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Brian Tayloe . 6047 W Morrow Dr. . Glendale, AZ 85308-7617

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AZ CORP COMMISSION

DOCKET CONTROL

2015 APR 29 PM 3 26

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

Dear Chairman Bitter Smith-

In 2012, I was doing a large amount of work trading in oil futures. During this time I realized that energy costs as well as other costs were going to skyrocket, so I become interested in solar energy. However, now that I have a solar system, I realize that it might not have been the best investment. In order to ensure that solar companies are giving potential customers accurate information, leaders need to look into the practices of the solar industry.

When Solar City presented information to me about the benefits of getting a fifty-five panel solar system, it seemed like a good deal. Unfortunately, I am not saving any money after I pay my utility bill and my \$200 a month lease payment. In addition to not seeing any money savings, I am concerned that having a solar lease will be a detriment when I try to sell my home.

At the time I purchased the system, I knew I would not be staying in my home for the length of the twenty year lease, but Solar City made it seem like having solar would be a benefit if I wanted to sell my home. Now, I understand that having this lease could make it very difficult for me to sell my home. This is worrisome enough that I am considering refinancing my home in order to be able to buy out the solar lease.

Solar companies should be responsible for giving potential customers accurate information before customers agree to buy or lease solar from them.

Not having accurate information, such as how having solar on a home can make it very difficult to sell, can financially impact people for a long time. Leaders need to look into the practices of the solar industry to make sure customers are being given all key information before they make the decision to buy or lease a solar system.

Regards,

Brian Tayloe

Arizona Corporation Commission

DOCKETED

APR 29 2015

DOCKETED BY

RC

Larry Boesen . 10641 W Hogan Drive . Sun City, AZ 85351-3537

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

Dear Chairman Bitter Smith:

The three times I called Sunnova to find out why I have been losing money by having a solar unit, I have been told that it will take a few weeks for the company to figure out what the problem is. No one from the company ever returns my phone calls. Leaders have the chance to help fix problems like mine by scrutinizing the practices of the solar industry.

Thinking I was doing the smart thing to offset the rising price of energy, I invested in a rooftop solar system for my 2,200 sq. ft. home. Though I was told that I would likely not save a lot of money the first few years with the array, I was also told that I would save a little money, or at least break even, by leasing a the solar unit.

However, in the thirteen months that I have had rooftop solar, I have lost money each and every month.

The last time I phoned Sunnova to question why I was losing money, the Solar Representative said that the company would look into it and return my phone call within five weeks. That was five months ago, but still, no one has returned my call. Since I have had some health problems and have spent time in the hospital, I have not had the opportunity to attempt anything further to diagnose and fix this problem. It sure seems that my problem is not a pressing matter for them. The solar industry needs to be scrutinized by Arizona's leaders so that more of us do not lose money on such a sizable expenditure because of the false promises made by solar companies.

Regards,

  
Larry Boesen

Marian Remington . 19630 N Willow Creek Cir. . Sun City, AZ 85373-1234

04/17/2015

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

Dear Chairman Bitter Smith-

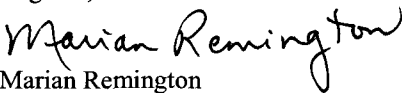
It has been a year since I invested my hard earned money on solar. Looking back, I realize this was a huge mistake. In order for leaders to learn about the harm some solar companies are causing Arizona residents, they need to do an in depth investigation of the solar industry.

It is my strong opinion that Going Green Solar scammed me in several different ways. I paid them over \$12,620 to install a solar hot water heating system. Then I agreed to a long term lease for \$99 per month for a complete rooftop array. I was told that my electric bills would be very minimal and would only included some small fees from the electric company. When this did not happen within the first few months, Going Green Solar told me I was not saving money because I had not had it long enough to build up credits with the power company. However, I have had solar for a year and still have not seen any savings. In addition, it seems impossible to get an answer from someone at the solar company as to why.

Very recently, my tax accountant advised that I am ineligible for the \$5,000 tax rebate promised by Going Green. Because I lease the rooftop array rather than own it like I do the solar hot water portion, the rebates are not available to me. This is very disheartening as I was counting on them.

Besides losing money, I now have another concern about my solar system. One of the biggest selling points Going Green solar used when trying to get me interested was telling me that having solar would increase my home's value. Now I know that having solar can make it extremely difficult to sell a home. While I have no immediate plans to sell, this is a concern for my future. Leaders need to examine the manipulative practices of the solar industry so people are protected.

Regards,

  
Marian Remington

Warren Hackett  
1251 North Amades  
Mesa, AZ 85258-5207

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

Dear Chairman Bitter Smith:

Fraudulent is the word that comes to mind when I think about my experience with EchoSolar. Some people probably have good experiences with solar companies, but because of unethical and even deceptive behavior by solar companies, Arizonans like me are being duped. In order to uncover these unethical and fraudulent behaviors, those in positions of power need to closely examine the practices of the solar industry.

