



SOUTHWEST GAS CORPORATION RECEIVER

2005 SEP -9 P 3: 08

September 8, 2005 AZ CORP COMMISSION
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Docket Control Office
Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007

Subject: Southwest Gas Corporation
General Rate Case; G-01551A-04-0876
Supplemental Rebuttal Testimony

Enclosed for filing are an original and thirteen (13) copies of Southwest's Supplemental Rebuttal Testimony of Christina A. Palacios in the above-referenced docket. An additional copy is included for date/time stamp and return in the self-addressed, stamped envelope. Copies of the Supplemental Rebuttal Testimony are being provided to all parties of record.

Should you have any questions, please do not hesitate to contact me at (702) 364-3079.

Respectfully,

Randall W. Sable
Manager/State Regulatory Affairs

Enclosures

BEFORE THE ARIZONA CORPORATION COMMISSION

Supplement to
Prepared Rebuttal Testimony
of
CHRISTINA A. PALACIOS

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7 Q. 1 Are you the same Christina A. Palacios who sponsored both
8 direct and rebuttal testimony in this proceeding?

9 A. 1 Yes, I am.

10 Q. 2 Why are you sponsoring a supplement to your rebuttal
11 testimony?

12 A. 2 Subsequent to the filing of my prepared rebuttal
13 testimony, it was brought to my attention that Southwest
14 inadvertently failed to address in its rebuttal
15 submission a matter which was raised by Staff witness
16 Mr. Robert G. Gray in his prepared direct testimony. The
17 purpose of this supplement to my prepared rebuttal
18 testimony is to address the matter raised by Mr. Gray.

19 Q. 3 What matter was raised by Mr. Gray?

20 A. 3 Beginning on line 21 of page 54 and continuing through
21 line 9 of page 55, Mr. Gray indicates that the
22 Commission's Consumer Services section has been contacted
23 by customers of Southwest who have expressed
24 dissatisfaction with having to wait for all or most of a
25 day for a Southwest service technician to initiate
26 natural gas service. Included in the above-referenced
27 portion of Mr. Gray's testimony is a request that

1 Southwest consider the adoption of a four-hour service
2 window and indicate in its rebuttal submission whether
3 Southwest could move to a four-hour service window.

4 Q. 4 What is Southwest's response to Mr. Gray's request?

5 A. 4 Southwest's current policy is to provide a four-hour
6 service window to a customer whenever a customer makes
7 such a request. Accordingly, Southwest's response to
8 Mr. Gray's request is that Southwest is willing to
9 continue its current policy of using a four-hour service
10 window upon a customer's request.

11 Q. 5 Does Southwest have any comment regarding the information
12 provided to Mr. Gray by the Commission's Consumer Services
13 section?

14 A. 5 Yes. Southwest is always disappointed when any of its
15 customers are dissatisfied with Southwest's service, and
16 it is apparent from the high customer satisfaction
17 ratings Southwest has received consistently for many
18 years, that Southwest strives to achieve excellent
19 customer satisfaction. After it was brought to my
20 attention that Southwest may have failed on occasion to
21 adhere to its current policy, I communicated with
22 Southwest's customer service representatives in an effort
23 to ensure that the four-hour service window is made
24 available to each and every customer upon request.

25 Q. 6 Does that conclude the supplement to your rebuttal
26 testimony?

27 A. 6 Yes, it does.