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AZ CORP COMMISSION
DOCUMENT CONTROL

November 2, 2005

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HAND-DELIVERED

Commissioner Kristin K. Mayes
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

Dear Commissioner Mayes:

At the Open Meeting on October 18, 2005, you requested copies of transcripts of the calls that were made to the UniSource Energy Services ("UES" or the "Company") Call Center by Thomas Broderick. Mr. Broderick raised concerns about the Call Center and the information it provides to gas customers. According to Mr. Broderick, the customer service representatives ("CSRs") did not provide adequate information concerning the projections for winter gas prices, the basic cost of the components of gas charges, conservation and budget billing.

The Company was able to locate several calls made by Mr. Broderick in its tape archives from the Call Center. The Company was able to obtain the tape recordings of calls on June 28, 2005, July 19, 2005, September 1, 2005, and two calls on October 7, 2005 and prepared a transcript of all five calls.¹ Enclosed with this letter please find (i) a CD containing the recording of the Broderick calls; and (ii) a copy of the transcript for the Broderick calls. In order to place the questions and answers of the calls in their proper context, I would suggest that the CD and transcript be reviewed simultaneously.

In discussing these calls with Mr. Broderick, the Company has informed him that his calls raised the Company's awareness of the need to closely monitor the CSRs' ability to respond to questions relating to winter heating and gas prices and to reinforce its training on these matters. In particular, with rising gas prices and concern over the impact on customers, the Company stepped up its training of CSRs to better enable them to alert customers to the anticipated price increases and provide them with information on CARES, budget billing and conservation.

The Company currently trains its CSRs to, among other things, (i) explain the components of gas charges; (ii) discuss the price increases that customers will face related to gas

¹ Mr. Broderick indicated that he also made one call in March and two calls in June 2005. The Company did not find any such calls on its Call Center tapes.

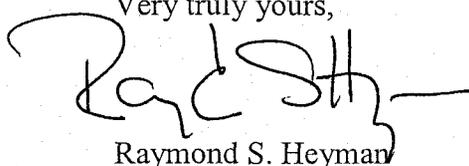
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charges; (iii) review bill inserts and media communications to keep them apprised of current information so they can communicate this information to customers on a timely basis; (iv) use the same calculation spreadsheet that was used by Citizens to calculate the monthly budget bill amount under the current tariff; (v) discuss the advantages of summer enrollment in the budget billing program to obtain the lowest initial monthly payment when appropriate; (vi) discuss the CARES program, income qualifications, and discounts; and (vii) provide conservation information and tips using a quick reference guide that covers the top five conservation tips.

The Company is committed to providing the effective training to its CSRs on gas related issues and it will continue to update and improve its training while utilizing state of the art technology to randomly capture calls for quality monitoring and training purposes.

Please do not hesitate to contact me if you have any questions regarding this information.

Very truly yours,

A handwritten signature in black ink, appearing to read "Ray S. Heyman", with a horizontal line extending to the right from the end of the signature.

Raymond S. Heyman

/dd

c: Chairman Hatch-Miller
Commissioner Spitzer
Commissioner Mundell
Commissioner Gleason

June 28, 2005

CSR: Good morning.

Mr. Broderick: I have a couple questions about natural gas prices. Can you tell me, will the gas prices we see this up coming winter from Unisource be higher, lower, the same as last year?

CSR: As of right now, what I know, the prices are going to be the same. They haven't notified of any increase in rates.

Mr. Broderick: I notice that the prices change a little bit from month to month. Looks like there are three components of the pricing on my bill aside from taxes. There's something called the basic cost of service, then there is a...a PGA cost, then there's a PGA surcharge. Which of those is changing each month and I guess you're saying that they're going to be the same, projected to be the same for next year, next winter?

CSR: The basic cost is one cent rate seventy cents per therm. You can see that on your bill that is what I am referring to. The rate we charge for gas. The other one, yes those can be different depending on what the cost of... (oh shoot I don't have my notes)... it explains it on the back of the bill what those two charges are.

Mr. Broderick: Do they change? Do those two changes, aside from basic cost of service, which you said stays the same?

CSR: I think one of them does, if you read the back of the bill, the definitions. One is based on price of gas, on the market.... I'm sorry I don't have my notes with me.

Mr. Broderick: Okay, Okay
Um, are you in Flagstaff or you in Tucson?

CSR: All calls are routed to call center in Tucson.

Mr. Broderick: All calls to Tucson. Okay. Do you handle calls for gas and electric? And do you handle...

CSR: We handle all Unisource calls.

Mr. Broderick: Your information is prices are going to stay the same?

CSR: As of right now, that's what we know.

Mr. Broderick: Umm...

CSR: The last increase we had was August 2003.

Mr. Broderick: So, the prices have stayed the same since 2003?

CSR: Yes, point seventy.

Mr. Broderick: Yeah...but that's not the only portions the customers pay right? Do you offer Budget Billing?

CSR: Yes we do

Mr. Broderick: Okay...umm...can you tell me...umm...I guess if I give you my account number can you umm...tell me what my Budget bill will be.

CSR: Sure...what's the account number?

Mr. Broderick: 2822344

CSR: And your name

Mr. Broderick: Tom Broderick

CSR: Thank you Tom...and your phone number is, please?

