Flagstaff, Ariz.
March 3, 2003

Docket # G-01032A-02-0598

ARIZONA CORPORATION COMMISSION
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MAR 0 7 2003
ORIGINAL
Director of Utilities

Dear Sirs:

I am very upset with the notice I just received with my Citizens Arizona Gas Co. Statement. It seems that the Citizens Gas Division is requesting an increase in rates through the Corporation Commission. What is this? Last year our rates went up 30% + that was & has been very hard on everybody this winter, especially since there are so many people without jobs at this time and we are having a big struggle trying to survive. What kind of people are these, that are acting so selfish + self centered wanting to raise the gas rates even higher when so many people are suffering right now? I am a 70 year old retired widow & living on a very small monthly security check + badly surviving from month to month. I have the privilege of belonging to the "Care" from the Citizens gas co. It helps me a lot, but that's only through Nov. through March. If the rates are raised I will fall apart as will a lot of needy people. Please do not allow them to raise the rates anymore. Please have compassion for the elderly that are low income + for all the needy. We all need your help + the rates need to come down instead of up. I don't know whether my letter will do any good, but I am begging + pleading, not just for myself but for everyone in need. Please, please help us, please don't hurt us anymore!!

Arizona Corporation Commission
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AZ CORP COMMISSION
DOCUMENT CONTROL

Sincerely,
Carmen Ayala.

My writing is bad. I have arthritis in my hands.

[redacted]

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