

**COMMISSIONERS**  
BOB STUMP – Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH



0000159406

**ARIZONA CORPORATION COMMISSION**

To: Docket Control

*Jan 9, 2015*

RE: ARIZONA PUBLIC SERVICE

Docket # E-01345A-13-0140 and  
Docket # E-01345A-14-0250

**ORIGINAL**

Please docket the attached 10 customer comments regarding the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission  
**DOCKETED**

JAN 12 2015

DOCKETED BY *[Signature]*

**RECEIVED**  
2015 JAN 12 A 9:05  
AZ CORP COMMISSION  
DOCKET CONTROL



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2014 - 120158

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E-01345A-13-0140  
E-01345A-14-0250

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez      **Phone:** (      **Fax:**

**Priority:** Respond Within Five Days

**Opinion No. 2014 - 120057**      **Date:** 12/12/2014

**Complaint Description:**      08E Rate Cases Items - In Favor  
N/A Not Applicable

**Complaint By:**      **First:**      **Last:**  
Edmundo      Hidalgo

**Account Name:** Chicano Por La Causa      **Home:**

**Street:**      **Work:**

**City:** Phoenix      **CBR**

**State:** AZ      Zip: 85034      **is:** E-Mail

**Utility Company:** Arizona Public Service Company

**Division:** Electric

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

**Nature of Complaint:**

(Docket Nos.: E-01345A-13-0140 & E-01345A-14-0250)

Dear Commissioners:

Chicanos Por La Causa's leadership extends their support for the current Arizona Public Service proposal to establish a partnership with 3,000 homeowners to install rooftop solar panels, through a lease of rooftops.

As you may be aware, CPLC is a cornerstone in our community, offering a platform of integrated services with the goal of helping individuals and families achieve self-sufficiency and economic mobility. In 2013 alone, CPLC served more than 100,000 families throughout Arizona ensuring access to affordable housing, quality education, job training, and access to capital for small businesses. As a lead advocate for working families in Arizona, CPLC sees APS's proposal as beneficial to the State and to the population CPLC serves.

We, therefore, request the approval of the project.

Sincerely,

Edmundo Hidalgo  
President & CEO  
Chicanos Por La Causa  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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12/12/14

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

Date Completed: 12/12/2014

Opinion No. 2014 - 120057

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E-01345A-13-0140

E-01345A-14-0250

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 120104

Date: 12/16/2014

Complaint Description:      19S Solar  
08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Ken

Goellner

Account Name:

Ken Goellner

Home: (

Street:

Work: (000) 000-0000

City:

Prescott

CBR:

State:

AZ      Zip: N/A

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone:

Nature of Complaint:

OPPOSED      DOCKETS NO. E-01345A-13-0140      E-01345A-14-0250

APS's "3000 free solar installs" is a complete scam and stalling technique, they are likely going to have over 100,000 applications. (they will only qualify customers with the biggest bills) This is only a tactic to string along customers who were considering going solar, APS will say they have a chance to get the deal but then stall so that they don't shop around and by the time APS says, "you don't get the deal" the rate for solar interconnection with other companies will have gone up A LOT! There are local solar companies that have a free solar install deal that saves more than the "fixed for the life of the system \$30 per month savings" that APS is giving for putting the panels up on your roof. Also if you are one of the unlucky few who end up with APS's solar scam you will not be protected from future rate increases. They will just charge you their ever increasing rates but your savings will stay fixed at a measly \$30 per month, even though they may raise your rates as high as they want! And you don't even own the system. With certain solar companies in Arizona you will be guaranteed a lower rate than you are paying now for the next 20 years, locked in and predictable with no chance of any increase! You can also pay the system off with your electric bill and build equity in the home and own the system when it is paid off. The solar company(to remain nameless) saves hundreds of dollars a year right off the bat and if APS raises prices customers will not be affected, the Corporation Commission of Arizona set the grandfathering agreement into LAW!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

12/16/14 DOCKETED      CLOSED

\*End of Comments\*

Date Completed: 12/16/2014

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2014 - 120104

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E-01345A-13-0140  
E-01345A-14-0250

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119547

Date: 11/5/2014

Complaint Description: 19S Solar  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Tony

Dudzinski

Account Name: Tony Dudzinski

Home:

Street:

Work: (000) 000-0000

City: Peoria

CBR:

State: AZ Zip: 85383

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

DOCKETS NOS. E-01345A-13-0140 & E-01345A-14-0250

APS should not be in the solar rooftop business. They are a power company not a solar installer. Leave the solar rooftop installation to the companies that know how to do it.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

11/5/14: Entered for the record and docketed.

