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0000170201

ARIZONA CORPORATION COMMISSION

May 9, 2016

To: Docket Control

RE: Unisource Energy Services (UNS) – Customer Comments

Docket No. E-04204A-15-0142

Please docket the attached seven 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

Arizona Corporation Commission

DOCKETED

MAY 09 2016

DOCKETED BY *JK*

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2016 MAY 9 PM 2 09

E-04204A-15-0142

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Tom Davis **Phone:** <<< REDACTED >>> **Opinion Date:** 5/3/2016
Opinion Number: 2016 - 130385 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 5/3/2016 2:06 PM

First Name: Nina **Last Name:** Calleas **Account Name:** Nina Calleas
Address: <<< REDACTED >>>
City: Lake Havasu City **State:** AZ **Zip Code:** 86404

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

Nature Of Opinion

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

Customer is protesting the proposed rate increase. The Company gets too much money as is.

Investigation			
Date:	Analyst:	Submitted By:	Type:
5/3/2016	Tom Davis	Telephone	Investigation

Entered for the record and docketed. CLOSED

E-04204A-15-0142

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 4/29/2016
Opinion Number: 2016 - 130347 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 4/29/2016 4:09 PM

First Name: Shawn **Last Name:** Wadsworth **Account Name:** Shawn Wadsworth
Address: <<< REDACTED >>>
City: Lake Havasu City **State:** AZ **Zip Code:** 86403
Cell: <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-04204A-15-0142

Docket Position: Against

Recent publications about the rate increases state that only new or newer solar customers will be affected by any changes. If you go to Unisource's website, anyone who has installed solar since 6/1/15 will be affected. That does not seem right. Shouldn't the effective date be the date of when the ACC votes the changes into effect. Seems like UNS is being deceptive. What else are they not being truthful about? Also there is no mention about the initial investment solar owners make to get there bill down. Payback on systems will be much longer if these increases are approved slowing the growth of clean energy and affecting local jobs.

Investigation

Date:	Analyst:	Submitted By:	Type:
4/29/2016	Michael Buck	Telephone	Investigation

Enter for the record and docketed. Closed.

E-04204A-15-0142

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Trish Meeter Phone: <<< REDACTED >>> Opinion Date: 5/2/2016
Opinion Number: 2016 - 130354 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed Closed Date: 5/2/2016 9:18 AM

First Name: Todd Last Name: Butler Account Name: Todd Butler
Address: <<< REDACTED >>>
City: Lake Havasu City State: AZ Zip Code: 86404
Cell: <<< REDACTED >>> Email: <<< REDACTED >>> Home: <<< REDACTED >>>

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

Nature Of Opinion

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

Comments on revised 4/25/16 Unisource rate request. Rate Plan Options: The sheer number of possible rate options consumers are expected to choose between makes choosing a cell phone rate plan seem easy. How are consumers supposed to intelligently decide on the most cost effective rate plan? Here's an idea. If Unisource insists on so many different plans, make Unisource calculate the lowest cost rate plan each month and bill the consumers that lowest rate! DG Customers: Unisource insists that "the evidence" shows DG customers do not pay their fair share of the costs. I frankly do not buy that and would like to see independent studies and specific cost breakdowns to document true impact of DG customers on centralized utilities. A great deal really depends on the historic and going forward rate structure. Would you trust a tobacco industry report on smoking run in their own labs? I don't trust Unisource rational on DG customers. Netmetering: Any change in Netmetering rates or banking will directly impact the rate of adoption of future DG. The utility industry needs to accept that DG is here and getting bigger and they need to adapt to it, not fight it. Similarly regulatory commissions need to accept and encourage DG adoption by not letting approved utility rate designs negatively impact DG. 9.5% Return on investment: Unisource is a regulated utility, essentially a monopoly. It is a "widows and orphans" stock. Solid but not spectacular returns. 9.5% is way too much for a regulated monopoly with a guaranteed customer base. They need to be running their business and appropriately investing in their infrastructure as part of standard operation, not coming to the ACC and consumers for investment returns and ever increasing rate hikes. Demand Charges: Unisource says consumers were against demand charges due to misinformation. Unisource did a very poor job of explaining demand charges, and specifics on how they would be calculated. They were also very disingenuous about the average monthly bills and impact to monthly bills a demand charge would have, especially in heavy use summer months. I believe that until a cost effective way to retrofit the average household with real time load monitoring and load shedding/load balancing equipment is readily available, any demand charge discussions for residential consumers should not be considered. Without the ability to automatically and dynamically balance load, demand charges are a license to print money for the utility. Thank you for listening and holding public hearings.

