

G-01551A-04-0876

ORIGINAL



0000017529

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: (602) 542-0819

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 43081

Date: 3/24/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Rose

Mandell

Account Name: Rose Mandell

Home: (520) 803-0649

Street: 3658 La Terraza Dr

Work: (000) 000-0000

City: Sierra Vista

CBR:

State: AZ Zip: 85650

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Debbie Hinshaw

Contact Phone: (602) 395-4990

Nature of Complaint:

Customer called to voice her displeasure with SWG's pending rate application. The woman identified herself as a 65 year old woman, whose house has the very best installation possible in it, has her heater only two hours every day and her thermostat is always set at 65 degrees. She says her latest bill from the company reflects she owes \$59.00. She thinks enough is enough and is tired of all surcharge rates, PGA rates. She wants a fair price set for the company.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that her comments are welcomed and they will put in the rate case docket for Southwest Gas.

G-01551A-04-0876. CLOSED.

End of Comments

Date Completed: 3/24/2005

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ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL

2005 MAR 25 A 9:00

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Arizona Corporation Commission

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