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G-04240A-05-0046

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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 542-0819

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42133

Date: 2/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Owen

Mell

Account Name: Owen Mell

Home: (928) 776-1296

Street: 1028 Hyland Circle

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: 86303

is:

Utility Company: Unisource Energy Services

Division: Gas

Contact Name: Gary Smith

Contact Phone: (520) 226-2212

Nature of Complaint:

Customer called to voice his displeasue with Unisource Gas asking for a surcharge to its gas bills.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Customer comments noted for the record. CLOSED.

End of Comments

Date Completed: 2/14/2005

Opinion No. 2005 - 42133

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AZ CORP COMMISSION
DOCUMENT CONTROL

Arizona Corporation Commission

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FEB 14 2005

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KS

G-04204A-05-0046

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 41866

Date: 2/4/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: June

Sherod

Account Name: June Sherod

Home: (928) 445-2739

Street: n/a

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: 86301

is:

Utility Company: Unisource Energy Services

Division:

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Customer is opposed to proposed surcharge increase. Customer says she pays more per therm now than she did 2 years ago. Customer feels that the article in the Prescott paper is understating an average customer's bill. The article refers to an average use of 75 therms and a bill of \$80.18 before the requested increase and a bill of \$114.85 if the increase is approved. Customer feels this is misleading since she does not know anyone who uses only 75 therms.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer that I would enter her comments for the record and for the Docket in this matter. Customer thanked me for talking to her.

End of Comments

Date Completed: 2/14/2005

Opinion No. 2005 - 41866

G-04204A-05-0046

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 41754

Date: 2/1/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Scott**

Strohmeyer

Account Name: Scott Strohmeyer

Home: (000) 000-0000

Street: 933 W. Parker Dr.

Work: (000) 000-0000

City: Flagstaff

CBR:

State: AZ Zip: 86001

is:

Utility Company. **Unisource Energy Services**

Division:

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

****G-04204A-05-0046****

Received following e-mail from customer on 1/31/05 -

Dear Corporation Commission:

I am a customer of Unisource Energy Services, formally Citizen's. I would like to urge you not to approve Unisource's most recent request to increase our rates again. There reason is to counteract the increased cost of natural gas. But please remember that Citizen's had done this just prior to selling to Unisource and then Unisource increased our rates just after purchasing to offset liabilities. My natural gas bill has increased almost 30% in just the last 2 years. My other utilities have increased only 5 %.

I believe that Unisource is a greedy corporation that is simply trying to increase profits and not provide any assistance for the middle class. I hope that the Corporation Commission will see the need to stop this outlandish increase by Unisource Energy Services.

I look forward to your reply.

Thank you,
Scott Strohmeyer
933 W. Parker Dr.
Flagstaff, AZ 86001
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sent following e-mail response to customer -

Thank you for your recent e-mail to the AZ Corporation Commission. Your comments have been entered into the docket for this matter so that all the Commissioners will have a chance to review them. Public comment is an important part of these proceedings. Thank you for taking the time to let the Commission know your opinion.

The docket number for this case is G-04204A-05-0046.

Deb Reagan
Consumer Analyst
Utilities Division
End of Comments

Date Completed: 2/1/2005

Opinion No. 2005 - 41754
