

FILE IN G-01551A-07-0504



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ORIGINAL
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 65221

Date: 12/13/2007

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

Complaint By: **First:** Leon E. **Last:** Smith

Account Name: Leon E. Smith

Home: [REDACTED]

Street: [REDACTED]

Work: Arizona Corporation Commission

City: Green Valley

CBR: DOCKETED

State: AZ **Zip:** 85614

is: DEC 13 2007

Utility Company: Southwest Gas Corporation

Division:

Contact Name: 0000

Contact Phone: 0000

DOCKETED BY [REDACTED] *nr*

Nature of Complaint:

I received the following letter dated 12-10-07 expressing opposition to the SWG proposed rate increase:

Leon E. Smith
[REDACTED]
Green Valley, AZ 85614
December 10, 2007

Arizona Corporation Commission Members
Consumer Service Section
[REDACTED]
Phoenix, AZ 85007

RECEIVED
2007 DEC 13 P 4: 09
AZ CORP COMMISSION
DOCKET CONTROL

RE: Docket No. G-01551 A-07-0504 Rate increase for Southwest Gas Corporation of 4.81. % over current revenues.

Dear Commission Members:

I am writing to ask that you do not support Southwest Gas rate increase. The Commission will hold a hearing on this matter beginning June 16, 2008 at 10:00 a.m. I have enclosed a copy of my most recent bill from Southwest, as you can see my current bill is for \$27.95, of which only 37% is for gas usage, and the balance is for other fees. My wife and I are retired, and are caregivers for my wife's mother who has Alzheimer's. We have to keep her room very warm, because of her poor circulation, and laundry requirements are for one to three loads of washing each day. I believe we are among a big population of retiree's who face the same challenges which among these are the ever increasing expenses. We try and reduce expenses such as purchasing a front loader washing machine and dryer. We keep the water heater set as low as we can and use space heaters in our bedrooms. Expenses keep going up faster than any increases in social security or fixed income investments can keep up with.

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I don't think taxing authorities or political office holders know just how bad conditions are getting for the senior population. I assume that many get the same response I received from the Pima County Assessor Office when I questioned my increased property tax. I was told that I should have planned better for my retirement.

Thank you for your support.

Leon E. Smith
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12-13 I called the customer @ 3:45pm and acknowledged his letter and expressed appreciation for taking the time to express his opinion. I advised that his letter would be entered as part of the record in this matter. Customer appreciated acknowledgement. E-mailed to John LaPorta @ Phoenix ACC office under Docket No. G-01551A-07-0504. File closed.

NOTE: This OPINION replaces OPINION 2007-65210. Previous OPINION unable to be printed per ACC's IT Division, thus this file replaces the initial OPINION.
End of Comments

Date Completed: 12/13/2007

Opinion No. 2007 - 65221

Substantiated/Un-Substantiated not yet determined

Notes: