

E. 01345A-13-0248

ORIGINAL



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ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111693

Date: 7/18/2013

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

Complaint By: First: Donald Last: Fox

Account Name: Donald Fox Home:

Street: Work:

City: Goodyear CBR:

State: AZ Zip: 85338 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Contact Phon:

Nature of Complaint:

Docket No. E-01345A-13-0248

Caller wished to express his opinion to any hike in costs for solar users. He is disabled, on oxygen and paid extra to have solar installed in order to keep energy costs down.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised him the comments would be docketed.

End of Comments

RECEIVED
2013 JUL 24 A 9:5
AZ CORP COMMISSIO
DOCKET CONTROL

Date Completed: 7/18/2013

Opinion No. 2013 - 111693

Arizona Corporation Commission

DOCKETED

JUL 24 2013

DOCKETED BY nr

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ?

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111745

Date: 7/22/2013

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

First:

Last:

Complaint By: Ron & Socorro

Zebal

Account Name:

Home:

Street:

Work:

City: Tucson

CBR:]

State: AZ Zip: 85735

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone

Nature of Complaint:

Docket No. E-01345A-13-0248

Caller is objecting to the proposals submitted in the application for any further fees or reductions in incentives to solar customers.

-----Original Message-----

From: Ron Zebal

Sent: Monday, July 22, 2013 8:31 AM

To: Utilities Div - Mailbox

Subject: Reject the APS Solar Tax

Please reject the APS tax on solar and instead strengthen rooftop solar policy in the state.

Thanks,

Ron & Socorro Zebal

Tucson, AZ 85735

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

docketed
End of Comments

Date Completed: 7/22/2013

Opinion No. 2013 - 111745

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 771-1111

Fax: (602) 771-1111

Priority: Respond Within Five Days

Opinion No. 2013 - 111742

Date: 7/22/2013

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

Complaint By: **First:** Robert **Last:** Barr

Account Name: **Home:** , -----

Street: **Work:**

City: Phoenix **CBR:**

State: AZ **Zip:** 85013 **is:**

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 771-1111

Nature of Complaint:

Docket No. E-01345A-13-0248

Caller is objecting to the proposals submitted in the application for any further fees or reductions in incentives to solar customers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 7/22/2013

Opinion No. 2013 - 111742

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

9

Priority: Respond Within Five Days

Opinion No. 2013 - 111744

Date: 7/22/2013

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

Complaint By: **First:** SUSAN **Last:** Dunn

Account Name: **Home:** (

Street: **Work:**

City: Mesa **CBR:**

State: AZ **Zip:** 85204 **is:**

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Docket No. E-01345A-13-0248

Caller is objecting to the proposals submitted in the application for any further fees or reductions in incentives to solar customers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 7/22/2013

Opinion No. 2013 - 111744

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111743

Date: 7/22/2013

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

Complaint By: **First:** Florence **Last:** Portell

Account Name: Florence Portell **Home:**

Street: **Work:**

City: Sun City **CBR:**

State: AZ **Zip:** 85373 **is:**

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment **Contact Phone:**

Nature of Complaint:

Docket No. E-01345A-13-0248

Caller is objecting to the proposals submitted in the application for any further fees or reductions in incentives to solar customers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 7/22/2013

Opinion No. 2013 - 111743

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111748

Date: 7/22/2013

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

Complaint By: **First:** Jean **Last:** Heath

Account Name: **Home:** (000) 000-0000

Street: n/a **Work:**

City: n/a **CBR:**

State: AZ **Zip:** 85119 **is:** E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment **Contact Phone:**

Nature of Complaint:

Docket No. E-01345A-13-0248

Caller is objecting to the proposals submitted in the application for any further fees or reductions in incentives to solar customers.

From: Jean Heath n]
Sent: Sunday, July 21, 2013 8:50 AM
To: Utilities Div - Mailbox
Subject: solar subsidies

Could we please stop ripping off the general public in favor of a very vocal & very misguided bunch of tree huggers ?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed
End of Comments

Date Completed: 7/22/2013

Opinion No. 2013 - 111748

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

E. 01345A-13-0248

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111649

Date: 7/16/2013

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

Complaint By: First: Tim Last: McCormick

Account Name: Tim McCormick Home

Street: Work:

City: Mesa CBR:

State: AZ Zip: 80207 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone

Nature of Complaint:

7/16 DOCKET NO. E-01345A-13-0248

caller, although not an APS customer is opposed to changes that may take place to net metering to a specific group of people nased on the fact they have chosen to install solar panels to reduce their costs or simply to save the environment. He believes changes would be a job killer to those jobs associated with solar installation. He states that once a company has received an approval to charge net metering costs, other will follow suit. This is a money grabbing method by the company and is egregious as well as insulting to this caller.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised caller of the docket number as well as how to access the information submitted in the application. Also advised his comments will be made part of the record. He thanked me for the information and will perhaps add to his comments through a letter.

