

OPEN MEETING AGENDA ITEM



0000018475

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2005 - 42317

Date: 2/22/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Caroline

Pilkington

Account Name: Caroline Pilkington

Home: (928) 774-0048

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

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:

I am opposed to UES's proposed six cent per therm surcharge on Customers bills beginning April 1, 2005.

As my representatives, I ask you to vote no to this increase

Docket # G-0424A-05-0046

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Date Completed: 2/22/2005

Opinion No. 2005 - 42317

ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL

2005 MAR 24 P 12:10

RECEIVED

Arizona Corporation Commission

DOCKETED

MAR 24 2005

DOCKETED BY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42368

Date: 2/23/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Rena

Dreisen

Account Name:

Rena Dreisen

Home: (928) 718-2528

Street:

3005 N Mark Dr

Work:

City:

Kingman

CBR:

State:

AZ Zip: 86401

is:

Utility Company:

Unisource Energy Services * (UNS)

Division:

Gas

Contact Name:

Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Consumer on limited income and is against any gas increase, DOCKET G-04204A-05-0046

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

n/a

End of Comments

Date Completed: 2/23/2005

Opinion No. 2005 - 42368

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42469

Date: 2/25/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Veena

Anderson

Account Name: Veena Anderson

Home: (928) 774-8110

Street: 1843 S. Southern Pacific Street

Work:

City: Flagstaff

CBR:

State: AZ Zip: 86001

is:

Utility Company: Unisource Energy Services * (UNS)

Division: Gas

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Consumer against new surcharge G-04204A-05-0046

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

n/a

End of Comments

Date Completed: 2/25/2005

Opinion No. 2005 - 42469

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42689

Date: 3/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Richard

Montoya

Account Name: Richard Montoya

Home: (928) 527-8005

Street: 2909 E. matterhorn Dr

Work:

City: Flagstaff

CBR:

State: AZ Zip: 86004

is:

Utility Company: Unisource Energy Services * (UNS)

Division: Gas

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Consumer against rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered.

End of Comments

Date Completed: 3/7/2005

Opinion No. 2005 - 42689

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42685

Date: 3/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Fred

Wall

Account Name: Fred Wall

Home: (928) 772-6938

Street: 675 Old Chisholm Trail

Work:

City: Dewey

CBR:

State: AZ Zip: 86327

is:

Utility Company: Unisource Energy Services * (UNS)

Division: Gas

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Consumer against what appears to be a duplicate surcharge. Docket # G-04204A-05-0046

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered

End of Comments

Date Completed: 3/7/2005

Opinion No. 2005 - 42685

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42701

Date: 3/8/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Fred

Stucker

Account Name:

Fred Stucker

Home: (928) 775-2130

Street:

2903 North Date Creek Drive

Work:

City:

Prescott Valley

CBR:

State:

AZ Zip: 86314

is:

Utility Company:

Unisource Energy Services * (UNS)

Division:

Gas

Contact Name:

Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Consumer against another rate increase by utility.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

n/a

End of Comments

Date Completed: 3/8/2005

Opinion No. 2005 - 42701

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42397

Date: 2/23/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Joseph

Struck

Account Name: Joseph Struck

Home: (928) 681-3466

Street: 3159 Snavelly Avenue

Work:

City: Kingman

CBR:

State: AZ Zip: 86401

is:

Utility Company: Unisource Energy Services * (UNS)

Division: Gas

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Consumer against rate increase, Docket G-04204A-05-0046.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

n/a

End of Comments

Date Completed: 2/23/2005

Opinion No. 2005 - 42397

G1-04204A-05-0046

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 - 41813

Date: 2/2/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Dana

Kocher

Account Name:

Dana Kocher

Home: (000) 000-0000

Street:

4825 Steinke Dr

Work: (000) 000-0000

City:

Kingman

CBR:

State:

AZ Zip: 86401

is:

Utility Company:

Unisource Energy Services

Division:

Gas

Contact Name:

Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Attached correspondence from a customer requesting that the Commission deny Unisource's request for a gas surcharge.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Comments noted for the record. CLOSED.

End of Comments

Date Completed: 2/2/2005

Opinion No. 2005 - 41813

G-4204A-05-0046

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 41761

Date: 2/1/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Bonnie

Coulter

Account Name: Bonnie Coulter

Home: (928) 632-7084

Street: P. O. Box 264

Work: (000) 000-0000

City: Humboldt

CBR:

State: AZ Zip: 86329

is:

Utility Company: Unisource Energy Services

Division: Gas

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Customer received notification in her monthly bill concerning a PGA surcharge increase. She is opposed to this increase. She states that her monthly bill this month is over \$200 and normally it is approximately \$40. She states that a lot of people in this area are elderly and on fixed incomes or people working for minimum wages.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/1/05 I explained that her comments would be documented and filed in the PGA docket.

