

**COMMISSIONERS**  
DOUG LITTLE – Chairman  
BOB STUMP  
BOB BURNS  
TOM FORESE  
ANDY TOBIN



0000169764

**ARIZONA CORPORATION COMMISSION**

April 15, 2016

To: Docket Control

RE: Unisource Energy Services (UNS) Docket # E-04204A-15-0142

Please docket the attached 20 customer comments opposing the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

RECEIVED  
2016 APR 18 A 9:49  
AZ CORP COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission  
**DOCKETED**  
APR 18 2016

DOCKETED BY *Kle*

## Arizona Corporation Commission Utilities Complaint Form

Investigator: Deborah Reagan    Phone: <<< REDACTED >>>    Opinion Date: 4/18/2016  
 Opinion Number: 2016 - 130127    Priority: Respond within 5 business days  
 Opinion Codes:    Rate Case Items - Opposed    Closed Date: 4/18/2016 9:04 AM

First Name: David Khalil    Last Name: Jones    Account Name: David Khalil Jones  
 Address: <<< REDACTED >>>  
 City: Lake Havasu    State: AZ    Zip Code: 86403  
 Cell: <<< REDACTED >>>    Cell: <<< REDACTED >>>    Email: <<< REDACTED >>>

Company: Unisource \*\* Energy Services (UNS)\*    Division: Electric

### Nature Of Opinion

Docket Number: E-04204A-15-0142

Docket Position: Against

Arizona Corporation Commission Regarding: UNS Electric Rate Case Docket # E-04204A-15-0142 & E-04204A-15-176 Date: April 14, 2016 Comments from: David Khalil Jones 144 Acoma Blvd. North Lake Havasu City, AZ 86403 Position: Against Dear Chairman Little and all other members of the Arizona Corporation Commission: I am a Lake Havasu City, UniSource (UNS) Energy customer. As a owner and operator of a roof mounted Solar Generation system, I will be directly affected by your decision on this change in utility rates and proposed residential demand structure. You must surly be aware that if this proposal is adopted it will be the end of growth in the number of customer owned and financed solar power systems in the UNS service area. This is contraire to the public position of fully supporting the development of Solar Power which has been advocated by your commission, the State of Arizona, the Federal Government an UniSource Energy. The following issues should be considered by the ACC before ruling on this proposal; 1. Customers with Solar Generation systems are taking advantage of non solar customers: This is not a true statement. What is not taken to account is the capital investment the solar systems require and the cost avoidance provided to the utility. The average cost of each installed solar systems is approximately \$30,000.00. It will take many years for the solar system customer to recoup this investment from the current utility rates and may never be paid back if this proposal is approved. The other big benefit UNS fails to mention is the cost avoidance they currently benefit from by not having to develop renewable power sources to meet the 22% required by 2020. They currently take full credit for the customer solar systems to meet this ACC mandated requirement. I estimate this to be worth at least \$ 15,000,000.00 in cost avoidance to USN. (5,000 systems at \$30,000.00 each.) 2. Banking of power on the grid with the net metering method should not be allowed at retail rates: Solar systems were allowed to use net metering averaged over a one year period. This proposal will allow USN to charge customer owned solar systems retail rates for power they deliver but only pay large scale system wholesale rates for power received from the solar system. UNS should understand that a small scale solar generating system must also be able to earn a reasonable return on investment. They should not be compared to large scale power providers. USN should realize that the excess solar power USN receives occurs during the heat of the day and therefore reduces the peak demand on the USN system. It should also be mentioned that the customer solar systems are distributed through out the service area lowering distribution loses and cost. This makes the customer supplied solar power worth more than the large scale wholesale rates. Thus the net metering method allows UNS to pay back the more valuable peak demand power used during the heat of the day with cheaper off peak power at night. 3. UNS states that A 100% increase in basic service rates are required to met UNS expenses: UNS claims that they need a 100% increase in their base rate because; The customers are conserving too much energy with energy efficient lights and appliances that they promote. To may customers are installing Solar generation systems. Many of the customers are part time residents. (Snow Birds) The UNS service area economy is in recession, so their is less power demand. Maybe USN should try some conservation and cost control measures of their own first. 4 USN is proposing a unprecedented new rate being called an "optional" residential demand charge: First, this new rate is "only optional" if you are not

