

ORIGINAL

COMMISSIONERS
BOB STUMP - Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



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ARIZONA CORPORATION COMMISSION

RECORDED
AZ CORP COMMISSION
DOCKET CONTROL
2015 MAY 18 12:53 28

To: Docket Control

RE: Arizona Public Service - Customer Comments

Docket No. E-01345A-13-0248

Please docket the attached 8 customer comments OPPOSING a rate increase.

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

Filed by: Utilities Division - Consumer Services

Arizona Corporation Commission
DOCKETED
MAY 18 2015
DOCKETED BY W

E-01345A-13-0248

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122407

Date: 5/15/2015

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

Complaint By: First: Stephen Last: Wickline

Account Name: Stephen Wickline Home: (000) 000-0000

Street: Work:

City: Chino Valley CBR:

State: AZ Zip: 86323 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

DOCKET NO. E-01345A-13-0248 ***** OPPOSE

Sent: Thursday, May 14, 2015 4:25 PM
To: Utilities Div - Mailbox
Subject: Re: Docket Number E-01345A--13-0248

Trish,

I looked up the definition of Net Metering related to Electric Companies and it is explained as a means for Electric Companies to "recover," profit and revenue lost as a result of the movement to solar energy in the marketplace!"

Now this results in the uncovering of a situation which is neither "normal nor characteristic of a Free Marketplace," in fact it is clearly "favoritism and biased!" The blatant protection of "individual businesses," who hold a monopoly, and did not have the "foresight or management ability to diversify into other categories of business," when "solar power," has been around for over 3-4 decades is inexcusable. So, as a remedy for their "incompetence," and having been placed in a category of having "no competition," rather than creating new ideas and strategies to grow revenue and profit like other businesses in the marketplace, they have become complacent and "run back to the corporation commission," to be allowed to "charge Electric Customers on a "monthly basis," for providing "Absolutely Nothing," to their customers!

Please tell me of any other business in the United States of America that bills customers for "Nothing!" I am NOT going to transfer "any good or service to you Mr. Customer this month, " but here is a bill for \$17.05 because I have a monopoly, and I could not plan or think ahead of an industry that is over 40 years old and growing steadily due to technological advances! Instead of growing, adapting to the market like "most honest businesses," I prefer, like the Government, to take money from you for achieving "Nothing!"

If no one there can see a problem with this type of business - customer relationship, then you probably belong in

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

the Soviet Union or some other type of country where the "Government," can Proclaim Edicts which are complete nonsense, and provide Exemptions for "Some Businesses," and DO NOT reflect the Free Market that is and should be the operating guidelines for ALL BUSINESSES! Exemptions that are carved out for "certain businesses," like have been done for Obama Care, and Electric Companies is not Ethical, and they fly in the face of logic and honesty," are not beneficial for the United States of America! Open up the Electric Business for competition, the same as other businesses in this country! Setting up systems that are dysfunctionally favorable for "One Business," and they do not have to operate under the same parameters as other businesses is Wrong!

There is NO justification to BILL CUSTOMERS for "nothing," so that you can provide MORE PROFITS for APS, which I am sure is not hurting for profit! Tax Payers pay your salary at the Corporate Commission, but your rulings are TAKING MONEY from Constituents and residents of Arizona and giving it to a Monopoly business that MAKES SUFFICIENT PROFIT! There is NO Justification for Charging People for NOTHING so it can Bolster Any Business' Monopolistic Profit!

Also, I saw the Penalty that is being charged to Solar Customers and THAT IS WRONG TOO! How about if we "Charge" everyone in the United States a Penalty for taking away profit from businesses that are affected by NEW TECHNOLOGY!! How about Buggy Whip Companies, should sue Car Companies for Creating Technology that CUTS INTO THEIR PROFIT as a business! THIS IS a LUNATIC APPROACH which again is a "Government Decision," which does not benefit Arizona Residents, nor does it create a level playing field for businesses to operate, and IS NOT BASED ON LOGIC OR COMMON SENSE!

