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Morgan:

(silence) All right, so the first two questions I'm going to ask are about your demographic information. Can you describe to me your current living situation, how many people you live with, what area of the city you live in, and what type of building you live in?

Speaker 1:

Okay, I live in a house. I live in a two-story, four-bedroom dwelling, row house. My living conditions are great.

Morgan:

All right, and how many people live with you?

Speaker 1:

Two.

Morgan:

Okay, and what area-

Speaker 1:

In my household, there's two, not with me, two. So, there are two.

Morgan:

Okay, and what area of the city do you live in what neighborhood?

Speaker 1:

Mount Airy.

Morgan:

Okay, and have you ever ... How long have you lived in the house that you're living in now?

Speaker 1:

25 years.

Morgan:

Okay, and are you a homeowner?

Speaker 1:

Yes, I am.

Morgan:

Okay, and have you lived in other neighborhoods in Philadelphia?

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Speaker 1:

Yes, in Germantown.

Morgan:

Okay, have you noticed a difference in the house in quality between Germantown and Mount Airy?

Speaker 1:

Well, yes. Our Germantown was three-story and Mount Airy is two. You might can find some three up here, but it's mainly two.

Morgan:

Okay, would you say that the houses are generally the same age?

Speaker 1:

Yes, yes, because they brick. They the brick house. They the brick houses. They the old ones, Easy Bake Ovens. Go ahead.

Morgan:

All right, and how long have you lived in Philadelphia for?

Speaker 1:

Oh my God, I think we're going to say 55 years.

Morgan:

Okay, and would you mind sharing your current age and employment situation?

Speaker 1:

No, I am a healthcare worker, and I'm 62.

Morgan:

Okay, and your employment situation, how has that changed throughout the pandemic?

Speaker 1:

Oh boy. As far as work, I tend to work with seniors. Some have passed away, and work has been slow, food clients.

Morgan:

Okay, so would you say that you were working less hours than you were before the pandemic?

Speaker 1:

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Yes, yes. That's a good way to put it more, yup, less hours. But I've been working through at home. So, less hours, yes.

Morgan:

Yeah, would you say that at this point, are you still working less hours, or has it picked back up to how it was before the pandemic?

Speaker 1:

It picked up a little bit, but that's the only ... Because I'd be on call. It picked up a little, yes.

Morgan:

All right, and can you tell me about your earliest memory of energy?

Speaker 1:

My early memory of energy is weatherization.

Morgan:

Okay, and what do you mean weatherization?

Speaker 1:

Well, basically, it's learning on how to stop the air from coming in, the air drafts with putting plastic on the windows, learning how to conserve energy.

Morgan:

Okay, and then when did you learn that?

Speaker 1:

'93.

Morgan:

Okay, and was that at a workshop that you attended, or how did you learn about it?

Speaker 1:

I was going to a trade program with school. I learned it at Bach. We all went down there to participate, yeah.

Morgan:

And what trade were you going there for?

Speaker 1:

Constructions.

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Morgan:

Okay, gotcha And can you tell me about the first time ... or when did you realize that you needed energy? Do you know what age you made that connection of ?

Speaker 1:

Yeah, my first apartment. I was like, let's say 21.

Morgan:

Okay, and did you end up working as a construction worker for some point in time?

Speaker 1:

Yes, doing demolition.

Morgan:

Okay, and did you learn about how home energy works through that job, like how the housing shell loses a lot of energy, things like that? Or did they not-

Speaker 1:

No, I learned through United Community.

Morgan:

Okay, gotcha. All right, and what pops into your head when you hear the word energy?

Speaker 1:

Conserve.

Morgan:

Mm-hmm (affirmative), yeah, definitely.

Speaker 1:

Just to save energy.

Morgan:

Yeah. Yeah, lots of things can pop into your head, right?

Speaker 1:

Yeah.

Morgan:

And then, so you said that you learned about home energy at United Communities. Did you attend workshops there?

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Speaker 1:

I participated in workshops, yes.

Morgan:

Okay, and when did you start going to those workshops?

Speaker 1:

Oh boy. I want to say it was like 2000. It really picked up and maybe we'll say to '01.

Morgan:

Okay, and were they PGW workshops, do you know, the ones that BJ hosts?

Speaker 1:

[inaudible 00:08:51] Yes.

Morgan:

Okay, all right, awesome. And how did you learn about those workshops? Was it just through word of mouth or something else?

Speaker 1:

Word of mouth and sometimes flyers.

