

ORIGINAL



E-000007-14-0415

SENATOR DEBBIE LESKO
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DISTRICT 21

Arizona State Senate



0000163547

Chairman Susan Bitter Smith
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED

JUL 13 2015

DOCKETED BY *MLB*

RECEIVED
2015 JUL 13 P 2:25
AZ CORP COMMISSION
DOCKET CONTROL

Re: Docket #E-00000 J-14-041; In the Matter Of The Commission's Inquiry Into Solar Distributed Generation Models And Practices And Their Impacts On Public Service Corporations And Their Rate Payers

Dear Chairman Bitter Smith,

I am filing these letters in your investigatory docket for your review.

These attached letters were sent to both Senator Judy Burges and me by constituents who are having problems with their roof-top solar systems. I have spoken to a number of these constituents myself. Many of them are senior citizens.

I am becoming increasingly concerned that consumers may not be receiving comprehensive and accurate information from some solar companies prior to committing themselves to costly and long-term contracts.

I only see this problem growing if it is not addressed.

I ask that the Corporation Commission review and discuss this issue.

Thank you.

Sincerely,

Senator Debbie Lesko

Senator Judy Burges
1700 West Washington Street
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Senator Burges:

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

Mar 13, 2015

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

Senator Judy Burges
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Burges,

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

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

Senator Judy Burges
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Burges,

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 T 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.

Mar 29, 2015

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

Senator Judy Burges
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

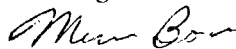
Dear Sen. Burges,

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

Audrey Dienelt
21306 N Red Hills Dr.
Surprise, AZ 85387-8221

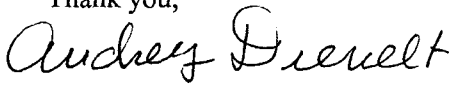
Senator Judy Burges
1700 West Washington Street
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Senator Burges:

My solar system has been financially beneficial for me. However, I was not given all of the proper information before I signed a twenty year lease with Stealth Solar. Failing to give me the proper information before entering into a lease agreement is not an ethical way to conduct a business, so now is the time for the leaders to delve into the practices of all of the businesses in the solar industry.

There are a couple of key factors that, without a doubt, should have been disclosed to me before I started leasing a solar system from Stealth Solar. No one from the company informed me that having a solar system would attract a ridiculous number of pigeons to my home. This led to dead pigeons, pigeon feces, eggs, and nesting all around my home. Finally, Stealth did send someone to clean up the mess made by the pigeons, but they wanted to charge me \$350.00 to make adjustments to the system to prevent the pigeons from returning.

In addition, no one from Stealth Solar ever told me that my lease payments would increase by 2.9% every year. That is a fairly large increase considering my payments are already \$137.00 per month. Leaders need to investigate this industry to ensure solar companies are providing full disclosure to customers before we make the decision to get a solar system.

Thank you,

Audrey Dienelt

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

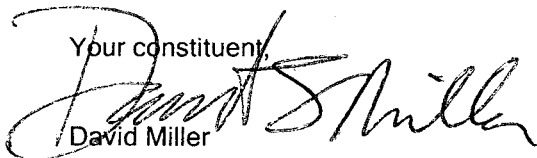
Senator Judy Burges
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Burges,

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

Larry Alexander . 7315 W Grovers Ave. . Glendale, AZ 85308-8126

Mar 16, 2015

Senator Judy Burges
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

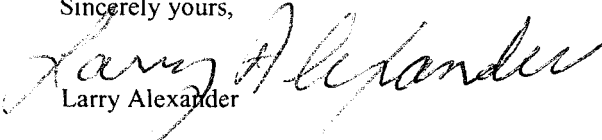
Dear Sen. Burges,

Heating hot water for free sounds like a great idea. Some salespeople from solar companies sell this idea to consumers, who, in reality, simply receive no benefit from having a solar hot water heating system. There seems to be a lack of virtue in many solar companies, so those in a position to oversee need to launch an investigation to learn more about the practices of the solar industry and protect innocent consumers.

After spending around \$5,000 for a hot water solar system, which I purchased from Sun Systems, I did not see any reduction in my electric bill as had been promised by the solar company. After I had the system about six years, it began making a grinding noise. Since the system had a ten year warranty, I called Sun Systems and a person from Aqua Science answered the phone. They advised me that Sun Systems had gone out of business and that Aqua Science had bought the company's phone number.

When the technician from Aqua Science looked at my system, not only did he tell me that it was beyond repair, he told me I likely did not save any money with the system because there were only two people living in my house. It is beyond frustrating that I spent hard earned money when Sun Systems should have been upfront with me rather than reel me in to make a buck. Practices like this are why those in power need to learn more about the practices of the solar industry and remedy the unscrupulous behaviors.

