

G-4204A-06-0463  
G-4204A-06-0013  
G-4204A-05-0831

ORIGINAL



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 55786

Date: 10/10/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Chet and Benedicte Last: Snow

Account Name: Chet and Benedicte Snow

Home: (000) 000000

Street: [REDACTED]

Work:

City: Sedona

CBR:

State: AZ Zip: 86336

is:

RECEIVED  
2006 OCT 12 A 9:29  
AZ CORP COMMISSION  
DOCUMENT CONTROL

Utility Company: Unisource \*\* Energy Services (UNS)

Division: Gas

Contact Name: [REDACTED]

Arizona Corporation Commission Contact Phone: [REDACTED]

Nature of Complaint:

DOCKETED

\*\*\*\* G-4204A-06-0463 \*\*\*\*

OCT 12 2006

Customer sent the following e-mail to the Commission

DOCKETED BY [Signature]

Dear Commissioners

My wife and I, Arizona residents since 1992 and seniors on a relatively fixed income, want to oppose the UES services request for a disguised huge and unfair rate increase.

We know natural gas prices have risen and we expect to pay more for it.

But the UES proposal is not fair for residential households like ours who CONSERVE gas and other utilities. By raising the FIXED charges that we all have to pay for a connection, they in effect penalize people like us who conserve and like us who are small consumers and they let the big companies and big users continue to waste gas and energy and pay relatively less since the per-therm rate will go down. This is nonsense!!

It should be the Commission's role to tell UES that they should make up these - no doubt real - cost increases from the per-therm charges instead of actually proposing to LOWER them - that flies in the face of reason. Masking this by saying that they will not raise fixed charges evenly all year long only shows how unfair their proposition is.

Let's have a fair gas rate that allows UES a reasonable profit BUT make everyone pay proportionally to our use of the scarce natural gas resource and NOT just because we have a residential connection.

We oppose the UES plan as it is written and we want you to know it. End disguised discrimination!!

Thank you for listening to two older but wiser to the ways of the world Arizona seniors.

[REDACTED]

**ARIZONA CORPORATION COMMISSION**  
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[REDACTED]  
Sedona AZ 86336

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Sent the following e-mail response -

Thank you for your recent e-mail to the Arizona Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the UES rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the UES rate application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed:** 10/11/2006

**Opinion No.** 2006 - 55786

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