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George Kopsaftis . 2731 N 144th Dr. . Goodyear, AZ 85395-2044

RECEIVED

2015 MAR 23 P 12: 41

ORIGINAL

AZ CORP COMMISSION
DOCKET CONTROL

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

Dear Chairman Bitter Smith,

What good does having a twenty year guarantee on solar panels do for me when I can never get in touch with anyone from the solar company who I did business with? It does no good to have this type of warranty when I cannot reach anyone from the company, but this is the exact position I am in. The Consumer Financial Protection Agency needs to protect us from these sort of unethical practices by solar companies.

Since I live in Arizona, where there is plenty of sunshine, I thought it made sense to have solar panels put on my home. However, I now regret the decision to have a solar array installed two-three years ago. Prior to installation, a salesperson from the solar company told me that by installing twenty-seven panels, the monthly electric cost for my 3,000 square foot home would be around \$5.00 to \$10.00 a month during the summer season. However, after paying \$10,000 for a solar system, the summer electric bills are still around \$170.00 each month.

Not only are my electric bills much higher than I was told, I now cannot get in touch with anyone from solar company. I have left over twenty messages on the company's voice mail, and my messages have gone unanswered. Talk about non existent customer service! It is horrible that consumers have to deal with situations like this, so I ask that you call upon the Consumer Financial Protection Agency to investigate the industry and their false promises.

Regards,

George Kopsaftis

George Kopsaftis

Arizona Corporation Commission

DOCKETED

MAR 23 2015

DOCKETED BY	RC
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Kenneth Helling
10218 South Hopi Lane
Goodyear, AZ 85338-5218

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

Dear Chairman Bitter Smith:

When I saw a Solar City representative handing out pamphlets at Home Depot, I quickly became interested. However, knowing what I know now, I wish I would have never given solar a second thought. In my opinion, there are numerous con artists in the solar industry, an investigation should be launched.

After Solar City's representative came to my home and asked my wife, Anna, and I several questions about our electricity use, he recommended we get a 4.5 kilowatt solar system that would include eighteen solar panels. He led us to believe that getting this system would make our APS bills next to zero. While our APS bill has gone down somewhat, it is nowhere near zero. I truly believe the main reason the bill has lowered at all is because we no longer use our air conditioner and rarely turn on any lights.

My experience has been so negative that I have considered taking legal action against Solar City. However, I have doubts that it would do any good and I would still be stuck making lease payments to Solar City. Those in authority need to check the practices of the solar industry for unethical behavior.

Your constituent,


Kenneth Helling

Keith Francen
17715 N 68th Drive
Glendale, AZ 85308

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

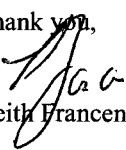
Dear Chairman Bitter Smith:

To put it simply, I gave American Solar over \$11,000 and received nothing in return. There are some wonderful solar companies. But those in power need to investigate the entire solar industry to find corrupt solar companies that are taking advantage of citizens.

American Solar was dishonest with me. The company's spokesperson said once they put over forty solar panels on the ground near my 1,400 square foot home that my utility bills would be wiped out. After giving the company a \$5,000 down payment, I found out this was completely untrue. Even though my home was vacant much of the time, I still had utility bills as high as \$200. In addition, my monthly lease payment for the solar started increasing. The increased cost without the benefit of any utility savings is what made me decide that I needed to sell my home. Since realtors told me it would be extremely difficult to sell my home with an increasing solar lease payment attached to it, I ended up having to give American Solar an additional \$6,000 to ensure that the lease payments would stop increasing for the next home owners.

My experience with American Solar has been nothing short of disastrous. Thankfully, I sold my home and no longer have to deal with this company, but other people are not so lucky. Those in power need to investigate the solar industry to weed out those bad companies that are hurting people.

Thank you,


Keith Francen

Mar 15, 2015

Greg Mikkelsen
20017 N Ponderosa Cir.
Sun City, AZ 85373-1215

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

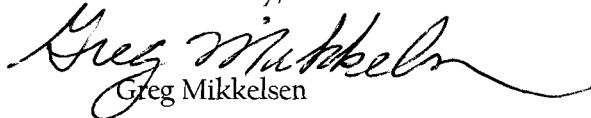
Dear Chairman Bitter Smith,

Companies should not be allowed to take people's money and then just disappear without any explanation. This is exactly what Stealth Solar did to me. Leaders with the proper authority need to investigate the solar industry in order to ensure the practices of the industry are not harming citizens.