Morgan:

Okay, all right, awesome. And can you tell me about your home heating system, what kind of heater it is, what fuel it uses?

Speaker 1:

I got gas heat.

Morgan:

Okay, is it radiator or central?

Speaker 1:

Yes, radiator, I'm sorry, radiator heat, a radiator. And it's through gas, you know?

Morgan:

Yeah. And do you know what thermostat you have by any chance?

Speaker 1:

A digital.

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Morgan:

Okay, is it programmable?

Speaker 1:

Yes.

Morgan:

Okay, all right. Have you had any issues with your heating system before, like the heater breaking, or having issues with it?

Speaker 1:

Did my heater break before? Yes, I had the heater replaced through, what was that, Heater Hotline.

Morgan:

Oh, okay, gotcha. And what year was that?

Speaker 1:

Oh, baby, Morgan. Since I've been here, 25, 26 years, we'll say after the first two or three years I got in here. So, take 20 away from this, and we'll say to '01 when I ...

Morgan:

Okay, all right, and then when your heater stopped working, how long did it take for it to get replaced between the time it stopped working and the time it got replaced?

Speaker 1:

I'd say 48 hours.

Morgan:

Okay, all right. All right, awesome. And was your experience good with the Heater Hotline folks and the people that came in to replace it?

Speaker 1:

Yes.

Morgan:

Okay, all right, and do you have air conditioning?

Speaker 1:

Yes, yes, air conditioners, not central air.

Morgan:

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Yeah. Okay.

Speaker 1:

Two.

Morgan:

Okay, and do you find yourself shutting off your heat or shutting off your air conditioning in order to save money on utility bills?

Speaker 1:

Yes. Yeah, you want to keep them low. I try to keep my thermostat in the wintertime below 72.

Morgan:

Yeah, okay. And then, yeah, I was going to ask what's the lowest temperature that you'd be comfortable in, in your home, in the wintertime? And what's the highest temperature that you're comfortable in, in your home, in the summertime?

Speaker 1:

The highest would be just 60 with the air conditioner, because that's as high as it go. And the heat, 72 is the lowest I'll go.

Morgan:

Okay. And do you generally find yourself comfortable in your home in the wintertime and in the summertimes?

Speaker 1:

In the winter, more than the summer. I don't like hot, heat.

Morgan:

Yeah, all right, and how are you dealing with extreme heat this summer?

Speaker 1:

I'm just cooling, keeping the shades down, keeping it cold, keeping the curtains up and the shades down, and just the air conditioner with ceiling fan.

Morgan:

Yeah, okay. And are you aware of neighborhood energy centers?

Speaker 1:

Yes.

Morgan:

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Okay. Have you ever gone to a neighborhood energy center for energy counseling services?

Speaker 1:

Yes, United Community, yes.

Morgan:

Okay, and what was your experience like?

Speaker 1:

It was a good experience. I learned a lot. I learned how to conserve water, like changing the shower heads, and putting the toilet bags in the toilet. So, it was a good experience. A good learning experience.

Morgan:

Yeah. And did you apply for energy assistance programs at the neighborhood energy center?

Speaker 1:

Yes, LIHEAP.

Morgan:

Okay, and were you able to receive LIHEAP?

Speaker 1:

Yes.

Morgan:

Okay. Do you remember how many months it covered your bill for?

Speaker 1:

Two.

Morgan:

Okay, and was it for PGW?

Speaker 1:

Yes, it was, I guess, mm-hmm (affirmative).

Morgan:

Okay. Have you applied to LIHEAP multiple years, or did you only apply one year?

Speaker 1:

I applied multiple years. I think a few times, I have been denied over income, but yes.



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Morgan:

Okay, gotcha. Have you applied in the last year?

Speaker 1:

Yes, I made it. Because of the pandemic, less hours, less money, yes. Yes, I did.

Morgan:

Okay, awesome. And do you always apply through United Communities, or did you apply on your own?

Speaker 1:

Well Morgan, how that goes is, once you do apply for LIHEAP or you had under PGW, either they'll mail you out an application, or LIHEAP will mail you out an application, if they have you in the system. So, they automatically mail out the application. Then when you mail it back in, it's up to them to deny you or, you know?

Morgan:

Yeah, okay. So, you filled out the application yourself, and then you just mail it into LIHEAP or to PGW?

Speaker 1:

Mm-hmm (affirmative).

Morgan:

Okay.

Speaker 1:

But some people need assistance, because I used to help them fill out their LIHEAP form.

