

ORIGINAL

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03/26/2015

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



0000162870

Dear Chairman Bitter Smith,

We need to use the power of the sun and utilize solar energy. However, unethical solar companies are hurting people by lying to them and not sharing important information before talking them into committed, long term solar leases. People in positions of authority can help stop these deceitful practices by investigating this industry.

There were so many things that the salesperson from SunEdison, Jessica, did not inform me about or outright lied to me about before I signed a twenty year lease with this company. Jessica told me that after six years, the solar system would depreciate to a value of \$6,000. She said at that time, I would be able to purchase the system for that amount of money. However, after reading the fine print of my lease, I discovered that I would actually have to pay SunEdison \$20,000 at the end of six years in order to buy out my lease agreement. When I did some calculating, I determined that I would have paid \$54,000 in lease payments over the time span of twenty years then I would be required to pay another \$6,000 in order to own it outright.

In addition to not being told all of the additional money that would be owed to SunEdison at the end of the lease to own it, Jessica told me that some of my roof shingles would be removed in order to attach the solar array.

However, the panels were actually placed directly on top of my shingles, which means that when the time comes to replace the roof, it will be an extra cost to remove the panels then return them to the roof after the roofers finish. It is beyond unethical for solar companies to lie and withhold important information from customers, so something should be done so other Arizona residents are protected from the deceptive practices of the industry.

Best regards,

Margaret Ertl

Margaret Ertl
9819 W Calico Drive
Sun City, AZ 85373-1731

Arizona Corporation Commission

DOCKETED

APR 13 2015

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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2015 APR 13 P 4:25

RECEIVED

Mar 17, 2015

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

Dear Chairman Bitter Smith:

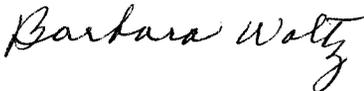
If I felt my rooftop solar had been a good investment for me, I would be telling everyone I know about it. The truth is, for the most part, my rooftop solar has been a waste of money, so I would never recommend it to any of my friends. Those with the power need to investigate the solar industry in order to protect people, especially senior citizens, from the harmful practices of the industry.

So much bad information was given to me by the solar company that installed my rooftop solar. For example, I was told my utility cost would be nearly \$0.00 once I paid \$18,000 for the solar system. That was far from the truth, because my utility bills are still around \$200 during the summer months. Also, I was never told that in order for my solar panels to continue working properly, they would need to be cleaned every three months. As a senior citizen, it would be almost impossible for me to climb on my roof to clean these panels. My son, who is fifty years old, is willing to do this tedious job for me, which takes several hours. Furthermore, I have had to purchase special cleaning supplies in order for this job to be done properly, an additional expense.

Between not saving much money and the fact that they need to be carefully cleaned, solar panels have been a burden for me. Ethical companies should disclose all the vital and truthful information about solar to customers before selling them rooftop solar. Since many companies fail to do this, those in a leadership roll need to look into these unfair ways.

Yours truly,

Barbara Waltz



Barbara Waltz
9524 W Cottonwood Dr.
Sun City, AZ 85373-2128

Ron Legler
10875 W Melinda Ln.
Sun City, AZ 85373-8711

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

Dear Chairman Bitter Smith-

When the sales person from Home Tech International, also known as Pure Solar Now, told me not to believe the BBB's negative reviews of the company, I should have known to stay away from them. Unfortunately, the salesperson, Judd Raymond, was a smooth talker and I trusted him. In order to protect people from untrustworthy salespeople like this, our leaders need to investigate the practices of the solar industry.

There are several reasons why I am very dissatisfied with my experience with Home Tech International. Mr. Raymond told me that the leased solar panels were far superior to the panels that other companies used because they were made in Germany and would be put on my roof at an angle to maximize the amount of sun they would catch. He went on to say that once the panels were on the roof, my APS bill would be practically zero. In reality, I still receive APS bills as high as \$100 a month. Mr. Raymond also failed to properly explain that if I sold my home, the new homeowners would have to assume my lease.