Mr. Broderick: 527-8036

Mr. Broderick: \$40 dollars a month....okay and is that going to change during the year?

CSR: We do review Budget Billing for gas every August. If we need to increase or decrease your budget payment, we'll let you know on your August bill. Sometimes we do review Budget Billing every six months. But the months we'll for sure we'll review is in August.

Mr. Broderick: Okay...and how did you calculate...the...the what was the \$40 dollars based on?

CSR: The last 12 months of usage.

Mr. Broderick: The last 12 months? Okay...and is that using the current prices then?

CSR: Yeah

Mr. Broderick: Okay...umm...when it's redone in August does the system do that work or is it done...

CSR: No it's done by the Budget Billing department.

Mr. Broderick: The Budget Billing department does it? Okay...Where are they based? Are they based in Tucson also?

CSR: No...they are based in the office...the Flagstaff office.

Mr. Broderick: Oh...in Flagstaff...oh...okay. And umm...Can you tell me, do you have a low income program?

CSR: Yes we do offer the CARES discount which is good from November through April. It's about 15 per cent of what you use in gas. The discount comes from the usage not for the whole bill, how much you are using for gas.

Mr. Broderick: Say that again, I'm...

CSR: It's a 15 per cent discount

Mr. Broderick: It's a 15per cent?

CSR: On how much gas you are using and it's good from November to April.

Mr. Broderick: Okay is that on the entire...on the entire...when you say on the gas usage. You change the gas usage like if I use 100 you would take 15% off that, it that how that works?

CSR: If you use \$100 dollars on gas not including taxes and everything else, then yes you get that discount.

Mr. Broderick: Okay...so if my bill was \$200 then it would be I'd bet \$30 dollars off?

CSR: I believe there is a limit as on how much you can use on gas too...let me double check that. Yeah, you get the discount on the first 100 therms.

Mr. Broderick: First 100 therms...okay...okay and then my one final question umm...the umm...what kind of efficiency or conservation steps can I take to kind of reduce my usage so I can keep my bill under control.

CSR: I don't think you can go any lower than what you are doing right now. I mean for energy savings tips you can go online.

Mr. Broderick: Umm...are you familiar with the measures that are on the website...and are there any you would suggest more than any other?

CSR: You always find a lot more information on the website than anywhere else.

Mr. Broderick: Okay...Okay umm...I guess that's it. I guess that answers all by questions.

CSR: Did you need me to send you out an application for the CARES discount?

Mr. Broderick: Umm...what's the...what's the income limit for it...I assume there is some kind of income limit is that right or?

CSR: Sure...yes it is...

Mr. Broderick: Alright

CSR: How many people are in the household?

Mr. Broderick: Two...two people

CSR: Two, okay I am showing the income to be less than one thousand five hundred and sixty two dollars (\$1562.00)

Mr. Broderick: Okay and that's for this upcoming year?

CSR: That's for this upcoming year...yes

Mr. Broderick: How long does it take once you sign up to have it go into effect?

CSR: Oh like I said the discount is good from November to April.

Mr. Broderick: Okay

CSR: So if you apply now it will be good for this coming November?

Mr. Broderick: Okay...how long does it take you...If I applied in November how long would it take you to get it processed?

CSR: It'll well...If you...if I mail it out to you, you fill it out and mail it back it takes two to three weeks. But if you go into the office and get it done right there, then it will be activated right away.

Mr. Broderick: Okay...Okay...I don't think I qualify under that income so I don't think there is a need for you to send it to me so...

CSR: Anything else?

Mr. Broderick: No...that will be it.

CSR: Thank you for calling Unisource.

July 19,2005

CSR: Thank you for calling Unisource, how can I help you?

Mr. Broderick: Good Morning, I wanted to find out about getting on the Budget Billing. Can you set that up for me?

CSR: Okay...for what account number sir?

Mr. Broderick: Oh....Oh... I'm not sure....I'm not sure of the...I'm not sure of the account number. Can I give you my address or something else. I don't have my bill in front of me.

CSR: What is the address?

Mr. Broderick: 4279 E Coburn Drive, Flagstaff.

CSR: It's 4270?

Mr. Broderick: 4279

CSR: 79...I'm sorry....your name please?

Mr. Broderick: Tom Broderick.

CSR: Going by the last twelve months of service right now, about thirty nine dollars (\$39.00)...by what you are using right now.

Mr. Broderick: Okay.

CSR: I do show that they last month they quoted you forty dollars (\$40.00)...umm...actually...umm

Mr. Broderick: Doesn't matter, dollar doesn't matter to me. So, okay, when will this be adjusted?

CSR: It will actually begin with your next month statement. You have the nineteen dollars and forty two cents (\$19.42) actually going to be deducted. You were billed...

Mr. Broderick: Yes...

CSR: Uh huh...that will go thru still and then we can set you up for your next month billing statement if you want to enroll.

Mr. Broderick: Yeah...yeah... I would like to enroll.

CSR: Okay

Mr. Broderick: And you said this is based on the last...the last twelve months?

CSR: Yes....umm

Mr. Broderick: Okay

CSR: Twelve months (inaudible)

Mr. Broderick: Okay

CSR: Do you have any questions on how that works or anything today?

