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**ORIGINAL**

Jacqueline Palm  
23158 W Shadow Dr.  
Buckeye, AZ 85326

**RECEIVED**

2015 JUL 13 P 2:26

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

AZ CORP COMMISSION  
DOCKET CONTROL  
Arizona Corporation Commission  
**DOCKETED**

JUL 13 2015

DOCKETED BY	MLB
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Dear Chairman Bitter Smith:

Everyday the solar industry takes advantage of people. This needs to stop quickly. The first step in protecting citizens from the shady actions of the solar industry is for the Consumer Financial Protection Agency to launch an investigation to learn more about the practices of this industry.

Since I live alone, watching my budget is a priority to me. Wanting to save money was the main reason why I had solar panels installed on my home this past November. Even though a sales person from the solar company told me that my monthly electric bills would only be between thirty and fifty dollars a month after installing solar, I quickly discovered that was not true. In fact, my electric bill last month was over one hundred and thirty dollar for the month. My current electric bill along with the one hundred and fifty dollars lease payment due monthly to the solar company is significantly higher than what I previously paid for electricity.

In order to try to find out why I have not seen any savings on my energy bill, despite have solar panels, I contacted the solar company. The employee told me that they would look into the problem and get in touch with me. So far, I have heard nothing further. It is likely there are many others running into the same problem. I ask you to use your influence to urge the Consumer Financial Protection Agency to start an investigation of the solar industry.

Thanks,

Jacqueline Palm

*Zero Down Solar*

Josh Gordon . 4561 W Seldon Lane . Glendale, AZ 85302-6321

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

Dear Chairman Bitter Smith,

Although I am not a big fan of overbearing governmental regulation, there are some industries just begging for it. Now that solar power is booming across the Southwest, certain rules must be put in place to weed out the nefarious businesses selling inferior products. Perhaps it is time for our federal and state politicians to get involved.

The reason I opted to go solar is because I knew what was coming in the way of increased energy bills. This administration, after all, was on a mission to shut down the coal industry which basically guaranteed enormous hikes in power costs for all our citizens. Although I was opposed to the stimulus package, I knew this was the best time to take the plunge. I wanted to take advantage of the tax rebates and credits that were being offered. In the end, I entered into a contract with Sungevity to install twenty-eight panels on my roof. I signed over my rights to the tax credits hoping they would up the quality of materials used in this installation.

As it turns out, Sungevity used inferior products, which has impacted my ability to see any great savings on my electricity bills. This is unacceptable based on the fact they received enormous subsidies and tax breaks. I am seeing some savings; however, \$35,000 cash is an exorbitant amount to pay for an inferior job. Most folks, I am sure, believe they will reap some of these rebates, but that is not the case. I urge you to look into this issue as you embark on your investigation into the solar industry.

Regards,

  
Josh Gordon

Lewis Gelia . 7242 E Desert Palm Dr. . Tucson, AZ 85730-3709

05/18/2015

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

Dear Chairman Bitter Smith,

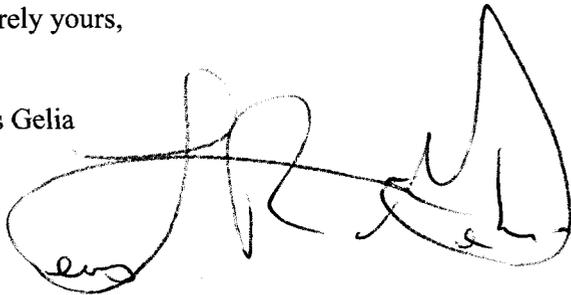
Solar power is a great concept on paper, but once you sign up with one of these companies you realize they are all talk with no benefits. I am now stuck in a 20 year lease which increases annually. This lease is transferable if I sell my home, but no potential buyer in their right mind would agree to taking over such a terrible lien. State leaders must look into this issue.

After purchasing a solar water heater, I was bombarded with solicitations to go fully solar on my home. The salesman from Stealth Solar promised my electricity bill and solar payments on a 20 year lease would never exceed \$160 per month. That sounded great, so I signed on the dotted line. Little did I realize after opening up my packet, there was an addendum attached that raises my lease payment each year. I have seen a slight decrease on my power bills; however, my lease payments cancel those out.

