

**From:** [William Castner](#)  
**To:** [PUC: Clerks Office](#)  
**Subject:** Energy Programs  
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Hello,

My name is William Castner and I run the retrofit department of Quality Insulation in Meredith NH. We have been doing this work for 15 years and employ 12 people that work just in the weatherization program for our branch. We are part of a much larger company and all our other branches employ many people that work directly in the Home Performance program through NH Saves as well.

We do a tremendous amount of work in this program and have been continuously expanding every year to handle the increasing demands of our customers in the state of New Hampshire through HPwES. This program is the heart and soul of what I, and all the other people I work with, do daily. The Home Performance rebate program has been a huge success for us and many other contractors in the state. The recent increase in rebate amounts and percentages have grown customer interest greatly. We have made a large investment to handle the high demand this program creates. The more recent uncertainty in the program has made it difficult for us to confidently expand our investment to meet the growing needs of our customers.

The fuel neutral program is especially important because of the large amount of NH residents that use not only electricity but wood, wood pellets, oil, propane and natural gas as their source of heat. One thing I often talk about with customers is that the public has such a focus on reducing consumption of fuel use in automobiles but there is very little information on how to reduce consumption in homes. This program is at the forefront of teaching NH residents how to make significant reductions to their fuel consumption and costs. New Hampshire has a large amount of extremely inefficient homes simply based on how many old homes there are. These older homes were built in a time when there was no technology available to insulate them correctly or at all in some cases. The prices of all heating sources have risen so much over the years that people can simply not afford to heat their homes. The problem is that the processes needed to increase their efficiency are very time consuming and require expensive materials and equipment for installation. This program helps bring these costs down to a reasonable, affordable rate with financing available for those that still cannot afford it, even after the rebates.

In this world where fuel, material and equipment prices increase almost yearly this program is more important than ever. This program is the only thing making it affordable for all NH residents to decrease their consumption and costs. All the people involved in this program take great pride in the work we are doing every day. Making any negative changes to this program would not only impact the jobs of many people but the ability for many New Hampshire residents to perform the much needed work at their homes.

Thank you for taking the time to consider my input on this

**William Castner**  
*Retrofit Accounts Manager*

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