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Mar 19, 2015

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

AZ CORP COMMISSION
DOCKET CONTROL

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

Dear Chairman Bitter Smith-

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

Arizona Corporation Commission
DOCKETED

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

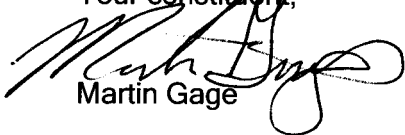
Dear Chairman Bitter Smith:

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 10, 2015

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

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

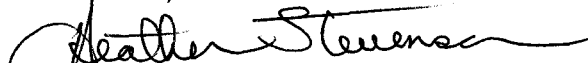
Dear Chairman Bitter Smith:

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

Sent to CS

March 23, 2015
John Mullen
3516 W. Brown St.
Phoenix, AZ 85051
602-687-8141

Arizona Corporation Commission
1200E. Washington St.
Phoenix, AZ 85007

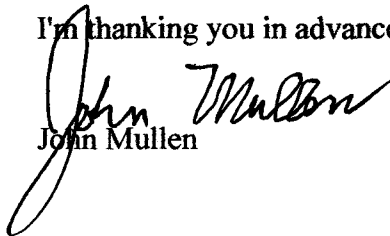
Dear Commissioners,

My name is John Mullen, and I have selected Solar City to install a solar system upon my roof and allow me to reduce my electric bill. My system has been ready for two weeks now and I have been told that I passed the City inspection.

Now Solar City has informed me that I must contact you via mail and ask you to contact APS and ask them to switch me on.

I am hoping to miss the summer power bills that are just crazy.

I'm thanking you in advance for contacting APS. Keep up the good work.


John Mullen

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

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

Dear Chairman Bitter Smith,

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 long horizontal stroke extending to the right.

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

Mar 20, 2015

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

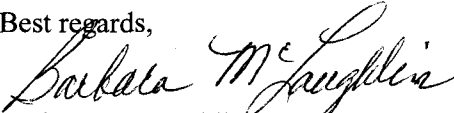
Dear Chairman Bitter Smith-

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

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

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

Dear Chairman Bitter Smith,

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

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

Mar 16, 2015

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

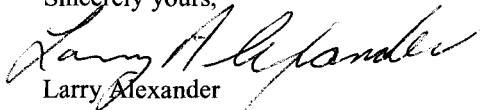
Dear Chairman Bitter Smith,

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

Note: I'll never spend another dime on solar even if it benefits the public good!!

Mar 03, 2015

Nancy Donovan
3323 W Owens Way
Anthem, AZ 85086-1668

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

Dear Chairman Bitter Smith,

After speaking with several different solar companies, my husband, John and I decided that it would be a good idea for us to have solar for hot water purposes. It was our expectation that we would save money based on information provided by the salespeople. We certainly have not saved money and are very dissatisfied with our dealings with the solar company. It is important for the CFPB to investigate solar companies.

Several of the things that Pure Energy Solar company did have made me extremely unhappy. A salesman from the company promised that they would have caps installed on our ceiling lights to prevent cold air from leaking in. This never happened and instead of installing the caps, the company used cheap caulking around the lights. Also, this company set up financing for the solar panels through a bank named EnerBank USA. Once this bank started withdrawing monthly payments from our account for the \$9,000+ loan, it was nearly impossible to get in touch with someone from the bank. After numerous phone calls, I finally reached a representative who told me that they were unable to provide a statement for my loan. The same representative also advised that the bank does not have a website where I could access information about my loan. We decided just to pay the loan in full with money from our savings, ending our dealings with this bank.

Since we are in our late seventies and have seen very little, if any, monetary savings on our solar investment, we will likely never recoup the money spent for the panels. Unfortunately, we are not alone. Please take the necessary steps to engage the Consumer Financial Protection Agency on this matter.

Sincerely,


Nancy Donovan