



1187 Thorn Run Road, Extension, Suite 340  
Moon Township, PA 15108  
(844) 370-5748 | [www.building-performance.org](http://www.building-performance.org)

**Kate Natafgi**

Director, Maryland Office of Home Energy Programs  
Maryland Department of Human Services  
311 W. Saratoga Street  
Baltimore, MD21201

Dear Ms. Natafgi,

The Building Performance Association (BPA) is writing to request your assistance as Director of the Maryland Office of Home Energy Programs (OHEP). We desperately need your office to increase and restore the volume of new client leads you provide for the EmPOWER Maryland and DOE weatherization programs.

The Building Performance Association is a nonprofit 501(c)6 industry association that serves as a hub for businesses, nonprofits, and government agencies working to make America's homes more comfortable, healthy, and energy efficient. As members of BPA in Maryland, we represent both nonprofit agencies and for-profit businesses that provide weatherization and home performance services to the residents of Maryland.

Many Maryland members of BPA are actively involved with the Department of Housing and Community Development (DHCD) on the implementation of the EmPOWER MD and DOE weatherization programs. As you know, these programs provide much-needed relief to income-qualified residents of Maryland. Our efforts not only increase the comfort and safety of our client's homes, but they also provide relief for the onerous burdens of high energy bills.

**We are very concerned with the fact that OHEP weatherization leads to DHCD have dropped to their lowest levels in recent years.** Historically, the bulk of the new customer leads in the weatherization program were generated by your office and distributed to nonprofit Local Weatherization Agencies (LWAs) and State Wide Contractors (SWCs) for follow up. Typically, OHEP would provide a few thousand leads per quarter to DHCD, and those leads would be distributed to SWCs and LWAs throughout the state for action. The LWAs and SWCs have hired, trained, and retained staff to meet the demands of the volume of client leads we've received for years. Sadly, the current lead flow has dropped so dramatically that we cannot keep staff busy or productive. The reduction in leads has not only caused many of us to reduce staff, but we are failing to serve the clients who need our help the most. It's a tragedy for us to have to let trained employees go to remain in business.

Here is a breakdown of both all leads and new leads (non-duplicate, unassignable leads) for prior months. These lead numbers reflect OHEP leads provided to DHCD for the program that were given to us by representatives of DHCD for our use. As you can see, this year we've received fewer than half of the leads we received in the first six months of 2022, and numbers are steadily falling:

Time frame	New leads	Total leads
• January 2022 to June 2022	6,979 leads	26,386 leads
• July 2022 to December 2022	3,657 leads	19,174 leads
• January 2023 to date	2,708 leads	9,131 leads

Over the last the last eight or nine months, our members have only received 10% to 15% of our typical number of new client leads. DHCD has informed us that this is the result of diminished numbers of qualified leads they receive from OHEP. We are writing to see if you can help resolve this issue.

We would appreciate an opportunity to meet with you, and representatives from DHCD, to discuss this issue further. We are hopeful that with your assistance we can increase lead flows to prior levels, keep our trained employees working, and increase the number of those in need of these vital services. We appreciate your consideration and hope you can assist with this urgent issue. Feel free to reach out to any of us to address this issue.

Sincerely,

Building Performance Association Maryland Stakeholders

Steve Skodak  
 Chief Executive Officer  
 Building Performance Association  
[sskodak@building-perfomrance.org](mailto:sskodak@building-perfomrance.org)

Michelle Griffith  
 Manager  
 DeVere Weatherization  
[michelle@devereweatherizationservices.com](mailto:michelle@devereweatherizationservices.com)

Tony Crane  
 Owner  
 Efficient Home LLC  
[tonyc@efficienthomellc.com](mailto:tonyc@efficienthomellc.com)

Gary Christopher  
 Director of Weatherization  
 Community Action Council of Howard County MD  
[gchristopher@cac-hc.org](mailto:gchristopher@cac-hc.org)

Matt Hargove  
 Owner  
 Total Home Performance  
[matt@totalhomeperformance.com](mailto:matt@totalhomeperformance.com)

Colin Choney  
 Housing Rehabilitation Director  
 Green and Healthy Homes Initiative  
[cchoney@ghhi.org](mailto:cchoney@ghhi.org)