My experience with EchoSolar, now run by SunEdison, started in October 2012 when they installed a rooftop solar and hot water system for me. After installation, the system was not turned on for several months. SRP explained when I contacted them that the delay was due to the fact that EchoSolar had failed to get the proper permits from the city of Mesa. Later, SRP contacted me to let me know they received some paperwork about solar with my signature, which raised a red flag since I knew I had not signed any paperwork. When I confronted EchoSolar, the salesperson confessed that he had forged my signature on the paperwork. Nothing about this is acceptable.

Despite not saving as much money as I should by having solar and the hot water is not hot enough, my main problem is the despicable behavior of this solar company. If I had to do it over again, I would not consider getting solar. Hopefully, officials can help prevent others from having similar bad experiences with the solar industry that I have had.

Yours truly,



Warren Hackett

Mar 13, 2015

George Van de Langeryt  
18208 W Marshall Ln.  
Surprise, AZ 85388-1646

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

Dear Chairman Bitter Smith,

It was not overly surprising to read in the newspaper that Going Green Solar has been sued for fraud. My dealings with them to get rooftop solar have been very problematic. Hopefully, companies like Going Green Solar are being investigated by those vested to protect consumers from being taken advantage of.

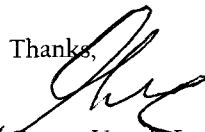
As a former Marine and now a disabled veteran, my income is obtained from a pension and Social Security. I do not have money to waste because I was lied to by a solar business. The company promised that I would save a bunch of money and that I would be protected against higher utility rates in the future for a period of time. As well, they assured me the monthly lease payments would be low and that at the end of the twenty-year term, I would own the system.

Well, here is what happened. Though solar is the green thing to do, I have not been shown any analysis from them that I am saving any money. I keep meticulous records of my expenditures, and the performance guarantee from Going Green Solar has been worthless. My calls and emails to the company over an eight month period were unreturned.

The lease payments were reasonable for the first year. Though it was buried in the fine print of the contract, I was not verbally informed that the payments would escalate each year, and that hurts my finances. Then the shoddy installation job created a leak in my roof. With the solar company unreachable, I have no recourse and am stuck.

This company breached their contract with me, and I have subsequently stopped making lease payments. Please help protect Arizonans by investigating these bad practices before more people are harmed.

Thanks,



George Van de Langeryt

Simona Ceh

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27065 N 90TH AVE.

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Peoria, AZ 85383-3755

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

Dear Chairman Bitter Smith:

Since we are environmentally conscious, my husband, Coz, and I believe solar can be wonderful. However, some solar companies, like Performance Solar, are not being held accountable for their improper behavior. Those in leadership positions need to take a closer look at the practices of the solar industry.

About seven years ago, we decided to heat our pool in April for our daughter's first birthday party. We quickly realized that since this drastically increased our gas bill we wanted to get a solar system in an effort to reduce our utility costs. Two months after Performance Solar put in the solar system, our roof started leaking around the solar panels. The system came with a one year warranty, so I called Performance Solar to fix the problem. The company sent someone to fix it, but my roof kept leaking and almost every month I had to get it repaired. The warranty expired a long time ago, and now I have massive leaks in my roof. Performance Solar takes no responsibility for this problem and blames the manufacturer of the solar panels. However, when I called the manufacturer, I was told that the major leaks are because Performance Solar did not install the panels properly.

The roof leak is so bad that it literally looks like it is raining in my home. Besides the fact that I am going to have to pay for major roof repair, the leaks have also ruined some of my furniture. The actions of this solar company are completely unacceptable. Please encourage a very close look into the practices of this company as well as the entire solar industry.

Thank you for your help,



Simona Ceh

Mar 30, 2015

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

Dear Chairman Bitter Smith-

SunPower told me that upon agreeing to a twenty year lease for rooftop solar, I would no longer have to pay APS for my electricity. It sounded like a fair deal but looking back, it was too good to be true. I was lied to by SunPower, so now I am stuck paying them \$168 per month in addition to the large APS bills. Leaders need to investigate the practices of the solar industry to determine if more customers are being lied to by solar companies.

Nick, the salesman with SunPower, came to my home to discuss different solar systems with me. He made getting a solar array for my 2126 square foot home sound like a fantastic plan. Nick presented three options to lease different solar systems from SunPower. Monthly lease payments for the systems would cost \$89, \$112, or \$168 depending on the option I chose. He assured me that if I went with the system that costs \$168 per month, the only payment I would make to APS would be a \$10 monthly connection fee. This has turned out to be completely untrue. In fact, this past month my APS bill was \$106.

Since the promises of SunPower have not proven true, I have tried to contact Nick to get an explanation. However, I have not been able to get in contact with him. Every time I call him, I get a voicemail message saying his phone has been lost and he will be out of touch for about one month. My hunch is that this is another lie and he is avoiding disgruntled customers. Please be sure that those in a position to oversee this industry take a hard look at their deceptive practices.

Sincerely,

Joseph Dzhavsarov

Joseph Dzhavsarov  
17631 N 5th Place  
Phoenix, AZ 85022

Travis Nuttall . 4056 W Charlotte Dr. . Glendale, AZ 85310-3242

04/05/2015

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

Dear Chairman Bitter Smith:

Since Stealth Solar placed a solar array on my home, I have lost close to \$3,000.00. The lies and actions of this company are deplorable. Solar companies like Stealth are lying to customers like me. Leaders should take a hard look at industry practices aimed at deceiving the public.

