

G-01551A-04-0876

ORIGINAL



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

47c3

Investigator: Al Amezcua Phone: (602) 542-2128 P 3: 50 Fax: (602) 542-2129

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCUMENT CONTROL

Opinion No. 2005 - 42946 Date: 3/18/2005

Complaint Description: 08A Rate Case Items - Opposed

First: Last:

Complaint By: Nora Moss

Account Name: Nora Moss Home: (000) 000-0000

Street: 319 E 14th St Work: (000) 000-0000

City: Tempe CBR: 707-580-0565

State: AZ Zip: 85281 is: Home

Utility Company: Southwest Gas Corporation G-01551A-04-0876

Division: Gas

Contact Name: Debbie Hinshaw Contact Phone: (602) 395-4990

Nature of Complaint:

03/18/05 Staff received correspondence from Ms. Moss opposing the raise in the gas.

I am in receipt of an announcement of intention to raise the gas rate on my house at 319 E 14th St in Tempe. The rate on this house is too high now. There is one person living in a one bedroom guest house of about 500 square feet. There is a wall furnace, a gas stove and a hot water heater. We just added a gas dryer. Last month I paid \$146.00 and this month \$113.29. This is absurd. I have always had all the gas appliances I could in my homes and it used to be reasonable. I guess it will be time to look at other alternatives if this increase goes into effect.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

03/18/05 Staff called and left Ms. Moss a detailed voice mail message. Staff advised her that the Arizona Corporation Commission was in receipt of her notice in regards to the Southwest Gas Proposed Rate Case Increase. Her comments were entered in our database system for record purposes and Docketed G-01551A-04-0876. Close.

End of Comments

Date Completed: 3/18/2005

Opinion No. 2005 - 42946 Arizona Corporation Commission

DOCKETED

MAR 18 2005

DOCKETED BY

RECEIVED

Arizona Corporation Commission Consumer Inquiry and/or Complaint Form

MAR 14 2005

This form may be completed electronically, printed and mailed to:

AZ Corporation Commission
Director Of Utilities

Arizona Corporation Commission, Consumer Services Section, 1200 W. Washington St.
Phoenix, Arizona 85007

Step 1

Before submitting a complaint to the ACC please visit this [link](#) to determine if the Commission regulates this service. If the company is regulated, please contact the company first. If you have already contacted your utility and are not satisfied with its response, please fill out this form and return the address above.

Step 2

YOUR NAME Nora Moss	DATE 3/10/05
ADDRESS <i>mailing address:</i> 101 W American Canyon Rd #508-302 319 E 14th St, Tempe AZ 85281 <i>American Canyon CA 94505 - property</i>	PHONE (HOME)
NAME THAT APPEARS ON THE BILL Nora & Charles Moss	ALTERNATE PHONE (DAYTIME) (707) 580-0565
NAME OF THE UTILITY COMPANY Southwest Gas	ACCOUNT NUMBER 421-0598750-031
E-MAIL ADDRESS nmoss2000@yahoo.com	CHECK HERE TO CONFIRM THAT YOU HAVE ALREADY CONTACTED THE UTILITY (SEE STEP 1) <input type="checkbox"/>

Step 3

PLEASE SUMMARIZE YOUR COMPLAINT OR INQUIRY:

I am in receipt of an announcement of intention to raise the gas rate on my house at 319 E 14th St in Tempe. The rate on this house is too high now. There is one person living in a 1 bedroom guest house of about 500 square feet. There is a wall furnace, a gas stove, and a hot water heater. We just added a gas dryer. Last month I paid \$146.00 and this month \$113.29. This is absurd. I have always had all the gas appliances I could in my homes and it used to be reasonable. I guess it will be time to look out other alternatives if this increase goes into effect. My husband and I plan to retire to this property, but may not be able to afford to if the gas rates keep going up. Please do not pass this rate increase!

Step 4

Please include copies of any documentation, such as bills, that our office would need to provide a response.