Looking back on my experience with this solar company, I realize that I could have found a more honest one. There were just too many aspects about solar that Mr. Raymond should have explained to me before I agreed to sign a lease agreement with this company. Our leaders need to investigate the solar industry to help reduce the number of people who are taken advantage of by unethical dealers.

Sincerely yours,

Ron Legler

Beverly Hamilton
7318 W Bluefield Ave.
Glendale, AZ 85308-8116

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

Dear Chairman Bitter Smith-

It is difficult when you do something to try to save money and the opposite happens. My experience with OneRoof to have a solar array installed has been incredibly costly over and above what I expected. Orvis, my husband, and I believe that OneRoof was unethical in the way they did business with us, and something should be done before they can inflict financial harm on other people.

When OneRoof's representative told us about how great getting rooftop solar would be, Orvis and I believed him. For many years, we had used a solar hot water system and were pleased with that experience. This representative told us that if we got 36 rooftop panels, we would have very low utility costs and OneRoof would buy back the surplus electricity produced by our panels. Instead, not only are our current utility bills nearly \$200.00 per month, which is the same amount that they were prior to getting the panels, but we are now obligated to pay \$158.00 per month for a long-term solar lease.

Orvis and I are on a fixed income and did not want to keep making monthly payments for something that was not generating any monetary savings. I asked OneRoof to tell me how much it would cost to buy out my lease. Needless to say, I was shocked when I was told that it would take \$40,000.00 to buy out the lease. This is a prohibitive option, and we are stuck continuing the monthly lease, which will increase in cost over time.

We have a friend who actually saves money with rooftop solar. This tells me that some solar companies are ethical and are honest with their customers. However, OneRoof was anything but honest with me. To help stop solar companies from abusing the trust of their customers, those in a position of authority need to investigate the practices of the entire solar industry.

Thank you for your help;

Beverly Hamilton

Beverly Hamilton

We are senior citizens 87 + 91 years of age. If we had been told the whole story, we would never had agreed to a 30yr rental fee or a \$40,000 purchase fee. Especially with regularly increasing rental fees.

Feb 22, 2015

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

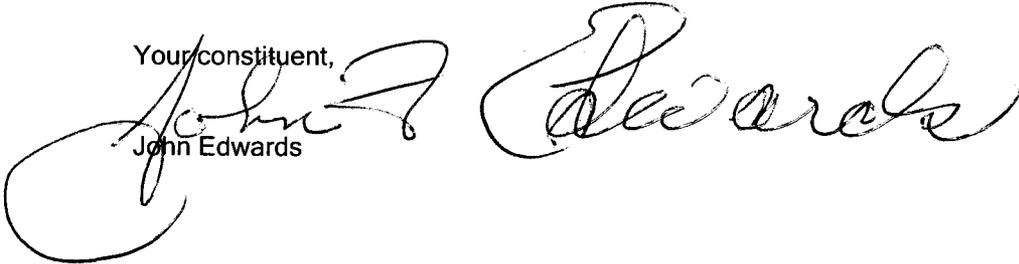
Dear Chairman Bitter Smith:

Why does the government continue to allow solar companies to keep giving consumers false information? This is exactly what happens when solar businesses promise people huge savings on their electric bills for installing solar panels on their homes. This has been my experience and it would be nice if the Consumer Financial Protection Agency would get involved in protecting Arizonans against the unethical practices of the solar industry.

Last Spring, my wife Linda and I made the decision to have solar panels installed on our home. Since we heat and cool with electricity, we thought this would help lower our high electric bills. After speaking with several different solar companies about the costs and benefits of having solar panels, we decided to lease our panels from a company. The representative from this company told us that we would save at least sixty percent on our electric bill. However, we are not seeing this savings. Currently, our leasing fee is around \$100 each month which is nearly equivalent to the amount of savings we see on the electric statement. The bad news is that our leasing fee is soon set to increase by five percent. Obviously, this means we will be paying more per month for the leasing fee than we will be saving on our electric bill.

Consumers deserve to be protected from the false information that the solar industry is giving people. It simply is not right that Arizonans are lured into spending money on panels that are incapable of delivering the great benefits promised. Please take the time to help protect countless people by asking the Consumer Financial Protection Agency to look into the way solar companies are doing business.

