

E-01345A-13-0248

OPEN MEETING AGENDA ITEM

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM



Investigator: Deb Reagan

Phone: 2013 NOV 12 P 4: 25

Priority: Respond Within Five Days

AZ CORP COMMISSION
BUCKET CONTROL

Opinion No. 2013 - 113761

Date: 11/12/2013

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

Complaint By: First: Ryan and Deanna Last: Harrison

Account Name: Ryan and Deanna Harrison Home:

Street: Work:

City: Rimrock CBR:

State: AZ Zip: 86335 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

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

Customer sent the following --

November 7, 2013

Re: Unfair solar commercials, metering fees, and the contract with APS

Mr. Steven M. Olea, Director
Arizona Corporate Commission
1200 W. Washington St.
Phoenix, AZ 85007

Dear Mr. Olea:

We have been watching commercials from Edison Electrical Institute in regards to people who do not have solar having to pay for people who do have solar to be on the grid. Our first question is who is behind these commercials (are they lobbying for APS?), because they make us solar customers look like we are intentionally causing non-solar customers to have higher energy bills. What if someone becomes angry that we have solar and vandalizes ours or other people's systems because they think we are making them have higher electric bills?

We took a loan out on our 401K to have our solar system put on our home. We were under the impression that APS, and agencies backing green energy, wanted to allow APS customers and to help APS customers purchase solar systems to produce clean, renewable energy for ourselves and for APS. We came up with the full amount to purchase the system and we are paying almost \$600 a month for three years.

The point of the matter is we are paying for most of the system and a lot of others with solar are doing the same.

Arizona Corporation Commission
DOCKETED
NOV 12 2013

DOCKETED BY [Signature]

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And now, they are talking about solar customers paying \$50- \$100 a month for metering fees. Whether or not if this is true, if it is over \$15 - \$25 a month for metering fees, it is not worth the hassle or the money to get solar depending on the size of the system because it won't be worth the pay back for the system.

We understand that there is a contract that will run out in 2016 in regards to this issue. At least stick with what has been agreed to. Somebody needs to come out with commercials rebutting the Edison commercials that are deceitful and wrong. It is not fair for people to pay for solar systems and to produce energy and then be punished with fees that nobody said we would or might have to pay in the future. And especially to make us look like we are making others pay for those fees that we did not know about.

APS has to pay for energy producing systems out of their own pocket and then sell it to the customer. What's the difference? We've come out of our own pocket to pay to produce energy for APS and ourselves and they don't have to pay for the system. All they have to do is check the meter. We are still buying energy from APS. Why did they not let us know up front that there would possibly be fees for metering the system?

We are asking for something to be done about this situation that would be fair and would not hinder people wanting to have solar on their home and still be tied into the grid.

Sincerely,

Ryan and Deanna Harrison
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: 11/12/2013

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