

**COMMISSIONERS**  
BOB STUMP – Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH



**ARIZONA CORPORATION COMMISSION**

To: Docket Control

*January 26, 2015*

RE: Tucson Electric Power Company

Docket No. E-01933A-14-0248

Please docket the attached 6 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

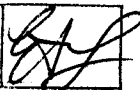
**ORIGINAL**

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2015 JAN 26 PM 3 22

Arizona Corporation Commission

**DOCKETED**

JAN 26 2015

DOCKETED BY 

E-01933A-14-0248

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** ( )

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion No.** 2014 - 119945

**Date:** 12/4/2014

**Complaint Description:** 19S Solar  
08A Rate Case Items - Opposed

**First:**

**Last:**

**Complaint By:** Petition

Petition

**Account Name:** Petition Petition

**Home:** (000) 000-0000

**Street:** n/a

**Work:** (000) 000-0000

**City:** n/a

**CBR:**

**State:** AZ Zip: 00000

**is:**

**Utility Company:** Tucson Electric Power Company

**Division:** Electric

**Contact Name:**

**Contact Phone:** ( )

**Nature of Complaint:**

\*\*\*\*\* 36 OPINIONS - OPPOSED\*\*\*\*\*

Dear Utility Division,

Please reject APS and TEP's attempts to monopolize solar power. These proposals would make ratepayers pay millions for a resource that is already provided through the free market.

Don't let APS raise our rates and undercut the solar industry Arizona has worked so hard to build.

Dockets:

TEP: E-01933A-14-0248

APS: E-01345A-13-0140

APS: E-01345A-14-0250

Thank you,

Sincerely,

- 1 - Helen Dick
- 2 - Kenneth Watt
- 3 - Daisy Anderson
- 4 - Peter Suarez
- 5 - Richard Morris
- 6 - Bruno Messmer
- 7 - Michael N McGee
- 8 - William Banes

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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9 - Johanna Rentschler  
10-LEIF LARSSON  
11 - Linda Bigus  
12 - Audre Gutierrez  
13 - William Chopak  
14 - Jan Hughes  
15 - Samuel P Speed Sr  
16 - Tobin Jeffery  
17 - Dori Peters  
18 - JOYCE HEARD  
19 - Alan Gilbert  
20 - Scott Herron  
21 - Dave Swihart  
22 - William Whitlock  
23 - Sandra Staker  
24 - Colette Taglieri  
25 - Andre Dargis  
26 - Ted White  
27 - Russ Kidner  
28 - Bion Smalley  
29 - Harry Riley  
30 - Tom R  
31 - Jeff Simpson  
32 - Garth Espe  
33 - Judy Moll  
34 - Alan Gates  
35 - Dona Weissenfels  
36 - Laurel Hieb  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinions noted and filed in Docket No. E-01933A-14-0248. closed  
\*End of Comments\*

**Date Completed: 12/4/2014**

**Opinion No. 2014 - 119945**

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E-01933A-14-0248

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion No.** 2014 - 119948

**Date:** 12/4/2014

**Complaint Description:** 19S Solar  
08A Rate Case Items - Opposed

**First:**

**Last:**

**Complaint By:** David

Mantel

**Account Name:** David Mantel

**Home:** (000) 000-0000

**Street:** n/a

**Work:** (000) 000-0000

**City:** n/a

**CBR:**

**State:** AZ Zip: 00000

**is:**

**Utility Company:** Tucson Electric Power Company

**Division:** Electric

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

\*\*\*\*\*OPPOSED\*\*\*\*\*

Dear Utility Division,

I can think of few states better suited to rooftop solar than Arizona, but I'll try. New Mexico, most of Texas, and probably Southern California, for starters. Perhaps I should look at a map?

I can think of absolutely no LEGITIMATE reason to do anything to curtail the installation of rooftop solar panels, which not only promise to reduce costs to consumers, but to reduce demand on our already straining electrical generation infrastructure, and that's just the stuff that is entirely bipartisan.

Among those of us who believe in manmade global warming, the need for solar power generation is obvious, and there you go trying to stand in the way? How do you think this makes you look?

I urge you to reject TEP and APS's attempts to own rooftop solar systems. This program would undermine Arizona's solar industry and result in higher costs for all ratepayers.

TEP: E-01933A-14-0248  
APS: E-01345A-13-0140  
APS :E-01345A-14-0250

Thank you,

Sincerely,

David Mantel  
\*End of Complaint\*

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01933A-14-0248. closed  
\*End of Comments\*

Date Completed: 12/4/2014

Opinion No. 2014 - 119948

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E-1933A-14-0248

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119943

Date: 12/4/2014

Complaint Description: 19S Solar  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Vivian

Hughes

Account Name: n/a

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Tucson Electric Power Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPPOSED\*\*\*\*\*

Dear Utility Division,

Solar is a great opportunity for Arizona. We should be embracing it, not protecting the current monopolies and prolonging the inevitable. Your position requires you to do what is best for the citizens of Arizona, not the monopolies with money.

