

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

ORIGINAL



ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 57637 Date: 1/11/2007

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

Complaint By: Paul F. and Diane M. Prinner

Account Name: Paul F. and Diane M. Prinner Home: (000) 000-0000

Street: [REDACTED] Work:

City: Prescott CBR:

State: AZ Zip: 86301 is:

Utility Company: Unisource ** Energy Services (UNS)

Division: Gas

Contact Name: Annette Setherley Contact Phone: [REDACTED]

Nature of Complaint:

***** G-04204A-0463*****

JANUARY 8, 2007

ARIZONA CORPORATION COMMISSION
CONSUMER SERVICES SECTION
1200 WEST WASHINGTON
PHOENIX AZ 85007

DOCKET NO. G-04204A-0463

DEAR COMMISSIONERS:

I PERSONALLY BELIEVE THE AMOUNT OF THE INCREASE THE GAS COMPANY IS REQUESTING IS OUTRAGES!

THAT KIND OF A RAISE WOULD COST US \$3.00 A DAY IN THE SUMMER. I DON'T BELIEVE THEY SHOULD BE GIVEN MORE THAN A \$2.00 RAISE PER MONTH.

RESPECTFULLY YOURS:

PAUL F PRINNER
End of Complaint

Utilities' Response:

Arizona Corporation Commission
DOCKETED

JAN 17 2007

DOCKETED BY [Signature]

AZ CORP COMMISSION
DOCUMENT CONTROL

2007 JAN 17 A 9:41

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded with the following letter -

Dear Mr. and Mrs. Prinner:

Your letter regarding the Unisource Gas 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 Unisource application.

The concerns raised in phone calls, e-mails and 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,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 1/12/2007

Opinion No. 2007 - 57637

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Responded to customer with the following letter -

Dear Ms. Brown:

Your letter regarding the Unisource Gas 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 Unisource application.

The concerns raised in phone calls, e-mails and 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 at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 1/12/2007

Opinion No. 2007 - 57638

G-04204A-06-0463

G-04204A-06-0013

G-04204A-05-0831

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2007 - 57636

Date: 1/11/2007

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Freda

McCoy

Account Name:

Freda McCoy

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Kingman

CBR:

State:

AZ

Zip: 86409

is:

Utility Company.

Unisource ** Energy Services (UNS)

Division:

Gas

Contact Name:

Annette Setherley

Contact Phone: [REDACTED]

Nature of Complaint:

*****G-04204A-06-0463*****

DEAR COMMISSION: DOCKET # G-04204A-06-0463

SUBJECT RATE INCREASE.

THOSE OF YOU WHO EARN BUKO-BUCKS A YEAR THINK NOTHING OF US LOW INCOME PEOPLE WHO DON'T EARN ALOT HAVE NO HEALTH INS, GO TO FOOD BANKS FOR HELP TO FEED OUR FAMILIES OR THE SENIOR WHO LIVES ON A FIXED INCOME. HOW CAN YOU ALL IN GOOD CONCIENCE THINK OF A RATE INCREASE, I MYSELF EVEN NOW CONSERVE MY ULITIES FROM GAS TO WATER. WEARING MORE SWEATERS IN MY OWN HOME TO STAY WARM, TAKING LESS SHOWERS. I CAN'T AFFORD TO RE INSULATE MY HOME I CAN'T DO IT MYSELF OR PAY SOMEONE TO DO IT.

I AM SURE YOU ALL CAN SURELY FIND A WAY TO STOP THE REQUEST FOR A RATE HIGH SOME DAY YOU ALL WILL COME TO A POINT IN LIFE WHEN YOU WILL NEED HELP. OH ! I APPLIED FOR ASSISTANCE FOR MY ULITIES NEVER HEARD AN ANSWER BACK FROM OUR GREAT UNS ULITY CO. HERE IN KINGMAN AZ. THE CLEARKS ARE RUDE AND ACT LIKE ROBUTS.

YOU PEOPLE ARE NOT FOR THE PEOPLE BUT FOR THE ALL MIGHTY BUCK, SO YOU ALL CAN LIVE IN THE MATTER YOUR ACCSTUM TO. (HIGH ON THE HOG)

THIS MEANS YOU HAVE NO REGUARD FOR THE SUFFERING OF THE COMSUMER WE ARE TRUGGLING NOW TO PAY THE BILLS. I JUST PD \$ 101.42 FOR A MONTH OF SOME CONFORT IN MY OWN HOME.

