Efficient Neighborhoods +



Cape Light Compact Board, June 12, 2013

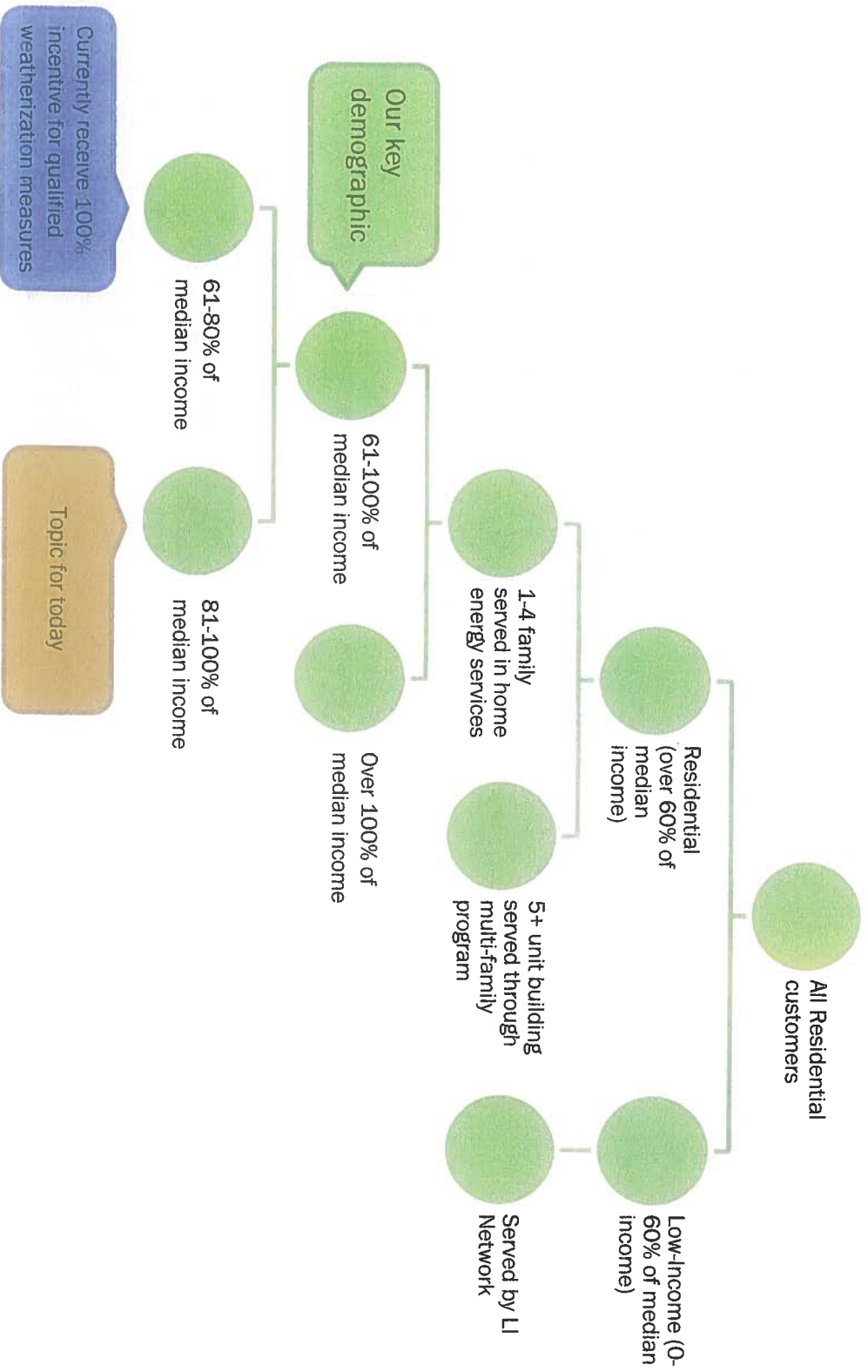
# Efficient Neighborhoods + Overview

- ✎ Required by the MA DPU as part of approval of the 2013-2015 Energy Statewide Energy Efficiency Plan
- ✎ Offered by electric and gas program administrators across the state
- ✎ **Objective:** Reach economically hard-to-reach customers in the residential 1-4 family retrofit market (not low-income)
- ✎ **Target:** Lower to moderate-income consumers in designated communities
- ✎ **Program Model:** Provide enhanced incentive structure with a whole-building approach
- ✎ **Milestones:**
  - Define target neighborhoods and finalize design by Q1 2013.
  - Test initiative June – September 2013
  - Assess results

# Background

- ✎ Met with Compact Executive Committee on May 10, 2013
- ✎ Direction from Executive Committee on:
  - Timeframe: Determined not to offer a summer program
  - Target audience: Did not want to limit to a few towns

# Who does this address?



# What are the income thresholds?

# of household members	60% of state median income	80% of state median income	100% of state median income
1	\$31,271	\$45,100	\$54,475
2	\$40,893	\$51,550	\$66,076
3	\$50,515	\$58,000	\$80,822
4	\$60,137	\$64,400	\$101,523
5	\$69,759	\$70,200	\$103,741

These are the guidelines that we used to screen out customers as the low-income customers are eligible for 100% incentives for cost-effective measures.

