

**From:** Becky Galloway [REDACTED]  
**Sent:** Friday, February 22, 2019 9:11 PM  
**To:** Theresa Utton  
**Subject:** Heat Squad

I am writing to let you know of my experience with Heat Squad. I would like to be able to testify at the hearing but as I currently care for my 99 year old mother I am unable to attend.

I found out about Heat Squad from Efficiency Vermont and I was a bit apprehensive as they operate out of Rutland and I live in the Northeast Kingdom.

I did not have to worry. From my first phone call I have had the best service I could have ever wished for.

I am single and relatively new to the area and I just moved into a house of my own. I knew I needed to do work on the house and I wanted to change my oil heating system as it is forced air and I have many allergies. I called Efficiency Vermont to get a home audit before I made up my mind what to do and everyone was charging \$300 for an audit. I inquired about paying less and they suggested Heat Squad might do it for the \$100 fee I had heard used to be the charge.

Within the week an auditor was at my house testing and helping me understand what I could do to improve the energy efficiency in my house. Two days later I received a full report going over all we discussed in great detail and then the auditor talked to me about the work I wanted to do on the house and gave me names of multiple contractors that did work in each area. She has helped me with contacting them, sending them reports and reviewing the suggestions they have made regarding the work they will do.

I believe that the auditor has gone above and beyond in her work every step of the way through this process and I could not be happier with the contractors I have dealt with and the work they are doing. All of the projected work has been carefully reviewed and I feel very confident I am making good choices and using capable contractors to do the work.

What is more the auditor will review the work when all is done and this gives me added confidence as it is very clear that she is knowledgeable about her job, wants improvement in energy efficiency and is interested in helping me be successful throughout this process. I cannot thank Heat Squad enough or recommend them more highly.

Please do not hesitate to call or contact me if you have any questions.

Becky Galloway  
[REDACTED]

Sent from my iPhone