

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

ORIGINAL



0000065384

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

4706

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 57682

Date: 1/16/2007

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

Complaint By: First: Edward Last: Kent

Account Name: Edward Kent

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Unisource ** Energy Services (UNS)

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email from customer:

A 21% rate increase at this time is absurd. The price of oil & natural gas have fallen sharply in the last few weeks. I propose that this be taken into consideration when contemplating these requests. In addition, I see nothing in the proposal that suggests that UNS Gas, Inc. is planning to cut operating costs internally. I suggest that it is appropriate that UNS Gas, Inc. share the burden of cost increases to the consumer that may be permitted by the Commission.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ACC staff responded with the following, via email, to the customer:

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

Arizona Corporation Commission

DOCKETED

JAN 19 2007

January 16, 2007

RE: Unisource Gas Services

Dear Mr. Edward Kent:

DOCKETED BY

MR

AZ CORP COMMISSION
DOCUMENT CONTROL

2007 JAN 19 P 12:08

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your letter regarding the Unisource Gas Co. ("UNS") rate case a 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 WI application.

"The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application and transfer. The Commission's independent analysis of the utility and its rate request and transfer 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 and the transfer of the CC&N . If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Richard Martinez
[REDACTED]
Consumer Service Analyst II
End of Comments

Date Completed: 1/18/2007

Opinion No. 2007 - 57682
