

E-01345A-13-0248

ORIGINAL



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ARIZONA CORPORATION COMMISSION  
RECEIVED  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

2013 SEP 10 P 12:43  
Phone:

Fax:

Priority: Respond Within Five Days  
AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2013 - 112693

Date: 9/9/2013

Complaint Description: 19Y Net Metering  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Arthur H. Deters

Account Name: Arthur H. Deters

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85749

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\* E-01345A-13-0248 \*\*\*\*\*

Received the following -

I object to APS proposals to alter their solar net metering program. I have had solar installed for over 3 years and the existing program benefits both APS and all its customers.

Arthur H. Deters  
\*End of Complaint\*

Arizona Corporation Commission  
DOCKETED

SEP 10 2013

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.  
\*End of Comments\*

DOCKETED BY  
nr

Date Completed: 9/10/2013

Opinion No. 2013 - 112693

E-01345A-13-0248

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112692

Date: 9/9/2013

Complaint Description: 19Y Net Metering  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jerry Keith

Account Name: Jerry Keith

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\* E-01345A-13-0248 \*\*\*\*\*

Received the following -

Before I had solar installed I called APS and their GREEN TEAM highly recommended that I go solar. I did have solar installed. Now I hear that APS has filed a proposal to have the rules changed, the very ones that they agreed to before they had the 15% alternate energy that is required by the state. Now they have the 15% they say we who had solar installed with their recommendation are now not paying our fair share. I don't know who set the rates before all of the homes had solar installed but APS had to agree to them or they never would have been approved. If I don't like the rates can I get them changed so I can increase my bottom line?

Thank You for your time,

Jerry E. Keith  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.  
\*End of Comments\*

Date Completed: 9/10/2013

Opinion No. 2013 - 112692

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

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Priority: Respond Within Five Days

Opinion No. 2013 - 112691

Date: 9/9/2013

Complaint Description: 19Y Net Metering  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Timothy C.

Phares

Account Name: Timothy C. Phares

Home:

Street:

Work:

City: Youngtown

CBR:

State: AZ Zip: 85363

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\* E-01345A-13-0248 \*\*\*\*\*

Received the following -

Comments Regarding Net Metering (APS) Docket #E-01345A-13-0248:

Honorable members of the Arizona Corporation Commission I ask you to consider investment. We the people of the United States of America along with state and local authorities created and continue to fund maintenance and repairs of the electric grid herein known as infrastructure. When we as individual property owners install solar power generating systems we pay 100% of the infrastructure costs of the system, repairs and maintenance while still contributing through our taxes to the building, repairs and maintenance of the electrical grid including APS systems. We offer power to the electric grid via APS at the same rate as it would cost APS to generate the equivalent power with no short or long term maintenance costs. Let me say that again. No maintenance costs. In addition, most of us are already paying a monthly fee for the privilege of allowing APS to buy our excess power without competitive bidding. How is that a bad deal for APS? One of the APS inspectors present at the final inspection of our solar generation system told us that sending power back to APS was very problematic to the grid since it was designed to carry power in only one direction. Coming from a family that is very knowledgeable about electronics having grown up with the Phares Electronics Company family business, I'm here to tell you that the idea the grid only operates in one direction is pure bunk. I submit that APS has been a reluctant and often uncooperative partner in solar power from the start. If APS cannot manage their business well enough to accept and embrace the idea of maintenance free solar power, reducing solar generation buyback rates and/or increasing monthly fees will only force solar power generation homes to buy battery backup systems and go offline further substantially reducing APS profits. Solar power generation is part of the future and it is here to stay. If APS does not want to embrace the future that Arizona citizens demand then it is up to the Arizona Corporation Commission to employ every sanction at its disposal to change this corporate behavior. This commission was created and elected to represent the people of Arizona not the interests of the corporations it regulates. If the commission fails to do this it will be replaced.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 9/10/2013

Opinion No. 2013 - 112691

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E-01345A-13-0248

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 112690

Date: 9/9/2013

Complaint Description: 19Y Net Metering  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Arlene and Jeanne Hannah/Webster

Account Name: Arlene and Jeanne Hannah/Webster Home:

Street: Work:

City: Sun City West CBR:

State: AZ Zip: 85375 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\* E-01345A-13-0248 \*\*\*\*\*

Received the following -

We are two senior women living in Sun City West. This year we signed on to leasing solar panels on our home's roof. We have been reading about the possibility of the institution of fees by APS. We leased the panels in order to lower our monthly utility bills, and to add to the value of our home. Although we will not be directly affected by additional fees, any future buyers of our home will be affected. Since we live in a senior community, with many residents on fixed incomes, this concerns us greatly.

The main reason we moved to Sun City West was to be near Jeanne's 90-yr old mother who resides there. When she passes on, we will be moving out of this community and into an area with no recreation fee. It is our hope that the possibility of additional fee on leased solar panels be dismissed. Furthermore, since living "green" has been stressed, it doesn't make sense to increase costs to the consumers.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 9/10/2013

Opinion No. 2013 - 112690

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UTILITY COMPLAINT FORM

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