

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

**ORIGINAL**



**ARIZONA CORPORATION COMMIS**

**UTILITY COMPLAINT FORM**

4700

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 59037

Date: 3/12/2007

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

Complaint By: First: Donald Last: Copen

Account Name: Donald Copen Home: [REDACTED]

Street: [REDACTED]

Work:

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 following letter dated 3-6-07 expressing his opposition to the rate increase:

3-6-07

Re: Docket # E-04204A-06-0783

When I received a notice of a rate increase in our electric rate, my wife and I just about hit the roof. I am on Social Security Dis., and my wife works at a minimum wage job as a caregiver. I make \$745.00 per month on Social Security. We just can not afford \$200, and close to \$300 a month for electric bills. My wife has no health care insurance. We are just able to get by. I've lived all over this country, I'm 59 years old, and last month was the largest utility bill we have ever had for a single month. We keep our thermostat below 70 degrees, we have 2x6 walls, dual pane windows, and there are only 2 of us in the house. There's something wrong with this picture! I anything UNS should reduce the rate, not increase it. I am inclosing our last three utility bills. Don't let them get away with this. We just can not afford these kind of electric bills.

Sincerely,

Donald Copen

[REDACTED SIGNATURE]

\*End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

**DOCKETED**

MAR 13 2007

DOCKETED BY [REDACTED] NR

RECEIVED  
2007 MAR 13 12:44:40  
AZ CORP COMMISSION  
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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I called the customer and acknowledged his letter and expressed thanks for taking the time to express his opinion. I asked the customer if he had inquired of UNS regarding his high bill for January. He did call UNS and the meter reading was correct. I explained that January was unusually cold and natural gas bills were higher also. I advised that if he felt that the meter was malfunctioning that he could request to have the meter tested, though a charge would apply if the meter tested ok. Customer stated that everything is going up and he just can't see where this is all going to end at. The customer stated he was on the Low Income Program with UNS but that only amounted to about \$8 in savings. I advised that his comments would be noted for the record in this rate case filing. E-mailed Lynn Combs (CONS-PHX) & asked that this OPINION be docketed against Docket # E-04204A-06-0783. File closed.

\*End of Comments\*

Date Completed: 3/13/2007

Opinion No. 2007 - 59037

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STATE OF ARIZONA  
CORPORATION COMMISSION

SECRETARY

STATE OF ARIZONA  
CORPORATION COMMISSION

#G.04204A.06.0463  
G.04204A.06.0013  
G.04204A.05.0831

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2007 - 58912

Date: 3/6/2007

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

Complaint By: First: Ken & Lynne Last: Kronvold

Account Name: Ken & Lynne Kronvold

Home: [REDACTED]

Street: [REDACTED]

Work:

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: E-Mail

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

Division: Gas

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

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

3/6/2007 @ 8:37am - Email Received:

-----Original Message-----

From: Ken & Lynne Kronvold [REDACTED]  
Sent: Tuesday, March 06, 2007 8:37 AM  
To: Utilities Div - Mailbox  
Subject:

Attached are our comments on the gas company rate requests.

ken & lynne kronvold

\*\*\*\*\*ATTACHEMENT IS BLANK\*\*\*\*\*

3/12/2007 @ 3:46pm - Email Received \*\*\*OPPOSED OPINION\*\*\*:

We are attaching our comments again. Hope you can read this.

Ken & Lynne Kronvold

ATTACHMENT:

We are opposed to any increases by the gas company for any reason. As a matter of fact, we are against any

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

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public utility rate increases for any reason. The AZ commerce commission should represent the public and NOT the private/profit motivated companies that have a monopoly on their product or service.

Thank You Ken & Lynne Kronvold  
\*End of Complaint\*

**Utilities' Response:**

N/A  
\*End of Response\*

**Investigator's Comments and Disposition:**

3/6/2007 @ 2:07pm - Email to Customer:

March 06, 2007

Good Afternoon Mr., Mrs. Kronvold,

I am writing to confirm receipt of your email received by the Arizona Corporation Commission on 3/6/2006. The attachment included is incomplete.

Please review your attachment, complete and re-send it to me.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  


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3/12/2007 @ 1:47pm- 2nd Request - Email to Customer.

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3/13/2007 @ 9:06am - Email to Customer:

March 13, 2007

RE: UNISOURCE ENERGY SERVICES (UNS)

Dear Ken, Lynne Kronvold,

Thank you for resubmitting your opinion to the Arizona Corporation Commission. Your concerns 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.

# ARIZONA CORPORATION COMMISSION

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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: 3/13/2007

Inquiry No. 2007 - 58912

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