

E-01575A-09-0429



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**ORIGINAL ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone: [REDACTED]

Fa [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 82256 Date: 10/7/2009

Complaint Description: 19Y Other - Elec Dereg - Renewable Resource Portfolio
N/A Not Applicable

Complaint By: First: Chad Last: Waits

Account Name: Chad Waits w/ Net Zero Solar LLC Home: (000) 000-0000

Street: n/a Work:

City: n/a CBR: [REDACTED]

State: AZ Zip: n/a is: Business

Utility Company: Sulphur Springs Valley Electric Cooperative, Inc.

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/7 RECEIVED THRU THE OFFICES OF MAYES AND NEWMAN. CC'D TO OTHER COMMISSIONERS AS WELL.
DOCKETED IN E-0157A-09-0429

Chad Waits [REDACTED]
Sent: Tuesday, October 06, 2009 4:30 PM
To: Mayes-WebEmail
Subject: SSVEC Tariff Filing

Arizona Corporation Commission

DOCKETED

OCT 14 2009

DOCKETED BY [Signature]

ARIZONA CORPORATION
COMMISSION
DOCKET CONTROL

2009 OCT 14 P 2:02

RECEIVED

Greetings,

My name is Chad Waits and I own Net Zero Solar, a Solar Installation company in Tucson. We have been very busy this year promoting and installing renewable energy systems in Southeastern AZ. As you know the solar business is booming and we have been very fortunate to be part of it. To remain competitive in our market we offer to our customers the option to assign the utility rebate to us as final payment. That (and great craftsmanship) has propelled us to one of the premier installers in the Tucson/Sierra Vista area.

About 2.5 months ago I received a phone call from a rep. at SSVEC informing me that the rebate funds had all dried up and we would have to wait somewhere in the order of 8 weeks for our customers to get there final

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payment from them. My response was not one of panic, as I thought they had just run into a glitch in there accounting. Well, that was not the case and we now have been waiting for payment for some our oldest system for 2.5 months and they can't really give me a solid date as to when I will be paid. Their estimates range from 6 months to a year from now. That is too long for any company to be asked to wait for final payment for completed work.

I was informed today that SSVEC has filed a new tariff increasing their REST tariff to expedite their rebate payments. I would ask you that you expedite the review of this filing, as it holds the livelihood of myself and my employees in the balance. We are a small company with 3 partners and 3 employees, but if we could get these funds cleared up for past and future systems, I believe we can create even more jobs for Arizonans.

Please review the SSVEC filing as soon as possible so we can get the money flowing again and grow the renewable energy market here in AZ.

Kind Regards,

Chad Waits

President

NABCEP Certified Solar PV Installer™

Net Zero Solar LLC

Tel: [REDACTED]

Fax: [REDACTED]

Email: [REDACTED]

AZ ROC#248710

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED IN E 01575A 09 0429 10/9/09

Email to customer as follows:

10/7/09

Dear Mr. Waits,

Your email regarding the Sulphur Springs Valley Electric Coop, Inc. ("SSVE") tariff filing has been received

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through the offices of Chairman Mayes and Commissioner Newman.

Your comments regarding this filing will be docketed with Docket Control Center of the Arizona Corporation Commission to be made part of the record.

The docket number for this filing is E-01575A-09-0429 and can be viewed on our website at www.azcc.gov using the eDocket function.

Pursuant to the Arizona Administrative Code r14-2-1808.c THE Commission will approve, modify or deny a tariff within 180 days after the Tariff has been filed. SSVE filed the tariff on September 4, 2009.

Staff appreciated your comments on the application. If you should have any questions, please call me toll free a 800-222-7000 if outside the metro Phoenix area or directly at [REDACTED]

Sincerely,

Trish Meeter
Arizona Corporation Commission
Consumer Analyst
Utilities Division
[REDACTED]

[REDACTED]
End of Comments

Date Completed: 10/9/2009

Opinion No. 2009 - 82256
