

E-01345A-13-0248



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ORIGINAL
ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Carmen Madrid

Phone:

Fax:

2013 JUL 19 A 8:44

Priority: Respond Within Five Days

Opinion No. 2013 - 111702

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL Date: 7/18/2013

Complaint Description: 19Y Other - Elec Dereg - Renewable Resource Portfolio
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Sharyn

Conway

Account Name: Sharyn Conway

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Arizona Corporation Commission

Contact Name: For assignment

Contact Phone: **DOCKETED**

Nature of Complaint:

JUL 19 2013

From: J. S. CONWAY [mailto:]
Sent: Thursday, July 18, 2013 11:44 AM
To: Corps-Director
Subject: APS and solar customers

DOCKETED BY nr

To Whom It May Concern,

I have lived in Arizona and owned a business for 18 years. Over the years APS has continued to complain about not making enough money on electricity, yet my friend who is a shareholder loves the dividends she receives every month.

APS complains when large equipment fails and needs to be replaced and they want an electricity rate increase. They blame the citizens from rolling brown outs because we use too much electricity and want a rate increase. APS complains because we use too little electricity and they want a rate increase. They complain about new environmental standards and they want a rate increase.

Now many Arizonans are involved with solar power. Solar companies employ some and others have added solar power to their homes. APS is not making as much money and residential customers with solar power are to blame. This is ridiculous, very few homes have complete solar power. Most who have solar power, produce more than they use and APS sells that electricity at the peak rate. Even though my house only uses APS power at night, during the low rate time, we are required to make that our high rate. Therefore, we sell to APS at a low rate while they immediately sell it at a high rate. Then when we need electricity, we buy it at a high rate.

APS claims we are not paying our fair share of the "grid". They compare it to a highway, but a highway is built to suit the commuter rush. The electricity rush is reduced by my solar panels so APS can build a smaller highway. Also I am not producing wear and tear on the grid because 90% of the electricity I use is produced directly as I need it.

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Arizona has an employment and industry problem. We must protect the many and let APS figure out how to cut the fat. Arizona has an environmental problem which risks out tourist industry. We must protect all of these jobs as well. APS needs to tighten their belt and pay less to executives and shareholders.

Do not approve new fees or rates for solar customers not now or in the future. The minority of people are using solar, and we are not the cause of APS financial problems.

My business is suffering also. I do not have my hand out to the Federal government or the State government. I cut my costs and tightened my belt.

Respectfully,

Sharyn Conway
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0248. closed
End of Comments

Date Completed: 7/18/2013

Opinion No. 2013 - 111702

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111703

Date: 7/18/2013

Complaint Description: 19Y Other - Elec Dereg - Renewable Resource Portfolio
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jim

Heath

Account Name: Jim Heath

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

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:

From: jim heath [mailto:]
Sent: Thursday, July 18, 2013 10:14 AM
To: Utilities Div - Mailbox
Subject: Solar subsidies

Stop causing everyone to pay for solar power, let those who want it pay for it.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0248. closed

End of Comments

Date Completed: 7/18/2013

Opinion No. 2013 - 111703