Please reject APS and TEP's attempts to monopolize solar power. These proposals would make ratepayers pay millions for a resource that is already provided through the free market.

Don't let APS raise our rates and undercut the solar industry Arizona has worked so hard to build.

Dockets:

TEP: E-01933A-14-0248

APS: E-01345A-13-0140

APS: E-01345A-14-0250

Thank you,

Sincerely,

vivian hughes

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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**Investigator's Comments and Disposition:**

Opinions noted and filed in Docket No. T-01933A-14-0248. closed  
\*End of Comments\*

**Date Completed: 12/4/2014**

**Opinion No. 2014 - 119943**

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E-01933A-14-0248

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax: ( )

Priority: Respond Within Five Days

Opinion No. 2014 - 119974

Date: 12/8/2014

Complaint Description: 19S Solar  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Brian Jones

Account Name: Brian Jones

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85743

is: E-Mail

Utility Company: Tucson Electric Power Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Nos: TEP: E-01933A-14-0248, APS: E-01345A-13-0140, APS: E-01345A-14-0250

Name: Brian Jones

Date: 12-6-14

Address:

Phone:

CityStateZip: Tucson, AZ 85743

Cell:

Docket: Renewable Energy Standard Implementation Plans

DocketNo: TEP: E-01933A-14-0248, APS: E-01345A-13-0140, APS: E-01345A-14-0250

Utility: APS and TEP

Position: Con

Email:

Comments: As a residential solar owner who happily recommends the benefits of solar to others, I am concerned about the recent proposals by APS and TEP that I fear may stifle competition and thereby slow the rate at which the cost of solar continues to drop, resulting in an artificially higher barrier of entry for homeowners wishing to enter the residential solar market. Since I purchased my system less than 2 years ago, prices have dropped substantially, and while one could easily suspect that my reaction to that being, "Darn, I should have waited!" my only reaction is, instead, "hooray!" It is fantastic that competition and demand have reduced the price of residential solar to the point where more and more people can afford to have solar panels installed. There are many wonderful, small, local businesses out there ready to give customers a great deal on quality solar systems. While I generally trust TEP to "do the right thing", I do not feel similarly towards APS, and in either case, I have a genuine concern that allowing the utility monopolies to enter into the distributed generation market puts consumers at great peril of having less choice at a higher cost. For example, the solar panels I have are extremely high efficiency, high-end panels, for which I was willing to pay a premium price. There are cheaper panels out there that may be more appropriate for lower income individuals. Control over distributed generation installations by the utilities has a significant potential to create a one-size-fits-all approach that is not appropriate.



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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and harms consumers. I urge you to please reject entry of utility companies into the solar installation market. The current system functions well and does not need to be fixed. Sincerely, Brian Jones Tucson, AZ

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

12/08

Emailed to the Phoenix office for docketing.

FILE CLOSED.

\*End of Comments\*

**Date Completed: 12/8/2014**

**Opinion No. 2014 - 119974**

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E-1933A-14-0248

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2014 - 120096

Date: 12/15/2014

Complaint Description:      19S Solar  
08E Rate Cases Items - In Favor

First:

Last:

Complaint By:      Bruce & Pat

Strand

Account Name:      Bruce & Pat Strand

Home: (000) 000-0000

Street:      n/a

Work: (000) 000-0000

City:      n/a

CBR:

State:      AZ      Zip: 00000

is:

Utility Company:      Tucson Electric Power Company

Division:      Electric

Contact Name:

Contact Phone: f

### Nature of Complaint:

From: Bruce Strand [mailto:  
Sent: Monday, December 15, 2014 12:33 PM  
To: Pierce-Web; Burns-Web; Stump-Web; BitterSmith-Web; RBurns-Web  
Cc: Utilities Div - Mailbox; Pat Strand  
Subject: Rooftop Solar - Public Input  
Importance: High

Commissioners and staff:

RE: dockets ending in 14-0248 (TEP); 13-0140 (APS); 14-0250 (APS)

Background:

My wife and I are AZ residents residing at

We have had active a rooftop-solar unit installed by Solar City in April 2013. We paid an advance pay 20-year lease. We chose this over the monthly lease or purchase options largely because we wanted a long-term technology and maintenance relationship and partially because it was slightly less expensive than a purchased system.