Morgan:

Yeah. Did you say that you used to help people, or somebody else used to help people?

Speaker 1:

Yeah.

Morgan:

Okay, all right. Let's see. And can you tell me what you know about your utility companies? And this can be PECO, PGW, the water department.

Speaker 1:

All I know is all the bills is high.

Morgan:

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Yeah.

Speaker 1:

Okay. So, you want to know about the water department when you're paying your bill? [inaudible 00:16:04], Morgan.

Morgan:

That's fine. And have you ever had trouble reading your utility bills?

Speaker 1:

No.

Morgan:

Okay, and have you ever had to reach out to your utility company to ask questions about your bill, or to do something else?

Speaker 1:

Yes, yes, I have reached out to electric and gas.

Morgan:

Okay, and what was that for?

Speaker 1:

What was the gas for? Oh, because the bill was raising up high. I noticed they went up and raised different things.

Morgan:

Okay.

Speaker 1:

I contacted them because the bill was high.

Morgan:

Yeah. And how did they handle that situation? Did they do anything to help you out?

Speaker 1:

Yeah, they referred me to programs.

Morgan:

Okay, do you remember what programs?

Speaker 1:

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The same old thing, LIHEAP. Did they have a listing in the community centers? No, just a list of things that, stages that you could go through. You get LIHEAP first, then Crisis, and the last thing would be UESF.

Morgan:

Right, okay. And were you able to get your bill under control after you applied for LIHEAP?

Speaker 1:

Somewhat, we did. I went on the ... I forgot the name of it. I went on the program that they had to help you save. And if you pay it off, if you keep paying the current, at the end of the year, they'll drop the rest.

Morgan:

Okay, yeah. Is it CRP, the customer responsibility process?

Speaker 1:

Yes, CRP. Morgan, I couldn't think of.

Morgan:

No, that's okay.

Speaker 1:

Getting old. I couldn't think, yeah, CRP.

Morgan:

All right, awesome. Yeah, I just wanted to make sure it was that one. All right, and then at this point in time, are you struggling to pay any of your utility bills?

Speaker 1:

Am I struggled to pay any of my ... No, no. Because I got everything fine on the budget.

Morgan:

Okay. And then, so in terms of energy assistance that you received, you said you've received LIHEAP. You're on CRP. Are you on any other programs? Are you on CAP for PECO, for example?

Speaker 1:

No.

Morgan:

Okay, and have you ever ... Are you on TAP for the water department?

Speaker 1:

No.

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Morgan:

Okay. Have you ever applied for UESF?

Speaker 1:

Yes. Yes, I have, twice.

Morgan:

Okay, and were you able to receive UESF?

Speaker 1:

Yes, I was, both of them.

Morgan:

Okay, awesome. And what was that experience like, and how did you apply for it?

Speaker 1:

It was a waiting experience. You had to wait, and didn't ... You have to bring in the additional money to make your bill go to \$0.00. So, just say for instance, they would offer you \$500, and if your bill was \$700, and if the cutoff was \$500, I would have to come up with a money order for \$200. So, it took a little while, but as soon as it do hit, you got 48 to 72 hours before you ...

Morgan:

It's 48 to 72 hours before what?

Speaker 1:

Before they come out and turn you off.

Morgan:

Oh, okay.

Speaker 1:

Before it applies to it.

Morgan:

Gotcha, okay. And then, you said that it's a waiting experience. How long did it take for you to actually get the UESF money?

Speaker 1:

I think it was maybe five days, but you be panicking in between that, because you don't know if you're going to be considered or not, or if you can come up with the extra money. Like I said, if they put \$500,

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and you've got to come up with \$200, you're struggling. Rob Peter to pay Paul to get that \$200, because you have to have money order on the spot when you go in.

Morgan:

Right, yeah, yeah. It's definitely a lot. It feels like longer than five days, I'm sure. That's so stressful.

Speaker 1:

Mm-hmm (affirmative).

Morgan:

And can you only apply to UESF if you have a shut off notice?

Speaker 1:

Yes. You must have a shut off notice, or be completely off.

Morgan:

Okay, all right. And did you go directly down to the UESF office to apply?

Speaker 1:

Yes, 1224 Market Street.

Morgan:

Okay, all right, awesome. All right, and then, what do you know about renewable energy?

Speaker 1:

What do I know about what?

Morgan:

Renewable energy.

Speaker 1:

Renewable? Nothing. Renewable? Nothing that I can recall, Morgan.

