

Nancy Hansen

Your work is appreciated. I hope Washington can reach the level of work on HFC's as the few other states ahead of us.

I am unable to comment on technical aspects, but will do this as soon as recommendations are out for the final draft.

Here, I would only like to say something about the building industry as it affects private households here in Washington. This is mainly through my own experiences in having had major HVAC services and observing the turmoil in this industry.

I think that the compliance rules proposed could be made better by the decisions that are needed for a company to request either "Exemption" or "Exception" That would be to include a manufacturer's representative as a requirement for either of these requests when "impossibility" is used as a reason why they are unable to comply with new rules.

The reason for this is that a manufacturer's rep has been the only way I have been able to get proper service, and from observation, this is due to lack of training on the part of many technicians who are sent out to make decisions when not fully trained to do this job. I used a company recommended by PSE to install my HVAC system, with additional services added at that time. There was only 1 technician who was able to make accurate decisions (out at least 20 various ones sent during the long process), but the qualified tech. was not always available. I received many different suggestions from all the rest of the techs. and these were not always good. One technician actually caused a natural gas leak by breaking the tubing trying to stuff it into a cement wall. This was not discovered until PSE used their equipment to find the leak many months later. I can give many more examples, including the carbon being released after this company installed a log fireplace insert. But, I'm just trying to let you know what it's really like out here for homeowners.

Many other issues came up, so numerous I can barely stand to recall it all again. Almost none of the technicians knew very much, also, were asked to come to an unknown property and perform an adjustment/repair, without understanding what had done prior. The way these companies function is extremely inefficient and dangerous.

1 other supporting piece of evidence includes the HVAC industry changes in itself. I have seen buy-outs, e.g., the company I used, highly recommended at the time, Green City Heating and Air Conditioning, is no longer under the same ownership, and don't appear to be highly recommended at this time. I no longer use them. But, I have found a highly skilled local person who quit working at 2 of the largest HVAC companies due to their practices. He worked in various capacities, but love is for the technical side of the work. As a problem solver/consultant, he was often asked to sell equipment and processes that were not required - the reason why he chose to start his own, now very successful business, after only 2 years.

Another suggestion is adding the ability for homeowners to change over their old HFC's systems with some sort of rebate program, or a subsidy allowed for this.

I can describe much more I have observed in with the HVAC sector in King County. From this, I know our laws need to address the realities of what is going on.

All this malpractice does affect the general outcomes of the entire group of private homes. In practical terms, if I pay for services I don't really need, I won't have money left to pay for those I really do need. And, I'll be less likely to call for any help for optional services that can improve our air.

Summarized, I would like to see more strength in all regulations that affect air quality. We need it badly as citizen advocates, or we are stuck!