

E.01461A-09-0450



0000107453

ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

RECEIVED

A7  
CO

Investigator: Jenny Gomez

Phone: [REDACTED]

2009 DEC 28 P 3:38

Fax: [REDACTED]

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Opinion No. 2009 83973

Date: 12/23/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Bruce Last: Plenk

Account Name: Bruce Plenk

Home: (000) 000-0000

Street: [REDACTED]

Work: [REDACTED]

City: Tucson

CBR: [REDACTED]

State: AZ Zip: 85712

Is: E-Mail

Utility Company: Trico Electric Cooperative, Inc.

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*DOCKET Number E-01461A-09-9449\*\*\*\*\*

Arizona Corporation Commission

DOCKETED

DEC 28 2009

REFERENCE: Trico Electric Cooperative, Inc.

DOCKETED BY [Signature]

From: Bruce Plenk [REDACTED]

Sent: Tuesday, December 22, 2009 8:13 AM

To: Utilities Div - Mailbox

Subject: Trico Electric Cooperative Application for Approval of 2010 REST Plan, Docket # E-01461A-09-0449

Chairman Mayes and Commissioners:

Please consider the following comments in this case:

1-Trico should be ordered to provide simple, clear and accessible information on a website regarding its REST program, current funding available and perhaps most importantly, the status of each application for REST funds. The application process should be simplified and incentives should be assignable to installers. Posted notice and individual confirmation of a reservation in a timely (5-10 days) manner would build confidence in the program.

2-The availability or non-availability of REST funds should be disclosed at all times so that customers and installers will know if there is money available to pay for approved rebates. Hopefully, additional funds will be raised by the 2010 Tariff and all approved rebate applications will be timely paid.

3-The caps on REST funds need to be higher to accommodate the large number of Trico customers interested in solar and to make the Trico charges and caps more consistent with TEP's. I propose that the residential cap

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

be raised to \$3.00/month/residential customer. Since Trico's filing indicates that 91% of customers will hit the \$2.00 proposed cap, raising the cap to \$3.00 will allow higher energy users to contribute more to the REST pool.

4-Trico should not be allowed to charge inspection fees for solar installations but should provide additional support and information to customers and installers to avoid the need for repeat inspections.

Thank you for considering these comments.

Bruce Plenk

[REDACTED]  
Tucson, AZ 85712

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

\*\*\*\*\*DOCKET Number E-01461A-09-9449\*\*\*\*\*

REFERENCE: Trico Electric Cooperative, Inc.

Noted and filed in Docket Number by Trish Meeter

-----  
\*End of Comments\*

**Date Completed: 12/23/2009**

**Opinion No. 2009 - 83973**

---