I DON'T BAKE ANY MORE I DON'T COOK A DINNER FOR THE HOLIDAYS I DON'T MAKE COOKIES FOR THE GRANDKIDS. LIFE IN THE UNITED STATES AS WE KNEW IT IS LOST BY GENERAL GREED .GREED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

IN HIGH PLACES WHERE THE GENERAL PUBLIC IS LOST. TRY AND LIVE AS GENERAL JOE PUBLIC OR JANE PUBLIC LIVES AND YOU WON'T LIKE IT.

OUR HANDS ARE TIED YOU HOLD THE CARDS AS TO THE FAITH OF SENIORS AND FAMILIES THAT GO COLD AND LACK A GOOD MEAL SIMPLY BECAUSE WE ARE AFRAID TO USE OUR FURNICE OR STOVE FOR COOKING.

IF YOU ALLOW A RATE INCREASE I HOPE WHEN YOU ANSWER TO GOD HE'LL SAY "GO I KNOW YOU NOT" TAKE A CLOSE LOOK AND COUNT THE COST.

P.S.
MY HANDS ARE COLD NOW IN MY HOME SO I'LL PUT ON MY GLOVES

I AM MAD

Freda McCoy
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Responded with the following letter -

Dear Ms.McCoy:

Your letter regarding the Unisource Gas 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 Unisource application.

The concerns raised in phone calls, e-mails and 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,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 1/12/2007

Opinion No. 2007 - 57636

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

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 57633

Date: 1/11/2007

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

Complaint By: First: Charlie Last: Schlinger

Account Name: Charlie Schlinger

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

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:

1/11/07 Docketed under G-04204A-06-0463 G-04204A-06-0013 G-04204A-05-0831

December 31, 2006

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, Arizona 85007

Re: Docket No. G-04204A-06-0463 (Consolidated Hearing on the Application for Rate Increase of UNS Gas, Inc.)

Dear Commissioners:

Enclosed in a recent letter (monthly billing) from Unisource Energy Services, I received a statement concerning the above referenced matter. It was left to me to divine whether Unisource Energy Services has anything to do with UNS Gas, Inc. I am assuming that the two are one and the same.

- 1) The proposal to increase the monthly consumer charge is tantamount to pushing the cost of service from large users on to the backs of small users.
- 2) Additionally, by further rolling the cost of energy consumed into flat monthly charges, the incentive to conserve is greatly diminished.
- 3) There is no assessment of economic impact provided; indeed there is apparently no way for me, or the applicant, to assess the impact of the proposed change.

For these reasons, I recommend that you reject the application without further consideration.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Charlie Schlinger
[REDACTED]

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

1/11/07 Docketed under G-04204A-06-0463 G-04204A-06-0013 G-04204A-05-0831

I left Mr. Schlinger the following voice mail message:

That the letter regarding the UNG Gas, Inc. "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.

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 his 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,

Al Amezcua
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
[REDACTED]

End of Comments

Date Completed: 1/11/2007

Opinion No. 2007 - 57633

#G.04204A-06-0463

G.04204A-06-0013

G.04204A-05-0813

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 57679

Date: 1/16/2007

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

Complaint By: First: Robert C. Last: Barlow

Account Name: Robert C. Barlow

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:

1/11/2007 - CORRESPONDENCE RECEIVED:

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

[REDACTED]

January 8, 2007

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

Reference: Docket No. G-04204A-06-0463

Gentlemen:

It is my understanding that UNS Gas, Inc. has filed an application to raise the monthly customer charge for residential customer bills. The request increases this charge from \$7.00 per month to \$20.00 per month (185.71%) from April through November and from \$7.00 per month to \$11.00 per month (57.1%) from December through March.

I strongly urge the Arizona Corporation Commission to reject this application for increased costs to the consumers. It is clear that the application is intended to insure high profits for the UNS Gas, Inc. in the face of declining gas prices. The enclosed Gas Price Update from Unisource Energy Services indicates a decline in per

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

therm cost of gas of \$1.12 in January 2007 from \$1.17 in February 2006 (-4.3%).

The requested raise in customer charges is not justified by the information provided and should be rejected.

Yours truly,

Robert C. Barlow
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

1/17/2007- CORRESPONDENCE MAILED TO CUSTOMER:

January 16, 2007

Robert C. Barlow


RE: UNISOURCE ENERGY SERVICES

Dear Mr. Robert C. Barlow:

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 (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 1/16/2007

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Opinion No. 2007 - 57679