Sincerely yours,


Larry Alexander

John Farcas
6799 W Angela Dr.
Glendale, AZ 85308-8436

Senator Judy Burges
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Burges,

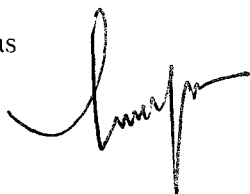
Since there is tons of sunshine in Arizona, getting solar power seemed like a logical choice for me. Even though I bought my Arizona home in 1998, it was two years ago that I decided to finally get a solar system. Since that time, my experience with solar has been negative, and I feel those in power need to investigate the industry.

When Arcadia Solar promised that I would save tons of money if I bought a solar system from them, I was thrilled. In addition to being promised that having the system would cut my average monthly utility cost of \$750 in half, I was promised I would get a large tax credit. However, neither of these promises was true. Instead of saving around \$300 a month on my utility cost, I am only saving around \$100 per month. In addition, I received about half of the tax credit that Arcadia Solar promised me.

In addition to all the broken promises, I am now unable to reach anyone in the position of authority at the company. Every time I call Arcadia Solar, I am transferred from one person to the next, but no one is able to help me. Without a doubt, someone should investigate the practices of solar companies as well as the practices of the entire industry.

Best,

John Farcas

A handwritten signature in black ink, appearing to read 'John Farcas', with a stylized flourish at the end.

Tara Hankins
17852 W Crocus Dr.
Surprise, AZ 85388-7524

Senator Judy Burges
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Burges,

Having solar has been much more of a hassle for me than it has been a benefit. If I had the opportunity to get rid of the panels on my home, I would not hesitate to have them removed. Some solar companies fail to give homeowners all the information they need to decide if having solar is a good option for them, so our leaders need to start scrutinizing the practices of the solar industry.

The desire to save money on our utility expenses was one of the reasons my husband, Tim, and I decided to get solar for our home. Despite letting my house get to 85 degrees and then only cooling it to only 80 degrees my summertime, bills from APS are still four hundred dollars per month. This is no lower than they were before rooftop solar was added.

Paying the same amount for my electricity costs is bad enough, but now I have an outrageous number of pigeons around my house because of the solar panels. This might not sound like a big deal, but it is actually a huge problem. Even though Sunrun never told us this could occur prior to getting the solar for our house, the pigeon infestation is so bad that we not only have to deal with pigeon droppings, but there are dead baby pigeons and broken pigeon eggs around our yard. It was highly unethical not to disclose this type of information to us before we agreed to lease a solar system. It would help if our leaders would scrutinize this industry to look into their shady practices.

Your constituent,

Tara Hankins

**Barbara McLaughlin
17181 W Laird Ct.
Surprise, AZ 85387-4204**

Mar 20, 2015

Senator Judy Burges
1700 West Washington Street
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

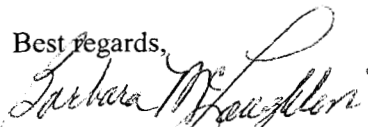
Dear Senator Burges:

Since my husband, Ronald, is a cancer patient, I have concerns that all the bird droppings around my house will make him sick. The reason for the bird droppings around our home is because we have rooftop solar, which I now know is attractive to birds. However, Solar City never informed us that this would likely become a big problem. Solar companies should have an obligation to be honest and upfront with their customers, and I hope leaders take a serious look at the practices of the solar industry.

Like many others, Ronald and I wanted to get solar in order to save money. A little over a year ago, we gave Solar City \$12,000, which was money from an inheritance my sister left me, to cover a twenty year lease for our solar system. Shortly after getting the system, there were many birds and pigeons around our home which led to many bird droppings being left around our home. In order to bird proof the system, Solar City wants us to pay them an additional \$800, but we cannot afford this extra money. We feel that Solar City should have told us that this would become a problem before they put the system on our house or they should have included the bird proofing in the cost of installing the system.

Solar power can be wonderful. But solar companies need to be held accountable when they are not completely honest with their customers. One way leaders can help hold these companies accountable is by investigating the practices of the entire industry.

Best regards,



Barbara McLaughlin

Keith Francen
17715 N 68th Drive
Glendale, AZ 85308

Senator Judy Burges
1700 West Washington St.
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Burges-

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

Senator Judy Burges
1700 West Washington Street
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

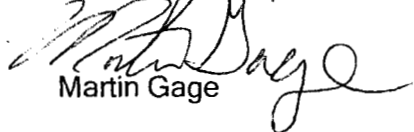
Dear Senator Burges:

Now that my solar system is working properly, I could not be more pleased with it. However, I am not at all pleased with the SunPower solar company. Those in positions of authority need to investigate SunPower and other solar companies to make sure they are doing right by their customers.