Believing the person from Stealth Solar was a huge mistake on my part. He told me that my APS bills would only be \$25 dollars per month if I let the company sell me a solar system. Now, not only are my APS bills still over \$200, but I have EnerBank USA trying to force me to pay them \$5,000 for insulation and other work that was done in my attic. Stealth Solar let me think that payment for this work would be included in my \$115 a month lease payment. To make matters worse, the Stealth Solar phone is now disconnected and likely out of business..

Stealth Solar has caused much financial hardship for my wife, Terresa, and me. This hardship is unnecessary and never would have happened if this solar company had ethical business practices. Companies like Stealth Solar need to be held accountable for unethical business practices.

Yours truly,


Greg Mikkelsen

Rose Dotson
9924 W Crosby Cir.
Sun City, AZ 85351-4219

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

Dear Chairman Bitter Smith,

It is wrong for solar companies to give highly inaccurate information to people who are considering getting solar panels put on their homes. This inaccurate information has caused a financial burden on my household. The Consumer Financial Protection Agency needs to start investigating the practices of the solar industry so what happened to me is prevented from happening to others.

Besides wanting to help the environment, one of the biggest reasons my husband and I considered getting solar panels was that we thought it would be a financial blessing to our family. However, having them installed on our home has turned into more of a nightmare. A sales person from the solar company told us that if we had panels installed, they would produce enough electricity to cover the electric bill as well as our lease payments for the panels. The salesperson also made us think that in addition to covering these expenses, the panels would produce extra electricity for which we would be paid by the electric company. This happened one time, shortly after we had the panels installed. Since then, we have never received any checks for surplus electricity generated, and we still pay our monthly electricity bill plus a \$120.00 lease payment to the solar company.

Having solar panels was supposed to help ease our financial burden, but it has not worked out as promised. We have many medical bills from my severe health conditions and do not have dollars to spare. Please work with other members of Congress to get convince the Consumer Financial Protection Agency to look into the practices of the solar industry.

Best regards,


Rose Dotson

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

Dear Chairman Bitter Smith:


Having solar panels installed was supposed to solve a problem for me. However, it has created a huge problem. The solar panels on my roof have become a burden because the patio roof is now leaking around the areas where the panels are installed. It would be helpful to me and possibly many other people for the Consumer Financial Protection Agency to look into the failures of the solar industry.

Saving money was the reasons why my wife, Dora Lee, and I thought it would be a good idea to have solar panels put on our home. However, after having the panels were installed about a year ago, my patio roof started to leak below where the panels sit. The leak has gotten worse is now a substantial problem. The solar company sent a representative to my house to take pictures of my leaking room. However, that was three weeks ago, and I have not heard from the company since that time.

Solar panels were supposed to be of benefit rather than problematic. It is past time for solar companies to take responsibility for their actions. Please use your influence with the Consumer Financial Protection Agency to urge them to investigate these troublesome situations and the lack of responsiveness from the solar industry.

Yours truly,

John Ramsey



John Ramsey
10602 W Meade Dr.
Sun City, AZ 85351-1839

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

Dear Chairman Bitter Smith-

Several years ago, I made the mistake of refinancing my home in order to purchase solar panels. The main reason I decided to purchase the panels is because a sales person from a solar company told me that I would be able to receive a large tax credit for purchasing them outright. However, this ended up being untrue. I wonder how widespread is the misinformation that is distributed by the solar industry. The Consumer Financial Protection Agency needs to begin an investigation into the practices of the solar industry.

It is wrong that the salesperson misled me. Prior to spending \$17,000 on solar panels for my home several years ago, I specifically asked the sales person if I would still be able to receive the tax credit for purchasing them. He assured me that even though I am a disabled veteran, who has mostly non taxable income, that I would still be able to receive the credit. It was only after my purchase and filing my taxes that I found this to be untrue.

Being lied to about the tax credit is not the only problem I have encountered. Last year, my wife and I purchased a home which already had solar panels on it. Since the previous home owners had leased the solar panels, the solar company told us that we were required to keep paying the monthly lease payments or remit a lump sum of \$30,000 to get out of the lease. This seems to be a way they are taking advantage of customers. Because I have been taken advantage off by the solar industry, please strongly encourage the Consumer Financial Protection Agency to look into these unethical practices of the solar industry. There are likely many more Arizonans who have a beef with this industry, too.