<http://www.census.gov/hhes/www/income/data/statemedian/>



# Statewide v. CLC Proposed Process

	Statewide	CLC Proposed
Available Locations	Neighborhood or select towns	All towns
Selection Criteria	By average income in census block groups within towns/neighborhoods	By individual customer
Income Verification	None	Required to submit paperwork to confirm income
Time Period	June – September 2013	September 2013 to January 2014
Incentives	Enhanced	Enhanced

# Proposed Enhanced Incentive Structure

Enhanced Incentive Description	Enhanced Incentive	Existing Incentive
Common Area Lighting (LED or CFL depending on fixture)	\$120	\$0
Pre-Weatherization Barrier Incentive	* Up to \$800	\$0
100% up to \$4000 Insulation per unit	\$2200	(Based on historical job costs) \$1,650
Early Retirement Refrigerator (ENERGY STAR® labeled)	\$200	\$150
EN+ Oil or Propane Boiler & Furnace Incentive Adder	\$100	**\$0

\*Multiple barriers allowed: Knob & Tube/Dryer Venting = \$250 each, High CO = \$300

\*\*Existing gas boiler rebates \$1,000-\$1,500, Existing gas furnace rebates \$300-\$450. Existing Oil equipment \$400-\$500

# Why a limited timeframe?

- so The incentive design will test the following:
  - o Is the 80-100% of state median income an under-served market?
  - o What will be the uptake in participation, and how will it affect our budgets?
  - o What will need to be re-designed for a future phase?
- so A formal, third-party evaluation will be studying the effects of this limited time promotion.

# Potential Vote

- NO VOTE to approve the CLC proposed design and incentive structure of the Efficient Neighborhoods +

