

E. 01345A-13-0248



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ORIGINAL

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone: (602) 944-2111

Fax: (602) 944-2111

Priority: Respond Within Five Days

Opinion No. 2015 - 122353

Date: 5/12/2015

Complaint Description: 19Y Net Metering
N/A Not Applicable

Complaint By: **First:** Theresa **Last:** Bennett

Account Name:

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:
Arizona Corporation Commission

Nature of Complaint:

Docket No. E-01345A-13-0248 **Opposed**

DOCKETED

MAY 14 2015

DOCKETED BY

From: Stephen Wickline [mailto:stephen.wickline@azcc.gov]
Sent: Friday, May 08, 2015 4:32 PM
To: Utilities Div - Mailbox; legalvid@azcc.gov; broadcasterservices@azcc.gov; MAILBOX E-docket
Subject: APS CHARGES RELATED to Solar Systems

Folks,

We recently installed a Solar System and we DID NOT use ANY electricity from APS, but THEY STILL CHARGED us \$17.02?

So, here is the Logical Problem I have with this Monopoly Approach to doing Business!

- 1) How can you BILL US WHEN YOU DID NOT DELIVER A PRODUCT?
- 2) If they want to send us a Customer Account Charge for \$1.83 when WE DO NOT USE ANY ELECTRICITY then fine, but to get a BILL FOR \$17.02 for charges, WHEN THERE WAS "NO PRODUCT DELIVERED IS WRONG!"
- 3) Only Monopoly's conduct Business in this manner!
- 4) How can they charge us MONEY for DELIVERING "NOTHING?"
- 5) How about SENDING A BILL when you ACTUALLY DELIVERED A PRODUCT!! Otherwise, send me a bill

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UTILITY COMPLAINT FORM

for \$1.83 as a Customer Account Charge, but DO NOT send a Bill when THERE IS NOTHING BEING DELIVERED TO THE CUSTOMER!

We must start to ACT Logically in this country or we are going to be living in a 3rd World Socialist, Monopoly, Rathole, like many other countries around the world.

Please let's look at this in a Not so Common, Sense Manner.

Theresa Bennett

410-1111

Chino Valley, Arizona 86323

To the company:

Please contact the customer for an explanation of charges and advise the Commission once customer contact has been made.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

filed in docket and entered as Inquiry to the company.

End of Comments

Date Completed: 5/12/2015

Opinion No. 2015 - 122353

E. 01345A-13-0248

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fa

Priority: Respond Within Five Days

Opinion No. 2015 - 121958

Date: 4/16/2015

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

Complaint By: First: **Geraldo** Last: **Rivera**

Account Name: Geraldo Rivera

Home: (000) 000-0000

Street:

Work:

City: Peoria

CBF

State: AZ Zip: 85382

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

I understand APS is considering increasing the charge to solar customer users. Not only am I against this I am against APS charging anything. I consider this monopolization of a utility. All of you have been elected to provide balance and protect the customer. If you agree to this charge to APS because someone is buying electricity from another source. You are agreeing to a monopoly. That is NOT Arizona. When this comes up before you I urge you to disapprove this illegal surcharge and dispose of the current charge to solar customers. Just so you know I am not a solar customer at this time. But I believe this is killing competition.

GERARDO RIVERO. APS USER

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed E-1345A-13-0248

End of Comments

Date Completed: 4/16/2015

Opinion No. 2015 - 121958