



NYSERDA

ANDREW M. CUOMO
Governor

RICHARD L. KAUFFMAN
Chair

ALICIA BARTON
President and CEO

July 31, 2018

D.H. Berry Inc.
Susan W. Berry
365 Payne Ave.
North Tonawanda, NY 14120

Dear Ms. Berry,

NYSERDA has conducted a review of the quality of work performed by contractors participating in Home Performance with ENERGY STAR® and EmPower New York. Quality created greater comfort and savings for our customers and helps to ensure the development of a vibrant market for the cutting-edge work that you perform. We want to recognize the participating contractors who are the leaders in demonstrating the value of excellent work. We set a high benchmark, looking for contractors who meet the following criteria:

- Full Status in at least one of the two programs
- Twelve or more projects completed between July 1, 2017 and June 30, 2018
- Average Quality Assurance scores of 4.5 or above for the current review period, on the basis of at least two inspections
- No more than two outstanding customer concerns
- No Probation or Suspension initiated during the review period
- No ethical concerns, and consistent accuracy in documentation

We are pleased to announce that **41 contractors** have achieved this level of quality in Home Performance with ENERGY STAR and EmPower New York. **We are happy to inform you that your company is one of those who achieved this benchmark of quality.** Your excellent work is having a significant impact on the lives of the New Yorkers we serve through our programs. We are grateful for the care and dedication that you put into your projects and are pleased to be working with you in our programs.

Thanks for your commitment to quality!

Sincerely,

Karen Hamilton
Program Director
Single Family Residential Services

Cc: Laura Geel, Kelvin Keraga, Amy Kasson, NYSERDA
Lea Campbell, CLEAResult

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