Your constituent,


John Edwards

John Edwards
24870 W Rancho Vista Drive
Buckeye, AZ 85326

Mildred Jean Zajdel

4947 E Charter Oak Rd.

Scottsdale, AZ 85254-4125

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

Dear Chairman Bitter Smith,

Thanks to Green Energy Company, I basically wasted \$26,000.00. Solar companies should not be able to trick people out of this much money without being held accountable. Leaders need to look into the practices of the solar industry so that innocent people are not tricked into paying thousands of dollars without receiving something beneficial in return for their money.

The actions of Green Energy Company are despicable. Not only did the company's sales person, Stan Dubrowski, tell me that my energy bills would range from \$10.00 to \$20.00 once I purchased a solar array for my home, he also informed me that I would have the option to sell back electricity to my electric company. Neither of these things ended up even being close to the truth. When I asked Green Energy Company why my energy bill was still around \$180.00, I was told that the bill would be lower if I had purchased and installed fans from them in my garage. As if my dealings with the company were not bad enough, Stan Dubrowski had the nerve to ask me to loan him some money. That is hard to fathom but true.

It is inconceivable that companies can deceive people into signing expensive contracts under false pretenses without having to face any type of consequences. Since this happened to me, it is likely that the same situation has happened to other unsuspecting people. An investigation is in order, and I hope it starts soon so that the solar industry is no longer able to prey upon the citizens of Arizona.

Thank you for your service,

Mildred Jean Zajdel

Mildred Jean Zajdel
April 5, 15

02/27/2015

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

Dear Chairman Bitter Smith-

Doing our part to keep the air clean and protect the environment is one of the biggest reasons why my wife, Anna, and I wanted to get solar panels on our home. However, because of deceptive information given to us by the solar company, we wish we never would have put the panels on our home. The first step to stop solar companies from deceiving people is for the proper authorities to start investing the practices of the industry.

When we talked to the solar salesperson, we were led to believe that leasing solar panels from the company would be a wise financial move. We have come to realize that the opposite is true. We were told that having the panels would likely produce enough electricity so that we would have no or almost no electric expense. In fact, we have a rising lease payment for the solar system as well as a large monthly electric bill. As well, the salesperson informed us that getting the panels would increase the value of our home when in fact having them on our home has likely decreased our home's value.

It really does not matter whether solar companies are outright lying to people or just grossly misleading them. Either way, what they are doing is wrong. The citizens of Arizona need you to motivate a swift look into the negative practices of the solar industry and stop them once and for all.

Sincerely,



Charles Martin

Charles Martin
14108 W Springdale Dr.
Sun City West, AZ 85375-5511

Charles Ortmann
17210 W Mahogany Way
Surprise, AZ 85387-7297

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

Dear Chairman Bitter Smith:

Corruption can take place in any industry. With solar energy, where people spend thousands of dollars for rooftop solar, it is upsetting to think about how I was taken advantage of. In order to protect people like me from giving large sums of money to solar companies that might be corrupt, those in positions of power should start investigating the solar industry.

After several solar companies gave presentations in my development, I thought getting rooftop solar would be both environmentally and financially beneficial. It cost over \$22,000 for Perfect Power to put thirty-six panels on my roof. Part of my agreement with Perfect Power was that they would clean the solar panels annually for the first five years. The first year, I called to have the panels cleaned; it took Perfect Power several months to show up. When I called to have the panels cleaned the following year, I found out that the company was no longer in business. While it is not a huge problem for me to clean my solar panels, I understand that for many other people, this could be a huge burden. Besides, routine maintenance like this was part of the contract.

Prior to getting solar, Perfect Power led me to believe that I would save enough money on my APS bill that it would take me about eight years of this savings to recover the cost of my rooftop solar. However, since I keep a detailed spreadsheet of my power cost and savings, I now realize that it will actually take me eleven years to see a true financial benefit. Too many people pour too much of their hard earned money into solar for this industry not to be held accountable. Start the ball rolling to ensure a critical eye is cast on these companies.