## Arizona Corporation Commission Utilities Complaint Form

a solar generating customer. Every one with new digital meters (All solar generating customers) will be required to use this rate. This rate will record the maximum KW use during a one hour period of time, from 2:00 pm to 8:00 pm, and then apply this rate for the entire monthly billing period. This rate will make it nearly impossible for a residential customer to conserve energy. This rate is designed to hit the residential solar system users the hardest. The time proposed includes the early evening hours when solar output is lowest and residential use is highest. This rate also goes after the part time residential customer. If a customer uses power for one hour, during one day, during a one month pay period they will be billed the demand charge for the entire pay period. This residential demand rate is the most damaging part of the proposal, it goes against all efforts of the ACC, the State of AZ, and the Federal Government to encourage residential conservation of energy and the development of solar energy, This type of rate structure will put an end to energy conservation and solar energy development. Thank you for your consideration David Khalil Jones

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**Investigation**

<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/18/2016	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/13/2016  
**Opinion Number:** 2016 - 130093      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/13/2016 10:07 AM

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**First Name:** Steve      **Last Name:** Nickell      **Account Name:** Steve Nickell  
**Address:** <<< REDACTED >>>  
**City:** Lake Havasu City      **State:** AZ      **Zip Code:**

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric  
Cara Roll      **Phone:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

**From:** Steve Nickell [ <<< REDACTED >>>

**Sent:** Wednesday, April 06, 2016 3:24 PM

**To:** Utilities Div - Mailbox < <<< REDACTED >>>

**Subject:** Rate hikes

To whom it may concern,

I am opposed to the Unisource Energy plan to impose demand charges on Arizona rate payers. My bill should be based on the electricity I use, and not an arbitrary scheme cooked up by a utility monopoly.

Please take care when making your decisions.

Steven Nickell

<<< REDACTED >>>

Lake Havasu City, Az.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/13/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Tom Davis                      **Phone:** 602-364-1066                      **Opinion Date:** 4/15/2016  
**Opinion Number:** 2016 - 130131                      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed                      **Closed Date:** 4/15/2016 11:34 AM

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**First Name:** Sheila                      **Last Name:** Peace                      **Account Name:** Sheila Peace  
**Address:** 2003 Will Rogers  
**City:** Kingman                      **State:** AZ                      **Zip Code:** 86409

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**Company:** Unisource \*\* Energy Services (UNS)\*                      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142                      **Docket Position:** Against

Customer does not think the proposed UNS rates are fair. They should be based on actual usage not the demand charge.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/15/2016	Tom Davis	Other	Investigation

Entered for the record and docketed. CLOSED

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/14/2016  
**Opinion Number:** 2016 - 130107      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:**

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**First Name:** Bob      **Last Name:** Houser      **Account Name:** Bob Houser  
**Address:** <<< REDACTED >>>  
**City:** Golden Valley      **State:** AZ      **Zip Code:** 86413

---

**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric  
Cara Roll      **Phone:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

I'm paying to much already \$300 in the summer \$400 in the winter. Is the utility out of their minds. No more increases NO to the Demand Charge.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/14/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/14/2016  
**Opinion Number:** 2016 - 130114      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/14/2016 11:00 AM

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**First Name:** Ramona      **Last Name:** Scholl      **Account Name:** Ramona Scholl  
**Address:**  
**City:** Kingman      **State:** AZ      **Zip Code:** 86409

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric  
Cara Roll      **Phone:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

Per Mr and Mrs. Scholl, medical insurance is now at about \$1,000 per month. They live on a \$2,300 a month income. Every time we turn around there is more monies been taken out. A lot of things don't make sense say no to increase and especially the Demand Charge.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/14/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Tom Davis      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/14/2016  
**Opinion Number:** 2016 - 130113      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/14/2016 10:48 AM

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**First Name:** Judy      **Last Name:** Green      **Account Name:** Judy Green  
**Address:** <<< REDACTED >>>  
**City:** Golden Valley      **State:** AZ      **Zip Code:** 86413

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

Customer is opposed to the demand charges being proposed by UNS

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/14/2016	Tom Davis	Other	Investigation