Morgan:

Okay, that's okay. Yeah, and just so you know, some examples of renewable energy ... Renewable energy is energy sources that don't deplete over time, so, solar power, wind power, water power. Those are all examples of renewable energy.

Speaker 1:

Right, no.

Morgan:

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Yeah, okay. And then, how has the pandemic impact that your home energy use?

Speaker 1:

Well, you're home more, so you use more.

Morgan:

Yeah. Can you describe the sources of increased energy consumption? Are lights being on more?

Speaker 1:

Yes, because you're home more, the lights being on more, cooking more.

Morgan:

Yeah, definitely.

Speaker 1:

People are running water, cleaning up.

Morgan:

Mm-hmm (affirmative), yeah, okay. And your utility bills during the pandemic, do you think that they reflected this increased usage?

Speaker 1:

Yeah, it reflects it. They didn't give us no kind of credits or nothing.

Morgan:

Yeah. So, would you say your utility bills, they were higher than they were before the pandemic?

Speaker 1:

Yes, definitely.

Morgan:

Okay.

Speaker 1:

Because I'm using more. I'm home more, you know?

Morgan:

Yeah, definitely. And how are you emerging from the pandemic? So, how is your living situation and your energy use? How has that changed from before the pandemic to now?

Speaker 1:

Say that again, Morgan.

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Morgan:

Yeah, I'm just wondering how you're emerging from the pandemic, your living situation, your employment situation, how it's changed from before the pandemic to now.

Speaker 1:

Well, before the pandemic it was better, because I was working more hours, so I had more income coming in. And now, it's getting a little better. It's usually not back to the pandemic. It's usually not ... Well, we might be going back into crisis. [inaudible 00:24:01], you know?

Morgan:

Yeah. Has your living situation changed at all?

Speaker 1:

No, The only thing is everything was higher. That's the only way it changed, income wise.

Morgan:

Yeah, okay. Your energy consumption, do you think it's as high as it was at the beginning of the pandemic, or do you think it's more so where it was that before the pandemic at this point?

Speaker 1:

It was lower before the pandemic. So, it's higher now [inaudible 00:24:50].

Morgan:

Okay, do you still think it's higher than it was, or do you think it's ...

Speaker 1:

Well, yes, because everything went up now, food, prices went up. Your utilities bills went up, water.

Morgan:

Yeah. Yeah, definitely. Okay, and are you concerned about being able to afford your utilities in the coming year?

Speaker 1:

Oh, yes. [inaudible 00:25:18] especially with the heat and gas.

Morgan:

Yeah. Okay, and have you had any energy service disruptions this past year, like power outages, loss of heat, loss of AC, loss of water, slow internet?

Speaker 1:

Well, power outages, we had two already. We just recently had one.

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Morgan:

Okay, and how long did they last for?

Speaker 1:

About 12 hours.

Morgan:

Okay, wow. And do you know if it was due to a storm or due to something else?

Speaker 1:

Yes, due to the storm.

Morgan:

Okay, and then how did that impact you?

Speaker 1:

Because we were in the dark for a while, and I had to buy candles, and keep my flashlight. So, it only impacted me and my food in the refrigerator and the freezer.

Morgan:

Yeah, all right. All right, and do you think that your home is energy efficient?

Speaker 1:

It's getting there. I've been working on that, and it's getting there.

Morgan:

Oh, okay, awesome. So, what have you been doing to make your home more energy efficient?

Speaker 1:

Like I said, putting the toilet, I've been saving on water, changing my aerators, the shower heads. The light bulbs as far as the electric, using all the LED light bulbs.

Morgan:

Yup, awesome. And then do you think that there's anything that makes your home energy inefficient?

Speaker 1:

Yes. When I don't put the plastic up to the windows, whenever I didn't cover the plastic up on the windows, and I felt the difference.

Morgan:

Okay, yeah, you felt the difference?



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Speaker 1:

Mm-hmm (affirmative).

Morgan:

Okay. Do you know if your house has ever been weatherized?

Speaker 1:

Yes, weatherization, they were supposed to, which they never came back. That's the only main complaint I had. But it's been so long. Over 20 years, they had come out, and they were supposed to do the roof. But one of their machines caught on fire, so I never got up there to see if they finished it or not. And I know they didn't, because I had to put in for basic repair.

Morgan:

Oh, okay.

Speaker 1:

And they helped me out a lot. They gave me a whole new roof. I needed it.

Morgan:

Okay. So, you applied for the weatherization assistance program before, you said?

