

Honorable Gladys Dutrieuille, Chair  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

September 14, 2020

Dear Chair Dutrieuille,

I am the principle partner of a small 50% female owned business, Progressive Conservation, LLC (ProCon) located and doing work in Lancaster County. We perform weatherization (WX) services primarily for PPL Electric Utilities Lancaster Service Division. My tenure with PPL's Low Income Usage Reduction Program (LIURP) started in 1985.

This contact with the PaPUC addresses the following concerns in regards to our current contract with PPL. Unlike other utility and statewide DOE WX programs PPL continues its' COVID based moratorium on in-home visitation. In-home visitation has proven most successful in producing energy savings and customer satisfaction.

To address this shortcoming PPL management has yet to conduct meaningful conversation with its' LIURP/WRAP contractors to develop safety protocols for in-home practices. Particularly disturbing about this is PPL's past dedication to the PUC's directive to work collaboratively with community based contractors both in the not-for-profit and the for-profit sectors, that now seems to have been abandoned. It should be noted at present in-home WX services by other utilities and DOE programs are being rendered throughout Pennsylvania in compliance with law and safety protocols established by CDC, PA State Department of Health and OSHA. Additionally, funding for LIURP comes from rate payers and without services being provided it seems the company is not fully assisting customers many of whom are struggling even more than usual financially, to reduce usage .

Allow me a brief description of ProCon's activities in the WRAP program. Our specific role as energy auditors and emphasis on energy education depends greatly on face to face communication so as to develop an empathetic rapport with low income customers who may have adverse relationships with bill collection from multiple sources. This results often in renewed trust for PPL's goals and in self empowerment to effectively manage home energy consumption. Pro/Con's approach we believe has the admirable status of having achieved "most KWH's saved per dollar spent" in a recent program wide evaluation in the "Low Cost" (non electric heat) category.

Our waning working relationship with PPL was compounded by a worrisome cryptic email from PPL on 8-31-2020 stating:

“The suspension has afforded us time to identify opportunities to both streamline and update the program to better meet the needs of customers. As a result, due to due diligence is currently underway to develop an enhanced program for the future.”

The suspicion among our community based coalition of PPL contractors is that PPL is being less than forthright about our future with the program including the termination of our current contracts.

My business partner Jennifer Carter and I are asking for your esteemed opinion in this matter to influence PPL to preserve our contracts and the successful collaborative working relationship established with the company for over 35 years by allowing us and fellow contractors to resume duties under safest COVID prevention protocols. Also, in our opinion, a drastic change in program delivery practices would not well serve the legislative intent for statewide energy conservation or customer bill reduction needs. Thank you.

Sincerely,

John Adams

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