



0000163548

E-000003-14-0415

Mar 28, 2015

Steve Bowman
8997 W Ross Ave.
Peoria, AZ 85382

RECEIVED

2015 JUL 13 P 2:24

AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED

JUL 13 2015

DOCKETED BY *MLB*

ORIGINAL

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

Dear Chairman Bitter Smith-

People should be able to trust that salespeople and companies will not lie to them. Sadly, in the solar industry, there are companies that refuse to be honest. This is why leaders need to check the practices of the solar industry.

Since my APS bills were already \$331 per month and set to increase, my wife, Geraldine, and I felt it made sense to invest in solar. When the saleslady from Echo Solar told us that if we leased a solar system from them that our APS bills would never be over \$52 per month, our interest in solar intensified. When she went on to say that if our bills went over \$52 per month, Solar Echo would reimburse us for any amount that our bills were over \$52, we thought there was no way leasing a solar system would be a bad idea. However, it has been over a year since we started leasing the system and our APS bill has never been less than \$52. Yet, Echo Solar has never sent us any checks to reimburse us.

In addition, SunEdison has now taken over Echo Solar's accounts, but this company refuses to perform the yearly cleaning and maintenance of my solar panels. Besides the fact that I am going to have to get on the roof of my two story home to clean the panels, I have a huge concern about having to pay for anything that breaks on the system. A large part of the appeal with leasing rather than buying a solar system was that I would not be responsible for the care and maintenance of the system. Now, I feel I am out of luck and will be responsible for the unknown cost of repairs on the system for the next twenty years. Trusting citizens are pouring too much money into solar companies for the industry to be left unchecked, so our leaders need to start investigating these scamming practices.

Yours truly,

Steve Bowman

Apr 26, 2015

Garrett Polk
1708 W Nopal Dr.
Chandler, AZ 85224-2246

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 very appealing concept. Harnessing sunshine and converting it into power is great on so many levels. It is the companies that install this wonderful technology that concern me. The industry begs for investigation and regulation. There are too many shady practices associated with the solar industry, so I hope you will investigate.

Solar panels never occurred to me until I received a cold call from Solar One Shop. I signed what turned out to be a very one-sided contract in November 2011. Installation finally commenced in January 2012 and it took months after that to get the panels fully functional. Work was shoddy at best, especially when it came to strapping down the panels correctly. I was able to catch problems before each code inspection and fix them myself. The workers were clueless. I was also fortunate to pay off the bank loan within a year, interest free. Although I am seeing great savings in my energy bills and am finally happy with the panels, I am concerned that I have no one to turn to because the partners in Solar One Shop have left town after going bankrupt. Also, I was promised a \$1700 rebate as a sign-up promotion. Trying to get that rebate from Solar One was like pulling teeth. It never materialized. Instead, they offered to add a few panels and call it even. That never materialized either. What a company!

On a final note, I find the practice of net metering and grid access fees reprehensible. I am grandfathered in since I purchased my system three years ago; however, I have friends who recently went with Solar City and it was never disclosed to them they would be subsidizing other power customers without solar panels at about \$50 a month. Those customers did not have to pay thousands of dollars to purchase or lease the panels. Officials should look into this and all aspects of this industry.

Best regards,


Garrett Polk

Therese Richmond . 2222 E Catclaw St. . Gilbert, AZ 85296-3365

Apr 18, 2015

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

Dear Chairman Bitter Smith-

Sunshine in Arizona is abundant, so I do not regret my decision to purchase a solar unit. However, I sure wish I would not have purchased the unit from a company that told me so many lies. Leaders should stop dishonest solar companies from lying to people.

In 2011, my friend recommended that I buy a solar array from Stealth Solar, as he used them when he obtained rooftop solar. The Stealth Solar salesperson insisted that I pay the entire \$32,600 up front for my solar package. Understandably, this was a huge investment. In addition to solar panels, the package I purchased included having film put on my windows, a barrier put in my attic, sealing the air ducts and an energy management system. After taking out a home equity line of credit to pay for the package, I was told that the system would be installed and working within 30 to 90 days. However, it took six months to get it installed and working. Plus, I never received the energy management system.

Besides taking entirely too long to install and not getting the energy management system, the salesperson from Stealth Solar gave me false information about the federal tax credit I would be eligible for by purchasing the system. Since I am an accountant by trade, I specifically asked him if the tax credit was a refundable tax credit, and I was assured of it. However, the truth is that it is a nonrefundable credit. Whether this was an outright lie or just a misinformed salesperson giving out wrong information, the information was grossly inaccurate. Steps to ensure that the solar industry is distributing true and accurate information to all customers should be taken by those in authority.