Your constituent,



Joseph Livshin

Joseph Livshin
30165 W Flower St.
Buckeye, AZ 85396

A.J. Silvia
16191 W Mohave St.
Goodyear, AZ 85338-7951

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

Dear Chairman Bitter Smith:

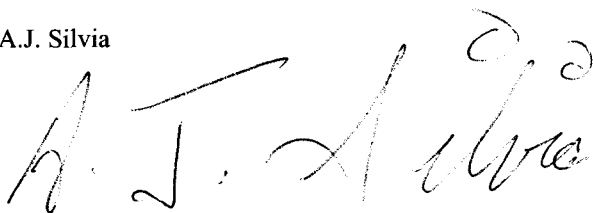
Before I started to have my Beazer home built in 2013, I knew that I wanted to have solar panels installed on it, because I had heard that electricity costs in Arizona were outrageous. However, my experience with the solar industry has been so bad that I would not wish the same experience on anyone. Since solar companies have deep pockets, I expect they think they can get away with promising the moon and delivering very little. We need protection and the CFPB is just the agency to step in.

Shortly after my home was built, I spoke with an engineer from Solar City. He told me that if I had a 15kw solar system put on my home that it would produce enough electricity to cover all my electric cost. Not only that, the engineer stated that the 15kw system would generate extra electricity which I could sell back to the utility company. After I signed an agreement with Solar City and paid them \$32,000 up front for my twenty year lease, the engineer informed me that APS would not allow the installation of a 15kw system, instead, a 10kw system was approved. Only after I threatened them with legal action did Solar City agree to put a 13kw system in my home.

After spending all of that money, I am currently left with a solar array on my roof that does not produce enough electricity for my own home let alone generate a surplus which can be sold to APS. What Solar City did to me is unfair and immoral. Please work to stop solar companies from continuing to engage in unfair practices by asking the Consumer Financial Protection Agency to investigate them.

Yours truly,

A.J. Silvia

A handwritten signature in cursive script that reads "A.J. Silvia". The signature is written in dark ink and is positioned below the typed name.

Thomas Hudson . 9731 W Brokenstone Dr. . Sun City, AZ 85351

Feb 22, 2015

Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

Dear Bitter Smith:

It is ridiculous that the government keeps giving incentives to solar companies. These incentives are likely one of the reasons why so many solar companies are participating in unethical behavior. The Consumer Financial Protection Agency needs to investigate many of the unscrupulous practices of the entire solar industry.

Just a few short months after I bought my home in 2012, I was approached by a solar company to have solar panels installed on my home. After looking at my roof, a representative of the company told me it was in good condition for solar panels. However, I recently found out that my roof is not in good shape and needs to be replaced. I strongly believe that solar representatives pressure consumers to quickly sign on the dotted line because of the government incentives afforded to these companies when solar panels are installed. Since then, I cannot reach a representative from the solar company. The only way I can correspond with them is through email. Recently, I was advised by the company that when I have my roof replaced, I will need to pay them \$7,000 to remove the solar panels and replace them once the reroofing is complete.

Besides trying to force me to pay them \$7,000, this solar company failed to monitor the electrical production of my solar panels as they promised to do at the time the panels were installed. It was only after my electric company contacted me about my panels not producing electricity that I realized that the company was not monitoring the amount of electricity produced, as promised. Since I cannot rely on them to monitor this electricity produced, I am forced to monitor it for myself. Please reach out to the Consumer Financial Protection Agency asking them to investigate all of the false promises and misinformation spewed from solar companies.

Best,



Thomas Hudson

Patricia Costello

557 S 231st Drive, Buckeye AZ 85326 patricia4639@gmail.com

February 22, 2015

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W Washington - 2nd Floor
Phoenix AZ 85007

Dear Chairman Smith:

Despite being retired and on a fixed income. I care about the environment and wanted to do my part to protect it. This is one of the reasons why I decided to purchase solar panels for my home. However, my entire experience since purchasing the solar panels over two years ago, has been a nightmare.

