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August 28, 2017

Tom Forese, Chairman  
Arizona Corporation Commission  
1200 West Washington Avenue  
Phoenix, Arizona 85007

Commissioner Bob Burns  
Arizona Corporation Commission  
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Commissioner Doug Little  
Arizona Corporation Commission  
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Commissioner Andy Tobin  
Arizona Corporation Commission  
1200 West Washington Avenue  
Phoenix, Arizona 85007

Commissioner Boyd Dunn  
Arizona Corporation Commission  
1200 West Washington Avenue  
Phoenix, Arizona 85007

Arizona Corporation Commission  
DOCKETED  
SEP 1 2017  
DOCKETED BY  
*[Signature]*

**Re: Residence Located at 2114 East Kaler Drive, Phoenix, Arizona**

Dear Sir or Madam:

With respect to my home located at 2114 East Kaler Drive, in Phoenix, Arizona, I am in the process of installing a solar system from Solar City. In that regard, my understanding from Solar City is that this coming August 31 is a deadline for me to change my rate plan with APS, and if this deadline is not met, I will lose some or all of the financial advantages of moving to my new solar system. Thus, I have been trying to get in contact with someone at APS to change my rate plan. But it is now becoming apparent to me that APS is intentionally trying to make this process as difficult and obstructive as possible.

To explain, on August 24, 2017, my wife spent about three hours on hold and yet when she finally got in contact with an APS representative, she was told that they would not speak with her since I was the primary account holder. The next day, August 25, I spent about 1.5 hours on hold with the so-called "Green Team" at APS. Yet when you call APS and do not enter the prompt for having solar, you get through to someone within minutes. I did that twice on August 25 and the second time I asked to speak to a

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Commissioners  
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Page 2

manager, who was named Esther. She informed me that the plan my solar company told me to switch to, the Time Advantage Plan, was frozen effective just a week ago, August 19, and thus, I could not switch to it. Later, I was told by my solar company that the Time Advantage Plan was only frozen for new APS customers, whereas I am a long-time APS customer.

It seems obvious to me that APS has consciously constructed a process of obstructing any customers who want to switch to solar for their homes. This is completely inappropriate and should be fully investigated by the Arizona Corporation Commission.

Please get back to me as soon as possible to tell me what the Corporation Commission will do to investigate this situation.

Sincerely,

MERLIN LAW GROUP, P.A.



Michael N. Poli

MNP/lkl

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