Mr. Broderick: Well, we got a bill insert this month it seemed, explained how it worked.

CSR: Okay...

Mr. Broderick: And as you can see I talked to somebody before. I had a couple of other questions too.

CSR: Did you want to go on the thirty nine dollars (\$39.00) or forty dollars (\$40.00)? Do you want to do an even amount or...

Mr. Broderick: Doesn't matter.

CSR: It's up to, you're really

Mr. Broderick: Okay, we go with forty dollars (\$40.00).

CSR: Go with forty dollars (\$40.00)?

Mr. Broderick: And then when does this get reviewed during the year or....

CSR: Yes, we review once a year...umm...what will happen though is at that time, I mean they will give you notice on your bill statement letting you know they are going to up your Budget Billing if to low of an amount or if they are going to lower it, if you have too much of a credit, it can go either way.

Mr. Broderick: When do they do that, do you know? Is it at one particular time or do they just do any old time.?

CSR: Usually around August, your right around the time it can actually get set up so...

Mr. Broderick: Okay

CSR: So usually around August. I mean sometimes they don't look at all the accounts...I mean sometimes you won't even get a notification if you don't need it...it really just depends as to where you are at on the billing statement. But on bill statement you can notice whether or not you are carrying a credit balance or you have a balance owing to the company and that's going to be on your bill statement every month.

Mr. Broderick: Okay

CSR: So you'll be able to see where you are at...if it's high or too low. Probably right now you are going to go into a credit then in the winter months you may have the actual balance owing on the account. So just depends on what you usually do? (inaudible)

Mr. Broderick: Hmm...hmm...okay

CSR: And then you'll also...you see all you know whether or not you have the credit or balance owing and stuff like that on there and it's the same thing you know it will post on your account by the due date of your bill every month with the EFT you have on there...

Mr. Broderick: Okay...do they check it at other times other than August?

CSR: Umm...if you call in

Mr. Broderick: No...no, do they change it?

CSR: Umm...

Mr. Broderick: Is this changed or during the year you said it's checked in August.

CSR: Uh huh...

Mr. Broderick: Is it reviewed at other times during the year or...

CSR: It can be...it can be if it's needed. I mean...umm...sometimes they'll get like alerts... like some people will start...having a high balance owing to the company or high credit and that will alert you know...our billing department and they can look at it. But that's only if it's an extreme...pretty much situations where people owe five hundred dollars (\$500.00) or something like that...

Mr. Broderick: Yeah...

CSR: You know it's something they would look into for billing purposes. Every time you call in too, we would let you know. If you ask us...you know...what's my actual balance right now and we would let you know as to what it would actually be.

Mr. Broderick: Yeah...so that also shows on my bill as you said right?

CSR: Yeah...umm...yeah cause we would have that same information and then we could also you know quote you a different amount if needed...set you up at a new amount if you have a high balance owing and you don't...you know...you want to up it a little bit, I'm...we can always during the year it's not a problem.

Mr. Broderick: Okay

CSR: Okay?

Mr. Broderick: Either, either you...either the company can change it or I can call in and ask that you look at it in order to change it?

CSR: Yeah...umm...umm...I mean sometimes people you know...like let's say at the end of the year you are going to be reviewed again...umm...we have to adjust it to make it a higher amount because it was set you to low for you...umm...for whatever reason your usage changed...somebody moved in, somebody moved out...little things like that can effect it...umm.. and we put it to a higher amount and you don't want to do that...hmm...we would give you the recommendation if you choose not to go to the higher amount and you just want to pay it off...I mean that is something you can do...a lot of people feel what they do is... they don't wanna be at that higher amount and unfortunately, we would have to set them up because instances where they would have the balance owing and stuff like that...

Mr. Broderick: Umm...uh huh

CSR: But that hardly really happens unless you do like an extreme change in lifestyles...where your home is at and stuff like that...

Mr. Broderick: Okay...umm that brings me to another question. Are prices for this up coming winter how are they going to be compared to the prices last winter...higher...lower...the same? What can you tell me on that?

CSR: I'm not sure sir....They haven't notified us about an increase at all for this winter. Were all assuming here its pretty much going to stay the same but...

Mr. Broderick: Okay

CSR: We...I mean they haven't notified us yet of anything.

Mr. Broderick: Okay

CSR: I mean you would get a bill statement, bill insert or something like that letting you know there wasn't a change.

Mr. Broderick: Okay

CSR: For the winter months.

Mr. Broderick: Umm, okay...And my one final question, are we all set on the Budget Billing?

CSR: Uh huh

Mr. Broderick: I have one final question? That is...umm...what can you tell me or guide me about how to conserve and use less gas...umm... in order to help control my bill?

CSR: What usually you want to look at is on the gas billing is hot water heater like umm...you know your whatever appliances you have that are gas appliances. Also, weather stripping for doors and windows anything like that, anything that can escape even youre cooling. If you don't have a good weather stripping in your windows and doors, any heating and cooling is going to be going out of the home and not stay in there, that's a major issue. Making sure your appliances are serviced you know every year to make sure everything is running properly, things like that...making sure you have the right appliances for your home. Just making sure you know the right size and things like that, if you really haven't had any problems I mean there shouldn't be anything for you next year but that is items you could look at and check and see. How long have you been at the address? You've been there for awhile?