My experience with SunPower began a little over a year ago when I gave them a \$ 4,000 down payment for a rooftop solar array. It took the company close to five months to install and get the system running, during which time I lost money because I did not have a system producing electricity. A few months after the system was installed, it stopped working. It took SunPower six weeks to fix it. Again I lost money, because the system was producing electricity. Even though SunPower promised to reimburse me for this, they never did.

Besides losing money when I did not having a working solar system, I also lost rebate money. SunPower led me think that once I got my system, I would receive rebate checks from APS for the extra electricity my system produced. However, I have never received a single rebate check from APS. Companies like SunPower should not promise their customers money which they will never see. Please work to see that solar companies are scrutinized so that consumers are protected against the bad ones.

Your constituent,


Martin Gage

Martin Gage
6801 W Schmidt Street
Glendale, AZ 85308-8083

Mar 19, 2015

Karen Truelock
6428 W Saint John Ave.
Glendale, AZ 85308-3622

Senator Judy Burges
1700 West Washington St.
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

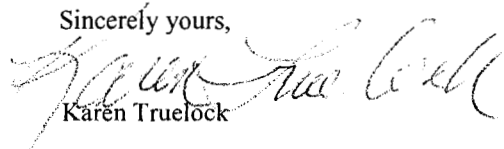
Dear Senator Burges-

Doing my part to make the world a better place was one the biggest reasons that I tried for years to convince my husband, Carl, to get solar. However, now I wish I never would have convinced him that solar was a good idea. Some solar companies, like Stealth Solar, make many false promises to customers like me in order to get our money; therefore, those who have the power need to look into the bad practices of the solar industry.

There are several reasons why I am extremely angry with Stealth Solar. Initially, I gave them a \$2,100 down payment, and I pay a \$102 monthly lease payment for my solar system. The reason I got the system is because the Stealth Solar representative told me that once I had the system, my APS bills would only be \$25 per month. In addition, I was told that I would receive rebates from APS every year amounting to hundreds of dollars for having solar. In reality, my APS bills are sometimes still \$200 a month, and I have only received one rebate check for \$25 from APS.

When I complained about not saving any money, Stealth Solar sent one of the company managers to my home. This manager acted very angry and rude, and he told me I should not have called because there was nothing wrong with my system. However, he never gave me a direct answer as to why I was not saving any money with my solar system. Actions like those of Stealth Solar are why officials need to investigate the practices of the entire industry.

Sincerely yours,



Karen Truelock

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

Senator Judy Burges
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Burges,

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

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

Senator Judy Burges
1700 West Washington St.
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Burges-

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

Charles Ortmann

02/27/2015

Senator Judy Burges
1700 West Washington St.
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

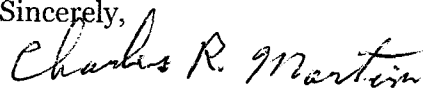
Dear Senator Burges-

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 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

Mar 17, 2015

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

Senator Judy Burges
1700 West Washington St.
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Senator Burges-

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

03/28/2015

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

Senator Judy Burges
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

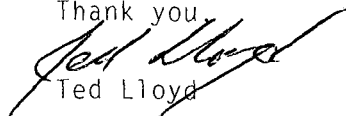
Dear Sen. Burges,

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 10, 2015

Heather Stevenson
16830 N Orchard Hills Dr.
Sun City, AZ 85351-1726

Senator Debbie Lesko
1700 West Washington St.
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Senator Lesko-

When my solar system was finally activated, it did save me money on my utility bills. However, the process of getting the system and having it installed was an unbelievable nightmare for my husband, John, and I. Leaders at all levels need to start investigating the solar industry in order to protect people from some of the bad apples within the industry.

Our difficulties started when we gave a solar company \$26,000 to put a solar array on our home. Once the unit was installed but not yet connected to APS, the company went bankrupt. One of the partners of the company told me that his business partner stole \$300,000 and left for Chicago. The remaining owner said that he would do what he could to help us, but a year went by and nothing was done. This left us with such a financial hardship that we nearly lost our home. After contacting several companies, we finally found one that would finish the job for nearly \$2,000. When their work began, we discovered that a permit had never been pulled for the install and much of the work done by the first solar company was not code compliant.

Solar can be great, but there are questionable companies in the industry that take advantage of people. In our case, we still work part-time jobs to pay off the loan for the money I gave the solar company, which did not finish the job I paid them to do. People are being hurt by the harmful practices of some solar companies and our leaders should shine a light on them to protect Arizonans.

