

OPEN MEETING AGENDA ITEM



Arizona Consumers Council

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AZ CORP COMMISSION
June 28, 2010
DOCKET CONTROL

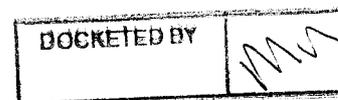
ORIGINAL

Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007
Via Hand Delivery

Arizona Corporation Commission
DOCKETED

JUN 28 2010

Re: Docket Number E-20690A-09-0346



Dear Commissioners:

The Arizona Consumers Council submits these comments in the above-referenced docket for the purpose of emphasizing the importance of protecting consumers who wish to use solar power. The Arizona Consumers Council, which has members throughout Arizona, has been educating, protecting and advocating on behalf of Arizona consumers for over 40 years.

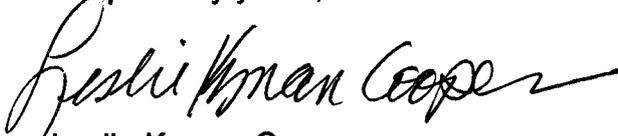
The recent availability of solar power to residential consumers represents an important opportunity for consumers to both save money and lessen their impact on the environment that the Arizona Consumers Council welcomes. At the same time, the Council wants to ensure that consumers seeking to use solar power are adequately protected. The transaction by which a consumer gains access to electricity generated by solar power is complicated, and not like other transactions in which homeowners typically engage. Determining whether using solar power will save a residential user money requires an understanding of electrical rates, which are extremely complicated. Few, if any, residential users are able to evaluate the information solar companies provide them about their expected savings. The lease of solar equipment is, for most consumers, a financially significant transaction; it is therefore essential that consumers have a complete, accurate understanding of the financial impact of that lease over time, as well as a thorough understanding of any potential problems over the life of lease, and access to an effective means of resolving complaints. Additionally, it is important that consumers understand the impact of leasing solar equipment on their ability to sell their home.

Consumers hoping to save money and the environment by using solar power deserve protection delivered by an entity that understands these complex transactions, and that can provide meaningful assistance to consumers as they decide whether to use such power. Such assistance should include helping residential users obtain an accurate picture of the financial impact of adding a solar system, including an understanding of any uncertainties and their potential impact on the price. Consumers also need the protection of accurate and clear disclosures about the terms of contracts, and finally, they need to be able to resolve complaints before a knowledgeable factfinder.

Arizona Consumers Council

The Arizona Consumers Council thanks you for including our comments in your consideration of this matter.

Respectfully yours,

A handwritten signature in cursive script that reads "Leslie Kyman Cooper". The signature is written in black ink and is positioned above the printed name and title.

Leslie Kyman Cooper
Executive Director