We save approximately \$75 - \$95 a month averaged over a year, after accounting for the current roof-top solar related infrastructure fee and all other fees and taxes assessed every APS customer.

Recommendations:

1. Rooftop solar users, particularly those of us who have paid for systems or advance paid (non-refundable) leases have significant five figure sunk costs. We recommend you not permit increases to taxes or fees to purchased or 20-year advance paid leases. Just as utilities should be allowed to recoup their sunk costs, so

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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should those of us who have made significant cash outlays (sunk costs) incentivized by state and federal agencies as well as the utility companies. At current rates we pay and savings we gain, our system will be paid for in 11 or 12 years, depending on the assumption one uses for cost of money. Further, assessing added rates, fees or taxes will depreciate the value of our real estate since anyone purchasing our home will "inherit" an added fee or tax burden. The ACC should not burden current or future rooftop solar users with taxes or fees that may tend to suppress property values, retard recovery of homeowner sunk costs and lessen individual contributions to energy conservation and eventual USA energy independence.

2.Future roof-top solar should be encouraged to optimize AZ contribution to American energy independence and lessen dependence on high pollution coal fired generation plants. The ACC should minimize taxes and fees assessed on individual homeowners who through installation of rooftop solar help mitigate the creation of additional utility infrastructure to satisfy peak hour demand.

3.The ACC should consider doing away with year-end rebates to homeowners who send more power back to the grid than they use. Use this APS cost reduction to shore-up the general rate structure. My wife and I are satisfied we mitigate peak hour (coal fired) grid demand and lower our costs through roof top solar and careful use of the existing two-tier peak / off-peak rate structure.

We applaud utilities that use creative means to restructure their business model to take advantage of BOTH massive corporate solar arrays and individual citizen (roof-top) efforts.

We suggest that Arizonans and Americans are generally opposed to added taxes or fees amounting to taxes as well as discouragement of individual initiatives.

Regardless of political leaning, Americans are opposed to becoming trapped ex post facto by actions encouraged by government that turn into ensnaring added personal costs and undermining of property values. Further, reasonable property value growth is essential to supporting the financial needs of local, county and state government.

My wife and I are available to answer any questions and / or expand on our input. E-mail me if you wish to do so and I will convey my phone number, as this e-mail will be submitted to others in the public domain, not all of whom will need our personal phone contact.

Respectfully,

Bruce and Pat Strand  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01933A-14-0248 (TEP). Closed  
\*End of Comments\*

**Date Completed: 12/15/2014**

**Opinion No. 2014 - 120096**

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E-1933A-14-0248

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 120592

Date: 1/26/2015

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Kathleen

Goff

Account Name: Kathleen Goff

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85746

is:

Utility Company: Tucson Electric Power Company

Division: Electric

Contact Name:

Contact Phone: (

Nature of Complaint:

DOCKET NO. E-01933A-14-0248

Dear Arizona Corporation Commission:

I received my current bill, dated January 14, 2015, and was SHOCKED to see my bill went up over \$32.00 from 2014. I went back to 2005 when we moved into this house through 2014 and the average bill for January was in the range of \$60-69, with the exception of 2012 when it was \$82.25. If you will recall 2012 was the year that the temperatures in Tucson plunged to a record low of 17 degrees during a cold spell that lasted weeks.

When Tucson Electric Power (TEP) got their rate increase approved by your Commission in 2014 the local Arizona Daily Star newspaper printed an article explaining that the average residential TEP customer's bill would raise "between \$4.00 and \$10.00 per month."

I contacted TEP and spoke to a representative who, although sympathetic with my complaint, explained that the Commission had approved 2 recent "rate adjustments" which caused my bill to increase so dramatically. He said that it was necessary for TEP to recoup losses from coal-fired plant modifications and solar energy conversions. He further explained that my electric meter would soon be replaced by a "much more accurate digital one" which would automatically transmit usage data without having my meter read by a human being. He said if I wanted my meter read manually it would cost me \$10.00 additional per month. He also said I had no choice but to allow the new digital meter to be installed.

This is unacceptable. My husband and I are retired folks who live on a fixed monthly budget. We can accommodate a \$4.00 to \$10.00 utility increase but certainly not \$30! Also, I doubt very much that my current meter is out of date since it was installed brand-new in 2005. How can it be legal to charge \$10 to read a perfectly good meter? I believe it is just another way for TEP to wring more money out of the public.

The Commission members need to take another look at what has been approved for TEP. Please act on behalf of the public who relies on your oversight for a fair shake on rates.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sincerely,  
Kathleen Goff

Tucson, AZ 85746  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Noted and filed for the record.  
\*End of Comments\*

**Date Completed: 1/26/2015**

**Opinion No. 2015 - 120592**

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