Speaker 1:

Yes.

Morgan:

And then, you got ... Okay, and that was 20 years ago?

Speaker 1:

Yes. And then I got a new program called Basic Repair.

Morgan:

Gotcha. So, yeah. You said that the weatherization program, one of their machines caught on fire?

Speaker 1:

Yeah, yeah. It was up on the roof, and whatever. They had, I think it was something like the blow torch, or that tank, they had the blow torch. That's what they were putting on them rubber roofs. So, yeah.

Morgan:

Oh, okay. And the fire, did that affect your house at all?

Speaker 1:

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No, no, no.

Morgan:

Okay. But then, once they put out the fire, you said that they never came back again?

Speaker 1:

Mm-hmm (affirmative).

Morgan:

Okay. Did you try to reach out to them, or could you not do that?

Speaker 1:

You can't. Yeah, you could not do that back then. I mean, you would reach out to them, but once they come out, they [inaudible 00:29:11], and you know?

Morgan:

Yeah. Wow, okay. And was your roof ... Did they just leave it in a state where it was halfway done or something?

Speaker 1:

Yeah. Well, I guess they called they self complete, but it was halfway done. They're going to have someone else look at it. So, but I mean, I don't want to give them a bad rep. It's been all right, whatever, but just a bad experience at that time.

Morgan:

Yeah, yeah, that happens. And then, you said you applied for the Basic Systems Repairs. When did you apply for that?

Speaker 1:

Three years ago. Before the pandemic, because in the pandemic was a hold up.

Morgan:

Yeah, okay. How long did it take for them to get back to you after you applied, do you remember?

Speaker 1:

Oh, that was a long waiting period. I will say two, three months.

Morgan:

Wow, okay.

Speaker 1:

And then, you'd be on a waiting list.

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Morgan:

Okay, and then once they came out, were you satisfied with the job that they did?

Speaker 1:

Yes, I was. Yes, I was.

Morgan:

Okay, all right, awesome. And did you say that you tried to apply for Basic Systems Repairs since the pandemic started?

Speaker 1:

No, that's what I ... Yeah, that's when I applied and was waiting. Yes, I applied before they shut everything down and everything.

Morgan:

Yeah, okay. Is there anything else that you're thinking of trying to get done through Basic Systems Repairs? Is there anything else that you need done with your home?

Speaker 1:

Yeah, there's a few more things, but you get that every, I don't know what they say, five years. There's a waiting period to put back in for it.

Morgan:

Okay, gotcha.

Speaker 1:

But the weatherization was once in a lifetime, so, that's why they only come out once.

Morgan:

Yeah, it's once every 26 years, I think.

Speaker 1:

Yeah, well, they told me once in a lifetime back then.

Morgan:

Wow.

Speaker 1:

So, if it's 26 years, then I could be able to get it again. You know what I'm saying? Because it's been that long.

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Morgan:

Yeah, I think so. I'm not positive, but I think it's either 25 or 26 years.

Speaker 1:

Okay.

Morgan:

Yeah, all right. And do you practice energy conservation?

Speaker 1:

Do I what, Morgan?

Morgan:

Do you practice energy conservation?

Speaker 1:

Yes, yes, how to conserve it? Yes.

Morgan:

Okay. Can you tell me how you conserve energy in your home?

Speaker 1:

Well, I'll tell you, Morgan, I caulk up all the holes, all the air drafts, caulk around the windows, the doors. I put weather strips up, so the air won't get in, and my heat won't get out. I put the plastic up to the windows to do that.

Morgan:

All right, and then, is there anything else that you maybe do, like turning off the lights when you're not home?

Speaker 1:

Oh, I don't leave the lights on when I'm not home.

Morgan:

Yeah, okay.

Speaker 1:

I told you, I just use the energy saving bulbs. And then another thing, Morgan, I make sure when I do get appliances, I could ... energy saving appliances as far as the washer and dryer, as far as the stove.

Morgan:

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Yeah, all right, awesome. And how did you learn about energy conservation, and how to conserve energy in your home?

Speaker 1:

United Communities.

Morgan:

Okay, yeah. And why do you practice conservation? Is it to save money? Is it for environmental reasons? Is it because it's something that you're just told to do?

Speaker 1:

Both environmental and to save.

Morgan:

Yeah, okay. And are there things that you'd to be doing in terms of saving energy in your home, but you don't, or can't do for some reason or the other?

Speaker 1:

No.