Thank you,


Charles Ortmann

Kathleen Garvin
3620 W Anderson Dr.
Glendale, AZ 85308-4313

Mar 13, 2015

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

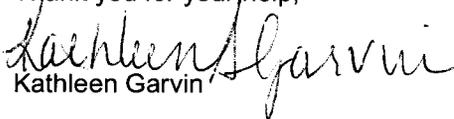
Dear Chairman Bitter Smith-

Glendale, Arizona is the perfect place to use solar energy. However, in my experience, some solar companies are misinforming people regarding the true amount of money they will save by switching to solar energy. Leaders need to help shelter people from this misinformation by investigating the solar industry.

Wanting to help the environment, as well as wanting to save money, are the two biggest reasons why I became interested in solar. Numerous times, the person from EcoFirst, which was bought by SunEdison, told me that if I got a solar system the only money I would have to pay to my electric provider would be a few dollars per month in fees. However, in the summer season my APS bills are still as high as \$170 in addition to the \$186 dollar solar lease payment to SunEdison. A friend of mine who works for another solar company told me that I might save more money if I had more solar panels added to the rooftop array, but I am hesitant to spend any more money on solar without a guarantee of savings.

It is so important for me to help the environment that I recycle everything possible and try to use most of my electricity during off peak hours, such as doing my laundry after 9:00 p.m. Even though solar is good for the environment, I think it is vital for solar companies to be upfront and provide accurate information to potential customers. It is time for leaders to lead by protecting us from being misled by these fraudulent promises.

Thank you for your help,


Kathleen Garvin

David Miller
7773 West Libby Street
Glendale, AZ 85308-8216

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

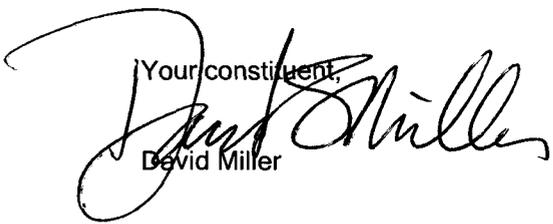
Dear Chairman Bitter Smith:

It is extremely important to me to reduce my carbon footprint on the earth. That is why I do whatever I can to reduce my energy consumption including having the addition of rooftop solar. It has been about a year and a half since I had a solar array installed, and my experience has been anything but positive, so it is time for those in authority to investigate the shady practices by the solar industry.

My experience with SunPower has been beyond ridiculous. After being told that they would be able to install a solar system that would reduce my electric costs to zero, SunPower installed an inadequate solar system on my home. Now, I am left with monthly electricity statements as high as \$150, as well as a \$150 monthly solar lease payment. Prior to installation, SunPower's salesperson said that if I put \$10,000 down on the contract, it would lower my monthly lease payment. Since I did not have that amount of cash, I borrowed it from the credit union and now pay them \$180 per month on that loan.

As if the financial burden was not enough, I have discovered that the panels were improperly installed. Water is now leaking into my kitchen through the roof below the panels. I am not alone, as my friend is also having a very similar problem with his solar system. Something must be done to protect well-intentioned Arizona citizens from being taken advantage of by unscrupulous solar companies. I hope you will help.

Your constituent,


David Miller

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

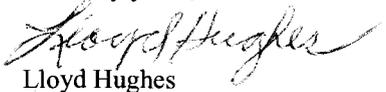
Dear Chairman Bitter Smith-

Being stuck in a long term solar lease is not pleasant. While I may have signed a contract for a solar lease, I was blatantly lied to about the cost of it. Experiences like mine are why it is crucial for officials to investigate the solar industry.

When Shelby, a sales person from Echo Solar, came to my home in 2013, she looked me straight in the eye and told me some outrageous lies in order to get me to sign a lease with Echo Solar. She told me that the state and federal government wanted to promote solar energy so they had grants available which would cover the entire cost of getting a solar array for my home. Six months after I got the solar array, I received a bill from SunEdison for \$1,600.00. They are the company that bought Echo Solar. When I inquired, SunEdison told me that it was for missed lease payments, which were part of the contract that my wife, Sallie, and I signed. At first, they agreed to let me make payments for this amount, but each time I would get a bill, it would say that I was past due on my payments. Since I did not want to ruin my 800+ credit score, I did pay them the entire \$1,600.00 to catch up on the payments they showed as delinquent.