*Cape Cod Commercial Linen Service*

*2013 NEFP Business Leader*



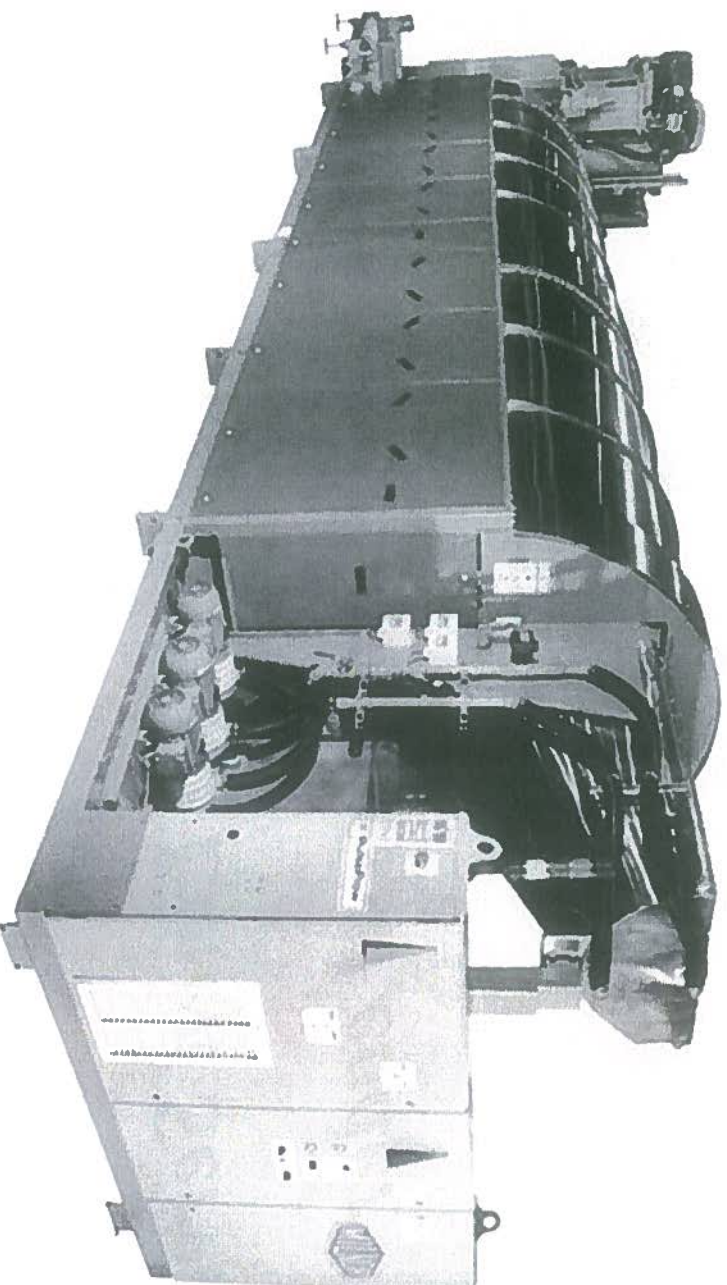
LINEN SERVICE  
\_\_\_\_ INC. \_\_\_\_

# *Milnor Continuous Batch Washer*

*Electric Savings: Shorter wash times, more efficient cycles*

*Gas Savings: Less water to heat, lower wash temperatures*

*Water Savings: Water reused in different chambers*



# *Total Annual Savings*

- *Measures: Milnor Commercial Batch Washer, Interior and Exterior Lighting, High Efficiency Air Compressor, Energy Recovery Ventilator, High Efficiency Pumps, Zero-Loss Condensate Drain, Refrigerated Dryer*
- *Over 200,000 kWh*
- *Over 80,000 Therms*
- *Over 20,000,000 Gallons of Water*

# *Additional Energy Projects*

- *Combined Heat & Power*
- *Plug Load Controller*
- *Photovoltaics*







THE COMMONWEALTH OF MASSACHUSETTS  
OFFICE OF THE ATTORNEY GENERAL

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MARTHA COAKLEY  
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June 3, 2013

OML 2013 – 73

Jeffrey Bernstein, Esq.  
BCK Law P.C.  
One Gateway Center, Suite 809  
Newton, MA 02458

**RE: Open Meeting Law Complaints**

Dear Attorney Bernstein:

This office received two Open Meeting Law complaints from Mr. Eric Bibler, dated July 3, 2012 and July 6, 2012, alleging that the Governing Boards of the Cape Light Compact ("CLC") and the Cape & Vineyard Electric Cooperative, Inc. ("CVEC") violated the Open Meeting Law, G.L. c. 30A, §§ 18-25. The July 3, 2012 complaint specifically alleges that the CLC Governing Board either "conducted an unnoticed and illegal meeting for the purpose of considering, and approving the letter that [Chairman William] Doherty publicly presented to the Assembly as CLC's official response to the Special Committee report" at its May 31, 2012 meeting, or that "Mr. Doherty misrepresented his personal views representing the consensus of the CLC board of directors and the organizations as a whole." (emphasis in original). The complaint was originally filed with the CLC on June 26, 2012. The CLC responded to the complaint by letter dated July 3, 2012.

The July 6, 2012 complaint alleges that the CVEC Governing Board or its Executive Committee either conducted "an unnoticed and illegal meeting for the purpose of considering, and approving, the letter that [President Charles] McLaughlin publicly presented to the Assembly as CVEC's official response to the Special Committee report" at its June 1, 2012 meeting, or that President McLaughlin "misrepresented his personal views as representing the consensus of the CVEC board of directors and the organization as a whole." (emphasis in original). The complaint was originally filed with the CVEC on June 1, 2012. The CVEC responded to the complaint by letter dated July 5, 2012.

Following our review, we find that the Governing Boards of the CVEC and the CLC did not violate the Open Meeting Law. In reaching a determination with regards to the July 3, 2012 complaint, we reviewed the June 26, 2012 complaint filed with the CLC Governing Board; the CLC's July 3, 2012 response; and the July 3, 2012 complaint filed with our office. We also reviewed the CLC Governing Board's July 11, 2012 meeting minutes; an email from Mr. Bibler addressed to our office, dated July 18, 2012, providing additional information with respect to his complaint; an email from CLC Administrator Margaret Downey, dated July 20, 2012, sent to our office in response to Mr. Bibler's July 18, 2012 email; and the minutes of the Board's May 9, 2012 meeting. In reaching a determination with regards to the July 6, 2012 complaint, we reviewed the June 1, 2012 complaint filed with the CVEC Governing Board; the CVEC's July 5, 2012 response; the July 6, 2012 complaint filed with our office; and an email dated September 18, 2012 from CVEC President Charles McLaughlin, provided to our office by the CVEC.