Entered for the record and docketed. CLOSED

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**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Deborah Reagan    **Phone:** <<< REDACTED >>>    **Opinion Date:** 4/14/2016  
**Opinion Number:** 2016 - 130117    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 4/14/2016 11:41 AM

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**First Name:** Kim    **Last Name:** Till    **Account Name:** Kim Till  
**Address:**  
**City:** Golden Valley    **State:** AZ    **Zip Code:** 86413

---

**Company:** Unisource \*\* Energy Services (UNS)\*    **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against

Customer is opposed to the proposed rate increase.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/14/2016	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

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# Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Deborah Reagan    **Phone:** <<< REDACTED >>>    **Opinion Date:** 4/14/2016  
**Opinion Number:** 2016 - 130109    **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed    **Closed Date:** 4/14/2016 10:14 AM

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**First Name:** Paul    **Last Name:** Richard    **Account Name:** Paul Richard  
**Address:**  
**City:** Kingman    **State:** AZ    **Zip Code:**

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**Company:** Unisource \*\* Energy Services (UNS)\*    **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142    **Docket Position:** Against

Customer is opposed to the proposed rate increase.

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Investigation			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/14/2016	Deborah Reagan	Telephone	Investigation

Comments entered for the record and filed with Docket Control.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/13/2016  
**Opinion Number:** 2016 - 130092      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/13/2016 9:50 AM

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**First Name:** Chelsea      **Last Name:** Roberts      **Account Name:** Chelsea Roberts  
**Address:**  
**City:**      **State:**      **Zip Code:**

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric  
Cara Roll      **Phone:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

**From:** Chelsea Roberts [mailto: <<< REDACTED >>>]

**Sent:** Wednesday, April 06, 2016 1:21 PM

**To:** Utilities Div - Mailbox < <<< REDACTED >>>

**Subject:** Against dump rates

We live in lake havasu city, az. In the summertime we reach Temps of 115. We have to run ac constantly all summer. We already keep our house ac set at 83 in summer. Which is kinda high compared to most. But set at 83 is what we can afford. Set at 83 our bill is still close to \$200 monthly.. we have double pane Windows, energy saving appliances (less then 3 years old) ac unit less then 3 years old. We could not afford for our bill to nearly double. And we can't do much to lower bill- as turning off ac in summer is not an option when it's 115 outside. This is ridiculous! How are ppl on fixed income supposed to pay if rates double ?? How will the average person in lake havasu making \$12 an hour pay \$400 ekectric bill??? Rent and mortgage payments are low here - now our electric bill be mire then our mortgage payments !?! I urge you to not do this it will be the ruin to many many families. .

Chelsea roberts

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/13/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/13/2016  
**Opinion Number:** 2016 - 130091      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/13/2016 9:48 AM

---

**First Name:** Chelsea      **Last Name:** Roberts      **Account Name:** Chelsea Roberts  
**Address:**  
**City:**      **State:**      **Zip Code:**

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric  
Cara Roll      **Phone:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

**From:** Chelsea Roberts [mailto: <<< REDACTED >>>]

**Sent:** Wednesday, April 06, 2016 1:22 PM

**To:** Utilities Div - Mailbox < <<< REDACTED >>>

**Subject:** Against demand charges

"I am opposed to the Unisource Energy plan to impose demand charges on Arizona rate payers. My bill should be based on the electricity I use, and not an arbitrary scheme cooked up by a utility monopoly."

Chelsea roberts

Lake havasu city az.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/13/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** 602-542-0842      **Opinion Date:** 4/13/2016  
**Opinion Number:** 2016 - 130090      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/13/2016 9:45 AM

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**First Name:** Kelsie      **Last Name:** Cobeen      **Account Name:** Kelsie Cobeen  
**Address:**  
**City:**      **State:**      **Zip Code:**

---

**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric  
Cara Roll      (520) 884-3651      croll@tep.com

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

From: kelsiecobeen@gmail.com [mailto:kelsiecobeen@gmail.com]

Sent: Wednesday, April 06, 2016 1:25 PM

To: Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>

Subject: Raised Rates

Kelsie Cobeen, Lake Havasu City,AZ

I am opposed to the Unisource Energy plan to impose demand charges on Arizona rate payers. My bill should be based on the electricity I use, and not an arbitrary scheme cooked up by a utility monopoly.