Filed in docket no. G-4204A-05-0046. closed

End of Comments

Date Completed: 2/1/2005

Opinion No. 2005 - 41761

61-04204A-05-0046

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (602) 542-0842

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 41801

Date: 2/2/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Donald

Greene

Account Name: All Star Laundramat

Home: (000) 000-0000

Street: 7840 E State Route 69 Unit 1A

Work: (000) 000-0000

City: Prescott Valley

CBR:

State: AZ Zip: 86314

is:

Utility Company: Unisource Energy Services

Division: Gas

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

02/02/05 Mr. Greene called the Commission because he wanted to voice his opinion about a .6 cent per therm increase. He is not happy and feels the increase will affect his bill by 9%. In 11 years he has seen a 300% increase over-all. He wants to commission to know that he opposes the increase request.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

02/02/05 comments taken and filed. Close.

End of Comments

Date Completed: 2/2/2005

Opinion No. 2005 - 41801

File in docket No.

G-04204A-05-0046

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: (602) 542-0848

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42364

Date: 2/22/2005

Complaint Description: 09E Rates/Tarriffs - Other Charges on Bill

First:

Last:

Complaint By: Charles V.

Betancourt

Account Name: Charles V. Betancourt

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: "charles v betancourt" <lilch

State: AZ Zip: 00000000

is: E-Mail

Utility Company. Unisource Energy Services * (UNS)

Division: Gas

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Dear Sirs: When is this nonsense of containing surcharge charges going to be halted. Ever since UES took over as the provider of energy here in Lake Havasu City we have been subjected to an avalanche of surcharges. These charges defined by the dictionary as charges for no special reason are bankrupting all of the citizens of our state .Please put an end to these irresponsible requests for increases I the price of the energy we receive . Thank you very much Charles V. Betancourt lilchas@frontiernet.net

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/22/05 e-mailed to UNS

3/23/05 inquiry closed

End of Comments

Date Completed: 3/23/2005

Opinion No. 2005 - 42364

G104204A-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

CA/D4204A-05-0046

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 628-6556

Fax: (520) 628-6559

Priority: Respond Within Five Days

Opinion No. 2005 - 41931

Date: 2/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Meridith

Leo

Account Name: Meridith Leo

Home: (928) 636-8801

Street: 1218 N. Highway 89, space 17

Work: (000) 000-0000

City: Chino Valley

CBR:

State: AZ Zip: 86323

is:

Utility Company: Unisource Energy Services

Division:

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Customer is upset as she heard that Unisource may be asking for an additional gas increase. Customer lives on \$564/month so when she receives a gas bill for \$104 like she did last year she need assistance from an agency or she will have her services disconnected. Customer does not understand why these big companies continue to ask for and receive such huge increases from the Arizona Corporation Commission.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called customer and thank her for writing us. I told customer that I would enter her Opinion into our database for the record. CLOSED.

End of Comments

Date Completed: 2/7/2005

Opinion No. 2005 - 41931

G1-04204A-05-0046

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** (602) 542-0836**Fax:** (602) 542-2129**Priority:** Respond Within Five Days**Opinion No.** 2005 - 42616**Date:** 3/3/2005**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** H. Diane

Edwards

Account Name: H. Diane Edwards**Home:** (000) 000-0000**Street:** P O Box 2467**Work:****City:** Chino Valley**CBR:****State:** AZ Zip: 86323**is:****Utility Company:** Unisource Energy Services * (UNS)**Division:** Gas**Contact Name:** Gary Smith**Contact Phone:** (928) 226-2233**Nature of Complaint:**

Dear Commissioners: Docket G-04204A-05-0046

Please accept this e-mail as my request to you to NOT APPROVE the "six cent-per therm surcharge on customers' gas bills to recover the cost of natural gas purchases" as requested by Unisource Energy Services. They got

us quite awhile back and you let it happen, my gas bill went higher than it ever was before. I am not low income so I don't qualify for any help in coming up with the money to pay my gas bill.

Please consider their request carefully, how much is enough for them? If you let this go thru with your approval I believe you will get the same response as you did before. We will unite and find out why we pay you to let this happen to us AGAIN.

Maybe what Unisource needs to do is look internally for ways to cut expenses, cut big salaries, cut back some benefits (that many of of in Arizona don't get) and find ways to trim other areas inside. Their first way is always to hit their customers, I'd like to see what they can do internally to hit themselves first before hitting us again.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

n/a

End of Comments

Date Completed: 3/3/2005**Opinion No.** 2005 - 42616

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Brad Morton**Phone:** (602) 542-0836**Fax:** (602) 542-2129**Priority:** Respond Within Five Days**Opinion No.** 2005 - 42667**Date:** 3/4/2005**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Richard

Marley

Account Name: Richard Marley**Home:** (000) 000-0000**Street:** n/a**Work:****City:** n/a**CBR:****State:** AZ Zip: 00000**is:****Utility Company:** Unisource Energy Services * (UNS)**Division:** Gas**Contact Name:** Gary Smith**Contact Phone:** (928) 226-2233**Nature of Complaint:**

I am opposed to any rate increase sought by unisource energy services. The rates keep going up to the point I cannot afford to turn my gas on. I pay the base rate every month just to have gas to my home, I am not using gas at this time.

