

E-01345A-13-0248

ORIGINAL



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ARIZONA CORPORATION COMM
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 111907

Date: 7/29/2013 Arizona Corporation Commission

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

DOCKETED

JUL 29 2013

First:

Last:

Complaint By: Don

Cash

DOCKETED BY
nr

Account Name: Don Cash

Home:

Street:

Work: (000) 000-0000

City: Snowflake

CBR:

State: AZ Zip: 85937

is:

RECEIVED
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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

From: Don Cash [mailto:
Sent: Monday, July 29, 2013 11:51 AM
To: Carmen Madrid
Cc: Don Cash
Subject: APS proposed changes for solar customers

Hi Carmen. Thanks for taking the time to talk to me about APS proposed changes for solar customers. A copy of their letter is attached as you requested. You can see in their third paragraph that they say existing customers "should not be significantly impacted". Significant may be different to me than it is to them??? Regardless of what increase they propose for existing customers, it is not fair or appropriate. I made a \$42,000 investment in my solar system based on the financial situation / APS fees at the time of installation. It certainly appears to me that APS made bad business decisions in their promotion of solar, and now they have more solar customers than they wanted. To change the rules now is not fair or appropriate. For me or thousands of others. They should be required to honor the fee structure that they put forth at time of installation.

I already pay about \$20 per month for "access to the grid" even though I generate more electricity than I use. That seems like a "fair" amount o me?? Please feel free to call if I can be of any further help. I would also appreciate hearing the outcome on this.

If they want to change the program for new solar installations, that is acceptable in my mind. New customers can make their decisions based on the current facts. Much different for existing customers in my mind.

Don Cash

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

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

7/29/13 Copy of letter that was sent to consumer by APS:

July 12. 2013

SNOWFLAKE AZ 85937-1055

Dear Elaine Cash.

We have important information to share with our customers who own or lease rooftop solar systems.

Arizona Public Service recently filed a proposal with the Arizona Corporation Commission (ACC) that changes the way future owners of residential rooftop solar systems will be credited for the generation produced from their systems. I want to let you know what we are doing, why we are doing it and where you can go for more information.

First. And most important. APS believes customers with existing rooftop solar systems. Like you, should not be significantly impacted by this change. We asked you to "go solar" and you responded. Thank you for helping us to meet Arizona's goals for renewable energy.

As such. We have proposed that current rooftop solar customers be "grandfathered" under today's net metering rules for 20 years. The details of this grandfathering proposal were included in our recent filing and will depend on a successful and timely resolution to the proposal. If you are interested in the details, please visit azenergyfuture.com.

Importantly, our filing only applies to residential customers and proposes no changes to commercial net metering customers. Commercial customers already fairly contribute to the fixed costs of the electrical grid.

Let me provide more background on the issue we're trying to address. When solar was just beginning in Arizona. Solar systems were even more expensive than they are today, there were limited financing options. And the payback periods were very long. At that time, the ACC implemented the current net metering program to help customers adopt solar. And it worked. Since then. Prices have dropped and new financing options make it easier for customers to add solar. We now need to evaluate those initial policies to ensure they are fair to all customers. Solar and non-solar. For the long term.

And here's what we mean by fairness. Rooftop solar systems rely on the electrical grid, whether it's at night, when it rains, on hot days when more power is needed to run air conditioners. To send excess energy back to the grid. And so on. The grid ensures that solar customers like you have the power you need. Whenever you need it.

Current Arizona net metering rules allow solar customers to enjoy the benefits of a reliable grid around the clock, but at little to no cost. As more customers install solar, it becomes more important for all customers who use the grid to pay their fair share to keep it operating at all times. We're trying to fix the problem now before it grows beyond repair.

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Our proposal with the ACC contains two options and each allows rooftop solar customers to get fair credit for their solar energy while still paying their fair share for the costs of the grid. We also support an increase in upfront cash incentives for future customers who want the choice of rooftop solar.

And that's because solar is important to us and our customers. APS has been a leader in solar energy for more than 60 years and we've committed more than \$1 billion in solar projects throughout Arizona. We are proud that Arizona ranks first in solar per capita. APS has helped drive these results, ranking fourth among all U.S. utilities for solar installed in 2012.

We want this success to continue. Our goals with this proposal are to create a system that ensures all customers pay their fair share for the grid, protect customers who already have installed rooftop solar, and preserve over the long term the choice of rooftop solar for future customers.

If you have questions, please call the APS Green Team at 602-216-0318 or toll-free at 800-659-8148.

Thank you for your time and continued commitment to solar energy. Sincerely,

Barbara Lockwood
General Manager
APS Energy Innovation
End of Comments

Date Completed: 7/29/2013

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