

January 21, 2010

To other Home Owners interested in Renewable Energy,

My husband Richard and I have always been interested in renewable energy solutions for our home. We are not do-it-yourselfers; we're busy professionals who care about the environment but are not particularly handy around the house.

When we looked into various home solar systems, they all sounded like "Popular Science" projects where we would need to buy odd parts by mail order, then learn plumbing and electrical skills because our local tradesmen wouldn't understand what we were doing. If we conquered those obstacles, we were warned that our electricity company wouldn't understand or necessarily approve of our project, so we might have to fight battles amidst a sea of red tape. This all seemed like too much to deal with. We just wanted to work with a competent contractor who could take care of all those details, then ask us to write a cheque – and that didn't seem to be an option.

In 2004, we attended an Energy Fair in Caledon where we met Steve Eng of Enviro-Energy Technologies. We liked the fact that he was a professional engineer but even better, he offered turnkey solutions for renewable energy. He would visit our house, provide professional advice on the renewable energy solutions that would work best for us, act as general contractor to coordinate the different trades and products involved in our project, arrange the electrical inspection, and provide as much assistance as possible in our relationship with Hydro One.

It sounded exactly like what we were looking for – and the short version of the story is that Steve delivered all that he promised. We respected the fact that he advised us against buying renewable energy systems that he did not believe would provide sufficient benefit. We wanted to buy a solar hot water system from him, but after looking at the layout of our house, he explained that it wouldn't work well here. We ended up with a grid-tie solar photovoltaic system and a solar thermal panel heater. As promised, Steve managed the project, always arriving at the promised time, and we simply wrote a cheque. Both systems have worked perfectly since then, but we are certain that if we ever needed service or support, Steve would be responsive.

It isn't easy to work with Hydro One or the OPA, but Steve handled as much of the bureaucracy as he could. He arranged inspections and sent us the paperwork we needed to sign and send in. When Hydro One had no idea how to design a meter to measure electricity generated onto the grid, Steve took advantage of his electrical engineering background to offer them advice.

Since our system has been installed, Steve has stayed in touch regularly, keeping us apprised of new developments in residential solar energy programs and answering any questions that we have. He is genuinely interested in how our system is working. Because of our good experience, we were pleased to ask him to double the capacity of our solar photovoltaic system in 2008.

Over the years, I have passed Steve's contact information to anyone who asks me about residential renewable energy systems. With Ontario's new MicroFIT program, residential solar energy is now a terrific investment, and I expect that many home owners will get involved over the next few years.

My husband and I are happy to act as references for Steve and Enviro-Energy Technologies. If anyone would like to speak further, please feel free to ask Steve for our contact information.

Regards,
Barbara [REDACTED]
Palgrave, Ontario