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Comments and Issues:

Enabling Technology
Rates
Evaluation

Description:

I wanted to applaud you on your efforts for Energy Education. I really think more has to be done. I have established a web-site where an individual may go and do a self energy audit for their home or business etc. Also there is a ten year study done on a hotel with very good reduction of kWh and KW. The illustration in real time the KW increases as the temperatures increases showing results with and without room sensors. I do spend time watching the presentation on the web-cast and it is very informative and well done. I hope I can be part of the solution. We have developed software with set back and restore capabilities which can be demonstrated on our web site. Web-site is www.emss1.org.

Problem or Concern:

My big concern is for all individuals to be able to understand their utility bill. It was mentioned yesterday if you buy pound of coffee, a gallon of milk or a gallon of gasoline you know the measurement of what you purchased. Not so with most utility bills, electrical, gas, phone etc. Until the billing is redone I don't think there will any success.

Proposed Solution:

I think there has to be a change of attitude for utilities to work with 3rd party vendors. When trying to be a good patriot American to come up with a solution for a rate payer there is a lack of co-operation either because of knowledge or apathy. Customer Apathy is caused when the consumer feels rejection and nothing is resolved. Conservation is needed along with education. If 3rd parties are not appreciated soon there is apathy with them also. I have talked to many 3rd party vendors and they have given up because they cannot trust the utility. I think that is very sad. Our national government, both parties are endorsing faith based 3rd party organizations to help because it enormous job. Understanding Energy is also a big job. I think we must all respect the customer because he is the one paying our salaries. Maybe good idea is for utilities to co-operate with 3rd parties for better customer relationships. I know some companies do have good relationship with the utilities. There others who feel left behind. Maybe a class on third party relationships would be in order. It is important to know how to reach the right individual for direction and help. It would also be helpful if after submitting this there it is acknowledgement of receipt. I never know if anyone is reviewing the comments or not. I have spent 8 years establishing helping individuals understand energy conservation but if they cannot understand their bill I loose because I cannot explain it to them either. Finding someone knowledgeable to help has been difficult. Maybe you will get a call back and maybe not.

In the past I had 7 offices report to me and I told my secretary every person will be respected by this office. If I am not available take message and tell them I will get back with them in with 24 hours or sooner. No one should be neglected when making a request. Again the utility needs to understand the customer needs. The customer needs **education** in regards to conservation and the understanding the utility bill. The utility bill needs to be simple for understanding. Another area of confusion are the tariffs. They are very difficult to understand for a customer. Please help!!

Future concerns:

I have one brief forward looking comment to make. With the manufacture of the electrical auto has any thought been given to how to collect highway taxes and consumer utility rates for the new autos? Will the charging of the auto be metered separate from the house, hotel, business, time share etc.? For hotels I would think it would have to be sub metered with a way to charge the guest. I am raising this question based on my background in the oil industry. Construction of the infrastructure needs to start now the autos are now here!!!!