Thanks,



Heather Stevenson

03/26/2015

Senator Debbie Lesko
1700 West Washington St.
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Lesko-

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

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

Senator Debbie Lesko
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Lesko,

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.


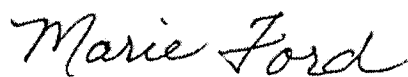
My wife, Marie, and I got false promises from SolarPower. Our original monthly bill to APS averaged \$198.00. SolarPower's salesperson told us that if we leased panels from SunPower, we would be paying our original \$198.00 to SunPower and an additional \$5 to \$10 dollars per month to APS. In reality, 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

02/24/2015

Senator Debbie Lesko
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Lesko,

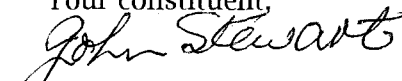
Misleading people is unethical, but that has been my experience with the solar company with which I did business. It is wrong when people, especially senior citizens, are being fed misinformation by the solar industry. The Consumer Financial Protection Agency needs to protect Arizona's residents from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

Mar 17, 2015

Senator Debbie Lesko
1700 West Washington St.
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Senator Lesko-

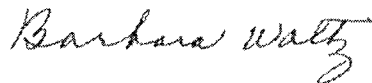
If I felt my rooftop solar had been a good investment for me, I would be telling everyone I know about it. The truth is, for the most part, my rooftop solar has been a waste of money, so I would never recommend it to any of my friends. Those with the power need to investigate the solar industry in order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

Mary Lavergood
10622 W Audrey Dr.
Sun City, AZ 85351

Apr 19, 2015

Senator Debbie Lesko
1700 West Washington Street
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Senator Lesko:


All of the sunshine that Arizona gets makes this state one of the most ideal places to put a solar array on a home. Maybe it is the ideal place, but some of the practices of the solar industry are far from ideal. It would be beneficial for Arizona citizens if our leaders would take a good look at the practices of the solar industry.

Currently, I love the way my solar panels are performing, but my experience with solar has not always been great. Initially, I felt pressured by Going Green Solar's salesperson to purchase a solar array. After our meeting, the company installed the array in 2013. However, even though I did not request it, the panels were turned off in July and August that year causing me to lose all the savings I could have had on my power bill. In my opinion, only Going Green Solar would have the access to have the panels turned off without my permission.

Thankfully, I purchased my solar array instead of leasing it, so my son will not have to worry about making lease payments on it someday. Overall, I am glad I purchased this system, because of the financial savings I have seen, but I wish I did not have to deal with some of the shady practices of the solar company.

Hopefully, leaders will take a second look at this industry, since it is likely that others have had to deal with similar practices with solar companies.

Thanks,


Mary Lavergood

04/08/2015

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

Senator Debbie Lesko
1700 West Washington St.
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Lesko-

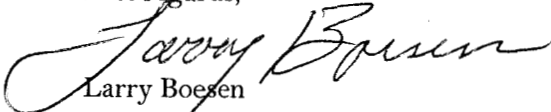
The three times I called Sunnova to find out why I have been losing money by having a solar unit, I have been told that it will take a few weeks for the company to figure out what the problem is. No one from the company ever returns my phone calls. Leaders have the chance to help fix problems like mine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

Best regards,


Larry Boesen

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

Senator Debbie Lesko
1700 West Washington Street
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Senator Lesko:

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

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

09/17/2015

Senator Debbie Lesko
1700 West Washington Street
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Senator Lesko:

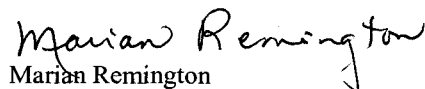
It has been a year since I invested my hard earned money on solar. Looking back, I realize this was a huge mistake. In order for leaders to learn about the harm some solar companies are causing Arizona residents, they need to do an in depth investigation of the solar industry.

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 include 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

Mar 15, 2015

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

Senator Debbie Lesko
1700 West Washington St.
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

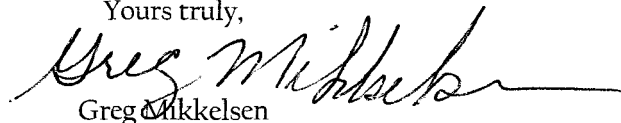
Dear Senator Lesko-

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, Teresa, 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

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

Feb 22, 2015

Senator Debbie Lesko
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Senator Lesko:

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

Senator Debbie Lesko
1700 West Washington ST
Capitol Complex, Senate, Room 302
Phoenix, AZ 85007

Dear Sen. Lesko,

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

A handwritten signature in cursive script that reads "John Ramsey".

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