

HE-Energy Solutions LLC

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Written Testimony for Bill # 3920

By Vivian Perez, Owner; Handyman Express Energy Solutions LLC (HEES LLC)

I am writing to give my testimony for the above bill. I am specifically commenting on Sect 22, Line 1031 calling for a solicitation of third parties to run the Conservation and Load Management Programs.

Since 2009, HEES LLC contractor business has specialized in delivering energy efficiency services. We are CT based business, who employees live in CT and we provide services related to EE to CT residents. Over the past 10 years we have visited over 12,000 homes. We offer:

CORE SERVICES:

Weatherization through Home Energy Solutions and Income Eligible program.

- Single family
- Multi-family homes.

Weatherization includes: instrument guided air and duct sealing, safety checks of all combustion appliances, inspection of Health and Safety issues, identifying and installing energy efficient products. Many times we become their first point of contact to seeking out other services.

DEEPER ADD ON SERVICES:

- Insulation Install
- Window Install
- We offer HVAC, Solar; and mold, knob + tube and asbestos remediation through our partners.

I am pro the Companies because they are pro-business which is pro me. As most of you know, Home Energy Solutions in home services has been through many ups and downs for many years. In 2017, we had the raid on our funds that really hurt our businesses (35% cut in funds). HEES stayed because my company is committed to energy efficiency. It took us awhile to rebuild.

When 2020 began, we were poised to have the best year ever. We were investing and growing our businesses and out of no-where, the COVID crisis and a subsequent mandatory shut us down for 3 months.

During the shutdown when we could not provide in-home services, DEEP and the Companies took action. We participated in virtual meetings. We witnessed the agility of the Companies transforming HES and HESIE to include Virtual HES Assessments, retooling incentives and rebates; provide specialized on line training to our technicians to keep them motivated and engaged; and ultimately creating protocols for us to return visiting people's homes in a safe manner. I am truly grateful to the Companies, whose tireless efforts to get us back on our feet as quickly as possible and to DEEP who supported the changes.

As in most small businesses there will always be a level of uncertainty. Right now we have an opportunity for the next year and a half to grow. For that to occur we need stability. The one thing I know is our utility partners. We have a long-standing (myself over ten years) relationship with them that cannot be replicated. They in turn have a long standing relationship with our customers, they know our market and of

course have the resources and technology along with customer access and confidentiality contracts in place so our program runs pretty seamlessly. Program adjustments can be made through pilot initiatives.

Putting out to bid HES and HESIE services to an unknown entity, who may not be a CT company and an untested third party may cause more harm than good. Why fix something that's not broken?

Currently, CT is among the TOP 10 of ACEEE "best energy efficiency programs in the country" and like many others in the top 10, NY, MA, CA, ME among them, they are run by their local utility. There is a natural relationship between an energy supplier and energy efficiency programs, for ease of business reasons mentioned earlier and also for familiarity/confidentiality reasons, especially when they are run by the same entity that works and lives in their own communities.

I am all for "efficiency" and funds being spent fairly and effectively with transparency. That is why I believe bidding out our top rated EE program, especially at this point in time, will do nothing but cause chaos, confusion and loss of fund \$'s in a program that has seen a lot and is now poised to enter a very successful, effective and prosperous phase for all involved; contractors, EE businesses and especially CT rate payers who have been thrilled with the new enhancements to our EE program.

Thank you, Vivian Perez

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