

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

ORIGINAL



0000065404

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 57813

Date: 1/22/2007

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

Complaint By: First: C.A. Last: Matina

Account Name: [REDACTED] Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: [REDACTED] CBR: [REDACTED]

State: [REDACTED] is: [REDACTED]

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

Division: Gas

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

01/19/07 CORRESPONDENCE RECEIVED AS FOLLOWS:  
DOCKET NO.: G-04204A-06-0463  
G-04204A-06-0013  
G-04204A-05-0831

1/16/07

C.A. McKenna Matina  
70 Quartz Drive  
Sedona, AZ

Arizona Corporation Commission  
DOCKETED

JAN 23 2007

DOCKETED BY [REDACTED] NR

RECEIVED  
2007 JAN 23 1 P 4: 11  
AZ CORP COMMISSION  
DOCUMENT CONTROL

Name of Utility Co: UNS Gas Company  
Docket Number: G-04204A-06-0463  
Position on Docket: Con

Everywhere there are CEO bonuses paid for increased profits! Every day on the news, rising profits! Do you not also see that Seniors and the Middle Class and poor do not have these rising profits? UNS attempts to use the consumer's pocket as a quick and easy way to pad their profit margins.. don't let them. Senior Citizens and the poor of this state are not able to keep up with the rising charges/surcharges! UNS must look to themselves...why don't they seek other ways to enhance their revenue? Why? Please don't allow this call to dig into already bare pockets...many of us trying can to keep our use down...some are sitting around one stove rather than heat a whole house...the AZ CC must recognize we are being hit with cost increase in everything! Rising: Food, utilities, insurance more not our income.

Please stop this increase!  
\*End of Complaint\*

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

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

01/22/07

January 22, 2007

RE: UNISOURCE ENERGY SERVICES

Dear Ms. Matina:

Your letter regarding 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,

Trish Meeter  
Consumer Service Specialist  
Utilities Division  
\*End of Comments\*

**Date Completed: 1/22/2007**

**Opinion No. 2007 - 57813**

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 57675

Date: 1/16/2007

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

Complaint By: First: Rik Last: Farrow

Account Name: Rik Farrow

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

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

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following email from customer:

Dear Sir:

I've attached a comment against the proposed UNS GAS, Inc. increase. This increase punishes those who conserve energy in favor of those who use more energy. Summertime uses of natural gas get favored over the uses of alternative energy.

Regards,  
Rik Farrow

[REDACTED]

\*\*\*\*\*  
The following was received from customer once ACC staff emailed customer that ACC staff could not open the attachment:

I can surface mail you a copy of the form filled out, as Adobe Reader seems to have failed us.

The gist of my complaint has to do with Docket G-04204A-06-0463, a request for rate increase by UNS, Inc. I point out that the increase unfairly discriminates against customers of UNS who have done their best to conserve. Their rate increase rewards those customers who use a lot of natural gas, especially in the summer, by increasing a fee charged all customers from \$7 to \$20 during the Spring and Summer months. In my case, that would increase my rate during that season by about 80% (I use a solar system, quite expensive to install, to provide most of my hot water needs during the summer).

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

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Two UNS customers, one who has installed solar heating for a pool, and the other who uses natural gas, also illustrate this. The person who has reduced his summertime gas use gets penalized, while the person who uses extravagant amounts of gas does not. This rate increase is anti-conservation in nature.

I suppose this is also true for electric generation, where they will pay a lower rate per volume of gas used, and the fee applies to everyone regardless of the amount of gas used.

I have a surface mail address on the form, ACC on Washington Street in Phoenix. Should I mail it there?

Regards,  
Rik Farrow  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/16 (ACC):

This is the reply to customer's question regarding if he can mail a "surface copy" to the Phoenix ACC office. "You can mail it to the Tucson office [REDACTED] Since I have been assigned to this Opinion. Thank you.

1/18- Once ACC staff receives customer's "surface copy" it will be docketed. ACC staff not sure if additional information regarding this proposed rate case is forthcoming.

1/22 (ACC):

Customer received the following in Friday's mail (ACC staff was out of the office that day and returned today):

This proposed rate increase discriminates against all customers who do their best to conserve energy. By increasing efficiency of appliances, insulation, and use of alternative energy, some UNS customers, including myself, have reduced our use of natural gas. The proposed increase would increase my average winter natural gas bill by 5.6 %, and my average summer bill by 81%.

Large users of natural gas, especially utilities that use natural gas for electricity generation, would see their rates reduced by a tremendous amount.

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1/22 (ACC):

ACC staff contacted customer @ 1454 to explain that his Opinion against the proposed rate increase by Unisource Gas will be docketed. The Five Commissioner will have an opportunity to read his concerns prior to making their decision. Customer was thankful that his Opinion would not fall to deaf ears. CLOSED.

\*End of Comments\*

**Date Completed: 1/22/2007**

**Opinion No. 2007 - 57675**