When the installers started installing the panels, I noticed damage to my roof. I agreed to pay an extra \$1,000 to have my roof re-coated and patched. However, the repairmen only patched up the spots around the panels and never re-coated my roof. When I asked them to stop work immediately, their response was I would be sued by Stealth Solar and the leasing company. Having no recourse, I let them continue. Further action against these shifty companies must take place. I urge you to investigate the solar industry practices.

Sincerely yours,

Lewis Gelia

A handwritten signature in black ink, appearing to read 'Lewis Gelia', written over a horizontal line.

May 18, 2015

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

Dear Chairman Bitter Smith:

The solar panel industry must stop their shenanigans now. These companies promise the world and under deliver. It is only after many headaches and frustration that a company will respond to their customers. This industry cries out for investigation and maybe even regulation. Too much is at stake for your constituents.

My wife and I did not even consider solar power until a cold call came in from a company called Epcon. They promised credits from our power company, SRP, at no cost. All we had to do was sign a twenty-year lease and the energy credits would offset the \$158 monthly lease payments. When we realized the panels were severely under-performing, our calls to Epcon were fruitless. Finally we were put in touch with their parent company, Sun Power in California. Representatives showed up and decided that since our property has a two-story home on either side, our power was being blocked and they rectified the problem. We hope that we will finally see a credit from SRP at the end of this month, which is over two years since the panels were installed. The last straw is that my wife and I were promised a \$250 check from Epcon because we referred a neighbor before we realized our panels were under-producing. We never received that check. After many phone calls, we have given up.

The fact that our power bill was so high before our problem was finally resolved combined with the loss of credits for producing excess power from SRP for two years is a shame. Additionally, trying to get Epcon to fix our problems was exhausting for me and my wife. There is no reason we should have to go through this grueling process. I urge you to look into this potential consumer fraud issue. Too many residents of our state are going through similar experiences.

Yours truly,

  
Duane Gore

Duane Gore  
394 E Christopher St.  
San Tan Valley, AZ 85140-5740

May 18, 2015

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

Dear Chairman Bitter Smith-

Something is very wrong with the solar panel industry in this state. Sun Cap Solar and my leasing company, NRG, have been so indifferent to my problems, I have finally concluded they will never follow through with their wonderful promises. This entire ordeal has been a true nightmare from beginning to end. You must investigate this industry.

Solar power never occurred to me until I received a call from someone alluding to be from my power company. He offered to do a free audit of my home to save me some money. It turns out that he worked for Sun Cap and was not an SRP representative. This man kept me at bay for over five hours until I finally signed a \$23,000 lease for solar panels and purchased a \$9,000 solar water heater. The installers would show up willy-nilly, looking completely unprofessional with no identification. I never knew when they would show up. Then, they drilled holes in my walls to install a monitoring device attached to my computer. This messed up not only my walls, but my computer, as well. The punch line is I am still paying \$275 a month in the winter and \$400 a month in the summer. Complaints and pleas to remove the panels went nowhere with Sun Cap and NRG. It is impossible to speak to a human at those companies.

Planning for my retirement as an in-home care provider for the elderly, I have been gradually downsizing my business. I am now ready to move with my mom to our small investment home in Prescott. With luck and many prayers, this looming solar lease will not impede the sale of my home here in Peoria. This new hitch, combined with the debacle of installing solar power with no benefit, is the reason I urge those in authority to investigate this unbearably shoddy industry.

Thank you for your service,

Brenda Todd



Brenda Todd  
8043 W Sheena Dr.  
Peoria, AZ 85381-4349

Thomas McKnight  
5519 W Turquoise Ave.  
Glendale, AZ 85302-2123

05/23/2015

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

Dear Chairman Bitter Smith:

Every industry has its bad apples. One would be naïve to think otherwise. However, when we are talking about the solar power industry, this talk involves Arizona homeowners forking over huge amounts of hard-earned money and getting burned. This issue deserves serious investigation.

The biggest selling point for me was the fact that I would get a 30% tax credit or rebate on my Federal tax return to offset my \$14,000 payment to Go Green Solar. I had, after all, liquidated my disability pension to purchase the system. While I was satisfied with the credits I received from the State and my power company, I have now come to realize that the 30% Federal rebate was a misrepresentation presented by Go Green. The only thing I can get is a small tax deduction, not the full 30% rebate. It is shocking. This company completely misrepresented that selling point.