Investigation
Date: 5/2/2016 Analyst: Trish Meeter Submitted By: Telephone Type: Investigation
docketed

E-04204A-15-0142

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 5/2/2016
Opinion Number: 2016 - 130353 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 5/2/2016 8:15 AM

First Name: Tricia **Last Name:** Wadsworth **Account Name:** Tricia Wadsworth
Address: <<< REDACTED >>>
City: LHC **State:** AZ **Zip Code:** 86403
Cell: <<< REDACTED >>>

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

Nature Of Opinion

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

How can Unisource say they're not seeking a rate increase for electric users but they're still going to go look for a rate increase for solar users? isn't that discrimination? it just doesn't seem right.

Investigation			
Date:	Analyst:	Submitted By:	Type:
5/2/2016	Michael Buck	Telephone	Investigation

Entered for the record and docketed. Closed.

E-04204A-15-0142

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 5/2/2016
Opinion Number: 2016 - 130363 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 5/2/2016 4:40 PM

First Name: susan **Last Name:** Stie **Account Name:** susan Stie
Address: <<< REDACTED >>>
City: lake havasu city **State:** AZ **Zip Code:** 86404
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

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

Nature Of Opinion

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

It is my understanding that UNS is still pursuing additional fees for solar customers. Haven't we been encouraged by our govt to convert to clean energy? We have panels and sometimes send them energy and get back wholesale if there is a credit coming back to us. I do not want to pay them more each month. I am a senior living on fixed income. Thank you

Investigation			
Date:	Analyst:	Submitted By:	Type:
5/2/2016	Trish Meeter	Telephone	Investigation
docketed			

E-04204A-15-0142

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 5/9/2016
Opinion Number: 2016 - 131452 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed **Closed Date:** 5/9/2016 9:42 AM

First Name: Daniel **Last Name:** Januszewski **Account Name:** Daniel Januszewski
Address: <<< REDACTED >>>
City: Lake Havasu City **State:** AZ **Zip Code:** 86406
Home: <<< REDACTED >>>

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

Nature Of Opinion

Docket Number: E-04204A-15-0142

Caller is disappointed that any legislation would allow rates that would charge the highest rate in peak hours. He believes it is self serving to the company supplying back to the grid, feeding company for free. These increases will make his system worthless.

Investigation			
Date:	Analyst:	Submitted By:	Type:
5/9/2016 docketd	Trish Meeter	Telephone	Investigation

E-04204A-15-0142

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter **Phone:** <<< REDACTED >>> **Opinion Date:** 5/5/2016
Opinion Number: 2016 - 130410 **Priority:** Respond within 5 business days
Opinion Codes: Other - Net Metering **Closed Date:**
Rate Case Items - Opposed

First Name: Julie **Last Name:** Zemojtel **Account Name:** Julie Zemojtel
Address: <<< REDACTED >>>
City: LAKE HAVASU CITY **State:** AZ **Zip Code:** 864068516
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Unisource ** Energy Services (UNS)*

Nature Of Opinion

Docket Number: E-04204A-15-0142

I am writing to you in STRONG OPPOSITION to you approving of the UniSource's amended request to approve their changes to net metering for rooftop solar customers. Our family installed a \$42,000, 38-panel, 100% replacement solar rooftop system to our home in Lake Havasu City, AZ in the fall of 2015. If you are to allow UniSource to retroactively change the rules on not only our family's investment, but the investment of the many other customers that have also installed rooftop solar since their "magical" grandfathered-in date of June 1st, 2015, you are allowing something to occur that is nothing short of theft. It is completely despicable to think that your Corporation Commission might approve such an incredibly unjust request from UniSource. They are a monopoly in our area. They should NOT be allowed to retroactively punish customers that have recently chosen to go solar. If there is to be a "grandfathered in" date, then it MUST be FROM THE DATE YOUR COMMISSION DECIDES ON THIS CASE--NOT FROM A DATE NEARLY ONE YEAR AGO!!!!!!!!!!!!!! Thank you for doing the RIGHT thing, and DENYING UniSource's request to retroactively punish recent rooftop solar net-metering customers. Julie & Brian Zemojtel Lake Havasu City homeowners since 2000 Rooftop solar system owners since fall 2015

Investigation			
Date:	Analyst:	Submitted By:	Type:
5/5/2016	Trish Meeter	Telephone	Investigation
docketed			