CLOSED

\*End of Comments\*

Date Completed: 11/5/2014

Opinion No. 2014 - 119547

E-01345A-13-0140  
E-01345A-14-0250

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119941

Date: 12/4/2014

Complaint Description: 19S Solar  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Petition

Petition

Account Name: Petition Petition

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\* 36 OPINIONS - OPPOSED\*\*\*\*\*

Dear Utility Division,

Please reject APS and TEP's attempts to monopolize solar power. These proposals would make ratepayers pay millions for a resource that is already provided through the free market.

Don't let APS raise our rates and undercut the solar industry Arizona has worked so hard to build.

Dockets:

TEP: E-01933A-14-0248

APS: E-01345A-13-0140

APS: E-01345A-14-0250

Thank you,

Sincerely,

- 1 - Helen Dick
- 2 - Kenneth Watt
- 3 - Daisy Anderson
- 4 - Peter Suarez
- 5 - Richard Morris
- 6 - Bruno Messmer
- 7 - Michael N McGee
- 8 - William Baner

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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9 - Johanna Rentschler  
10-LEIF LARSSON  
11 - Linda Bigus  
12 - Audre Gutierrez  
13 - William Chopak  
14 - Jan Hughes  
15 - Samuel P Speed Sr  
16 - Tobin Jeffery  
17 - Dori Peters  
18 - JOYCE HEARD  
19 - Alan Gilbert  
20 - Scott Herron  
21 - Dave Swihart  
22 - William Whitlock  
23 - Sandra Staker  
24 - Colette Taglieri  
25 - Andre Dargis  
26 - Ted White  
27 - Russ Kidner  
28 - Bion Smalley  
29 - Harry Riley  
30 - Tom R  
31 - Jeff Simpson  
32 - Garth Espe  
33 - Judy Moll  
34 - Alan Gates  
35 - Dona Weissenfels  
36 - Laurel Hieb  
\*End of Complaint\*

**Utilities' Response:**

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**Investigator's Comments and Disposition:**

Opinions noted and filed in Docket No. APS: E-01345A-13-0140 & APS: E-01345A-14-0250. CLOSED  
\*End of Comments\*

**Date Completed: 12/4/2014**

**Opinion No. 2014 - 119941**

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E-01345A-13-0140  
E-01345A-14-0250

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119942

Date: 12/4/2014

Complaint Description: 19S Solar  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: David

Mantel

Account Name: n/a

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED\*\*\*\*\*

Dear Utility Division,

I can think of few states better suited to rooftop solar than Arizona, but I'll try. New Mexico, most of Texas, and probably Southern California, for starters. Perhaps I should look at a map?

I can think of absolutely no LEGITIMATE reason to do anything to curtail the installation of rooftop solar panels, which not only promise to reduce costs to consumers, but to reduce demand on our already straining electrical generation infrastructure, and that's just the stuff that is entirely bipartisan.

Among those of us who believe in manmade global warming, the need for solar power generation is obvious, and there you go trying to stand in the way? How do you think this makes you look?

I urge you to reject TEP and APS's attempts to own rooftop solar systems. This program would undermine Arizona's solar industry and result in higher costs for all ratepayers.

