

G04204A-06-0463
G04204A-06-0013
G-04204A-05-0831

ORIGINAL



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4700

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 59319

Date: 3/27/2007

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By: First: Lori Last: Drake

Account Name: Lori Drake

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 letter dated 3-19-07:

March 19, 2007

To: Arizona Corporation Commission
Re: Docket No. G-04204A-06-0463

From: Lori Drake
[REDACTED]

Arizona Corporation Commission
DOCKETED
MAR 28 2007

DOCKETED BY [Signature]

AZ CORP COMMISSION
DOCUMENT CONTROL

2007 MAR 28 1 P 2:29

RECEIVED

I am writing in absolute protest of this application for a monthly customer charge increase. It is deceitful by stating an "approximately 21% increase." It actually is an increase of 186% for 8 months and a 57% increase for 4 months for each customer. Individual costs will increase from \$84 a year to \$204 a year just to have this account.

Two years ago I dialed my heat down to 64 degrees. Last winter I started turning my heat off three days a week and kept it at 64 the days it was on. This year I have dialed down to 62 degrees and have continued to turn the furnace off three days a week in order to do my part to conserve and to be able to afford to pay my bill. If this raise goes through, all MY efforts and suffering have been thwarted.

My disability payments will never see increases of 186% or even 57%. I could understand giving the gas company a 3.3% cost of living raise and the \$7 customer charge. Remember, once you allow this increase, there is no taking it back! Please think about this from the individual consumer's standpoint.

Thank You sincerely.

Lori E. Drake

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I obtained the customer's tel# through Directory Assistance and verified the tel# with [REDACTED] UNS. I called the customer and left a recorded message acknowledging her letter. I proceeded in extending thanks for taking the time to express her opinion and advised that her comments would be noted for the record in this rate case.

3-27 @ 11:00 am. I e-mailed Lynn Combs and advised to please file this OPINION against UNS Dockets G-04204A-06-0463, G-04204A-06-0013 and G-04204A-05-0831. File closed.

End of Comments

Date Completed: 3/27/2007

Opinion No. 2007 - 59319

G.04204A-06-0463
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 59224

Date: 3/21/2007

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

Complaint By: First: **Katheryn** Last: **Meadows**

Account Name: Katheryn Meadows

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip

[REDACTED]

is: E-Mail

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

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

3/21/2007 - CORRESPONDENCE RECEIVED - OPPOSED OPINION:

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

3/18/2007

Katheryn Meadows
[REDACTED]

Phone (Home): [REDACTED]

Email: [REDACTED]

Docket you wish to Comment on: G-04504A-06-0463; G-04204A-06-0013; G-04204A-05-0831

Docket Number: G-04204A-06-0463
Case or Utility Name: UNS Gas, Inc AKA Unisource
Position on Docket: Con

When the gas prices went down nationwide; UNS Gas, Inc AKA Unisource did not pass that savings on to their consumers, but instead continued to charge the same high rates until the Corporation Commission intervened. Yet, many consumers still have not seen the decreased gas rates reflected in their gas bills. Then as a result of being told to pass gas savings on to their consumers they petitioned to raise the gas and electric rates. This reflects Unisource's greed and desire to increase their profits no matter what the cost to the consumer. Unisource is the only option for gas and electric in many rural communities in Arizona and the consumers in

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UTILITY COMPLAINT FORM

those communities cannot afford to line the pockets of their corporate greed.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

3/21/2007 @ 4:13pm - Emailed to Customer:

March 21, 2007

RE: UNISOURCE ENERGY SERVICES ("UNS")

Dear Katheryn Meadows:

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


3/23/2007 @3:20pm - No confirmation received per Microsoft Outlook of customer receiving the email issued 3/21.

3/23/2007 @3:35pm - Called customer confirmed receipt of my email issued on March 21st. Customer confirmed receipt and appreciates are follow-up and assistance.

CLOSED

End of Comments

Date Completed: 3/27/2007

Opinion No. 2007 - 59224