Since Sallie and I are both in our 80's, we realize that we will eventually need to sell our winter home here and spend more of our time in Michigan. In the area where we live, we now realize it will be hard to sell the home with the solar lease attached to it. Even though I have not yet gotten a payoff amount from SunEdison, I am sure that it will cost several thousand dollars to buy out this lease. Paying off the lease or paying an attorney to fight this will be a financial hardship for me. Leaders need to help so that other Arizonans are not burdened with the predicament Sallie and I face. Someone needs to investigate the solar industry.

Sincerely yours,



Lloyd Hughes

Lloyd Hughes
18866 N 78th Ln.
Glendale, AZ 85308-6107

Karen Moeller
26 E Villa Theresa Dr.
Phoenix, AZ 85022

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

Dear Chairman Bitter Smith-

Thanks to an unscrupulous solar company, I had to seek medical attention for depression. Solar companies with no ethics should not be able to devastate lives like Salt River Solar and Wind has devastated mine. In order to help people like me, who have been lied to and scammed out of our hard earned dollars by solar companies, I ask you to step in to put a stop to it.

Salt River Solar and Wind has hurt me in many ways. A consultant from their company told me that I would receive a \$10,000.00 rebate from the federal government for purchasing a solar unit when I filed my federal taxes. I was depending on this rebate to pay the balloon payment that would be due to Financial Consumer Credit Corporation, which is the company that Salt River Solar and Wind set up to finance my rooftop system. It was too late to back out of the deal when I discovered that the tax rebate is based upon an individual's tax liability. In my case, the rebate was only \$2,000.00. In a terrible quandary and unable to cover the balloon payment, I watched the monthly lease payment for the system jump from \$123.00 to almost \$300.00 per month. In addition, Financial Consumer Credit Corporation informed me that the interest rate on the loan is subject to change every December.

Now, the solar company is no longer in business, and I am stuck making high payments on a system that I wish I had never bought. The stress caused by this situation has been almost unbearable. Leaders should not hesitate to start investigating the solar industry.

Best,



Karen Moeller

Keith Gray . 20347 N 110th Ln. . Sun City, AZ 85373-2305

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

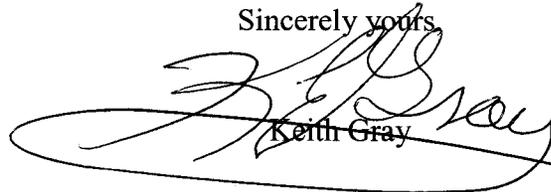
Dear Chairman Bitter Smith:

Thankfully, I only purchased a solar hot water system, instead of spending even more money on getting solar power for my entire house. It is wrong that some solar companies do not treat people, especially seniors like me, properly. To help ensure that more people do not give their hard earned money to unethical solar companies, those in positions of authority need to investigate the practices of this industry.

Since I am eighty years old and living on a fixed income, I thought getting a solar hot water system would be a great way to save money. However, after giving a solar company a significant amount of money over two years ago for the system, I have not saved any money. I know the system is not working properly, because even on the sunniest days the light on the system is never lit. Furthermore, the company I bought the system from no longer returns my phone calls, and I am not even sure if they are still in business. Prior to getting this system, I considered getting an electric solar system for my entire home; however, after this bad experience I would never considering getting a full system.

Unethical solar companies hurt the entire solar industry. While there might be good solar companies, the unethical companies are taking advantage of people, especially senior citizens. Please stop this by investigating the bad apples.

Sincerely yours,


Keith Gray

03/28/2015

Ted Lloyd
7614 W Bluefield Ave.
Glendale, AZ 85308-8222

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

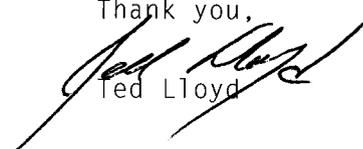
Dear Chairman Bitter Smith,

Companies should be held responsible to uphold the warranties on the products they sell to their customers. Despite having several warranties on the solar system I lease from Salt River Solar and Wind, LLC, I have been unable to get in touch with anyone from the company to service my system. To make sure customers are able to get the warranty work which they have paid for, people who hold positions of authority need to investigate the practices of this company as well as the practices of all the other companies in the solar industry.