Even though the solar industry leads people to believe that solar panels will help them financially, the solar panels I had installed on my home have been nothing but a financial burden to me. After a sales person convinced me that buying solar panels would be a wise financial move, I now have a \$30,000 loan against my home for the purchase of these solar panels that have given me zero savings on my utility bills.

In addition to the purchase of panels, I have spent over \$4,000 in so called energy inspections that the company requested I have done to assist them in explaining why I was not saving any money on energy. The over \$360 per month I pay on this loan, in addition to my APS utility bill, is an enormous hardship on me since I am on a limited income. After many months of trying to get assistance from the solar company, Home-Tec International Inc., 13236 N 7th St #4-306, Phoenix AZ, I was told there was nothing they would do to help me but if I bought more panels, which would cost another \$15-\$20,000, it may help.

There are countless problems with the solar industry so please call on the Consumer Financial Protection Agency (CFPA) to do the right thing and look into the practices of the solar industry. Many people are losing thousands of dollars because of unethical practices of many companies in this industry. Citizens like me have been tricked into spending their hard earned money on useless solar panels and we are counting on you to reach out to the CFPA on our behalf.

Sincerely,



Patricia Costello

Copy to:

AZ Better Business Bureau, 4428 N 12th St, Phoenix AZ 85014

Home-Tec International Inc., 13236 N 7th St #4-306, Phoenix AZ 85022

AZ Public Service, 615 N 4th St, Buckeye AZ 85326

AZ Senators and Representatives

Mar 07, 2015

Eric Valdez
19278 W Jefferson St.
Buckeye, AZ 85326-6030

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

Dear Chairman Bitter Smith,

It is appalling that a Purple Heart recipient like me, or anyone else for that matter, would be the victim of a solar company basically stealing our money. The stress that Champion Solar and Epcon Solar have caused my family has been so intense that my wife, Cassandra, had to quit her job because of it. The first step to protecting people from shady solar companies is for leaders to take action.

From day one after we paid Champion Solar \$40,000 upfront to install a solar array on our home, we have had problems. It took them over a year to get the subcontractor, Epcon Solar, to install the system. Now Epcon is threatening to have a lien placed on my home because Champion Solar never paid them \$8,000 for installation of the panels. In addition, Champion's representative told me that even though my medical retirement income from the Army is nontaxable, I would still receive the \$11,500 tax credit for using solar energy. The fact is that I am not eligible for that tax credit. They also told me that I would not have to pay any fee to the electric company for the next twenty-five years. This also has turned out to be untrue.

On top of all of this, I am not able to get in touch with anyone from Champion Solar. The former vice president of the company no longer works there, so I was given the owner's phone number. Every time I call that number, I get a message saying that the voice mail box is full. To keep more people from being misled and dragged through the ringer, investigations need to be implemented to get to the bottom of the false information being spread by the solar companies.

Best,



Eric Valdez

02/24/2015

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

Dear Chairman Bitter Smith:

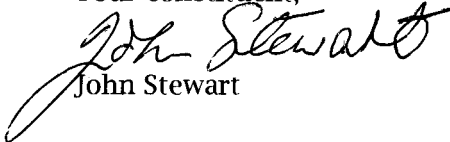
Misleading people is unethical, but that has been my experience with the solar company with which I did business. It is wrong when people, especially senior citizens, are being fed misinformation by the solar industry. The Consumer Financial Protection Agency needs to protect Arizona's residents from this wrongdoing of this industry.

After a friend told me about some benefits with solar panels, I decided to look into getting them for my home. The sales person from the Phoenix-based solar company provided a great deal of information. Now, I realize that much of this information is false. Besides not saving much money on my household electric bill, I was led to believe that I would receive a single monthly bill with both the lease fee and the electric cost.

However, I am actually obligated to pay a monthly leasing payment as well as my monthly electric bill. Unfortunately, I was also led to believe that having solar panels installed on my home would increase the home's value. It is very upsetting to me to now know this is untrue, because I am seventy- nine years old and might have to sell my home in order to pay for an assisted living facility someday.

It is awful that the solar industry takes advantage of people. These poor practices need to stop before one more person is hurt financially by this industry. Please persuade the Consumer Financial Protection Agency to launch an investigation about the harmful practices of the solar industry.