Regards,



Therese Richmond

Mar 28, 2015

Carol Morgan

13226 W Allegro Ct.

Sun City West, AZ 85375-3203

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

Dear Chairman Bitter Smith,

Solar City has made me deeply regret recommending their company to two of my neighbors as well as my pastor. Solar City's sales people lied to me about several different things. Solar companies should not be allowed to get away with telling people lies to gain customers, so those with the power need to investigate the industry.

It is hard to believe how badly I have been treated by Solar City. For example, when I agreed to lease from Solar City in 2010, I explicitly told the representative that my husband, Lee, and I did not intend to stay in our home for the duration of the lease term. He informed me that if I wanted to move and have the solar system removed, then Solar City would remove it for free. However, now that I have requested that it be removed, the company is telling me that I will have to get the new home buyers to agree and be approved to take over the lease or I will have to pay them around \$15,000 to buy out the lease. When I informed the company that the salesperson said it could be removed for free, I was told that I did not get this information in writing. While I may not have this in writing, Solar City should honor the agreement their salesperson made with me.

Another lie the salesperson told me was that I would save large amounts of money on my APS bill as well as receive money back from APS. I have seen little to no savings from having the solar system, and I have never received money back from APS from having a solar system. Solar City should not get away with lying to customers and taking our money. I hope you are able to get an investigation going so no more individuals are scammed.

Thank you for your service,



Carol Morgan

Apr 14, 2015

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

Dear Chairman Bitter Smith-

Those who represent solar companies and lie to their customers should be forced to give back all the money they scam from customers. After losing over \$25,000 to Discover Energy Solutions, I tell all my friends not to get involved with solar. People in authority need to act to stop Arizona citizens from being ripped off by investigating the practices of the solar industry.

If it did not actually happen to me, it would be hard for me to imagine my unbelievable experience with Discover Energy Solutions. First, the company's representative told me that my unit would cost \$18,000; however, he later told me that I had misunderstood and it really cost \$25,000. He told me that most people who purchased units had \$10 SRP bills, but my SRP bills were still \$300 per month when I was gone and had nothing turned on in my home for two months. Furthermore, he told me that I would receive \$8,000 in tax credits when I filed my taxes. However, my CPA said that was a lie and the tax credit can only be claimed if you have a certain tax liability. Danny, who works for the company, has now told me that I will need to pay them an additional \$4,000 to have the unit relocated when I move.

My life is different and not in a good way, thanks to Discover Energy Solutions. My husband, Kenneth, and I can no longer afford cable, internet, or computers. Not to mention that I hardly have any money left in my TSA account because I had to pay a stiff penalty to borrow against it to pay for the expenses related to the lies of this company. It would be appreciated if people with authority would help stop practices like those of this company.

Thank you for your help,

Lora Crawford



Lora Crawford
564 N Emery Drive
Mesa, AZ 85207-1732

05/04/2015

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

Dear Chairman Bitter Smith:

The process of getting solar panels has turned into a dreadful experience for my wife and me. These companies are not held to any standards. They offer wonderful savings in their sales pitches, but they do not deliver. Our elected officials and consumer watchdogs need to take a serious look into this matter. Without an investigation and resulting regulations, many more people will suffer the same financial woes as we have.

My wife and I were diligent when we took the plunge and signed a twenty year lease with Stealth Solar three years ago for a rooftop array. After consultations with SRP, we embarked on their program known as All Green. At great expense, we added insulation and a solar blanket to our attic. In addition to whole home solar energy, we also purchased a solar water heater. We gave Stealth Solar a \$13,000 down payment for our solar panels and paid for additional panels to support the new water heater. We were promised tax rebates and credits which would offset some of the expense. As it turns out, those tax credits were meager and spread out over a three year period. We leased the panels instead of purchasing them outright, so Stealth Solar received most of those rebates and credits.

We have not seen any dramatic reduction in our electricity bills since the panels were installed. In fact, since our lease payments increase two percent annually, we may never see a return. We desperately want to get out of this lease and have the panels removed, but Stealth Solar has declared bankruptcy. Even our finance company, who was supposed to take over the monitoring of our panels, is invisible. They gladly take our payments, but there is no indication they are monitoring the system. Please take a long hard look into what is becoming a consumer racket.

Thanks,

James Hiland



James Hiland
4329 W Laurie Ln.
Glendale, AZ 85302-6621