Theresa Bennett and Stephen Wickline
1183 Shelby Court
Chino Valley, Arizona 86323
Phone 928-778-7224
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 5/15/2015

Opinion No. 2015 - 122407

E-01345A-13-0248

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: , , ,

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122386

Date: 5/13/2015

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

First:

Last:

Complaint By: Steven

Hahn

Account Name: Steven Hahn

Home: /

Street:

Work: (000) 000-0000

City: Payson

CBR: (

State: AZ Zip: 85541

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

*****OPPOSED*****DOCKET NO. E-01345A-13-0248*****

steven hahn

Paid my aps bill today. It looked wrong so I called them. I had used less kwh then last month but my bill was higher for the same amount of billing days. They told me that effective 5/1 they raised the price. They increased the price per kwh from 44% to 78%. How is that possible? That's more than 20 times the rate of inflation. Did you folks allow that? And if you did, why? It doesn't cost them any more to produce electricity in the winter than in the summer. That's a big steaming pile! Do you work for aps or for the regular folks. You need to look into this. This change is really wrong. It's nothing more than the financial rape of a hostage consumer.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 5/15/2015

Opinion No. 2015 - 122386

E-01345A-13-0245

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122369

Date: 5/13/2015

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

First:

Last:

Complaint By: Craig

Murphy

Account Name: Craig Murphy

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

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

From: craig murphy [mailto:
Sent: Tuesday, May 12, 2015 7:10 PM
To: Utilities Div - Mailbox
Subject: Discrimination is a dirty word

Dear Utility Division,

The past and proposed rate hikes on solar customers are discriminatory. How can the utilities justify subsidizing many other technologies such as Energy Star appliances, installation of variable speed pool pumps, on demand hot water heaters, closed cell foam insulation etc. Etc. Etc.... Even planting trees. These methods all reduce a customers electrical demand and they all rely on the electrical grid. The solar adopters are being singled out here. What is the difference between a customer who saves 50 bucks a month using solar vs a customer who saves 50 a month using a a variable speed pump? Why should one customer be charged an entirely different rate for the same electrical used This policy is hypocritical and discriminatory. We are already seeing the lawyers line up... What is Arizona so completely backwards at times.

We have more sun that any state in the US and yet we refuse to eve let the industry stand on it's own... now we are seeing existing industry try and tax it out of existance. The one thing this will achieve will be a reduction in highly skilled jobs in AZ...Solar City just offered 900 transfers to it's AZ employees. Please don't let discriminatory policy become law in AZ. Not good for anyone ..

Sincerely,

craig murphy
End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 5/15/2015

Opinion No. 2015 - 122369

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122382

Date: 5/13/2015

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

First:

Last:

Complaint By: Adam

Day

Account Name: n/a

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

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

From: Adam Day [mailto:
Sent: Wednesday, May 13, 2015 8:25 AM
To: Utilities Div - Mailbox
Subject: Solar Rates

Dear Utility Division,

Dear Commission,

I know you won't read much of this but ill break it down into two thoughts. I work in the solar industry.

1.) With Battery technology on the rise and becoming more affordable, I think we need to re-develop a plan that is a blend between the 12-7 TOU and the Demand based combined advantage. This will allow user the true incentive to shave peaks as APS deems beneficial. THIS WOULD BE A GAME CHANGER and provide APS the relief during your demand times (ending most of the short term cost shift for solar users)

2.) The rate hike for solar should be discussed at the next rate meeting-- not whenever APS deems fit. It would not ever do this in other scenarios.

