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Arizona Corporation Commission

From: Nancy Rollins [REDACTED]

Sent: Saturday, August 23, 2008 7:06 PM

To: Utilities Div - Mailbox; Mayes-WebEmail; Mundell-Web; Gleason-WebEmail; Hatch-WebEmail; Pierce-Web; ed3@aps.com

Subject: Sale of ASP distribution to ED-3 vs solar power

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Hello and thank you for your time and consideration in this matter.

Today I received a letter from APS, the company who has been our electric service provider since 1980. The letter states that "on August 11, 2008, APS submitted an application to the Arizona Corporation Commission for approval to sell its electric distribution facilities in the area to Electrical District No. 3 (ED-3)."

The letter referred me to a website with a map. I honestly can't figure out if I am included or not (5158 North Branding Iron Road, Maricopa, AZ 85239. (1/10 mile south of Barnes Road and 1 mile West of Warren) I am assuming that I am, since I got the letter. Even in the written portion of the site it states section numbers...we have lots and unit numbers.

My concern. We have been in the process of trying to negotiate a deal with a solar company to install 41 PV Solar Panels on our roof. (they have been to the house, said we are a prime candidate for solar and said that conservatively, we could accommodate AT LEAST 41 panels. In doing so, this would mean that we sell power up line to APS and then the amount that is sold to them from our service would be deducted from our bills, leaving us with only the balance to pay. I am seriously sitting here with a check for \$5,000.00 in my hand as the first installment.

I have the estimate/contract that shows that over the course of time(15 years quoted), the 7.6kW DC system that we were going to install would offset 506,597 pounds of CO2, a leading cause of global climate change. It would offset 998 lbs of NOx a leading cause of smog. It would offset 599 lbs of SO2, a leading cause of acid rain. It would offset 77 lbs of particulates, a leading cause of asthma. It goes on to state that the 506,597 lbs of CO2 is equivalent to the amount absorbed by 1.10 acres of trees OVER THEIR LIFETIME, and the amount emitted from 652,831 miles driven by the average car. All of this and saving money, too, so what could possibly be a problem?

The first question I was asked when we contacted the solar panel company was, "Who is your electrical service provider?" When I asked why, and told them we were with APS, I was told that was wonderful, because APS does offer the incentives that are necessary to reduce the initial cost of the install to customers. I was also told that APS does let you generate power into the grid where we would be credited with that power have generated back on my bills making a huge reduction in the bill. At this time we are paying an average of \$323 a month for our service. We would be able to generate enough power to offset that bill to \$67!

I was also told that ED-3 does not offer any type of solar incentive, nor do they work with people that have systems currently, to credit the amount of power generated by the customer's system back to us in the form of cost reduction on our utility bill. I was told that as soon as this company hears that they are connected to ED3 they no longer pursue the sale for that reason. It shocked me to learn that ED3 is not willing to make the same progressive moves to renewable power. Isn't this something that is federally mandated?

To me this translates to the fact that IF I had signed the contract YESTERDAY, I would *have* the panels, would *have* to make the payments for the lease, and would not benefit at all financially for the move. What do you think is happening to my check and the contract now?

I was more shocked when I read the **lead story on Friday's (August 22, 2008) Arizona Republic, "APS offers loans through Calif. non-profit."** The just of the article was since "The Arizona Corporation Commission *requires utilities to get 15 percent of their energy from renewable sources by 2025, and 30% of that must come from "distributed" sources such as solar panels on roof, rather than from renewable-power plants.*" Because of that they are offering low interest loans for people willing to install solar panels. **"...our goal is to achieve or exceed compliance with the requirement," Mahrer said.** To me, it seems that ED3 would WELCOME a customer that is willing to do just that and to help absorb cost in an effort to improve the environment.

The last paragraph of the article says "*We wanted to get people to step up to the plate...*" Here I sit, check in hand, totally ready to step up to the plate and WON'T because ED 3 may be taking over. In spite of the fact that I could sign today and still receive the APS incentives for the initial cost, I would potentially be out a LOT of money for (1) the cost of the non-revocable lease, (2) what ED3 would bill me for monthly service, and in addition they would *benefit* by accepting the power generated from my grid without discounting my bills for that power.

If *anyone* has anything to tell me that shows that I am *wrong* and that ED 3 in fact, will be offering the same incentives as APS, and will be willing to reduce my electric bills by the amount of power that I generate into their grid, ***and they are willing to put that in writing,*** I will be more than willing to listen. If not, I am TOTALLY against the application that has been submitted to the ACC.

To go one step further, I have heard nothing except horror stories about ED3 the bills that are not accurate, great lengths of time being needed to straighten out problems, power being shut off at the wrong house and then a fee being charged to reconnect, power off over the weekend because if it isn't reconnected by closing on Friday, then they put it off until Monday. This is NOT the same customer service that I am used to with APS (even though in 30 years, thank God, we have not been in that situation). As a person who was one of the first to bring power to this Hidden Valley area, I also wanted to serve as one of the first examples of a family responsible enough to go solar.

I am now on a plan that averages my monthly bills and at this time, APS owes me money. What happens to that when power is changed over? Has that been taken into consideration in this move? Are rates comparable with ED3? Is the service with ED3 going to be as good as the 24/7 service that we experience with APS?

At this point, before I agreed to put the PV panels on my roof, I would need to see, in writing that the power sold to either service company through our grid would then be credited toward our bill for the entire term of our lease (15 years).

I am asking that you all step up to the plate. Make sure that it is not a nightmare for those of us wanting to convert to solar. Don't make it impossible for those of us that choose to do so. I will be waiting to hear from each one of you.

Sincerely,

Nancy Rollins