Mr. Broderick: Six years I think

CSR: Six years (inaudible) looking to see how long...

Mr. Broderick: For last year obviously around four hundred dollars (\$400.00) ... four hundred and eighty dollars (\$480.00)

CSR: Your bill?

Mr. Broderick: For the whole year.

CSR: Oh...for the whole year.

Mr. Broderick: Right...yeah if you're calculating the budget at forty dollars (\$40.00) s then that must mean you're expecting me to owe four hundred and eighty dollars (\$480.00) for the year.

CSR: Actually, your usage since last year was a lot lower than you were the year before in the winter months, because before you ran...let's use an example in August...this is just gas service not including any taxes or assessments or anything on that...you were about one hundred and nineteen dollars (\$119.00) in January 2004, this January you were about ninety dollars (\$90.00)...so again in February ninety five dollars (\$95.00)

...February this year sixty three dollars (\$63.00)...even in March seventy five dollars (\$75.00)...last year forty eight dollars (\$48.00), this year a little bit of a difference.

Mr. Broderick: Yeah...that would be weather related too. I mean I don't know what the weather were like, do you? Do you have information on what the weather was like because that would make a difference wouldn't it?

CSR: Yeah...umm..umm...on the ...on Flagstaff I know a couple of days and stuff like that here and there is where there where a lot of people were inside their homes because of snow bound days and schools closed and things like that...I don't think it was as extreme as last year. Just from what we heard. We're actually in Tucson, we're not in the Flagstaff area but things we have heard from customers and things like that.

Mr. Broderick: Okay...Okay...well good...thank you... so this....what is going to happen on by bill from here is that my current balance of I guess nineteen dollars and forty-two cents (\$19.42) that will be withdrawn at the end of this month but then my August bill regardless of what it is I am going to be billed this...you said this forty dollars (\$40)?

CSR: Uh huh...the forty dollars (\$40)...uh huh

Mr. Broderick: Okay...very good

CSR: So yeah, even if your billing is higher of lower it will be the forty dollars (\$40.00). We actually do the review is when that would change for your or you call us up and say you know what I'm getting to high of a balance here and I want to change that and make an adjustment...that's up to you. I mean if we feel it's acceptable and its not going to cause you hardship later on, maybe we can do it. The thing is to that if you have a balance owing at the end of the year or something like that, then we'll maybe just adjust your Budget Billing just to help you pay it off through out the year.

Mr. Broderick: Okay

CSR: Okay?

Mr. Broderick: Very good...Thanks very much

CSR: Alright sir

Mr. Broderick: Alright bye

CSR: Bye

September 1, 2005

CSR: Unisource Energy, Jerry speaking, how can I help you?

Mr. Broderick: Ahh, good morning. I had ahhh, I had a couple of questions I wanted to ask about ahh, ahh, gas prices for the upcoming winter.

CSR: Okay, the price of the gas went up 3 cents per therm, sir.

Mr. Broderick: Okay, ahh, okay, what, what are you projecting, ahh, for next winter compared to last winter. Do you think is it going to be the same or going to go up? Or is it going to be,,,

CSR: It is going to go up, sir. It is going to go up 3 cents from last winter. This winter is going to be higher price....three cents then last winter.

Mr. Broderick: Okay, Okay, and ahh, okay so it will just be 3 cents, okay, ah, good. Ummm now, ahh, ahh you offer a, ahh, a levelized a billing program or budget billing program? Is that right?

CSR: Yes sir, yes sir.

Mr. Broderick: Okay, umm, can you, umm, can you tell me how that works, and then I, I wanted, I had some other questions about it.

CSR: Okay, the budget plan, you have to live in the address for one full year, so you will know how much your bill is from winter & summer,

Mr. Broderick: Huh-huh

CSR: So it is calculated in your name, not in the previous person's name. And, ah, you have to have one full year, living in there.

(Both started speaking at same time)

CSR: Sometimes when you, for example, your budget balance calculated at \$40.00, sometimes your bill is going to be lower in the summer and higher in the winter. So, when your bill is 100.00, and your payment is 40.00, the rest of the 60.00 is going to be accumulated on your balance, like you still owe it. And in the, and in the summertime when you, your bill is lower then your payment, whatever you paid, over your bill, is going to be, going to the lower the amount it was raised on your winter time.

Mr. Broderick: Okay

CSR: Once a year, the company, reviews your account, it works from address to address.

Mr. Broderick: Okay

CSR: Alright

Mr. Broderick: Okay, umm, ahh, does it matter what time of year I sign up, if I, if I, sign up now or if I sign up, ummm or you know, at Christmas. Is, will my budget bill be the same or does it matter what... what time of year I sign up for the budget bill?

CSR: Well, for example right now, we calculate the budget for this 12 months from August to the next August, so if you call today to connect service and you want to be on the budget from the previous person usage, we can do that for you.

Mr. Broderick: Okay

CSR: It is going to be before the next 12 months.

Mr. Broderick: Next 12 months, you said?

CSR: Yes, sir.

Mr. Broderick: Okay, umm and the if, ah, ah, ah, if I sign up in, in December, does, is it, is it, is it, the same? Going to be the same budget bill?