TEP: E-01933A-14-0248  
APS: E-01345A-13-0140  
APS :E-01345A-14-0250

Thank you,

Sincerely,

David Mantel  
\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

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Investigator's Comments and Disposition:

Opinions noted and filed in Docket No. E-01345A-13-0140 & E-01345A-14-0250. closed

\*End of Comments\*

Date Completed: 12/4/2014

Opinion No. 2014 - 119942

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E-01345A-13-0140  
E-01345A-14-0250

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119947

Date: 12/4/2014

Complaint Description: 19S Solar  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Vivian

Hughes

Account Name: Vivian Hughes

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED\*\*\*\*\*

Dear Utility Division,

Solar is a great opportunity for Arizona. We should be embracing it, not protecting the current monopolies and prolonging the inevitable. Your position requires you to do what is best for the citizens of Arizona, not the monopolies with money.

Please reject APS and TEP's attempts to monopolize solar power. These proposals would make ratepayers pay millions for a resource that is already provided through the free market.

Don't let APS raise our rates and undercut the solar industry Arizona has worked so hard to build.

Dockets:

TEP: E-01933A-14-0248

APS: E-01345A-13-0140

APS: E-01345A-14-0250

Thank you,

Sincerely,

vivian hughes

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. E-01345A-13-0140 & E-01345A-14-0250. closed

\*End of Comments\*

**Date Completed:** 12/4/2014

**Opinion No.** 2014 - 119947

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E-01345A-13-0140

E-01345A-14-0250

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Richard Martinez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2014 - 120075

**Date:** 12/15/2014

**Complaint Description:** 01H Billing - Smart Meter  
08A Rate Case Items - Opposed

**First:**

**Last:**

**Complaint By:** Karen

Rebb

**Account Name:** Karen Rebb

**Home:**

**Street:**

**Work:**

**City:** Peoria

**CBR:**

**State:** AZ Zip: 85382

**is:** E-Mail

**Utility Company:** Arizona Public Service Company

**Division:** Electric

**Contact Name:** For assignment

**Contact Phone:**

**Nature of Complaint:**

Docket Nos.: E-01345A-13-0140 E-01345A-14-0250

Name: Karen Rebb

Date: 12-10-14

Address:

Phone:

CityStateZip: Peoria, AZ 85382

Cell:

Docket: Don't kill the Solar Industry.

DocketNo: Solar Industry

Utility: APS and TEP

Position: Pro

Email:

Comments: Dear Arizona Corporate Commissioners: I oppose APS and TEP's attempts to kill the solar industry. Arizona could be the "Solar Capitol of the Nation." Not only would that create thousands of jobs, it would reduce greenhouse gas emissions from the atmosphere and help to curb dangerous climate changes due to global warming. We all have to be concerned about our carbon footprint and no less the AZ Corporate Commissioners. Think of our planet and future generations and the benefits they will incur from a clean renewable energy such as solar. A free market system requires competition. APS and TEP are trying to block competition and monopolize the energy industry. Please vote for competitive free markets, not monopolies. Thank you. Very sincerely, Karen Rebb from Peoria, Arizona

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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12/18

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

Date Completed: 12/15/2014

Opinion No. 2014 - 120075

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E-01345A-13-0140  
E-01345A-14-0250

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 120095

Date: 12/15/2014

Complaint Description: 19S Solar  
08E Rate Cases Items - In Favor

First:

Last:

Complaint By: Bruce & Pat Strand

Account Name: Bruce & Pat Strand

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

From: Bruce Strand [mailto:  
Sent: Monday, December 15, 2014 12:33 PM  
To: Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
Cc: Utilities Div - Mailbox; Pat Strand  
Subject: Rooftop Solar - Public Input  
Importance: High

Commissioners and staff:

RE: dockets ending in 14-0248 (TEP); 13-0140 (APS); 14-0250 (APS)

Background:

My wife and I are AZ residents residing at

We have had active a rooftop-solar unit installed by Solar City in April 2013. We paid an advance pay 20-year lease. We chose this over the monthly lease or purchase options largely because we wanted a long-term technology and maintenance relationship and partially because it was slightly less expensive than a purchased system.

We save approximately \$75 - \$95 a month averaged over a year, after accounting for the current roof-top solar related infrastructure fee and all other fees and taxes assessed every APS customer.