Sent from my iPhone

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/13/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/13/2016  
**Opinion Number:** 2016 - 130088      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/13/2016 9:35 AM

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**First Name:** Scott      **Last Name:** Martin      **Account Name:** Scott Martin

**Address:**

**City:**      **State:**      **Zip Code:**

---

**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric  
Cara Roll      **Phone:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

**From:** scott martin [mailto: <<< REDACTED >>>]

**Sent:** Wednesday, April 06, 2016 2:04 PM

**To:** Utilities Div - Mailbox < <<< REDACTED >>>

**Subject:** Demand charges

??I am opposed to the Unisource Energy plan to impose demand charges on Arizona rate payers. My bill should be based on the electricity I use, and not an arbitrary scheme cooked up by a utility monopoly.

Sent from my iPhone

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/13/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/13/2016  
**Opinion Number:** 2016 - 130087      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/13/2016 9:32 AM

---

**First Name:** Kristina      **Last Name:** Daugherty      **Account Name:** Kristina Daugherty  
**Address:**  
**City:**      **State:**      **Zip Code:**

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric  
Cara Roll      **Phone:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

**From:** Kristina Daugherty [mailto: <<< REDACTED >>>]

**Sent:** Wednesday, April 06, 2016 11:39 AM

**To:** Utilities Div - Mailbox < <<< REDACTED >>>

**Subject:** Unisource Energy "Demand Charges" Plan

I am opposed to the Unisource Energy plan to impose demand charges on Arizona rate payers. My bill should be based on the electricity I use, and not an arbitrary scheme cooked up by a utility monopoly. I can't believe they are trying to do this. Please stand for the citizens in Mohave County - ALL CITIZENS - as this will happen to everyone. We can barely afford what we are charged for usage now - this will destroy many families.

Sincerely,

Kristina Daugherty

Mohave County, AZ

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/13/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Al Amezcua      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/13/2016  
**Opinion Number:** 2016 - 130086      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/13/2016 9:29 AM

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**First Name:** Marti      **Last Name:** Crowe      **Account Name:** Marti Crowe  
**Address:**  
**City:**      **State:**      **Zip Code:**

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric  
Cara Roll      **Phone:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

**From:** Marti Crowe [mailto: <<< REDACTED >>>]

**Sent:** Wednesday, April 06, 2016 11:57 AM

**To:** Utilities Div - Mailbox < <<< REDACTED >>>

**Subject:** Proposed rate increase

"I am opposed to the Unisource Energy plan to impose demand charges on Arizona rate payers. My bill should be based on the electricity I use, and not an arbitrary scheme cooked up by a utility monopoly.

How dare you raise my rates based upon how much electric I use at one given time. MY RATES SHOULD BE BASED ON MY TOTAL CONSUMPTION. I conserve all I can and my bill is still over 100.00. That is me not using my air or dryer. I can barely afford that. And you have the audacity to want to raise my rates more? Well I may not be able to conserve more but I can get the word out that you can and will be voted out of office. That's right if this passes me and a lot of other people will make it our hobby to get you guys out of a job.

Marti Crowe

LHC

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/13/2016	Al Amezcua	Telephone	Investigation

Comments noted for the record and docketed. CLOSED.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/13/2016  
**Opinion Number:** 2016 - 130079      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/13/2016 9:40 AM

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**First Name:** Monte      **Last Name:** McCue      **Account Name:** Monte McCue  
**Address:** <<< REDACTED >>>  
**City:** Lake Havasu City      **State:** AZ      **Zip Code:** 86406  
**Home:** <<< REDACTED >>>      **Cell:** <<< REDACTED >>>      **Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

My wife and I purchased my system in October 2015 for approximately \$46,000 cash. With the tax credit, the cost was roughly \$32,000 for a system that will generate approximately 24,000 kWh per year – my actual usage, based on past history, is just over 23,000 kWh. By my estimation, I will carry approximately 8,000 kWh of credit into the summer (May-Sep). If the Net Metering policy is changed retroactively, I will stand to lose approximately \$468 per year as I would only get \$0.0584/kWh for the credits. Over the expected life of the system – 20 years – I would stand to lose \$9400 which is almost 30% of the initial cost of the system. Once again I urge you not to change the net metering policy retroactive to June 1, 2015. As I stated below, if you need to change the policy the effective date should be at a time in the future that allows consumers to evaluate the true savings and rate of return before they purchase a system. Please don't penalize people, retroactively, for trying to do the right thing.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/13/2016	Michael Buck	Telephone	Investigation

Noted for the record and docketed. Closed.