CSR: It is going to be the....(Customer interrupted)

Mr. Broderick:assuming my usage is the same year after year.

CSR: Yes, December. Well December it is going to be just for 9 months, for your budget, from December to August.

Mr. Broderick: Oh, it will be December to August?

CSR: Ahuh-ahuh

Mr. Broderick: Okay, okay, umm, so what that would be a different amount if I signed up in December, then if, then if, I signed up today?

CSR: Yes, that's right.

Mr. Broderick: Is that right?

CSR: Yes sir.

Mr. Broderick: Yeah, okay, ummm, okay, well, could you, can you,,ummm, can you check on what my... can you do the calculation on my budget bill, and tell me what it would be if I signed up for it.

CSR: Okay, what is your address or the account number?

Mr. Broderick: Oh, my phone, you just want my phone number?

CSR: No sir. Do you have a service with us?

Mr. Broderick: Yeah

CSR: What is the account number or the address?

Mr. Broderick: Okay, the address is ummm I don't have the account number, because I don't have a bill,,,,,

CSR: That's okay

Mr. Broderick: In front of me, ahh, it is 6210 W. Dodge Ave.

CSR: This is a,,,

Mr. Broderick: Flagstaff

CSR: Flagstaff, ah, thank you, your name sir?

Mr. Broderick: Jeff Shipper

CSR: Telephone number, Jeff?

Mr. Broderick: Ah, 714-0782

CSR: 928, right? (area code)

Mr. Broderick: Yeah, 928

CSR: Your budget right now, should be around \$66.00

Mr. Broderick: \$66.00, and that would take effect with the September bill, if I wanted to go with that?

CSR: Yes sir.

Mr. Broderick: Okay, okay, let me think about that, ah, let me think about that, another thing I wanted to ask you, I have a couple of other question if you don't mind, ah....

CSR: Sure

Mr. Broderick: Umm do you have a, ahh, low income discount program?

CSR: Yes sir,

Mr. Broderick: Okay

CSR: Cares program, yes we do.

Mr. Broderick: Cares, okay, can you tell me how that works, ah, what is the discount and then.....

CSR: Okay, okay, ah, (a pause) - okay, umm, it depends on the number of the persons living in the house and, ahh....

Mr. Broderick: 2 people, 2 people

CSR: And the income

Mr. Broderick: Okay, what is, what is the income level?

CSR: 2 people, ah, if they have less than \$1562.00

Mr. Broderick: Okay

CSR: they, they qualify

Mr. Broderick: they qualify, that per month?

CSR: Yes sir

Mr. Broderick: Okay, and then how does, can you explain how the discount works?

CSR: Okay, one second please, can I put you on hold on moment sir?

Mr. Broderick: sure

CSR: Thank you (places on hold)

CSR: Jeff?

Mr. Broderick: yeah

CSR: Thank you sir for holding, ah, um, um, residential, ah, basic cost of service rate for the first 100 of therms or less, is, ah, 15 ah percent

Mr. Broderick: It's 15 %

CSR: Yeah, .15 cents. In other words if, he us, ah, more than 100 therm of gas or less it is 15.00 discount.

Mr. Broderick: I see, okay, okay, and is, is that, is that all the time?

CSR: It's, ah, on gas, it runs from November to April for winter time only.

Mr. Broderick: Okay, I, I, had another quest..., ah, I think that, ah, tells me what I need to know, ah, on cares. Could I jump back to budget bill, is, is it possible for you to calculate what the budget bill would be, for me, if I were, if I signed up in for the December bill, starting with December, it that, can you do that?

CSR: yes sir

Mr. Broderick: Okay, I was just curious, cause I wanted to see what the difference was.

CSR: Okay, (pause)

Mr. Broderick: Are you in Tucson?

CSR: yes sir

Mr. Broderick: your in the Tucson call center,

CSR: huh-huh

Mr. Broderick: Okay, (pause) seems like all the calls have been going down to Tucson, for, rrr, quite a few months now

CSR: yeah

Mr. Broderick: is that right?

CSR: yes, yes,,,,, (pause) 72.00 dollars

Mr. Broderick: How many dollars?

CSR: \$72

Mr. Broderick: \$72.00, okay, great

CSR: for 9 months

Mr. Broderick: It's really not that much, it's really not that much, ah, different

CSR: Yeah,

Mr. Broderick: Okay, okay, um, allright cares, um, um, okay I don't, yeah okay, yeah, I have the information on income and, um, what the discount is and how do I sign up for that?

CSR: Ah, we have, ah, applications at the office.....

Mr. Broderick: Okay

CSR: In Flagstaff or I can send you one by mail.

Mr. Broderick: Okay, okay, I think I, I have to look, but I think my income is a little more than this,sooo, um,

CSR: Alright

Mr. Broderick: I guess, I guess I probably don't qualify for that,, but I'll, I'll look at that, I had 2 other questions, if I could, ah, um, um, what, what kind of, ah, suggestions do you have on, ah, efficiency or conservation, so that I can reduce the, amount of a, ah, gas that I use, because I'm, I'm a pretty big gas user that, ahh,,,,

CSR: Do you have a computer sir?

Mr. Broderick: Do I have a computer?