Recommendations:

1.Rooftop solar users, particularly those of us who have paid for systems or advance paid (non-refundable) leases have significant five figure sunk costs. We recommend you not permit increases to taxes or fees to purchased or 20-year advance paid leases. Just as utilities should be allowed to recoup their sunk costs, so

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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should those of us who have made significant cash outlays (sunk costs) incentivized by state and federal agencies as well as the utility companies. At current rates we pay and savings we gain, our system will be paid for in 11 or 12 years, depending on the assumption one uses for cost of money. Further, assessing added rates, fees or taxes will depreciate the value of our real estate since anyone purchasing our home will "inherit" an added fee or tax burden. The ACC should not burden current or future rooftop solar users with taxes or fees that may tend to suppress property values, retard recovery of homeowner sunk costs and lessen individual contributions to energy conservation and eventual USA energy independence.

2.Future roof-top solar should be encouraged to optimize AZ contribution to American energy independence and lessen dependence on high pollution coal fired generation plants. The ACC should minimize taxes and fees assessed on individual homeowners who through installation of rooftop solar help mitigate the creation of additional utility infrastructure to satisfy peak hour demand.

3.The ACC should consider doing away with year-end rebates to homeowners who send more power back to the grid than they use. Use this APS cost reduction to shore-up the general rate structure. My wife and I are satisfied we mitigate peak hour (coal fired) grid demand and lower our costs through roof top solar and careful use of the existing two-tier peak / off-peak rate structure.

We applaud utilities that use creative means to restructure their business model to take advantage of BOTH massive corporate solar arrays and individual citizen (roof-top) efforts.

We suggest that Arizonans and Americans are generally opposed to added taxes or fees amounting to taxes as well as discouragement of individual initiatives.

Regardless of political leaning, Americans are opposed to becoming trapped ex post facto by actions encouraged by government that turn into ensnaring added personal costs and undermining of property values. Further, reasonable property value growth is essential to supporting the financial needs of local, county and state government.

My wife and I are available to answer any questions and / or expand on our input. E-mail me if you wish to do so and I will convey my phone number, as this e-mail will be submitted to others in the public domain, not all of whom will need our personal phone contact.

Respectfully,

Bruce and Pat Strand  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0140 (APS) & E-01345A-14-0250 (APS). Closed  
\*End of Comments\*

Date Completed: 12/15/2014

Opinion No. 2014 - 120095

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E-01345A-13-0140  
E-01345A-14-0250

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: ( )

Priority: Respond Within Five Days

Opinion      No. 2015 - 120404

Date: 1/8/2015

Complaint Description:      19S Solar  
08E Rate Cases Items - In Favor

First:

Last:

Complaint By:      Dale

Fine

Account Name:      Dale Fine

Home:

Street:

Work: (000) 000-0000

City:      Scottsdale

CBR:

State:      AZ      Zip: 00000

is:

Utility Company.      Arizona Public Service Company

Division:      Electric

Contact Name:      For assignment

Contact Phone: ( )

Nature of Complaint:

\*\*\*\*\*DOCKET NO. E-01345A-13-0140 & E-01345A-14-0250\*\*\*\*\*IN FAVOR\*\*\*\*\*

From: Util-PublicComment  
Sent: Wednesday, January 07, 2015 3:43 PM  
To: Util-PublicComment  
Subject: Public Comment

Name:      Dale Fine  
Date:      01/07/2015  
Address:  
Phone:  
CityStateZip: Scottsdale  
Cell:  
Docket:  
DocketNo:      E-01345A-14-0250  
Utility:      APS  
Email:

Comments:I am strongly in favor of continuing the DG Carve Out, requiring utilities to purchase solar from residential rooftop (distributed) sources. It is also not good enough to have a goal of 15% renewable energy in AZ by 2025, when it is widely acknowledged that AZ could be the leader in the USA in solar energy generation, and could easily do twice or three times better than 15%! APS is living in the past- where utilities had no competition. It is time for them to wake up and support ALL kinds of solar generation- especially distributed!  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Opinion noted and filed in Docket No. E-01345A-13-0140 & E-01345A-14-0250. closed  
\*End of Comments\*

Date Completed: 1/9/2015

Opinion No. 2015 - 120404

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