DOCKET # G-04204A-05-0046

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

n/a

End of Comments

Date Completed: 3/4/2005**Opinion No.** 2005 - 42667

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42814

Date: 3/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Myrtle

Stell

Account Name: Myrtle Stell

Home: (928) 289-4158

Street: 508 N Taylor Ave

Work:

City: Winslow

CBR:

State: AZ Zip: 86047

is:

Utility Company: Unisource Energy Services * (UNS)

Division: Gas

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

G-04204A-05-0046

Consumer is against gas surcharge.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered.

End of Comments

Date Completed: 3/14/2005

Opinion No. 2005 - 42814

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42687

Date: 3/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Harry

Rossman

Account Name: Harry Rossman

Home: (000) 000-0000

Street: 2928 Horizon Hills Dr.

Work:

City: Prescott

CBR:

State: AZ Zip: 86305

is:

Utility Company: Unisource Energy Services * (UNS)

Division: Gas

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Gentlemen,

Unisource Energy Services is applying to the Arizona Corporation Commission for approval of a surcharge of \$.06/Therm to be added to each customer's bill. I request you disapprove this application.

The customer representative at the Unisource Energy Services location in Prescott tells me that the previous company, Citizens Arizona Gas, sold gas at less than the legal floor price. When Unisource Energy Services purchased the company, an extensive analysis was performed by Unisource, which would have included this information.

Upon purchase of the original company, Unisource immediately imposed a hefty fee to attempt to independently acquire the funds from the customers, rather than the original company. This resulted in monthly bills of around \$200.00. Although the original fee is currently nullified, the price of gas per month ranges up and down by a factor of 5.

I find it difficult to believe that Unisource Energy Services must recoup any perceived losses from the customers rather than from the previous owner, Citizens Arizona Gas.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Entered.

End of Comments

ARIZONA CORPORATION COMMISSION

CHIEF CLERK

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Date Completed: 3/7/2005

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 - 42276**Date:** 2/18/2005**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Linda

Lainchbury

Account Name: Linda Lainchbury**Home:** (928) 634-3365**Street:** 2645 Pleasant Valley Dr**Work:** (000) 000-0000**City:** Cottonwood**CBR:****State:** AZ Zip: 86326**is:****Utility Company:** Unisource Energy Services * (UNS)**Division:** Gas**Contact Name:** Gary Smith**Contact Phone:** (928) 226-2233**Nature of Complaint:**

Customer called to say she is against any type of increase for Unisource Gas. She feels the company has gotten enough increases as their bills are already outrageous, thus the company does not need another increase.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Comments noted for the record. CLOSED.

End of Comments

Date Completed: 2/18/2005**Opinion No.** 2005 - 42276

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 - 42337

Date: 2/22/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Bob

Sheedy

Account Name:

Bob Sheedy

Home: (928) 774-4794

Street:

2948 W Wilson Dr

Work: (000) 000-0000

City:

Scottsdale

CBR:

State:

AZ Zip: 85255

is:

Utility Company:

Unisource Energy Services * (UNS)

Division:

Gas

Contact Name:

Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Customer called not to complaint, but wanted to express his views: He said that if had a business and his costs kept going up, he was not allowed to pass onto the customer. So, how come Unisource can do this? He does not understand how they keep getting what they want and still keep passing onto the customer or consumer.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Customers comments noted for the record. CLOSED.

End of Comments

Date Completed: 2/22/2005

Opinion No. 2005 - 42337

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 - 41813**Date:** 2/2/2005**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Dana

Kocher

Account Name: Dana Kocher**Home:** (000) 000-0000**Street:** 4825 Steinke Dr**Work:** (000) 000-0000**City:** Kingman**CBR:****State:** AZ Zip: 86401**is:****Utility Company:** Unisource Energy Services**Division:** Gas**Contact Name:** Gary Smith**Contact Phone:** (928) 226-2233**Nature of Complaint:**

Attached correspondence from a customer requesting that the Commission deny Unisource's request for a gas surcharge. Correspondence states:

Dear Sir:

I view with considerable skepticism Unisource's request for a gas surcharge. Dose'n't Unisource have a firm contract with its supplier? If not, why not? Does Unisource attempt to negotiate contracts with more than one supplier? Again - if not, why not?

My strong suspicion is that Unisource's request is mainly caused by poor management practices. Consequently, this alleged shortfall should be covered by the firm's investors, not the rate payers.

Please deny the Unisource surcharge request,

Sincerely,
 Dana Kocher
 End of Complaint

Utilities' Response:

N/A
 End of Response

Investigator's Comments and Disposition:

Comments noted for the record. CLOSED.
 End of Comments

Date Completed: 2/2/2005

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FEB 02 2005

AZ Corporation Commission
Director Of Utilities



DANA KOCHER
4825 Steinke Dr.
Kingman, AZ 86401

1/31/05

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007

Dear Sir:

I view with considerable skepticism UniSource's request for a gas surcharge. Doesn't UniSource have a firm contract with its supplier? If not, why not? Does UniSource attempt to negotiate contracts with more than one supplier? Again - if not, why not?

My strong suspicion is that UniSource's request is mainly caused by poor management practices. Consequently this alleged shortfall should be covered by the firm's investors, not the rate payers.

Please deny the UniSource surcharge request

Sincerely,

Dana Kocher

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
