

E-01933A-10-0278

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

2010 AUG 19 P 3:41

Investigator: Jenny Gomez

Phone: (

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Inquiry

No. 2010 - 88593

Date: 8/10/2010

Complaint Description:

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

Complaint By:

First:

John P

Last:

Neuser

Account Name:

John P Neuser

Home:

Street:

Work:

City:

Tucson

CBR:

State:

AZ Zip: 85747

is: E-Mail

Utility Company:

Tucson Electric Power Company

Division:

Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. E-01933A-10-0278*****
REFERENCE: Tucson Electric Power Company

Arizona Corporation Commission
400 W. Congress, Ste. 218
Tucson, AZ 85701

Dear Corporation Commission Members,

I recently submitted an energy efficiency application to TEP for my wife's new dance studio, to my surprise TEP rejected my application. The enclosed letter provides some brief insight into my applications rejection. I just wanted you to know that in spite of a slick ad campaign touting "rebates" and "incentives" for energy efficient equipment the truth is to the contrary; this so-called program is not user friendly and apparently is not geared toward small businesses that have limited resources.

Sincerely,
John P. Neuser
cc: TEP Appeal Letter

Aug 3, 2010

Renewable and Conservation Programs
Attn: Mr. Jeff Hunter

Tucson, AZ 85702

Arizona Corporation Commission
DOCKETED
AUG 19 2010

DOCKETED BY

ARIZONA CORPORATION COMMISSION
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Mr. Hunter,

I recently received notification from your office that my previously submitted new construction, application was rejected due to the lack of a certified energy audit. Needless to say, I have some major issues with your unwarranted decision.

The project I was applying for is my wife's relatively small commercial dance studio; an official energy study for a project this small [approx. 2300 sq/ft] is simply not economically viable. The cost would range between \$1500 to \$2800 to complete, when you factor in a "return" of +/- \$1000 there is simply no reason to go this route. I do not recall reading that a commercial energy audit was required for this program, if you could cite the regulation where this criteria resides I would appreciate it. The high SEER equipment I selected [2 x 15.2 SEER and 1 x 16 SEER] far exceeds standard efficiency equipment and without a doubt will result in significant energy savings over the years. This fact alone should qualify for at least a small rebate.

I was under the impression this program was geared toward small business trying to make environmentally conscience business decisions, apparently that is not the case. I am unaware of a formal appeals process so I'm forwarding this letter to the Arizona Corporation Commission for there information and consideration.

Sincerely,
John P. Neuser

cc: Arizona Corporation Commission

Please provide the ACC with a copy of the response to Mr. Neuser letter dated 8/3/10 to Mr. Jeff Hunter.
Please provide the Commission with a respond to this inquiry.
End of Complaint

Utilities' Response:

8/19/10

Jeff Hunter, Tucson Electric Power ("TEP") Commercial Program Manager spoke to John Neuser on August 18, 2010 and he has provided the necessary information.

Please provide the ACC with a copy of the response to Mr. Neuser letter dated 8/3/10 to Mr. Jeff Hunter.

TEP has not received a letter from Mr. Neuser. The Arizona Corporation Commission ("ACC") Inquiry is the first indication of a concern regarding his application.

There are two parts to the TEP New Construction Program. The first is the Design Assistance rebates. These rebates are available to promote the integration of energy efficiency into the customer's design process as early in the design as possible to help offset the additional design cost of alternative energy efficient designs. Mr. Neuser was not interested in this area.

The second part of the TEP New Construction Program provides rebates for incorporating energy efficient products/practices in the construction of new facilities. In order to determine the savings and thus the rebates for new construction, a building energy simulation is required. This provides TEP with information on what energy use would have been using standard construction practices and what the energy use would be using the energy efficient practices put in place in the new building. The savings achieved is the basis for determining the rebate. The customer is to supply this information to TEP. This information was not supplied from Mr. Neuser.

This need for the building simulation information is spelled out in the New Construction Program Policies and Procedures, page 8 of 15, under section 7.4. This material is available on line at the web site www.TEP.com.

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There were numerous conversations between the customer and the program administration regarding the requirements. Once all material is received from the customer, an inspection will be completed and a rebate check issued. TEP has contacted Mr. Neuser and discussed what additional information is needed to process the rebate request.

TEP congratulates Mr. Neuser on his choice of HVAC equipment. It exceeds the minimum standards at Civano and he will see the benefits of energy savings for years to come.

End of Response

Investigator's Comments and Disposition:

8/11/10 EMAILED TO TEP

8/19/10 NOTED FOR THE RECORD AND FILED IN DOCKET CONTROL E-01933A-10-0278.

8/19/10 8:45 a.m.

I called customer and left a message to contact me if he had further questions. I advised that I would Docket this for the record.

FILE CLOSED

End of Comments

Date Completed: 8/19/2010

Inquiry No. 2010 - 88593