Although I am saving money on my energy bills, I will never get over the fact that I was robbed. If any industry needs scrutiny it is the solar industry. Likely, many other homeowners of this state are falling victim to this type of shenanigans. I urge you to take steps to ensure future residents are not duped.

Thanks, *Thomas L. McKnight*

Thomas McKnight

Kenneth and Frances McBride  
25 N Shasta Cir.  
Casa Grande, AZ 85122-5744

05/16/2015

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

Dear Chairman Bitter Smith:

Solar salespeople sure talk a good game when they want you to sign up. Disgusted does not come close to describing how my wife and I feel about this industry. To say we were duped is an understatement. These companies must be investigated and perhaps regulated. Folks in Arizona end up paying exorbitant sums of money for solar systems that do not deliver at all.

Going Green Solar promised us a reduction of about thirty percent on our power bills if we installed a rooftop array. We signed a twenty-five year lease for twenty-eight panels. We paid an additional \$10,000 for a solar water heater and three extra panels to support the heater. Our power bills are about the same as before we went solar, roughly \$90 per month. Add to that our monthly lease payment of \$146.77 and you can easily conclude we are losing a bunch of money. Our payments increase by one percent each year, too. We were away for four weeks this past winter. We drained the pool, unplugged all the electrical appliances except the refrigerator, and turned off the thermostat so that neither the AC nor heat kicked on. Our monthly bill that period of time still ran about \$76. This made absolutely no sense.

Our frustration is compounded by the fact that Going Green does not return phone calls. The one time they responded to our complaints, they told us we had to keep the panels clean. This means we have to get up on the roof and clean them ourselves on a regular basis. At the ripe age of 86, I am starting to think this is not safe. Going Green offers zero maintenance or upkeep once the panels are installed. We both wish we had never come in contact with them. In hindsight, a twenty-five year lease is absurd at our age, especially because we are now paying far more for electricity than before. We hope our elected officials and leaders begin to investigate the solar industry.

Yours truly,

Kenneth and Frances McBride

*Kenneth & Frances McBride*  
520-705-9120

Robert Sell  
6438 W Mission Lane  
Glendale, AZ 85302-4016

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

Dear Chairman Bitter Smith:

Like so many Arizonans, I heard the hype a few years back. Just put solar panels on your roof and you will see enormous savings on your power bills! You will get great tax credits and rebates! Produce more energy than you use and you will get credits on your electric bill each month! That is exactly what my solar panel company promised. Nothing can be further from the truth. We were hosed.

The company that installed my panels back in March of 2013 assured me that twenty-two panels would be sufficient to save me money and even generate more energy than necessary. I repeatedly asked them to install more panels, because my home is 1800 square feet. I was assured twenty-two panels were more than enough. Now, two years later, I notice very little decrease in my power bills, and I pay \$86 per month to the solar leasing company. I live off a small pension and Social Security. I have even taken out a reverse mortgage on my home to save money. My household budget is very tight and this solar charade just adds insult to injury.

The solar panels are rather pretty to look at as I gaze up at my roof, but that is about it. I have no way of knowing if I am getting a credit from Salt River Power each month since there is no way to tell if I am producing more energy than I use. I am also troubled that the solar panel company reaped the tax credit rebate benefits, not me. This issue is huge. I hope you can see your way to investigate this growing, shady industry. Arizonans deserve better. We are just trying to save a bit of money.

Thanks,

Robert Sell

A handwritten signature in black ink that reads "Robert Sell". The signature is written in a cursive, flowing style with some loops and flourishes.

05/19/2015

Ray Patton  
5119 W Freeway Ln.  
Glendale, AZ 85302-4911

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

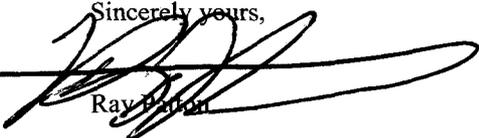
Dear Chairman Bitter Smith-

Solar power holds great promise for Arizonans trying to save on their energy bills. Homeowners must proceed with caution before entering into any agreements. While every industry has unsavory companies, my solar panel provider, Go Green, has basically held up their end of the bargain. My problem is the deal I entered into. Consumer watchdogs need to ensure that the industry remains above-board as it grows. Solar power is a huge financial undertaking.

