

E-01933A-14-0032



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116662

Date: 6/16/2014

Complaint Description: 19Y Net Metering
N/A Not Applicable

ORIGINAL

Complaint By: First: Suan Last: Leu

Account Name: Suan Leu

Street:

City: Tucson

State: AZ Zip: 85718

Home

Work:

CBR:

is: E-Mail

Utility Company: Tucson Electric Power Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. E-01933A-14-0032*****

We had the roof top solar panels installed few years ago. According to TEP, every year per regulation, October is the month that TEP has to make a cut-off calculation of the Net metering. If there is credit balance. TEP will send us a proper rebate amount for it. The rebate rate is base on the whole sale price which is about 10% of the retail price.

We are wondering if the home owner can have the choice to pick the month of cut-off. We usually accumulate the electricity credit in the summer or fall to be used in the winter heating. Cut-off in October is hurting us. As we received the credit in November, we were paying 10 time of the price in December when we have a high usage of the heater bill. Please let us know if there is any way we can make our own choice.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/16/14 I called Ms. Leu and left a detail message advising that per regulation October is the cut-off month. Jeg
6/17/14 I received a call from Suan Leu and she stated that she would like to have this filed as her opinion and
filed under a renewable net metered customer's docket as OPPOSED to October being the cut-off date.. Jeg

Noted and filed for the record in Doc ket Control.

End of Comments

Date Completed: 6/16/2014

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Arizona Corporation Commission

DOCKETED

JUN 18 2014

DOCKETED BY

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