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/11/2016  
**Opinion Number:** 2016 - 130042      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/11/2016 2:21 PM

---

**First Name:** Al      **Last Name:** Coffern      **Account Name:** Al Coffern  
**Address:** <<< REDACTED >>>  
**City:** Lake Havasu City      **State:** AZ      **Zip Code:** 86404  
**Home:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

I am opposed to the demand charge. This is not right. Commissioners, please do not allow Unisource to have what they are requesting in this new rate case. Thank you.

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		<b>Investigation</b>	
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/11/2016	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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<b>Investigator:</b> Tom Davis	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 4/11/2016
<b>Opinion Number:</b> 2016 - 130016	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Rate Case Items - Opposed	<b>Closed Date:</b> 4/11/2016 8:29 AM	

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<b>First Name:</b> CHRISTINA	<b>Last Name:</b> Henry	<b>Account Name:</b> CHRISTINA Henry
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Lake Havasu City	<b>State:</b> AZ	<b>Zip Code:</b> 86404
<b>Cell:</b> <<< REDACTED >>>	<b>Email:</b> <<< REDACTED >>>	

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**Company:** Unisource \*\* Energy Services (UNS)\*

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

To The Az Corporate Commission, I am asking that you fully review and understand what Unisource is requesting. What they are requesting will put a strain on already struggling families. It is impractical to impose a demand hour of month and base rates on that hour. It is Arizona and in the summer at night it is well over 100 degrees, and 128 or so during the day. My AC runs day and night, and not by choice. If I want to do laundry at any point while my ac is on boom I will instantly create a massive electric bill for a month. Lets not talk about the fact I have a dishwasher, a refrigerator, fans, we watch TV, and we have to cook our meals. This proposition will set the stage for a enegery monopoly and make Solar next to pointless. There are people who are on solar already and they will have to pay the lease or payment on the solar system, plus a monthly fee to Unisource, and the demand charge making having solar just as or more expensive than not having solar at all. This will have a devastating affect on the solar industry. On a side note (we need solar as a clean energy to sustain our planet.) The idea of doing away with metering is also unfair. Unisource would basically be stealing energy from home owners and making the homeowner pay for it back at a much higher rate. I also looked into the Unisource's public profit margine, and it absolutely does not warrant the kind of profits they stand to make on the backs of struggling homeowners and citizens. As you may or may not be aware, Mohave County is very under paid. In AZ we require electricity in the extreme heat to even be able to live here. People on fixed incomes already do all they can to cut the utility bills, but how much tighter are they going to have to go. They are going to have to shut the AC off to make dinner, wash dishes, or even do laundry. You must say no more, and stand up for the people who put you into office and are counting on you to protect us from corporate greed! On 4-18-16 at 6pm in LHC the people will be coming out in great numbers to say enough. Here is your chance to stand up and and say that the people cant and shouldnt be taken advantage of. Its not a luxury item its a necessity and the middle income families are struggling enough as it is. Say no! Thank you for your time, Christina Henry RN Lake Havasu City ARIZONA Cofferdahl@yahoo.com

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Investigation			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/11/2016	Tom Davis	Other	Investigation
Entered for the record and docketed. CLOSED			

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Tom Davis      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/11/2016  
**Opinion Number:** 2016 - 130033      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/11/2016 10:11 AM

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**First Name:** Skyler      **Last Name:** Cruz      **Account Name:** Skyler Cruz  
**Address:**  
**City:** Lake Havasu City      **State:** AZ      **Zip Code:**

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

My name is Skyler Cruz I live in Lake Havasu City AZ. I am opposed to the Unisource Energy plan to impose demand charges on Arizona rate payers. My bill should be based on the electricity I use, and not an arbitrary scheme cooked up by a utility monopoly.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/11/2016	Tom Davis	Other	Investigation

