



19 June 2020

To: Commissioners Martin, Bailey, and Giaimo, and Executive Director Howland,

We have recently learned that the PUC is considering shifting funds in the amount of \$100K from the modern wood heating incentive to the residential solar PV incentive. We cannot support this change as it directly affects the positive efforts that we're putting forth to encourage modern wood pellet heating.

Currently, the market has taken a big hit with the impact of COVID-19 on everyone's lives. Our installers are experiencing difficulty in making home visits and are having a difficult time scheduling installations. Many homeowners are concerned about other people entering their homes. Pellet boiler installations generally take approximately 2-3 days in the home and usually require two people to complete. This is a short-term deterrent for homeowners. This is not quite the same as solar installations, as much of the work is done outside and usually only requires a quick hook-up inside the home.

Further complicating things for us was the cancellation of many of the home shows we attend every spring and summer, because they are a major source of leads for us. We're working hard to utilize every virtual tool that we can, but those cancellations had a sizeable impact. Based on website traffic, we anticipate many more installations in the future as people begin to return to a semblance of normal life and emphasis is placed on a Green Recovery.

Additionally, we have just launched a two-month campaign to raise awareness of pellet heating in NH by executing an underwriting agreement with NH Public Radio. We've done this despite the short-term decline of oil prices as we anticipate those returning to high levels.

After expending hundreds of thousands on system upgrades and re-design, our pellet heating systems have been recently certified to US EPA 2020 standards. If these incentives are not available, it will be a further setback for us. Further, it is the single and only incentive that people receive for using pellet heat. Modern wood heat doesn't benefit from federal investment tax credits as the solar sector does.

We sincerely ask you to consider our position. We are a unique industry that seeks to help improve our overall carbon footprint and local economies. Wood pellet heating directly and positively impacts both. By switching these funds over to other incentives, it will be a further economic blow in tough times and to everything we have done so far.

Thank you for your time and consideration.

Sincerely,

A handwritten signature in black ink that reads "Leslie B. Otten".

Leslie B. Otten  
Owner & Co-Founder