Your constituent,


John Stewart

John Stewart
15609 N 99th Dr.
Sun City, AZ 85351-1207

02/27/2015

Roy Reed

9429 W Raintree Drive

Sun City, AZ 85351

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007

Dear Chairman Bitter Smith-

Telling me that the value of my home will increase by twenty percent was a ploy that the solar industry used to get me on board to add solar panels at my home. It is probable they are pitching this untruth to other customers. The public needs to know that this is not true. The Consumer Financial Protection Agency needs to investigate this practice as well as other bad practices of the solar industry.

Like many other Arizonians, I became interested in pursuing solar energy to save money on high electricity costs. After the solar panels were installed, I quickly realized that were not reducing as anticipated. After paying the electric bill and the lease payment to the solar company monthly, I have not seen a significant savings. Furthermore, I am highly concerned that the solar panels have decreased the value of my home.

Based on an article I recently read, homeowners are having difficulty selling homes when solar panels are present. My worry is that if I or my children would need to sell my home, it would be extremely difficult to do because potential home buyers would be obligated to take over the lease if with the purchase.

Deceiving people by making false promises is wrong. More Arizonians, as well as people all across the country, will continue to get hurt if the solar industry is not stopped. I urge you to speak to the Consumer Financial Protection Agency. The agency can get to the bottom of the troublesome ways the solar industry is using.

Thank you for your service,


Roy Reed

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioner's Wing
1200 W Washington - 2nd Floor
Phoenix, AZ 85007

Dear Chairman Bitter Smith,

Once upon a time, I was interested in installing solar energy for my home. Looking back, I believe the people selling solar did not know what they were doing. Before one more homeowner falls for their stories hook, line and sinker, guidelines need to be set for truth in advertising.

Without so much as looking at my energy bills to review my past electricity use, the salesman from the first company laid out a proposal to install a fifteen to twenty panel, 5 kilowatt solar electric system. He explained that by signing with his company, they would take care of ALL of my electrical needs. The second salesman, a representative from Salt River Wind and Solar did review my utility bills and proposed that with a 33 panel, 7.5 kilowatt system. He promised my electric bill would be almost nil. After considering paying the \$40,000 lump sum for the system, we settled on a 20 year lease to own program.

The lease offered by Salt River Wind and Solar called for a \$10,000 pre-payment in full. Salt River would own the system for twenty years and repair and warrant it for the term of the lease. At the end of the lease, ownership system would convey to me. I paid in full and then I was strung along for fourteen months before the installation began. As I waited and was given various excuses for the delay, I was concerned about what happened to my money. Finally, three groups of eleven panels were installed but the 75% savings I was promised never quite materialized.

Sometime after the panels were installed, Salt River Wind and Solar went out of business. The warranty is gone, and all I have to prove the panels are ours is our paid receipt. We are certain that someone is receiving the tax credits and rebates but we do not know if we can upgrade the system or add to it. Someone purchased the assets including our rebates but we do not know who.

Now the utility company wants to raise our rates. We create electricity during peak periods and provide it to our neighbors. When we do not produce enough power we pay for it at the going rate and if there is a small refund due to us at the end of the year we are paid at a discount rate..... Seems like we are paying double to support the grid.

While I love the ability to use a green energy alternative, I feel powerless about this situation. As things are, I am not getting what I was promised, there is no one to ask about expanding my system, and the utility company has bought enough votes to raise our rates. Guidelines need to be set for this industry and limits set on dark money contributions to political campaigns.

Best Regards,



Grant Freeland
7241 W Villa Rita
Glendale, AZ 85308

**TAXPAYERS
PROTECTION
ALLIANCE**

Many Arizonans experience unforeseen problems when it comes to solar. This includes safety risks in times of an emergency, or higher rates when it comes to monthly fees. We are sorry to hear you also experienced problems with your solar panels. The Taxpayers Protection Alliance is fighting for everyday Arizonans to get the energy we need in a safe, reliable and efficient manner.

We need YOUR help to prevent these business practices to continue as well as to help pave the way for ethical solar companies to do business in Arizona.

My personal experience with my solar panels is as follows:

**Please select ANY of the following actions you would be willing to take
Solar panel customer on behalf of the Taxpayer Protection Alliance.**

Write a letter or make a phone call to my elected officials.

Participate in an event with the Taxpayer Protection Alliance.

Speak to my local media about my roof top solar experience.

Signature

Date

Printed Name

Mobile or Home Phone #

Address

City, State, Zip Code

Email Address