End of Comments

Date Completed: 7/16/2013

Opinion No. 2013 - 111649

E. 01345A-13-0248

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: (602) 542-2100

Priority: Respond Within Five Days

Opinion No. 2013 - 111691

Date: 7/18/2013

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

Complaint By: First: Jack Last: Whaley

Account Name: Jack Whaley

Home: 5

Street:

Work:

City: Glendale

CBR:

State: AZ Zip: 85301

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Docket No. E-01345A-13-0248

Caller has not computer and wanted to know how to reply to a letter recently received regarding the petition to take the costs off from the backs of NON solar users. He does not feel it is right for him to pay for something he himself does not have.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised caller that although the ACC has no part in the distribution of the letter he received from 60 Plus association, I would file his comments in the appropriate docket. He thanked me for the assistance.

End of Comments

Date Completed: 7/18/2013

Opinion No. 2013 - 111691

E-01345A-13-0248

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111692

Date: 7/18/2013

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

Complaint By: First: Charlie Last: Hoch

Account Name: Charlie Hoch

Home:

Street:

Work:

City: Cave Creek

CBR:

State: AZ Zip: 85331

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Docket No. E-01345A-13-0248

Caller states he is an 8 yr solar customer who does not wish to see his rates increase because of the proposed changes by the company. He believes the company should look to their cost structure to eliminate revenue loss. His solar installation does not produce a big savings. Any additional energy rate hike will be hurtful and counter productive.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer spoke of having received a notice by the company regarding the lost revenue due to people utilizing alternative sources of energy.

We discussed the differences of the LFCR and the current application. Advised that the proposal is not that of an energy rate hike as it is a reduction in credits. He stated the result is the same. He thanked me for the clarification of the two notices and would appreciate his comments being filed within the docket.

End of Comments

Date Completed: 7/18/2013

Opinion No. 2013 - 111692

E. 01345A-13-0248

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: ---

Fax: .9

Priority: Respond Within Five Days

Opinion No. 2013 - 111693

Date: 7/18/2013

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

Complaint By: First: Donald Last: Fox

Account Name: Donald Fox Home:

Street: Work:

City: Goodyear CBR:

State: AZ Zip: 85338 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

Docket No. E-01345A-13-0248

Caller wished to express his opinion to any hike in costs for solar users. He is disabled, on oxygen and paid extra to have solar installed in order to keep energy costs down.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised him the comments would be docketed.

End of Comments

Date Completed: 7/18/2013

Opinion No. 2013 - 111693

E-01345A-13-0248

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111696

Date: 7/18/2013

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

Complaint By: First: Tammy Last: Bitchell

Account Name: Tammy Bitchell Home

Street: --- Work:

City: Buckeye CBR:

State: AZ Zip: 85396 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone

Nature of Complaint:

Docket No. E-01345A-13-0248

Customer feels with the proposal made by the company and the fact that the grandfather clause will not be transferable to a new customer at the same premises, she will be unable to sell her home. She believes the Commission should give carefull consideration before any approvals are made and at the same time address the issues of leased soalr panels.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

End of Comments

Date Completed: 7/18/2013

Opinion No. 2013 - 111696

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 000-0000

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2013 - 111747

Date: 7/22/2013

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

First:

Last:

Complaint By: Richard

Gresham

Account Name: Richard Gresham

Home: (000) 000-0000

Street:

Work:

City: Apache Junction

CBR:

State: AZ Zip: 85119

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Docket No. E-01345A-13-0248

Caller is objecting to the proposals submitted in the application for any further fees or reductions in incentives to solar customers.

From: Greg Field [mailto:greg.field@arizona.gov]

Sent: Saturday, July 20, 2013 3:09 PM

To: Susan Bitter Smith; Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web; Utilities Div - Mailbox

Subject: Why APS Should Not Be Allowed Net Metering Changes

Dear ACC

Please include this article from the AZ Capitol Times in the public record for your upcoming net metering discussion.

"As someone who has spent the past several years defending Arizona businesses from charges of dishonesty, greed and self-serving, the June 21 letters by APS vice president of operations Mark Schiavoni and Arizona Investment Council's Gary Yaquinto going after the solar industry caught my attention.

What I read was not so much a fair criticism of three successful businesses I thought were APS' business partners, but a public scolding of an entire industry. An industry that, by the way, opened new Arizona factories, created thousands of new Arizona jobs, kept Arizona's construction and electrical businesses alive, capitalizes on Arizona's only energy competitive advantage and paid millions of dollars in Arizona taxes, not counting the benefits to Arizona system owners and Arizona ratepayers.

Schiavoni and Yaquinto's complaint seems to be that anyone with a solar array on their home or business is somehow ripping off other ratepayers and cheating the utility of resources needed to maintain the system. That doesn't make sense and here's why.

At a recent Arizona Residential Utility Consumer Office net metering workshop, APS' pricing manager Chuck Miessner described how utility costs are recovered. All APS residential customers (including solar) pay the basic

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

service charge. That charge covers "metering and billing costs and distribution infrastructure costs. . . regardless of usage or maximum draw." Even with net metering, APS customers cannot avoid paying this charge every month.

Any power purchased by residential or commercial customers is paid through the energy charge, which, according to Miessner, covers "operating costs such as fuel and O&M" (operations and maintenance). Since the sun sets daily and it occasionally gets cloudy, it's fair to say every array owner purchases the power they draw down every night and during inclement weather.