Stealth Solar's salesperson did a fantastic job on selling the idea of solar energy to me, but none of the things he told me ended up being true. This person told me that the solar panels would cover 100% of my APS costs, except for the base fees that would be charged by the utility company. The APS bills that I receive are between \$130.00 to \$140.00 per month during the cooler months and between \$300.00 to \$400.00 during the hotter months. Before getting solar panels, I was using the equalizer program and paying APS a consistent \$304.00 per month. Now, between paying the APS charges and a \$186.00 per month lease payment for my solar panels, the investment I made in solar energy is costing me a great deal of money. It frustrates me to know that Stealth Solar lied and has gotten away with it, so far.

In the time since I got the solar panels, I have had several email communications with Bob Back from Stealth Solar. He refuses to give a straight answer as to why I am losing money. What I get from him is green-speak; he says that I am reducing my carbon footprint and my solar panels are functioning properly. That is not an acceptable response to a dissatisfied customer who was misled from start to finish. Authorities need to investigate the practices of Stealth Solar and the rest of the solar industry and put an end to these lies and manipulative business practices.

Sincerely yours,



Travis Nuttall



**Linda Schubert**  
24407 N 40th Dr.  
Glendale, AZ 85310-3270

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

Dear Chairman Bitter Smith:

Having solar panels on a roof can be a great way to reduce electricity costs. However, solar companies should present customers with all of their solar buying and leasing options before their customers agree to move forward. It is a hardship on consumers when solar companies do not give full disclosure of information and options so that we can make a thoroughly informed decision.

We are approaching retirement and wanted to reduce our APS bill, as well as hedge against inflation. My husband, Harry, and I decided to have Solar City put a solar unit on our roof. There are 18 panels, but our roof contains enough space to hold many more, and I wish more would have been installed. While we do save money most months, I feel that Solar City might have served us better by steering us towards a larger array of panels which would result in even lower APS bills. At the same time we added rooftop solar, we replaced the twenty-year-old windows in our tri-level home. It is difficult to determine how much of the savings we get is realized from these energy efficient windows versus the solar panels.

It is important to me to conserve energy, so I have shade trees in my yard and use energy efficient light bulbs throughout my house. With so much rain here in February, our power bill was \$125.00, which was much higher than anticipated. Solar companies should be responsible for giving customers all of the possible options so they can make informed decisions. One step toward helping customers get all of the information that they need is for those in positions of authority to investigate the practices of the solar industry.

Best regards,

  
Linda Schubert

Mary Florian . 524 E Deepdale Rd. . Phoenix, AZ 85022-3653

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

Dear Chairman Bitter Smith,

When people pay humongous sums of money to equip our homes with solar power, it is reasonable to expect to pay much less money on utility bills. This is not always the case. Some solar companies are quick to take people's money, but not nearly as quick to explain why these same people have not been able to save money on utility costs. Since there are shady behaviors in this industry, people in authority need to investigate the practices of the solar industry.

Solar energy sounded like a good choice to power my 2600 sq. ft. home. My interest grew as Stealth Solar's spokesperson gave me every indication that I would save a considerable amount of money with a rooftop array. Unfortunately, after paying them \$30,000, I am not saving any money. In fact, I had a bill in the summer as high as \$400. Even with two gas fireplaces in my home, winter electric bills run near \$300.

During the years I have used rooftop solar, Stealth Solar still has not been able to give me a reason why my electricity bill is so high. This is not acceptable. People are giving large sums of money to solar companies without seeing any benefit, so those in power need to take a good look at the practices of the solar industry.

Best,

*Mary Florian*

Mary Florian

Mar 29, 2015

**Michael Bove**  
20736 N 62nd Ave.  
Glendale, AZ 85308-6762

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

Dear Chairman Bitter Smith:

The solar array I inherited when I bought my home is turning out to be nothing like I expected. When solar companies put panels on a home, they should be educated enough to know the proper amount of panels to generate the necessary power. It certainly does not seem like Solar City knew the what they were doing when they sold the system to the previous owner of my home. Someone with the proper authority should look into the practices of the solar industry to help ensure customers are not wasting their money on inadequate solar systems.

When I was forced to take over the seventeen remaining years of a twenty year lease when I bought my home eight months ago, I expected my power bills to be virtually nil. However, my bills are much higher than anticipated. We are from Pennsylvania, so Arizona summers seem especially hot and the fact that my son lives in the upstairs portion of my home means that we have no choice but to run our air conditioner. However, since it is common knowledge that heat rises, I feel that Solar City should have been able to gauge the amount of solar panels needed for the electricity costs in the home to be covered even when air conditioning is running in the home.

Solar City has not said much about my solar system not producing enough electricity. The company has not even offered to reduce my lease payments despite my system obviously being inadequate. People are being taken advantage of and Solar City is not stepping up to the plate for me. Consumers should not forced to pay on long term solar leases for inferior solar systems.

Best regards,



Michael Bove