Entered for the record and docketed. CLOSED

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E-04204A-15-0142

**Arizona Corporation Commission  
Utilities Complaint Form**

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**Investigator:** Tom Davis      **Phone:** <<< REDACTED >>>      **Opinion Date:** 4/12/2016  
**Opinion Number:** 2016 - 130051      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 4/12/2016 2:10 PM

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**First Name:** Lillian      **Last Name:** Caughlin      **Account Name:** Lillian Caughlin  
**Address:** <<< REDACTED >>>  
**City:** Golden Valley      **State:** AZ      **Zip Code:** 86413

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric

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**Nature Of Opinion**

**Docket Number:** E-04204A-15-0142

**Docket Position:** Against

Customer is against the proposed rate hike. This area has limited job and people make minimum wages. A rate hike would put the people of this area in a bad position.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
4/12/2016	Tom Davis	Telephone	Investigation

Entered for the record and docketed. CLOSED

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E-04204A-15-0142

## Arizona Corporation Commission Utilities Complaint Form

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**Investigator:** Michael Buck      **Phone:** <<< REDACTED >>>      **Opinion Date:** 3/24/2016  
**Opinion Number:** 2016 - 129614      **Priority:** Respond within 5 business days  
**Opinion Codes:** Rate Case Items - Opposed      **Closed Date:** 3/24/2016 1:39 PM

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**First Name:** Mary Ellen      **Last Name:** Jazwin      **Account Name:** Mary Ellen Jazwin  
**Address:**  
**City:**      **State:**      **Zip Code:**  
**Email:** <<< REDACTED >>>

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**Company:** Unisource \*\* Energy Services (UNS)\*      **Division:** Electric

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### Nature Of Opinion

**Docket Number:** E-04204A-15-0142      **Docket Position:** Against

**From:** mary jazwin <<< REDACTED >>>  
**Sent:** Wednesday, March 23, 2016 9:20 PM  
**To:** Utilities Div - Mailbox <UtilitiesDiv@azcc.gov>  
**Subject:** SERIOUS COMMENTS ABOUT UNS residential charge increase

I cannot attend hearing on UNS request for a rate increase, demand rate for residential utilities in Mohave County...

I tried to submit a germane explanation(as directed by our newspaper) and wasted 20 minutes...as ur form will only take comments from businesses.

Please advise...so I comment and inform our newspaper

Mary Ellen Jazwin

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Similar comments, web submission 3/26/2016. (Noted by Mike Buck)

Unisource has a proposed a rate hike for residential customers via a scam(for AZ) of permitting a demand charge for residential users. I implore this Commission to deny this outrageous request as it will cause severe pain and suffering to many in Mohave County. I realize UNS has to maintain its infrastructure and make a profit but this profits empties the pockets of the poorest County in AZ, which has largest proportion of seniors on fixed income, already struggling to pay their bill now(and a demand charge will effect senior dramatically). Secondly, Mohave County is a ideal place to put off this outrage, as would guess NOW few residents are aware of this larcency. I learned about this from our mickey-mouse newspaper ONLINE - in total honesty our newspaper is a mockery. Before 2008, would guess at least 5 houses on my block subscribe - now NONE. I cannot speak for any place but Kingman. Kingman never recovered from 2009, and our own band of rip off artists, our merchants practice employment practices(hire people for one hour a