Sincerely,

Adam Day
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

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

End of Comments

Date Completed: 5/15/2015

Opinion No. 2015 - 122382

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122371

Date: 5/13/2015

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

Complaint By: First: Linda Last: Thompson

Account Name: Linda Thompson Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: n/a CBR:

State: AZ Zip: 00000 is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

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

From: Linda Thompson [mailto:
Sent: Tuesday, May 12, 2015 8:26 PM
To: Utilities Div - Mailbox
Subject: Stick to your word

Dear Utility Division,

It is about time the utilities become thoughtful about the future and move to alternative sources of energy rather than being obstructionist and trying to milk every last dollar possible . Who can respect any of our modern companies nor politicians

Sincerely,

Linda Thompson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0248
End of Comments

Date Completed: 5/15/2015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122372

Date: 5/13/2015

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

Complaint By: First: Bill Last: Gibson

Account Name: Bill Gibson Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: n/a CBR:

State: AZ Zip: 00000 is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

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

From: Bill Gibson [mailto:
Sent: Tuesday, May 12, 2015 9:47 PM
To: Utilities Div - Mailbox
Subject: Fair is Fair

Dear Utility Division,

You give us a square deal. Solar is our future. Don't get in the way. It is not about profit.

Sincerely,

Bill Gibson
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0248
End of Comments

Date Completed: 5/15/2015

Opinion No. 2015 - 122372

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122381

Date: 5/13/2015

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

Complaint By: First: John R. Last: LaPorte

Account Name: John R. LaPorte Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: n/a CBR:

State: AZ Zip: 00000 is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone:

Nature of Complaint:

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

From: John LaPorte [mailto:
Sent: Wednesday, May 13, 2015 12:25 PM
To: Utilities Div - Mailbox
Subject: Rate Case Adherence

Dear Utility Division,

My name is John R. LaPorte. I am a 61 year old military retiree; still employed full time. I invested in a 7.92kW roof-top system three and a half years ago. I use the word "invested" because I actually withdrew \$20k from my retirement to pay for my portion of the system; after rebates and tax credits. My thinking was that after the system paid for itself in savings; I would then have a hedge against future utility rate increases. So far my strategy appears to be successful with a better ROI than my retirement savings; paying for itself with a breakeven point of May of 2020.

Now with respect to the current issue (or continuing issue) of APS attempting to request additional levies against grid-tied solar customers outside of the established "rate case" proceeding I ask you to consider the following.

Since January of this year, all APS customers have already incurred one new charge, three increases, and one decrease; just in fees. Specifically they are ACC# 5883 (addition) & 5884 (increase) -1 Jan 05, #5886-1 Feb 05 (decrease), #5887-1 Mar 05, and #5888-1 Apr 05 (increases). The net difference calculates to be \$0.034016/kWh net increase.

Had I not invested in solar, that increase multiplied by 20590kWh I drew and/or used for the past 12 months equals a \$700.39 annual increase (multiply that by 1.1 million customers). Three and a half cents doesn't seem

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

like much on its own, but it sure does compound.

Every ACC approved increase is yet another threat to, and/or cut in, my annual retirement funding. The ACC should consider that we solar owners have an investment to protect just as APS's investors do. ACC should also keep all "rate case" proceedings in open forum as they have been; and should continue to be.

Thank you for your kind attention.

John R. LaPorte

Sincerely,

John LaPorte

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.

End of Comments

Date Completed: 5/15/2015

Opinion No. 2015 - 122381

E-01345A-13-0248

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122370

Date: 5/13/2015

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

Complaint By: First: Josh Last: Wallace

Account Name: Josh Wallace Home: (000) 000-0000

Street: n/a Work: (000) 000-0000

City: n/a CBR:

State: AZ Zip: 00000 is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment Contact Phone: (

Nature of Complaint:

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

From: josh wallace [mailto:
Sent: Tuesday, May 12, 2015 8:14 PM
To: Utilities Div - Mailbox
Subject: taxing solar

Dear Utility Division,

No taxes for solar customers! Why do we allow billion dollar corporations to influence politicians who are elected to represent the American people? These utility companies are required to purchase a percentage of their power from renewable energy sources , which in turn is their own customers. Now they want to tax the person they are making a purchase from? The people who sell solar back to the utility companies, should be taxing them. When will common sense politics prevail??

Sincerely,

josh wallace
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-13-0248
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 5/15/2015

Opinion No. 2015 - 122370
