



Copy of excellent letter

December 12, 2009

Mike Thobe
B&T Construction
1020 Forest St
Carroll, IA 51401

Dear Mike:

I'm concerned about the number of conflicts and misunderstandings that seem to occur regularly between you and the evaluators for New Opportunities. After listening to your side and after discussion with them, I think we need to do the following:

- Please slow down and be sure to read all the documentation that goes with the Contractor packet including the evaluation and the Contractor Worksheet. The evaluators spend hours putting this together and go to much greater lengths than I did when I was evaluating. If you rush out to a job site or to a go back and haven't studied the documentation and don't fully understand what they want before you start, I can understand their frustration when you call them. It would be much better to read what they have and ask questions first rather than to dive in and ask questions later.
- The evaluator of the house you are on has the final word. There usually is more than one way to do something but I trust that particular evaluator for wanting to do it the way he has it written up. I know they ask me and each other about particular situations before they write up the instructions so they are trying to get the best solution and we are trying to be as consistent as possible. If it can't be resolved, it should come to me.
- We need to do a complete and correct job the first time. I'm hearing that you are only allotting a certain amount of time to a job (per what the sheet says you will be paid) and then moving on with the idea that you "always get your go backs done within a week". We want to eliminate the go backs in the first place. The evaluators are spending too much time going back a second and third time before something is finally done right. And, this has to be expensive for you to keep going back. Your contract allows us to start charging you trip costs for having the evaluator go back multiple times—I don't want to do that but may have too if this continues.

Mike, you've been doing this for almost a year and I appreciate your hard work and dedication to getting houses done in a timely fashion. I think you have a pretty good understanding of the standards and are capable of doing quality work. I look forward to working with you to get a lot of houses weatherized next year.

Let me know if you have questions or comments on what I've said above.

Thanks!

Ron Morlok, Energy Director
CC: Evaluators