

E-01461A-09-0450

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone: Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 94085 Date: 3/28/2011

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

Arizona Corporation Commission
DOCKETED

APR - 6 2011

Complaint By: First: Cheryl Last: Adair

Account Name: Cheryl Adair

Home:

Street:

Work:

City: Vail

CBR:

State: AZ Zip: 85641

is: E-Mail

DOCKETED BY

Utility Company: Trico Electric Cooperative, Inc.

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

(*****Referred through Commissioner Kennedy's office*****)

*****DOCKET NO. E01461A-09-0450*****

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
2011 APR - 6 A 9:56
RECEIVED

Good Morning All!

We installed solar panels in April 2010 on our home. We generated more electricity than we used through the month of September and we were paid for the excess of over 1,300 KWH in October for approx \$50. However, the months of December, January, and February we had large utility bills each month because we used substantially more KWH than we generated. Our bills were \$59, \$87, and \$80 respectively with net metering. I understand that the Arizona Corporation Commission mandated the Arizona Utility Companies to balance out the net metering the end of September. I would like to understand the rationale behind that decision. The decision resulted in the consumer paying a utility bill during the winter months when the usage is increased due to the holidays and the kilowatt production is dramatically decreased due to less daylight. For the month of March we have an excess of over 300 KWH. I would like you to consider the possibility of changing the month for balancing the net metering to February or March. That change would give the utility customers the ability to use the banked KWH to cover the winter months. In addition, the customer would be generating more in the spring and summer to cover the increased requirement for cooling.

Thank you for your consideration in this matter.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Cheryl Adair

Corona de Tucson, AZ 85641

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

3/30

I called customer @ 1:28 p.m. and left a voice mail message to call me so that I can speak with her regarding her comments/opinion on her solar panel concerns.

3/31

I called customer @ 4:17 p.m. and left another voice mail message to please call me so that I can speak with customer regarding her comment/opinion on her solar panel concerns.

3/31

I received a call back from customer who was wanting to let the ACC know that she believes that changing the true-up date to February or March would allow her to capture more savings that could be sold to Trico during this proposed true up dates she has suggested. This would benefit those like her that use more electricity during the winter months for lighting and more consumption due to the holiday lights they all use. I explained to customer that Trico placed their true-up date via Decision # 71462 to match that of their neighboring electric utility competitor's (Tucson Electric Power) true up date. Many customers had varying months they believed would work out better for them but, again, Trico decided to match Tucson Electric Power's true up period which is the end of September.

I told customer that I would have her concerns docketed so that the Commissioners would have an opportunity to read her concerns. Customer told me that she would her friends living in Trico's area who also are affected by this true up date to call the ACC and have their concerns docketed as well.

Customer thanked the ACC for calling her back as she believed her opinion would not be heard.

FILE CLOSED.

4/05- Emailed to Phoenix office for docketing.

End of Comments

Date Completed: 4/5/2011

Opinion No. 2011 - 94085