CSR: huh-huh

Mr. Broderick: ah, yes I do,,,

CSR: Uou can go to UESAZ.COM, and you can a find out any tips for conservation of energy,

Mr. Broderick: okay

CSR: UESAZ

Mr. Broderick: Got it, got it

CSR: .com

Mr. Broderick: Okay, now, ah, have you, ah, ah, ah, umm, um, there are probably a lot of things listed there are there some better than others, or....

CSR: Yeah, you can find out

Mr. Broderick: Or, or what would you advise, ah, especially, ah that are more important than the others, because I'm sure they have a pretty long list there.

CSR: Yeah, yeah, you, you, can check whatever, you, you, need to know sir, right there online.

Mr. Broderick: Okay, and um, ah, I, I have one final question on the, on the, pricing components, you know, when, and I don't have a bill right in front of me so I can't, I can't really look at it, but uh.....

CSR: huh-huh

Mr. Broderick: But, ah, um, it seems, ah, there are 3 parts to the bill, right?

CSR: Huh-huh

Mr. Broderick: There is a basic cost, then there is something called a PGA, and there is something called, ah, I think it's a surcharge or something like that, is that right? Are you familiar with those, those....

CSR: Ah, um, let me get a paper, okay, (pause), let me get a copy of your bill.

Mr. Broderick: okay, I won't see it, I won't see it cause I don't have one in front of me, but that's fine.....

CSR: Right there on the, on the back of your bill it shows what is all the, okay, ah, purchase gas adjus,,, PGA it is a purchase gas adjustment.

Mr. Broderick: huh-huh

CSR: Additional charge of credit approved by the AZ Corporation Commission, to collect under or return over balance of natural gas cost.

Mr. Broderick: Okay, that the PGA adjustment?

CSR: huh-huh

Mr. Broderick: Okay, what what what price is that right now, or, or, on my, urr, your looking on one of my bills?

CSR: Huh-huh

Mr. Broderick: What price was that? The PGA adjustment

CSR: It's ah, PGA adjustment, ah, for August is 20. Is..... point zero twenty eight three seven.

Mr. Broderick: Point zero?

CSR: It's zero

Mr. Broderick: Zero point okay

CSR: 2837

Mr. Broderick: Okay, and then

CSR: That's for August

Mr. Broderick: That's for August, okay

CSR: For September is zero point 2846, in other words, ah, the PGA, ah varies every month, ah, monthly adjustment for changes in the cost of natural gas, based on, at a rolling 12 months average.

Mr. Broderick: Okay, alright, and the surcharge is how much?

CSR: It is zero point 2846.

Mr. Broderick: No, I'm talking about the surcharge

CSR: That, that the surcharge sir,

Mr. Broderick: The surcharge is 2846

CSR: huh-huh

Mr. Broderick: Okay and then thee, there was a 3rd part of the bill, ah, the price on the bill too, I think it was called the basic cost, what was that, how much was that?

CSR: Basic cost, that's a 7.00 a charge for servicing your meter and, and everybody pays that charge, 7.00 dollars.

Mr. Broderick: Okay

CSR: If you use your gas or not, if you for example close all the "bulbs", you, you turn off your pilots in your, in your bill, in your house I mean, you will have received a minimum bill, with that 7.00 charge, plus taxes, between 7.00 & 8.50 a month, minimum bill.

Mr. Broderick: Okay, okay thee, ah, ah, but thee, there for the usage I use, the, ah, ah, aren't there 3 parts of the, of the, of the, components, of, of that, like if I use 100 therms

CSR: huh-huh

Mr. Broderick: Ah, there, ah, isn't there, ah, ah, ah, a basic cost, and then PGA cost, and then...

CSR: a PGA surcharge

Mr. Broderick: a PGA surcharge, right?

CSR: huh-huh

Mr. Broderick: And so what I'm trying, I'm trying to see what it is I am paying for gas.

CSR: Okay, for PGA costs is a 10 therms, at it is .2540000

Mr. Broderick: That's the PGA cost?

CSR: Huh-huh, and the PGA surcharge for 10, 10 therms is point 03. Five zero's (.0300000)

Mr. Broderick: Okay

CSR: And then say, state sales tax, county, franchise tax and the ACC tax

Mr. Broderick: Okay, how much is the, how much is the basic, ah, there's, ah, base cost of...

CSR: Basic cost 7. Seven dollars.

Mr. Broderick: oOkay, so if I use 10 therms, ah, the price that I, that I am paying, is what the PGA, plus the surcharge.

CSR: Huh-huh, it is 2.54 for PGA, and .30 for PGA surcharge

Mr. Broderick: Okay, and then plus the \$7.00 plus taxes

CSR: huh-huh

Mr. Broderick: Okay, and that would be my bill.

CSR: That is correct

Mr. Broderick: Okay, okay, um that's, that's really all I had, I'll get back to ya, on the, ah, budget bill, if I decide to go that...

CSR: Perfect sir

Mr. Broderick: ah, great, but thank you very much for your help, you've been very helpful.

CSR: Thank you, have a nice day

Mr. Broderick: Yeah, you too, bye.

10-7-05

Sandra Garza

Tom Broderick Call 3:34

CSR: Thank you for holding my name is Sandra, how may I help you?

