

G04204A-060463

G04204A-06-0013

G04204A-05-0831

ORIGINAL



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ARIZONA CORPORATION COMMISSION

4705

UTILITY COMPLAINT FORM

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 55854

Date: 10/12/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Patricia

George

Account Name: Patricia George

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Unisource ** Energy Services (UNS)

Division: Gas

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Arizona Corporation Commission

10/12/06 EMAILED CORRESPONDENCE RECEIVED

DOCKETED

COMPLAINT # 55852 FILED

OCT 13 2006

From: Patricia George [REDACTED]
Sent: Friday, October 06, 2006 9:25 PM
To: Utilities Div - Mailbox
Subject: Unisource

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCUMENT CONTROL
OCT 13 2006 3:33
RECEIVED

I recently spoke with some senior citizens here in the Verde Valley. It seems that Unisource, the natural gas supplier in most of Northern Arizona, has closed all of their offices where folks have always gone to pay their gas bills in Northern AZ. In Cottonwood, the people have been told that they can pay their gas bills at "Ace Check Cashing Service". Ace Check Cashing Service has informed the people that after a grace period, Ace would be charging a fee for the cash payment of gas bills.

Let's see, first Unisource raises the gas rates and delivery charges. Now, they are gouging those who can least afford it for the offense of trying to pay their bills in cash. You have many people, especially senior citizens, without checking accounts, without computers, internet access, or enough cash in savings to be qualified for free checking being faced with more expenses now.

Unisource, when questioned about the change, replies the customers have the options of paying with checks, money orders, auto-payments, or paying through the internet. They don't get it! People living from paycheck to paycheck, social security check to social security check sometimes can't afford the stamps and check charges or money order charges, on top of the large increase of rates by Unisource. Gouging the poor is unethical, unfair, and wrong. Now, they have to stand in long lines just to pay a bill, feeling cheapened and vulnerable.

I hope that some arrangements could be made by Bashas', Safeway, Fry's, Food City, or some other entity to arrange for a pay station for these people to pay their gas bill. It might not sound like a big deal to some of us,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

but to those who can least afford it, this is just too much. I hope that everyone will contact Unisource to voice their disgust and distain for the unethical and unfair treatment of these customers who will be impacted.

Patricia J. George
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Patricia J. George
[REDACTED]

Re: Unisource Energy Services
Docket # G 04204A-06-0463
Complaint # 55852

Dear Mrs. George,

Thank you for your recent letter regarding Unisource Energy Services. I have filed a complaint with the utility regarding the payment methods and the closing of their facilities. By law they have 5 days to respond to your complaint. Once they have responded I will contact you regarding the response.

In addition I filed your opinion opposing the rate increase which will become a part of the docket. Thank you for taking the time to share your concerns with the Commissioners. The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The commissioners will have an opportunity to review all comments before rendering an opinion.

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 customer.

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]

Sincerely,

Lynn Combs
Consumer Service Specialist
Utilities Division

End of Comments

Date Completed: 10/12/2006

Opinion No. 2006 - 55854

G 04204A-00-0463
G 04204A-06-0013
G 04204A-05-0831

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Lynn Combs

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 55850

Date: 10/12/2006

Complaint Description: 08A Rate Case Items - Opposed

Complaint By: First: Nancy Last: Snyder

Account Name: Nancy Snyder

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Unisource ** Energy Services (UNS)

Division: Gas

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/11/06 EMAIL CORRESPONDENCE RECEIVED

From: Nancy Snyder [REDACTED]
Sent: Sunday, October 08, 2006 12:48 PM
To: Utilities Div - Mailbox
Subject: Unisource Rate Increase

I received a notice with my bill that Unisource wants to raise the monthly rate from \$7.00 to \$20.00 for 9 months and then \$11.00 for 3 months. I do hope when this request comes before you for review that you will consider how regressive this is. In fact, it is anti-conservation in this day of energy shortages and rising prices. I live in a 756 sq. ft. mobile home in a senior park. My bill last month was \$15.27. I have calculated that their requested increase in the base rate represents a 253% increase. The hardest hit folks with this type of increase will be those who conserve the most, and those who live in the smallest square footage area such as myself. I had to replace my furnace this year at quite a great expense and was hoping the increased efficiency would not only help conserve energy but might also save me some on my winter heating bills.

California has just passed Global warming legislation. I would hope that my state is also concerned with this issue and does not allow Unisource to get away with such a regressive and anti-conservation rate increase.

Thank you for considering my comments.

Nancy Snyder
[REDACTED]
[REDACTED]

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

10/12/06 EMAILED TO [REDACTED]

Nancy Snyder
[REDACTED]

RE: UNISOURCE ENERGY SERVICES

Dear Ms. Snyder;

Your letter regarding the Unisource Energy Services (Unisource) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission (Commission) to be made part of the record. The Commission will consider your comments before a decision is rendered in the Unisource 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]

Sincerely,

Lynn Combs
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 10/12/2006

Opinion No. 2006 - 55850