## FACTS

The Cape Light Compact was formed in 1997 through an inter-governmental agreement, pursuant to G.L. c. 164, §134; G.L. c. 25A, § 6; and G.L. c. 40, § 4A. The CLC Board is a 23 member body, consisting of Barnstable County, Dukes County, and all of the 21 municipalities located within these counties on Cape Cod and Martha's Vineyard. The purposes of the CLC include aggregating consumers as part of the competitive market for electricity; negotiating the best terms and conditions for electricity supply; and supporting environmental protection, energy efficiency, and renewable energy development. The CLC is funded through ratepayer funds, federal and state grants, county general funds, and administrative charges levied on electricity sold through the CLC's aggregated power supply contract with its private competitive electric supplier. The CLC Governing Board is a public body subject to the Open Meeting Law.

The Cape & Vineyard Electric Cooperative, Inc., was formed out of a strategic planning process commissioned and undertaken by the CLC. The CVEC was organized in 2007 with three members: CLC, Barnstable County, and the Town of Barnstable. Currently, the CVEC has 19 members consisting of 16 towns, Barnstable and Dukes County, and the CLC. The CVEC's long term goal is to develop electric generation projects or contracts to stabilize electric rates for all CLC customers. The CLC does not have the authority to develop electric generation projects. The CVEC Board is a public body subject to the Open Meeting Law.

The CVEC and the CLC have entered into an administrative agreement with Barnstable County so that Barnstable County can perform certain administrative and fiscal functions for both the CVEC and the CLC. The two entities share a close relationship, with some individual municipal representatives serving on both boards. The CLC also finances the CVEC.

In the Spring of 2011, several individuals and groups appeared before the Barnstable County Commissioners and the Barnstable County Assembly of Delegates to complain about the CLC's and the CVEC's alleged lack of transparency. On August 3, 2011, the Barnstable County Assembly of Delegates passed a resolution creating a subcommittee to investigate and create a report regarding the relationship between the CLC and the CVEC. On May 2, 2012, the Special Committee of Inquiry on the Cape Light Compact and the Cape & Vineyard Electric Cooperative (the "Special Committee") approved its final report. During the CLC Governing Board's meeting on May 9, 2012, the Board circulated a draft response to the Special Committee's report.

On May 31, 2012, CLC Chair William Doherty sent the Special Committee a twenty-five page letter in response to the Special Committee's report. The letter included the following heading, "Cape Light Compact's Response to Assembly Committee on Inquiry into Cape Light Compact." The introductory paragraph of the letter states:

The Cape Light Compact ("CLC") Governing Board is in receipt of the *Report to the Barnstable County of Delegates from the Special Committee on Inquiry into Cape Light Compact (CLC) and Cape & Vineyard Cooperative, Inc. (CVEC)* dated May 2, 2012 (the "Report"). I am responding to the Report on behalf of the CLC Governing Board.

During the CLC Governing Board's July 11, 2012 meeting, Chair Doherty explained that he had to respond quickly to the Special Committee, thus he submitted the letter on behalf of the Board without its vote of approval. The Board then discussed the authority of the Chair to act on behalf of the Board.

During the CVEC Board of Directors meeting on May 23, 2012, CVEC President Charles McLaughlin reported that he was in the process of drafting a response to the Special Committee's report. On June 1, 2012, President McLaughlin sent the Special Committee an eleven page letter in response to the Special Committee's report. The letter included the following heading, "Response of CVEC to the Barnstable County Assembly of Delegates." The introductory paragraph of the letter states, in part:

Responding to a request of the County Commissioners for an opportunity to discuss the workings and accomplishments of the Cape and Vineyard Electric Cooperative, Inc. ("CVEC"), its board of directors elected to *voluntarily* participate in the Assembly's Special Committee (the "Committee") hearings.

In an email dated September 18, 2012, President McLaughlin explains that the Special Committee "accelerated the process and the matter was taken up in early June. Alerted to this schedule, I prepared and submitted my response without any consultation with any member of the Board."

### DISCUSSION

The Open Meeting Law requires that meetings of a public body be properly noticed and open to members of the public, unless an executive session is convened. See G.L. c. 30A, §§ 20(a)-(b), 21. A "meeting" is "a deliberation by a public body with respect to any matter within then body's jurisdiction." G.L. c. 30A, § 18. A "deliberation" is "an oral or written communication through any medium, including electronic mail, between or among a quorum of a public body on any public business within its jurisdiction; however, that 'deliberation' shall not include the distribution of a meeting agenda, scheduling information or distribution of other procedural meeting [material] or the distribution of reports or documents that may be discussed at a meeting, provided that no opinion of a member is expressed." *Id.* A "quorum" is "a simple majority of the members of the public body, unless otherwise provided in a general or special law, executive order or other authorizing provision." *Id.*

In both complaints, Mr. Bibler alleges that the Chairs either deliberated with members of

their respective Governing Boards outside of a meeting, or else acted unilaterally without approval, in issuing a letter in response to the Special Committee's report. The Open Meeting Law does not govern the authority of individual public body members to act, thus we decline to review this allegation and consider only whether there was improper deliberation by the Boards.

