

E-01345A-13-0248



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ARIZONA CORPORATION COMMISSION  
**ORIGINAL**  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

RECEIVED

Fax:

Priority: Respond Within Five Days

2013 JUL 19 A 8:43

Opinion No. 2013 - 111690

AZ CORP 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: Robin

McCarty

Account Name: Robin McCarty

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: Arizona Corporation Commission

Nature of Complaint:

DOCKETED

From: Robin MCCARTY [mailto:...]  
Sent: Wednesday, July 17, 2013 8:45 PM  
To: Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; Rburns-Web; Utilities Div - Mailbox  
Subject: New Higher Charges for APS Customers Who Have Solar?

JUL 19 2013

DOCKETED BY  
nr

To Whom it may concern,

My name is Robin McCarty. I have lived in Maricopa County since 1985. I was diagnosed with Multiple Sclerosis in 2003. I am one of approximately 46,000 individuals who live in Arizona and suffer from some form of this debilitating auto immune disease. Due to the nature of this disease most of us are badly affected by the heat and many are also adversely affected by cold.

Just with in the past few months I was contacted by a solar leasing company who claimed to be overseen by APS and backed by a fortune 500 Company. The panels are top of the line and American made! Finally here was some relief to my suffering. I was going to be able to turn my thermostat down a little to help my health. I was going to be able to finally for those couple of months in the winter when the cold makes my skin and body hurt, turn the thermostat up a little.

I am not getting any BIG savings going solar. After I pay the lease and APS I will most likely break even. If You allow APS some extra fees on people , who in good faith opted for solar, it will be criminal! I live on Social Security. I do my best to recycle and be a responsible citizen. I saw solar as another way to help the planet and to help myself.

There are other people here too that suffer like people with Myasthenia Gravis, an auto immune disease that attacks the small nervous system.

APS could care less about our exorbitant medical bills. They don't offer programs for people like us. But as soon as something comes along that can help us, here APS comes with there greedy share holds and

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their big fast hands out.

The propaganda is already hitting the airways! People like me are the bad guys and all those people without solar panels are the ones footing the bill.

APS sets up all these rebates to bate people. They plant the propaganda and then they come and ask you to crush people like me.

And make no mistake: IF YOU GIVE THEM WHAT THEY ARE ASKING FOR PEOPLE LIKE ME WILL HAVE TO HAVE THE PANELS TAKEN OFF THERE HOMES BECAUSE THEY CAN'T AFFORD THEIR LEASE PAYMENTS AND THEN THEY WILL HAVE TO GO BANKRUPT.

WHEN ARE YOU GOING TO MAKE APS TAKE RESPONSIBILITY FOR THEIR POOR BUSINESS PRACTICES?  
THEY ALREADY HAVE A MONOPOLY! I CAN'T HAVE SRP!

Before you let them have one more dime, APS needs to be made to show people how to get off their grid. Give me a rebate for that. How about that???? Make them offer programs for us to take our panels and get off their grid.  
They want us on their grid when the benefit is all theirs!

When is the BIG GUY going to stop getting away with trampling on tiny individuals????

Please do not give them any more increases!!!! Tell them to call you when they are on food stamps or have to hit the food bank!

Sincerely,

Robin McCarty  
\*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**

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