Mr. Broderick: Uhh, good afternoon, I'm a gas customer in a Northern Arizona and I wanted just to find out from you, umm, I kind of heard of energy prices are, umm going up but, uhh I just wanted to find out from you what you, uhh know about how energy prices are going to be for the next up coming winter compared to last winter.

CSR: Okay, so you are wanting just and where did you, may I ask, where did you get that information that we where increasing that?

Mr. Broderick: Well, I just know. Just know that energy in general, energy prices are going up. You know this, \$3.00 at the gas pump and I just heard that umm prices where going up so I just wanted to find out if natural gas prices where going to be higher this winter compared to last.

CSR: The only ting we know for sure is what the price of gas is today. Beyond that our company's opinion is that wholesale natural gas prices will probably continue to rise in the future. That's all the information I can provide you.

Mr. Broderick: Oh, so you don't know what the prices are?

CSR: That's all no all I know is that the only thing we know for sure is what the price of gas is today, but beyond that our Company....like I said, our Company wholesale natural gas prices will probably continue to rise in the future.

Mr. Broderick: Okay, okay umm the uhh, do you have information about uhh the efficiencies of or uhh how to increase efficiencies so that you can deduce your consumption thru conservation measures?

CSR: Let me just take a look here, let me. And what is your name? I'm sorry; I didn't get your name?

Mr. Broderick: My name is Jeff.

CSR: Jeff, do you have a last name Jeff?

Mr. Broderick: Uhh, Shipper.

CSR: Shipper, do you have an account with us?

Mr. Broderick: Uhh, I don't actually. No, I'm I'm getting ready to move into another place so..

CSR: Alright, let me take a look and see what information I can provide you and we can take a look for you, Jeff just a moment.

Mr. Broderick: Okay.

CSR: Alright, let me just put you on hold here and I can see what information I can give you. Okay, just give me a moment, thank you.

Mr. Broderick: Thank you.

CSR: (CUSTOMER ON HOLD YUH HUH I DO REMEMBER HE DID TELL US)

CSR: Okay, thank you for holding. Can you just please, please repeat your question to me again so I can make sure I do answer you correctly/

Mr. Broderick: Oh, yeah I just wanted to know what kind of measure, what kind of things you would advise to people who want to reduce their consumption.

CSR: Uhh, okay. Well one thing we have here is to umm set your thermostat at the lowest comfortable temperature to minimize your heating cost. Umm, the US Dept of Energy recommends that setting the setting of 68 degrees. The individual, it just depends on the individual, you know we do advise 68 but is you feel uncomfortable, well then of course you are going to adjust it a little bit more. But umm that's what we umm normally recommend...we do recommend...

Mr. Broderick: Umm, okay, okay did you are there other things that you thought where affective also, uhh...

CSR: Uhh, also you can also save even more money by allowing your home to get cooler when you're asleep or away from home by setting your thermostat back 10 to 15 degrees.

Mr. Broderick: Uhh, hmm

CSR: For 8 hours well you can even cut your annual heating bill by at least 5 to 15 percent. Your savings for about 1% for each degree, if you set back less uhh eight less eight hours.

Mr. Broderick: Ohh, ohh I see. Okay, okay

CSR: There are so many different things you know you can even close vents and doors in unused rooms and close dampers and unused fireplaces.

Mr. Broderick: Uhh, hmm okay. Uhh, okay good. Well thank you I appreciated that. I uhh...

CSR: Your welcome, sir.

Mr. Broderick: I was, I was uhh I was thinking of having an account getting an account with you uhh, uhh because I'm looking to move into a different place and I'll have the I'll have the gas in my name at that time probably if that works out, it's in someone else's.

CSR: Oh, Oh right no problem sure all you need to do is give us a call and we'll be happy to assist you.

Mr. Broderick: Okay, alright on do you also offer uhh, uhh budget uhh something called budget billing that evens the budget uhh that evens the bill out over the year?

CSR: Yes, we do offer budget billing like for the gas for example the gas if you were going to start services right now then of course it's only a certain amount for month because you already it's not a twelve month for the gas. For the electric yes, we use 12 months. We go based on consumption and then you have that amount on budget for the whole year till it's reviewed again.

Mr. Broderick: Yeah.

CSR: But on gas for example if you were to start right now it would be based on ahh 10 months.

Mr. Broderick: I see, I see okay uhh now uhh is it umm do you, do I need to have an account with you in order to get ahh to get signed up for budget bill or can I just come in ahh new and you'll still offer me a budget amount?

CSR: Let me double check on that for you. Let me just look at my information and I can answer you, okay? Thank you.

Mr. Broderick: Okay, great. Thank you.

CSR: Okay, thank you for holding, Jeff. Thank you for being so patient. Okay, to what happens for example, you're a new customer you want to get on budget billing.

Mr. Broderick: Right.

CSR: Okay, if there is consumption from the previous customer then of course we can enroll you on budget billing. If there is no consumption, then we can base it out on the size of the home or maybe an address that has the same footage of your home. 1400 square feet and it has the people's billing, we can base it on that.

Mr. Broderick: I see, okay. Good, well thank you very much. I appreciate your help and have a nice weekend.

CSR: Okay, well you too.

Mr. Broderick: Okay, thank you.

