

ORIGINAL
1-25-04



Arizona Corporation Commission
1200-1300 W. Washington
Phoenix, Az. 85007

RECEIVED

2004 FEB -3 P 3:36

Attn Ms. ^{KRIS}~~Karen~~ Mayes

Dear Ms. Mayes:

G-01032E-03-0515
AZ CORP COMMISSION
DOCUMENT CONTROL

Help!! you need to come to the aid of your old friends
Prescott.

Since the purchase of gas utilities by UniSource Energy Services
the residents of Prescott and surrounding areas are really
getting burned by the company.

We have lived in Prescott since 1991 and during the four coldest
months (Nov. thru Feb.) the highest bill we've ever paid was
\$103.89. Our recent January bill was \$216.98. This translates
to a 109% increase.

We live in a very modest home with three bedrooms and nothing
has changed. We set our thermostat at 70 degrees during the
day and 60 degrees at night. We keep one bedroom closed at
all times. When we are away during the day we set the thermostat
at 65 degrees. Granted this winter has been colder but there
have been cold winters before while we have lived here.

Ms. Mayes, the company's rates are grossly wrong and I can't
believe the Corporation Commission is allowing this to happen

Arizona Corporation Commission
DOCKETED

We can afford these charges but there are hundreds of people
that simply can't afford these ridiculous increases.

FEB 03 2004

I understand that gas prices flucuate and that should be
reflected in the basic cost of service but the Citizens rate
for the first seven months of 2003 was .4414000 but when
UniSource purchased the utility it increases to .7004000 which
is a 58.9% increase. Pardon me but no one can convince me the
price increased that amount the day UniSource bought the utility.
Then to add insult to injury they added a surcharge which on
my bill was \$17.79. When I gas my car I know the price may
be up one week but if the attendant advises me there is a
surcharge per gallon I would start looking for the "Candid
Camera".

DOCKETED BY *CHR*

Ms. Mayes I beg you and your fellow Commissioners to act quickly
bring ths company down to a respectable charge.

In our January bill we were advised that an investment group
was purchasing all of the company's commom stock so are we to
expect the Corporation Commission to approve another raise?

Thank you kindly for your attention.

Sincerely,

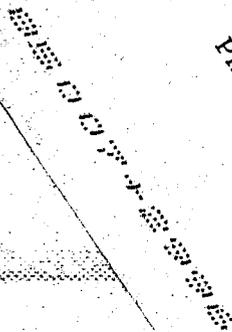
Bice & Betty Landi

cc. James S. Pignatelli

RECEIVED
JAN 27 2004
By _____



Bill & Betty Landis
1912 Foothill Dr.
Prescott, AZ 86303-5539



MS. KRIS MAYES
ARIZONA CORPORATION COMMISSION
1200-1300 W. WASHINGTON
PHOENIX, AZ. 85007

