

G-01551A-04-0876



0000021759

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez

Phone: (520) 628-6556

Fax: (520) 628-6559

Priority: Respond Within Five Days

Opinion No. 2005 - 43343

Date: 4/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Lowell

Manley

Account Name: Lowell Manley

Home: (520) 327-4636

Street: 2829 N. Dodge Blvd.

Work: (000) 000-0000

City: Tucson

CBR:

State: AZ Zip: 85716

is:

Utility Company: Southwest Gas Corporation

Division:

Contact Name: Lind Stutz

Contact Phone: (520) 794-6577

Nature of Complaint:

Customer is upset as he wanted an explanation from SWG as to why his minimum charge is \$8? The other two utilities in town (TEP & Tucson Water) only charge \$5.00 per month. Customer said he just received information from SWG that the minimum cost may increase from \$8.00 a month to \$12.00 a month.

Customer was told by Bobbi, SWG telephone representative, to call the Arizona Corporation Commission for an explanation.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I told customer that whatever amount is asked for before any kind of rate increase before staff and ultimately the Commissioners is a part of the overall package of the rate increase. I told customer that the entire process is looked at and some portions of the proposed rate increase could be decreased and other areas increased based on what staff believes would be the most equitable choice while at the same time allowing the utility company to earn a standard Rate of Return. I told customer that I would enter his Opinion into our database for the record.

CLOSED.

End of Comments

Date Completed: 4/7/2005

Opinion No. 2005 - 43343

Arizona Corporation Commission

DOCKETED

JUN 23 2005

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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 - 43098

Date: 3/25/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Carla D.

Massey

Account Name: Carla D. Massey

Home: (623) 536-6464

Street: 11126 W. Lewis Avenue

Work: (000) 000-0000

City: Avondale

CBR:

State: AZ Zip: 85323

is:

Utility Company: Southwest Gas Corporation

Division:

Contact Name: Debbie Hinshaw

Contact Phone: (602) 395-4990

Nature of Complaint:

I received the following Opinion:

"I am against any increases of Southwest gas because they are rediculously (sic) high enough. I am disablebled (sic) living on a fixed income. I keep (my) heat at 74 upstairs, and 73 down, it comes on maybe for (sic) times a week and I have a bill for over a hundred dollars. If SRP or APS charged at the rate Southwest gas is obviously charging none of us would be able to keep our homes reasonabley (sic) cool. I just think it is a same in this country that we are so incredibly (sic) high. The heat isn't on every day, it isn't on for long when it does come on so I fail to see why it is so high. I don't think it needs to be any higher than it already is. If anything it needs to come down"

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called customer @ 1059 to let her know that we are in receipt of her Opinion against this proposed rate increase. I told customer that I would enter her Opinion into our database for the record. CLOSED.

End of Comments

Date Completed: 3/25/2005

Opinion No. 2005 - 43098

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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 - 43214

Date: 3/31/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Jimmy

Miller

Account Name: Jimmy Miller

Home: (520) 889-2853

Street: 5751 South Southland bl

Work:

City: Tucson

CBR:

State: AZ Zip: 85706

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Donna Muffaleti

Contact Phone: (520) 427-6398

Nature of Complaint:

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Consumer against rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered.

End of Comments

Date Completed: 3/31/2005

Opinion No. 2005 - 43214

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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 - 43157

Date: 3/29/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Peggy

Sjulstad

Account Name: Peggy Sjulstad

Home: (520) 747-8819

Street: 5901 East 26th Street

Work:

City: Tucson

CBR:

State: AZ Zip: 85711

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Debbie Hinshaw

Contact Phone: (602) 395-4990

Nature of Complaint:

DOCKET G-01551A-04-0876

Consumer against rate increase because she is on limited income.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion entered.

End of Comments

Date Completed: 3/29/2005

Opinion No. 2005 - 43157