## Arizona Corporation Commission Utilities Complaint Form

week - Golden Coral@ and Big 5 - and gouge us on prices at supermarkets as we are isolated. My grocery bill since 2010 has at least increased 50% - forcing me to shop for food online(and this works). Recently our only Internet provider raised their prices w/o notice. Lastly would guess that Mohave Co. has lowest Internet usage in State. UNS provided us with no notice of rate hike and who ever show up belongs to meeting on point in Kingman, I believe is suspect as would guess less than 5% of us know about it. We have no good paying jobs and last year I helped bail out so many others from losing their homes, that I cannot continue. We have one 501 K charity that last year was making sandwiches for homeless and needy and circa April, they could not afford a \$100 hike in price of bread/mo. and but for donors(like myself chipping in \$25/month) would have shut down. Secondly, I have lived literally coast to coast and border to border and UNS is the absolute worse energy provider I have had been forced to used. E.g. in 2008 I had a electrical problem outside and got 2 UNS electricians out. After showing them problem - both electricians(members of Union for Electricians) informed me incorrectly I had aluminum wiring. Was a former chemist and did not want 'dumb and dumber' touching anything and forced them off property and had situation fixed by local electrician for around \$300, I submitted a complaint to this agency, in which ur former tainted director ruled for UNS? UNS demands a \$2.95 payment if you try to pay ur bill by phone which I believe is unique. In general, in my opinion, the quality of service Kingman gets should force this Commission to decrease our rates - as virtually every UNS employee over very potentially hazardous matters has scared the heck out of me. I have been forced to buy several gas detectors and extra fire extinguishers and i have no faith in UNS quality of service/repairs. I do not believe UNS would attempt this outrage in Maricopa or any other county - as protests would be vehement over a residential demand charge. But w/o local TV, radio, internet or UNS providing us with notice believe objections to this egregious rate hike will be mild - simply because public lacks knowledge. PLEASE DO NOT GRANT THIS RATE HIKE HERE .... and pls. investigate all complaints from Kingmanites thoroughly...we have many older mobiles(e.g. 50 years old) that warrant diligent care by owner and utility companies... I thank u for your time and this opportunity to share reality with this commission.

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Investigation			
Date:	Analyst:	Submitted By:	Type:
3/24/2016	Michael Buck	Telephone	Investigation

From: Michael Buck  
Sent: Thursday, March 24, 2016 1:28 PM  
To: Mary Jazwin  
Subject: Comments

Dear Ms. Jazwin,

This email acknowledges receipt of your March 23, 2016 comments filed with the Arizona Corporation Commission. To answer your question, if you would like to make a comment and have it placed into the permanent record you can visit our web site at [www.azcc.gov](http://www.azcc.gov). Once you are on the web page look for a tab called Submit A Public Comment for a Utility. Once you click onto the tab, the page will open, there you will find a field that requires information. One completed you can simply push submit. Your Comments will be processed and place into the Docket . This process will insure that your comments will be considered by the Commission before a decision is rendered.

If you have any further questions, please feel free to contact me.

Regards,

Michael Buck  
Public Utilities Consumer Analyst I  
Arizona Corporation Commission

**E-04204A-15-0142**

**Arizona Corporation Commission  
Utilities Complaint Form**

**Date:** 3/25/2016      **Analyst:** Michael Buck      **Submitted By:** Telephone      **Type:** Investigation

From: mary jazwin  
Sent: Thursday, March 24, 2016 8:13 PM  
To: Michael Buck  
Subject: Re: Comments

Mr. Buck,

I wasted about an hour trying that approach. Fact and again I repeat fact - using that approach demands I give AZCC my company name before being permitted to make a public comment. As I recall, the prejudicial term is called solely 'company.' when you hit this a bevy of companies scroll down - there is no option for private people, other, retired. After typing up my comment, I could not submit and this heading stated filling in my company name was MANDATORY.

Am very surprised you did not know ur public comments are screened to permit only businesses to make comments to ACC, which I find intriguing. I wish to comment about UNS absurd rate increase in Mohave County and am not affiliated with any companies. But this proposed rate hikes effects only residents...

Mary Ellen Jazwin J.D.(Univ. of AZ - 1999 - not currently licensed)

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**Date:** 3/25/2016      **Analyst:** Michael Buck      **Submitted By:** Telephone      **Type:** Investigation

From: Michael Buck  
Sent: Friday, March 25, 2016 8:27 AM  
To: Mary Jazwin  
Subject: RE: Comments

Hello Ms. Jazwin,

The drop down window labeled Company Name is referring to the Company that you are commenting on. It contains only utility companies that the Arizona Corporation Commission has jurisdiction over. This allows the Commission to know what Company you are referring to. From reading your response it seems that you are opposed to Unisource's rate increase. I suggest you might place into that window Unisource. The docket number you might be referring to is E-04204A-15-0142. I hope this will be of some assistance to you.

Again, if you have any questions, feel free to contact me.

Thank you,

Michael Buck  
Public Utilities Consumer Analyst I  
Arizona Corporation Commission

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**Date:** 4/11/2016      **Analyst:** Michael Buck      **Submitted By:** Telephone      **Type:** Investigation

Entered into the record and docketed. Closed.

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