

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

ORIGINAL



0000063469

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4786

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 56390

Date: 11/3/2006

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Barbara Last: Steffen

Account Name: Barbara Steffen

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Flagstaff

CBR:

State: AZ Zip: [REDACTED]

is:

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

Division: Gas

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

11/3/2006 - CORRESPONDENCE RECEIVED (OPPOSED OPINION):

RE: Docket No. G-04204A-06-0463  
G-04204A-06-0013  
G-04204A-05-0831

November 1, 2006

To the Members of the Arizona Corporation Commission,

I am enclosing a card I received in my recent Unisource Energy bill. I would like to voice my displeasure in the plan they have to increase the "customer charge" from \$7.00 to \$11.00 and \$20.00 in the summer. The plan to raise the customer charge and reduce the per therm charges is contrary to the previous plans that have encouraged homeowners to control our energy bills through conservation and energy effecting home improvements.

By raising the "customer charge" Unisource is forcing the low income and frugal consumer to pay a larger portion for the privilege of having natural gas delivered to our homes rather than paying on the basis of gas consumed. The new fees will penalize those customers with small homes and small incomes.

Please consider this perspective.

Thanks,

Barbara Steffen  
[REDACTED]

\*End of Complaint

RECEIVED  
2006 NOV -6 1 P 4: 37  
AZ CORP COMMISSION  
DOCUMENT CONTROL

Arizona Corporation Commission

DOCKETED

NOV -6 2006

DOCKETED BY [REDACTED] NR

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

11/3/2006 - CORRESPONDENCE MAILED TO CUSTOMER:

November 3, 2006

Barbara Steffen  
[REDACTED]

RE: UNISOURCE ENERGY SERVICES

Dear Barbara Steffen:

Your letter regarding the Unisource Energy Services ("UNS") 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 UNS 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,

Guadalupe Ortiz  
Public Utilities Consumer Service Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED  
\*End of Comments\*

**Date Completed: 11/3/2006**

**Opinion No. 2006 - 56390**

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