When I paid Salt River Solar and Wind, LLC \$9,400 plus surrendering my energy tax credits in 2011 to cover the cost of my 20 year lease for a solar system, I was assured that the system came with a 5 year warranty for installation, a 12 year warranty for leaks, and a 26 year performance warranty. In 2014, I grew increasingly concerned because my electricity bill doubled, so I wanted the company to send someone to service and check my solar panels. However, every time I called, I could never get in touch with anyone from the company.

In addition, on March 3, 2015, I received an email from the company which included a customer service satisfaction survey. The email also included the name of a company called Arizona Pro Solar, LLC. Even after receiving this email, the company has not honored any of the warranties which were promised to me and I still have not been able to get in touch with anyone. Situations like this are exactly why an investigation needs to be started so that Arizonans get what was promised in writing to them and for which they have paid or continue to pay.

Thank you,


Ted Lloyd

Mar 17, 2015

Mary Jane Scholl
13111 W Whispering Oaks Dr.
Sun City West, AZ 85375-5060

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

Dear Chairman Bitter Smith,

Solar power benefits so many people. Since this green technology has such potential, it is sad that some companies in the solar industry are corrupt. It is important for leaders to investigate this industry to safeguard citizens against the damaging practices of corrupt solar companies.

My business relationship with Epcon Solar was not pleasant. After paying them \$26,000 for my rooftop system, it took nearly three months to install it. Of course, during this time I was losing money, since the system was not producing electricity. When I called my salesperson to complain, he told me he was no longer with Epcon because they had not paid him, so he could not help me. In addition, the company told me that I would qualify for a \$1,000 rebate from the state of Arizona. When I called the state to inquire about the rebate, they informed me that it had been collected by Epcon. The company never gave me an explanation as to why they got the rebate instead of me.

Before moving to Sun City West, I lived in California and had thirty-six solar panels on my home, so I know just how beneficial solar power can be to people. However, there are some disreputable companies in the industry that take advantage of people trusting them with their money. Leaders can help protect citizens from these bad companies by starting to investigate the practices of the solar industry.

Best regards,


Mary Jane Scholl

03/05/2015

Chairman Susan Bitter Smith
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington - 2nd Floor
Phoenix, Arizona 85007
Docket E-00000J-14-0415

Dear Chairman Bitter Smith:

When my neighbors home caught fire because of improperly installed solar panels, it did nothing but enhance my already severe distrust and dislike of the solar industry. The fire marshal's report confirmed that faulty installation of the panels caused their home to burn. This was a sad turn of events, and others, including my daughter, Alison, and I have had multiple problems with solar companies. It is my strong opinion that it is time for leadership to start looking into the practices this industry uses to lure unsuspecting customers.

Having solar panels installed on my home has been nothing like I expected. After moving from West Virginia to Arizona in 2011, my wife and I decided to invest in solar panels for our home energy. The salesman explained that the panels would be installed on the top portion of our roof and also that our electric costs would be much less than we had been paying. However, the solar company installed the panels on the side section of our roof, which does not get as much direct sunlight as the top roof area. My electricity costs are only slightly lower than they were previously. To add insult to injury, the twenty-year lease agreement which started with monthly payments of \$88 in the first year, includes an escalation clause whereby the monthly payments increase by 2.9% annually. This year, I pay \$98.75, and in the final year will be paying \$151.62 monthly.

Though I try to express my concerns to the solar company, they do not take my complaints seriously. People, like myself and my daughter need our voices to be heard. Please work with your fellow leaders to protect Arizonans by investigating the solar industry at once.

