

E-01933A-15-0239



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Utilities Complaint Form

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

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Completion Date: 8/6/2015 4:49 PM

Priority: Please respond within 5 business days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion Number: 2015 - 123719

Opinion Codes:

Opinion Date: 8/6/2015 4:45 PM

Other - Solar

Other - REST Issues

First Name: Richard

Last Name: Hanson

Account Name: Richard Hanson

Street Address:

City:

State:

Zip Code:

ORIGINAL

<<< REDACTED >>>

Company: Tucson Electric Power Company

Division: Electric

Nature Of Opinion:

Docket Number: E-01933A-15-0239

Docket Position: Against

From:<<< REDACTED >>>

Sent: Thursday, August 06, 2015 1:56 PM

To: Utilities Div - Mailbox

Subject: TEP "RENEWAL ENERGY" SCAM

Ladies/Gentlemen:

Arizona Corporation Commission
DOCKETED

AUG 10 2015

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I am writing to register my opinion regarding Tucson Electric Power's "Renewable Energy" program which has been refiled with the ACC for the past several years. (currently Docket #E-01933A-15-0239) Late in 2014 I began receiving marketing emails from TEP (not sure how they obtained my email address) regarding their "solar energy program" for homeowners. Those emails have continued to the present time.

The emails and the TEP website contained very little specific information regarding the program. So in early 2015 I contacted T.E.P. directly with my questions. I had much difficulty getting answers. TEP generally "dodged" my general questions or provided evasive answers. Often TEP answers were contradictory to previous answers. I persisted, and was finally able to get at the truth about the TEP solar energy program:

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The TEP program does nothing of a significant nature to benefit homeowners participating in the program. It does NOT reduce homeowner's energy costs, and in numerous situations actually INCREASE homeowner's electric bills significantly (example: current "Time-of-Use" program participants), and the increased monthly cost to consumers when cost of equipment is amortized.

Rather, the program benefits TEP in several ways:

1. Provides FREE roof top space on homeowner's roofs to install solar panels. (Homeowners must purchase the panels at a modest discount for the equipment.) Costs to the consumer can cost several thousand dollars, depending on the number of panels and installation etc.
2. Homeowners must assume the cost of maintenance of the panels.
3. Provides FREE kilowatt hours to TEP, which is fed directly back into the power grid to benefit all customers and TEP; customers then pay TEP for the energy used (at no discount).
4. Forces "Time-of-Use" customers to give up that program, resulting in an immediate increase in monthly energy costs (and rates).
5. TEP is not responsible for any corollary costs related to the equipment. For example, homeowners must pay to have the equipment removed and re-installed to effect routine maintenance on flat roof dwellings (more than 60% of all roofs in Tucson are flat "rolled" roofs). This can cost the homeowners several thousand dollars, depending on the extent of the solar system. Further, TEP is not responsible for any load-bearing reinforcement of roofs to accommodate the weight of solar equipment.

In exchange for all of the above, according to TEP representatives, the SOLE benefit to those homeowners participating in the program is that TEP will "freeze" the homeowner's utility rates at the current level for a period of time, should there be any future rate increases !!!

Again, the program offers no significant benefit to homeowners participating in the program! There is no possible way that a participating homeowner can recover the costs associated with the program.

The "program" is a pathetically bad deal for homeowners, and does little or nothing to benefit or alleviate long-term environmental issues. It solely benefits TEP and the interests of TEP stockholders.

A greater concern is that TEP is misleading the public about the program on their website, in TEP marketing emails, and directly to the public on the telephone, by withholding significant information. This is evident by concealing important details about the program, and being highly evasive when answering public questions.

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It is difficult to understand why the ACC would endorse or approve such a program which is highly deceptive, and will do nothing measurable to benefit the public at large.

Thank you for making a record of my opinion regarding the TEP program.

Richard Hanson, Tucson

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