

From:**Sent:** Friday, March 27, 2015 4:21 PM**To:** Chris Gordon; Brian Just**Cc:** Sara DeVico;**Subject:** Outstanding and productive visit from Sara

Dear Mr. Gordon & Mr. Just,

It's important to me to take a bit of time out of my day to thank you both for the services that you provide. I wasn't quite sure what to expect from my meeting with Sara this morning, all I know is that I looked forward to it since we set up the appointment earlier this week.

I am a homeowner who is always very involved with whatever work needs to be done to my house. We find ourselves in the position of having to address the a) Zonolite presence in our home with abatement work in order to solve the problem of a b) substandard insulation job done by the contractor who sold us this house.

I've been a mess these past few weeks. I've had a contractor in here to give me an estimate and he's worked me into a frenzy thinking that my house's brick will crumble, mold, floors will cave in unless we tore out the entire interior of the house, did a full abatement and then re-insulate, sheetrock, trim and paint the walls. I've seen a quote for 56K to remove the vermiculite. The cost of putting the house back together in the condition that we purchased it might run well over 100K. That's a tough pill to swallow.

Sara came in this morning, inspected all parts of the house. She took time to explain to me what her findings were (she even took pictures on her cellphone to show me!) and explained the reasons why our current insulation isn't performing the way we would expect it to. She's the first person who I've had a conversation with who wasn't there to sell me anything. Sara was here to solely to provide me with an informed perspective of how I could prioritize the elements of this job to see the most return in energy savings. She discussed with me product selection and techniques that would be used to seal the attic floor and basement. I asked her every question that I had outstanding from my supplemental readings on the trickiness of insulating a brick home, and she patiently answered every one. She drew diagrams and assured me that she would follow up on email to reinforce all the things we discussed today. I could have hugged that lady. I can't express fully to you what a relief she brought me. I am so very thankful that your agency exists, I'm embarrassed to say that I never realized that that small charge on my energy bill went to fund your efforts. It seems so small that it's easily overlooked. It's so empowering to have that information and to be able to use you as a resource through this project. It's so very important to me and I wish to commend you from the bottom of my heart for your efforts to help us Vermonters. Please give Sara a raise. I went from feeling horrible about spending 100K to feeling alright about spending ??? (much less!). I'm actively looking into obtaining quotes.

Thank you!

Cheers,

Laura