Business customers (including solar array owners) pay a demand charge that Miessner says covers "infrastructure costs for power plants and transmission and distribution lines." These costs are recovered from residential customers partially in the basic service charge, but mostly in the energy charge.

So, according to APS' own pricing manager, all residential and commercial solar array owners pay all of the charges everyone else pays that cover infrastructure, distribution and transmission, billing, O&M, and generation costs every single month. Even if a system generates more than the owner uses, they still pay for fixed costs each month, including an environmental surcharge. If that's true, then what are Schiavoni and Yaquinto really complaining about?

If fairness and cost recovery are so critical, then why isn't APS going after other customers who use substantially less power in some months than others? There are 350,000 snowbirds whose homes, condos and apartments remain empty and connected to the grid in the summer. What about the seasonal tourist attractions that are closed in the winter, like water parks? They're still connected to the grid. Is anyone questioning whether they're paying their way? Is there an effort to charge them a fee to support fixed costs? No, but maybe they're next. Is the motivation the threat that a healthy solar industry poses to the utility business model? Most businesses adapt to market pressures and innovation or disappear. This doesn't apply to monopolies, however. They just ask government to redesign the market in their favor.

Common strategies for defeating those who have opposing views with traction is to misinform, change the subject or shoot the messenger. These letters and the net metering discussion are prime examples and it highlights why Arizona needs to have this debate in a different forum – one where a fair review of Arizona's energy strengths, weaknesses, opportunities and threats can occur. One where people aren't scolded or called names because of who they are, what they do, or the type of energy they support. One where the time allotted to each side to make their case is equal. It worked for immigration policy and it could work for energy policy. The sooner we start, the better."

– Todd Landfried is executive director of Arizona Employers for Immigration Reform.

Read more: <http://azcapitoltimes.com/news/2013/07/19/arizona-letters-scolded-entire-solar-industry/#ixzz2ZcrsZJ1d>

On Fri, Jul 19, 2013 at 11:01 AM, Greg Field <gregjfield@gmail.com> wrote:

ACC,

I think this is really outrageous that The 60 Plus Association, a group headed by a lobbyist that works for Pinnacle West, is putting out lies to solar clients and scaring seniors with distorted claims to sway them to say no to roof top solar. Please show us leadership on this issue and say no to APS bullying our seniors into allowing them to become a monopoly once again by getting rid of solar for homes. Please read the email below.

----- Forwarded message -----

From: Jewell <jewelthor@yahoo.com>

Date: Fri, Jul 19, 2013 at 10:44 AM

Subject: Re: APS Proposes Solar Tax Friday 7/12/13

To: "gregjfield@phoenixgreenteam.com" <gregjfield@phoenixgreenteam.com>

The net metering issue concerns me and obviously, every solar customer. Coincidentally, I received a political flyer yesterday from The 60 Plus Association, Inc. headquartered in Alexandria, VA.

What is scary and think absolutely untrue is this quote from the flyer: "for every \$3 in energy a solar customer sends back to the grid, they're given \$16 in credit, forcing utilities to raise prices for other customers." I'm pretty sure that I am not getting that kind of credit in return for my energy. According to the work up you prepare, you showed that over the life of the system that it cost \$.07 to produce a kilowatt and APS was only paying \$.04 for it.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Now that is a loss of \$.03. So if you could explain some of this, it would be appreciated.

But with mailings like these to APS customers, non-solar customers will obviously be against net metering. The other point missed in all of this is the fact that solar customers are paying for and maintaining a product that provides energy to the grid just as APS does. We have capital costs that went into their grid.

Jewell

Respectfully,

Greg Field

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

Date Completed: 7/22/2013

Opinion No. 2013 - 111747

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

2

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2013 - 111747

Date: 7/22/2013

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

First:

Last:

Complaint By: Richard

Gresham

Account Name: Richard Gresham

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR: 00000000

State: AZ Zip: n/a

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Docket No. E-01345A-13-0248

Caller is objecting to the proposals submitted in the application for any further fees or reductions in incentives to solar customers.

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Sent: Saturday, July 20, 2013 3:09 PM

To: Susan Bitter Smith; Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web; Utilities Div - Mailbox

Subject: Why APS Should Not Be Allowed Net Metering Changes

Dear ACC

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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If fairness and cost recovery are so critical, then why isn't APS going after other customers who use substantially less power in some months than others? There are 350,000 snowbirds whose homes, condos and apartments remain empty and connected to the grid in the summer. What about the seasonal tourist attractions that are closed in the winter, like water parks? They're still connected to the grid. Is anyone questioning whether they're paying their way? Is there an effort to charge them a fee to support fixed costs? No, but maybe they're next. Is the motivation the threat that a healthy solar industry poses to the utility business model? Most businesses adapt to market pressures and innovation or disappear. This doesn't apply to monopolies, however. They just ask government to redesign the market in their favor.

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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Greg Field

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Investigator's Comments and Disposition:

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End of Comments

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Opinion No. 2013 - 111747