My solar water heater was installed about six years ago. I liked the savings on my power bill, so I decided to go fully solar in my home. My lease payments increase two percent each year. I am currently paying \$114 a month, and I am only five years into this. It is scary to consider what my payments will look like at the end of my twenty-five year lease. On another note, I had to sign over my rights to any federal and state tax rebates. Although I will never know how much Go Green benefited from this, I have a feeling it was quite substantial. They made a bundle of money on this deal.

In hindsight, I should have opted for the larger package with more panels. Unfortunately, I could not afford that expense. As a result, I am not saving as much money as I would have liked. That is my problem and I have come to terms with that. The larger issues are the tax rebates Go Green received on my behalf and the adjustable rate worked into my lease. While saving some money on my electric bill each month, I do feel a bit ripped off. These issues need scrutiny, and I hope you investigate them.

Sincerely yours,

  
Ray Patton

04/25/2015

Julio A. Hidalgo  
2226 W. Javelina Ave  
Mesa, AZ 85202

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

Dear Chairman Bitter Smith-

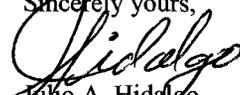
After several conversations with a friend regarding her experience with solar panels, I decided to take the plunge. I went with Solar City, the same company she used. In early June 2014, I signed a twenty year lease based on the promise the system would be installed within thirty days. As well, they promised it would be up and running within forty five days. Unfortunately, Solar City did not keep their promise. To keep this from happening to other people, the solar industry needs to be investigated.

As it turns out, Solar City took a long time getting clearance from my homeowners' association and missed several appointments with SRP, which led to a severe delay in installation. The panels were not fully functional until October 28, 2014. In January, I received a bill for November, December and January's payments. I have not paid a penny because they promised a credit for having paid three months during the summer of \$450.00

When I requested a credit for those three months, Solar City stated I would only get a \$60 credit. To add insult to injury, I am being charged \$7.50 per month because I refused to give Solar City access to my checking account for automatic withdrawals. That is a hefty fee when you consider I just want to protect my bank account. I have not paid any money and now my bill is \$938.49.

In hindsight, I wish I had never signed a twenty year lease with them. There is no way I can trust a company that does business this way. My concern is that I will have to do battle with this company anytime I have a problem with the panels in the future. If I do not receive my credit, I want the panels removed and the lease voided. Leaders should help hold these solar companies accountable. Start by investigating the entire industry.

Sincerely yours,

  
Julio A. Hidalgo

Selina Mendez  
18222 North 56th Lane  
Glendale, AZ 85308-7213

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

Dear Chairman Bitter Smith:

Thanks to Stealth Solar, I am stuck with a high interest loan for a solar hot water system that does not work. We are a young married couple with four children and were considering selling our home is because of the heavy financial burden this situation has caused for us. Authorities need to take action and investigate the practices of the solar industry.

Shortly after moving to Arizona from Sacramento about four years ago, we realized that utility costs in Arizona are outrageous. A year after our move, a Stealth Solar salesperson came to our door. The salesperson told us that we would need to get a hot water solar system for our home for a full year before we would be able to get an entire solar system. This person told us that after we purchased our system, we would get a device that would monitor our electricity use. After financing a \$13,000 loan with them for the system, we were told that the KVAR monitoring device was not compatible in our area. After one year with the hot water system, they gave us one excuse after another as to why they could not proceed with a full rooftop array for whole home solar energy. As I went back to review the paperwork I signed, I became more annoyed than ever. The American flag they gave us as a gift because my husband is a veteran of the Iraq war is a smack of disrespect as they scammed our family.

It has been over three years since the system has been installed, and our problems with Stealth Solar have only gotten worse. Despite one of the company's representatives telling us that our system was faulty, Stealth Solar refuses to send someone to fix the system unless we agree to pay them even more money. Since I am obligated on an 11.8% interest rate loan for a system that does not work, I am asking for someone to look into these very shady industry practices.

Best regards,

  
Selina Mendez