



ORIGINAL

**ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM**

Investigator: Greg Freeman

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 65533

Date: 1/2/2008

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

Complaint By: **First:** Gary **Last:** Rulapaugh

Account Name: Gary Rulapaugh **Home:** (000) 000-0000

Street: Unknown **Work:** (000) 000-0000

City: Unknown **CBR:** [REDACTED]

State: AZ **Zip:** 99999 **is:** E-Mail

Utility Company: Southwest Gas Corporation

Division: Gas

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

Nature of Complaint:

01/02/2008- E-mail Received-Opposed to rate case. Docket No. G-01551A-07-0504

01/02/2008-This is a comment in regard to Southwest Gas Corporation request for an increase in the fixed monthly customer charge. Refer to Docket No. G-01551A-07-0504.

Maybe they wouldn't need such a high increase if they were more efficient with their meter reading. If I am not wrong they use Full size pickups that get poor gas mileage. Also they stop at every few houses, get out of the truck, read a few meters, get back in the truck move a few 100 feet down the street. They could lower costs by requiring the readers to walk the neighbors. I notice that Arizona Water has started having their water meter readers walk their route, but I have not observed Southwest Gas doing the same.

Gary Rulapaugh, Sierra Vista
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

1/2/2008 Filed with Docket Control G-01551A-07-0504

1/2/2008 The letter below was emailed to the customer:

January 2, 2008

Dear Mr. Rulapaugh,

Thank you for your letter to the Arizona Corporation Commission ("Commission"). It has been assigned to me

Arizona Corporation Commission
DOCKETED
JAN 03 2008
RECEIVED
2008 JAN -3 A 9:39
AZ CORP COMMISSION
DOCKET CONTROL

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

for a response.

Your letter regarding the Southwest Gas Corporation rate case will be placed on file with the Docket Control Center of the Commission to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the Company application. Your opinion will be sent to the utility to consider a more efficient way of providing meter readings.

The concerns raised in letters, e-mails and calls received from customers will assist the Commission in the investigation and review of the application. The Commission's independent analysis of the utility and its request attempts to balance the interest of the utility and its customers.

Staff appreciates your comments and the interest taken on the proposed case. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Greg Freeman
Arizona Corporation Commission
Utilities Division
Consumer Services
[REDACTED]

01/02/08- Opinion sent to utility to provide customer recommendations. Closed.
End of Comments

Date Completed: 1/2/2008

Opinion No. 2008 - 65533

Substantiated/Un-Substantiated not yet determined

Notes:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]