CSR: Thank you for calling Unisource.

Mr. Broderick: Alright, bye.

CSR: Bye.

10/7/05

Second Call

CSR: Thank You For Calling Unisource This Is Ann How Can I Help You?

Harry Stenson: Uhh Good Afternoon Uhh My Name My Names Uhh Harry Stenson And I'm Umm Looking To Move Into Uhh Different Apartment That I'm In Right Now And Uhh I Wanted To Know If Uhh There You Have To Pay For Gas And Do You Offer A Senior Discount With Gas?

CSR: Yeah Absolutely, Uh Did You Say You Need To Apply For Service Or You Have

Harry Stenson: Uhh No I'm Thinking About It My Roommate Is Driving Me Crazy And I Got To Get Out Of Here

CSR: (Laughing) Ohh Okay, Yes We Do Offer A Discount Umm And You Can Actually Fill Out The Application In The Office Or We Can Just Mail It Out To You When You Call In To Establish Service In Your Name.

Harry Stenson: Okay It Was Harry Stenson.

CSR: I'm Sorry?

Harry Stenson: Harry Stenson

CSR: Oh, Did You Want To Go Ahead And

Harry Stenson: Well No Uhh No

CSR: Put The Service In Your Name?

Harry Stenson: I Haven't Found A Place That I'm Going To Be Moving Into Yet But Uhh How Old Do You Have To Be To Qualify For That Senior Uh Senior Discount

CSR: Let Me See What The Cut Off Is For Oh I Can't Remember. I Have All The Guidelines For The Income Are You On Low Low Income?

Harry Stenson: Uh Yeah My Income Is Fairly Low

CSR: Okay

Harry Stenson: Social Security So

CSR: Uh Well If You Umm If It's Just Yourself

Harry Stenson: Right 1 Person

CSR: In A House, If Your Uh Monthly Income Is At Or Under one thousand one hundred and ninety seven dollars (\$1197.00) Per Month Then You Would Qualify For It. I Can't Remember The Age For If You Want To Hold On For A Moment I Can Double Check I Can't Remember If It's Sixty Or Sixty Five.

Harry Stenson: Okay, Well Umm Well I'm Older Then Both So That Should Do It

CSR: Okay

Harry Stenson: Okay Now Uh The Other Thing Is Uhh Is Uhh Uhh Is There A Way To Even Out My Bill Do You Offer A Program Where That Evens Out The Bill Over A Period Of Uhh Over The Year

CSR: Yeah We Do It's Called The Budget Billing. What We Have To Do Is Use The Usage From The Past Twelve Months To Calculate Your Budget Amount Uhh We Recommend To Wait A Little While Before Actually Going On The Budget Billing When You Move Into A New Address Just To Make Sure That Your At A Good Budget Amount For You We Don't Want To Have You Too High Or Too Low And If We Use The Usage From The Previous You Know If You Move Into An Apartment And We Have To Use The Previous Tenant They Might Of Used A Lot More Or A Lot Less Gas Then You Would So It Wouldn't Be A Good Budget Amount But We Do Offer That

Harry Stenson: Oh Huh I See

CSR: The Budget

Harry Stenson: So You Can Sign Up At Any Time? Or

CSR: Uh Huh Yeah You Would Want To Have A Zero Balance To Go On The Budget Billing

Harry Stenson: And Uh Humm Do It Matter What Time You Sign Up During The Year Or Just Uhh When Ever I Get Into The Place I Can Sign Up Then?

CSR: Yeah, You Can Go On Budget Billing Any Time During The Year.

Harry Stenson: Okay Okay Uh Now The Other Thing I Have Kinda Heard Alot About Is Energy Prices Going Up, Are Are Your Prices For The Gas Going To Be Higher Next Year Then Last Year Or The Same Or What's Going To Happen With That?

CSR: Well Right Now You Know The Only Thing We Know For Sure Is What The Gas Prices Are Today. We You Know We Can't Predict What It Would Go Up To If Its Going To Go Up So We Haven't Been Really Given Any Information You Know As Far As If Its Going To Go Up Or Will It Go Up Or How Much It Will Go Up So

Harry Stenson: Okay, Okay Alright To Do This I Huh I Just Call This Number Right Once I Get The Place Settled Of Were I'm Going To Be ?

CSR: Um Huh

Harry Stenson: I Uh I Just Set It Up Thru You And Then You Uh Make The Arrangements To Get It Turned On And

CSR: Right We'll Right We'll Make We'll Put In The Order To Place Services Into Your Name, If Its On We'll Go Out And Read The Meter Into Your Name And Just Transfer It Over Or We'll Make Arrangements For You To Meet Us There Or To Connect It If You Need Your Services To Be Connected.

Harry Stenson: Okay, Okay Well Very Good Well That's That's Helpful I'm Trying To Plan For this Because I Got To Watch My Dollars Here So

CSR: Yeah

Harry Stenson: Well You Have A Nice Weekend Thanks Very Much

CSR: Your Welcome Is There Any Thing Else?

Harry Stenson: No That Settles It, I Just Got To Find A Place So I Can Get Away From This Crazy Roommate Of Mine

CSR: Okay Ya Have A Good Weekend Thanks For Calling Unisource

Harry Stenson: Okay Bye