

E-01345A-09-0338



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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

12

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 86719

Date: 5/4/2010

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

First:

Last:

Complaint By: Brandon

Anderson

Account Name: SolarOne Energy Group

Home: (000) 000-0000

Street: n/a

Work: (928) 634-2206

City: n/a

CBR:

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

*****REFERRED FROM CHAIRMAN MAYES' OFFICE*****

Hello,

I am requesting any info you may have as to the timeline on the APS residential solar rebate decision. I am the owner of a solar company in northern AZ & this is basically freezing our business. I will be forced to put our construction crew and office staff on hold as soon as the active jobs we have are finished. APS is still accepting reservations but will not approve or deny any until this decision has been made. APS requires you submit a signed contract between the solar installer & customer upon submitting the reservation request & customers simply aren't comfortable signing a contract they don't know what they'll owe on. We are unable to provide an accurate quote for our customers/prospects so they aren't signing, therefore our business "funnel" is rapidly draining & we will have no other choice but to start layoffs soon.

Please provide me with any info you have so I can keep my staff and clients up to date with something.

Regards,

Brandon Anderson
SolarOne Energy Group
Senior PV Design Specialist

Arizona Corporation Commission
DOCKETED

MAY - 5 2010

DOCKETED BY

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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

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End of Complaint

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UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

5/4/10 Opinion noted and filed in Docket No. E-01345A-09-0338. closed
End of Comments

Date Completed: 5/5/2010

Opinion No. 2010 - 86719

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 86718

Date: 5/4/2010

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

Complaint By: **First:** Gary **Last:** Wagner

Account Name: Gary Wagner

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

*****REFERRED FROM CHAIRMAN MAYES' OFFICE*****

Kristin Mayes:

I just completed a bid process to install a solar system for my home. I relied on APS information (that the rebate would be at the \$3.00 level posted on their website) and selected bidders and contractors per their instructions. I awarded the contract to the selected business and paid them the initial payment last week. They submitted the paperwork to APS yesterday, March 31, and were notified by APS that they were seeking a "retroactive" determination that would only allow the credit for applications filed with APS through March 30. I have invested a lot of time and effort meeting with different companies to select a system that I will not be able to install if the rebate is reduced to \$2.15.

If your decision is to reduce the rebate I would ask that you consider allowing all contracts that were signed before March 30 to be grand-fathered rather than allowing APS to retroactively apply the proposed rebate. The contractor was not even notified of the proposed change until March 31.

I appreciate your consideration of my request.

Sincerely,

Gary Wagner

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

5/4/10 Opinion noted and filed in Docket No. E-01345A-09-0338. closed
End of Comments

Date Completed: 5/5/2010

Opinion No. 2010 - 86718

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

only \$2,250.00. Under the new incentives APS would pay out \$6450 for the PV system but only \$1500 for the SWH system and both systems offset roughly the same amount of electricity.

And to begin with this is a regressive incentive in that every ratepayer pays the surcharge but very few can afford the PV system even after all the incentives. However, most ratepayers can afford the SWH system with the present incentive levels especially if their water heater is leaking or old and inefficient and in need of replacement anyway. With the lowered SWH incentive many of these people will not be able to afford it which makes it even more regressive.

When I was with the UCPP working group we decided that SWH was a mature industry with regard to manufacturing and that economies of scale would not lower the cost of the components which are mostly copper and steel. As such we agreed that the incentive would not be gradually lowered. PV on the other hand did feel that they would benefit from economies of scale and agreed to a progressive lowering of their incentives. I believe that they were correct and that PV costs have gone down. SWH costs have not and so will be more affected by the lowering of the incentives.

SRP was faced with a similar situation where they were running out of money for their incentive program and what they did was to lower their PV incentive and limited the size of the PV systems they gave incentives to but not the SWH incentive since they got so much more bang for their buck from SWH. PV gobbles up so much of the money for so much lower returns and that is why the fund is running out at APS.

What we of the SWH industry ask is that you don't lump us into the same barrel as PV and lower the incentives without individual consideration of each technology. We are not the same. Ours is much more cost effective and is available to just about all the ratepayers who have water heaters.

Thanks very much for your consideration and please contact me if you have any further questions in this regard. I would be more than happy to follow up on this issue.

Sincerely,
Jim Combs
Conservative Energy Systems, Inc.

Mesa, Az 85210

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/4/10 Opinion noted and filed in Docket No. E-01345A-09-0338. closed

End of Comments

Date Completed: 5/5/2010

Opinion No. 2010 - 86717

ARIZONA CORPORATION COMMISSION
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Investigator's Comments and Disposition:

5/4/10 Opinion filed in Docket No. E-01345A-09-0338. closed
End of Comments

Date Completed: 5/5/2010

Opinion No. 2010 - 86716