Your constituent,

Bhasker Pujari



Bhasker Pujari
3340 W Sousa Dr.
Anthem, AZ 85086-1647

Janice McConkey . 22063 W Devin Dr . Buckeye, AZ 85326-8579

Mar 14, 2015

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

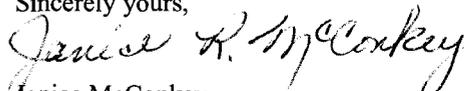
Dear Chairman Bitter Smith,

Buckeye, where my husband, James, and I live, receives so much sunshine that using solar to meet our electricity needs seems logical. Solar power can be a great option but solar companies need to be upfront with their customers as well as accommodating their needs. Those who have the authority need to investigate the solar industry in order to ensure consumers are protected.

We were tired of trying to conserve as much energy as possible, so we decided it would be a good idea to get rooftop solar. After we were well into the process of getting the system with Summerwind Solar, we were made aware of a few things that did not sit well. When we told Summerwind Solar that we wanted to have extra panels installed so we would not have to worry about using too much electricity, they informed us that the utility company would not allow it. We were also not given the option to purchase the system but were told instead that we would be set up on a long-term lease with monthly payments. Since I try to have as few monthly bills as possible, this did not make me very happy.

Solar power can and does save some people money, though this has not been my result. However, some of the practices of the solar industry simply are not ethical. In order for consumers to be protected from these practices, a hard look needs to be taken at the industry to be sure their practices are above board.

Sincerely yours,


Janice McConkey

Jonathan and Marie Ford
9929 W Cameo Dr.
Sun City, AZ 85351-2361

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

Dear Chairman Bitter Smith,

Solar power sounds like a great idea for Arizonians. However, some solar companies are not being forthright about the true cost of having and using a solar system. The Consumer Financial Protection Bureau needs to protect Arizonians from the misleading information that some of the solar companies are giving people.

My wife, Marie, and I got false promises from SolarPower. Our original monthly bill to APS averaged \$198.00. SolarPower's salesperson told us that if we leased panels from SunPower, we would be paying our original \$198.00 to SunPower and an additional \$5 to \$10 dollars per month to APS. In reality, since having the solar system installed, our electric bills from APS run as high as \$85.00 a month. Given that we pay SunPower \$198.00 each month for our panels and higher fees to APS, it is almost doubling our electric bill.

After first complaining about this problem, SunPower send out a technician to install five more panels. The technician informed us that the panels could be under-producing because of the palm tress in my yard as well as my neighbor's yard which are shading the roof. There is no doubt that this shade issue should have been considered prior to my investment into solar because the extra panels still have not reduced my electricity bills.

For the past several months, I have written to SunPower several times requesting an adjustment to our monthly bill, but they have not responded.

As a last resort, I have contacted an attorney. I have also reduced the amount of money I send SunPower every month toward my lease to reflect the amount that was quoted. I do not feel that it is right for me to have to send the full lease payment monthly since they are not producing enough power to cover the costs quoted to us. Please take the time to ask the CFPB to investigate these unethical practices of the solar industry.

Best,


Jonathan and Marie Ford



Andrew Black
4946 W Charleston Ave.
Glendale, AZ 85308-1470

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

Dear Chairman Bitter Smith:

There are important things that solar companies should disclose to consumers before they sign on the dotted line for rooftop solar. Some solar companies do not disclose what I believe is essential information that would allow consumers to make an informed decision before undertaking the expense. This lack of complete disclosure should be looked into by the proper authorities.

SunPower was tight lipped about several important pieces of information that should have been provided to me in advance. For instance, I was unaware that I could purchase the system rather than lease it. I was also never told about the implications that rooftop solar would have on the marketability of my 1,800 square foot home. The fact that a potential buyer would not only have to agree to take over my solar lease, but would also have to qualify to assume the lease, is a huge concern for me now that I am considering selling my home. This concern might have been lessened had the solar energy reduced my electric bill down to zero. However, since the electricity bills range from \$40 to \$60 on top of the \$165 monthly lease payment, this is a big concern and is incredibly costly and frustrating.

If SunPower would have disclosed these important details before I had the solar system installed in March 2013, I would not have these worries today. Consumers deserve to be well and accurately informed before entering into a lease with a solar company. In your role, I hope you will take action to protect Arizonians so that no other family has a similar experience.

Thanks,



Andrew Black