The complaint against the CLC alleges that the Chair communicated with a quorum of the Governing Board outside of an open meeting in order to receive approval to issue a response to the Special Committee's report. The minutes of the CLC Governing Board's May 9, 2012 meeting show that the Chair circulated a draft response to the Special Committee's report during that meeting. The Chair then submitted a letter to the Special Committee on May 31, 2012. During the CLC Governing Board's July 11, 2012 meeting, Chair Doherty explained that he had to respond quickly to the Special Committee and that he submitted the letter on behalf of the Board without its vote of approval. In the absence of evidence to the contrary, we credit the Chair's account, and find that the Chair did not communicate with a quorum of the Board members outside of a meeting, thus the Board did not violate the Open Meeting Law.


The complaint against the CVEC similarly alleges that the President communicated with a quorum of the Board of Directors outside of an open meeting in order to receive approval to issue a response to the Special Committee's report. The President of the CVEC Board of Directors reported to the Board on May 23, 2012 that he was drafting a response to the Special Committee's report. In an email provided to our office, President McLaughlin explains that he "prepared and submitted [his] response without any consultation with any member of the Board." In the absence of evidence to the contrary, we credit the President's account and find that the President did not communicate with a quorum of the Board outside of a meeting in preparing and sending a letter on behalf of the CVEC to the Special Committee.

### CONCLUSION

We find that neither the Governing Board of the CLC nor the CVEC Board of Directors violated the Open Meeting Law when their respective chairs issued letters on behalf of the Boards in response to the Special Committee's report.

We appreciate the patience and cooperation of the parties during this investigation, and now consider this matter closed. This letter does not resolve any complaints that may be pending with our office or the CLC or the CVEC. Please contact our office at (617) 963-2540 if you have any questions regarding this letter.

Sincerely,

  
Jonathan Sclarsic  
Assistant Attorney General  
Division of Open Government

cc: Eric Bibler, Save Our Seashore  
Cape Light Compact

cc: Cape & Vineyard Electric Cooperative, Inc.

**This determination was issued pursuant to G.L. c. 30A, § 23(c). A public body or any member of a body aggrieved by this order may obtain judicial review through an action filed in Superior Court pursuant to G.L. c. 30A, § 23(d). The complaint must be filed in Superior Court within twenty-one days of receipt of this order.**

Attachment E

June 2, 2013

Amy Kelly

[REDACTED]  
E. Dennis, MA 02638

C. Gorham  
Theilsch Engineering, INC  
1341 Elmwood Avenue  
Cranston, RI 02910

Dear Mr. Gorham,

I am writing to let you know how appreciative I am of the services provided to me recently as the result of an energy audit through Rise Engineering and the Cape Cod Light Compact.

I purchased a home in Dennis, MA in December and shortly after the closing the oil furnace stopped working. We were told during the home inspection that it was on its way out and our hopes of having it limp through the winter were not to be.

A friend suggested contacting MasSave for an energy audit and Rise Engineering was dispatched to review my new home which was now an obstacle course of space heaters. Phone calls and questions to Sandy were handled very professionally and when Darrin Duty and Aidan showed up for the audit more questions and concerns were answered and eased my mind about the process. I was concerned about the money pit that I had bought into when Darrin informed me that the house was very poorly insulated, something that did not come up in the home inspection. Again, this worry was eased when I received the written action plan and the incentives involved in the program.

I cannot praise this program or the people involved in the process of heating and insulating my home enough. I chose to convert the house to gas and went with A & L Heating and Cooling for that process, the insulation was started through McCarthy Construction and Finished by Building Performance Contracting when the strength of the walls of my money pit came into question. Throughout the process these companies and their employees were professional, courteous, polite and BUSY! I am impressed with the attention to detail the customer service and the work ethic of all involved. If there was any person who was a hindrance to the process, it was me. I was staying two hours away at the time and not able to easily coordinate opening the house.

I recently received the final bill for the work completed at my home. I want to thank those involved in the process and wanted to let your company know how thankful I am that the action plan included the names of companies who are professional, knowledgeable and honest. I am a very happy customer and would recommend any of these companies to any future homeowners who are looking into these services.

Sincerely,

Amy Kelly