Morgan:

Okay, all right. And so, in our survey project a few months ago, we asked people a hypothetical question, "If you received a shutoff notice in the mail from one of your utility companies and you didn't have the money to pay your bill to avoid the shutoff, what would you do to deal with this situation?"

Speaker 1:

I would contact one of my energy programs, as far as the energy assistance, and let them guide me, and see what they can do to help me.

Morgan:

Yeah. All right, awesome. All right, and were you aware of the utility moratorium that ended in April?

Speaker 1:

Yes, we had people [inaudible 00:34:45] they give you from September to April, yes.

Morgan:

I'm sorry. It kind of broke up a little bit. I couldn't really-

Speaker 1:

I said, yes, they give you from September, when they started, until April. So, you said the moratorium period where they give you that extra little.

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Morgan:

Yeah, they can't turn you off.

Speaker 1:

Right.

Morgan:

Yeah, okay. All right, and then I have a couple of questions about cooling workshop. So, for the cooling workshop, what was the most helpful thing that you learned?

Speaker 1:

Once again, the conserving, how to save.

Morgan:

Yeah. Okay, and was most of the information new information or did you know most of the facilitator topics?

Speaker 1:

Some was new. So, a lot was new, because a lot of things changed. So, some things were new.

Morgan:

Yeah, okay. On a scale of one to five, five being excellent, three being good, and one being poor, how would you rate the workshop and why?

Speaker 1:

Five, excellent, because it's very helpful.

Morgan:

Okay, and then is there any information that you wish was included in the workshop but was not covered?

Speaker 1:

No, no. Unless they know something different, no. Because one year we learned about the silver roofs. So unless it's something different, no, same old stuff out.

Morgan:

Okay, and what was the silver roofs about? What were they telling you?

Speaker 1:

Well, they were saying, "If you get the silver roof, it's better, because it reflects the heat off in summertime, and it keeps it cool in the house."

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Morgan:

Yeah, okay. Did you end up getting that done to your house?

Speaker 1:

Oh, no, they wanted an arm and a leg, and I couldn't even get on their budget program.

Morgan:

That's fair. What program that was being done through, who was making the roofs silver?

Speaker 1:

Where did I hear that? No, no, I don't recall, Morgan.

Morgan:

Okay, and did you have any questions after the cooling workshop?

Speaker 1:

No, no, I didn't.

Morgan:

Okay. All right, and then in the spring, we asked people if they thought that they had a right to energy, what do you think? Do you think people have a right to energy?

Speaker 1:

Yes. Yes, I think we have a right to energy, and I mean, we can learn from it. When you say energy, you mean energy saving on your bills?

Morgan:

Yeah. Yeah, so like-

Speaker 1:

[crosstalk 00:37:48].

Morgan:

Oh, sorry, what was that?

Speaker 1:

Go ahead.

Morgan:

Yeah, I was going to say, do you think that you have a right to learn how to save energy?

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Speaker 1:

Yes, of course, Morgan, yes.

Morgan:

Okay, and then, do you think that there are certain energy services that are needed to succeed in society?

Speaker 1:

Well, once it got out ... So, to succeed, it would be good. So, I'm going to say yes.

Morgan:

Yeah. Okay, all right, awesome. All right, and then has this interview made you think differently about energy?

Speaker 1:

No, I just need to keep practicing it, that's all.

Morgan:

Yeah, and do you have any questions or concerns about energy that you did not have before the interview?

Speaker 1:

No.

Morgan:

Okay. All right, and then, do you have anything else that you want to share or add in terms of your experience with your utility companies, your experience with energy assistance programs, or with NECs?

Speaker 1:

No, just that the workshops are very helpful, and open people's mind, and make them think.

Morgan:

Yeah. Yeah, awesome. All right, all right. So, I think that's all the questions that I have for you. Do you have any-

Speaker 1:

Well, good, Morgan, back, need to work.

Morgan:

Thank you.



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Speaker 1:

If you need anything else, just give me a call.

Morgan:

Okay, yeah. Do you have any questions for me that you want to ask before we go?

Speaker 1:

No, no.

Morgan:

All right. So, yeah, BJ, she'll be reaching out to you within the next week or two to let you know when she's coming with your gift card.

Speaker 1:

Mm-hmm (affirmative), okay, no problem. I can wait.

Morgan:

All right, all right, thank you so much Gia.

Speaker 1:

Thank you you too, Morgan.

Morgan:

Have a nice day.

Speaker 1:

Okay, it was nice to meet you, bye, bye.

Morgan:

Bye.