

G-04204A-06-0463

G-04204A-06-0013

B-04204A-05-0831

**ORIGINAL**



0000070512

**ARIZONA CORPORATION COMMIS.**

**UTILITY COMPLAINT FORM**

4708

Investigator: Lynn Combs

Phone: (602) 542-0488

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion      No. 2007 - 59578

Date: 4/5/2007

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

Complaint By:      First: June      Last: Benbow

Account Name: June Benbow      Home: [REDACTED]

Street: [REDACTED]      Work: [REDACTED]

City: [REDACTED]      CBR: [REDACTED]

State: AZ      Zip: [REDACTED]      is: [REDACTED]

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

Division: Gas

Contact Name: Brenda BeVard

Contact Phone: (520) 917-2647

Nature of Complaint:

04/05/07 CORRESPONDENCE RECEIVED

Arizona Corporation Commission  
**DOCKETED**

APR -9 2007

April 3, 2007  
June A. Benbow

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

DOCKETED BY [REDACTED] NR

RECEIVED  
2007 APR -9 1A 10:55  
AZ CORP COMMISSION  
DOCUMENT CONTROL

RE: Docket Number G-04204A-06 - 0463  
Dear Sirs:

The proposed 186% gas rate increase is insanely ludicrous! Just what would the seniors, poorer class, single parents, etc. do on their already tight budget?

Where is the justice of such a move? Should the pockets of the CEO s and stock holders be padded on the backs of a large percentage of the population?

In all justice, kindly limit the price increase to a reasonable percentage. Thank you,

June A. Benbow  
\*End of Complaint\*

Utilities' Response:

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

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**Investigator's Comments and Disposition:**

04/05/07 Letter was sent to customer to thank them for taking the time to share their opinion:  
April 5, 2007

June A. Benbow  


RE: UNISOURCE GAS  
DOCKET G-04204A-06-0463

Dear Ms. Benbow;

Your letter regarding the Unisource Electric 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 Unisource 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,

Lynn Combs  
Consumer Service Specialist  
Utilities Division

04/05/07 Opinion filed in docket number G-04204-A-06-0463  
\*End of Comments\*

**Date Completed: 4/5/2007**

**Opinion No. 2007 - 59578**

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TC.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

Opinion No. 2007 - 59225

Date: 3/21/2007

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

Complaint By: First: Norma Last: Herriott

Account Name: Norma Herriott

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

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:

CORRESPONDENCE RECEIVED - OPPOSED OPINION:

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

Norma Herriott  
[REDACTED]

Commission!

You people just keeping jacking up the prices. I lived here for 20 years and never saw such Hwy robbery and it worsens with every month.

I've never seen my gas bill & electric the same amount of money. Something smells bad about this Co. in my opinion.

I have an idea, just keeping raising prices until only the rich can pay & then all us poor folk will sit on the side walks until you drain the rich dry & there'll be no peons to do all the dirty work & we can all go back to candles & and burning dung for cooking & heat.

Yours Truly  
Norma Herriott  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

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

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3/23/2007 - No Company name referenced on opinion. Can not locate contact number for customer.

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3/27/2007 - Left Message - Called UNS to inquire if this customer is served by UNS.

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4/4/2007 @ 11:10am - Called Brenda at UNS to inquire if this customer is served by UNS and if so what services are provided to the customer.

Per Brenda , both Electric and Gas service is provided by UNS to account holder's Lee & Norma Herriott, 2539 Ricca Dr., Kingman, AZ 86401.

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4/06/2007 - CORRESPONDENCE MAILED TO CUSTOMER:

April 6, 2007

Norma Herriott

  
RE: UNISOURCE ENERGY SERVICES (UNS)

Dear Norma Herriott,

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: 4/6/2007**

**Opinion No. 2007 - 59225**

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