



0000018312

# ORIGINAL ARIZONA CORPORATION COMM.

## UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: (602) 542-0819

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42947

Date: 3/18/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: George

Cook

Account Name: George Cook

Home: (928) 718-0441

Street: 2450 N Apache Dr

Work: (000) 000-0000

City: Kingman

CBR:

State: AZ Zip: 86401

is:

Utility Company: Unisource Energy Services \* (UNS) G-04204A-05-0046

Division: Gas

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

### Nature of Complaint:

Customer called to voice his displeasure with Unisource proposed 5% surcharge and his displeasure with the ACC. He states that instead of an increase, customers should get a 60% reduction in charges. He can not understand why the therm rates keep rising, and feels that the customers should not be responsible for everytime the utility company runs short of monies.

\*End of Complaint\*

### Utilities' Response:

N/A

\*End of Response\*

### Investigator's Comments and Disposition:

Advised customer that his comments were noted for the record and placed in Docket No. G-04204A-05--0046. CLOSED.

\*End of Comments\*

Date Completed: 3/18/2005

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Arizona Corporation Commission

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