

G-01551A-07-0504

ORIGINAL



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ARIZONA CORPORATION COMMISS

4700

UTILITY COMPLAINT FORM

Investigator: Alaina Braddy

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 66209

Date: 1/31/2008

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

Complaint By: First: Mac Last: Capistran

Account Name: Mac Capistran Home: [REDACTED]

Street: [REDACTED] Work: [REDACTED]

City: Tucson CBR: [REDACTED]

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

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Cody McDermott

Contact Phone: [REDACTED]

Nature of Complaint:

DOCKET # G-01551A-07-0504

CORRESPONDENCE RECEIVED 1/31/2008
1/23/2008

Mac Capistran
[REDACTED]

Phone (Home): [REDACTED]
Email: [REDACTED]

Arizona Corporation Commission

DOCKETED

FEB -1 2008

DOCKETED BY [Signature]

RECEIVED
2008 FEB -1 P 3:23
AZ CORP COMMISSION
DOCKET CONTROL

Docket you wish to comment on: G-01551A-07-0504
Case or Utility Name: Southwest Gas Corporation
Docket Number: G-01551A-07-0504
Position on Docket: Con

I oppose the rate increase because:

1. Gas production has stabilized and market prices are also stable.
2. The economy nationwide is on a recessionary spiral and households in the States served by Southwest Gas Corp. are suffering financially.
3. The public is having to tighten its' belt in order to survive the lack of jobs and funds.
4. Southwest Gas has enjoyed record profits in the past ten (10) years and should be in very good financial condition.
5. Southwest Gas has invested very little in the communities it serves. They have made little to no progress in upgrading metering and outside plant.
6. Their distribution piping needs upgrading in many neighborhoods in Tucson. Newer and more accurate metering should be installed.

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7. Their minimum delivery charge is excessive and unfair to those consumers who continue to attempt to conserve.

8. Their recent increase came immediately following their advertised advice to the public to conserve energy- by conserving gas use.

If I conserve I still pay more!

9. SWG has consumed the twenty four dollar increase of my social security. Who's next?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/30/2008

I spoke to Mr. Capistran to confirm receipt of his letter.

A letter will also be mailed to the customer.

This letter was mailed to the customer:

January 31, 2008

RE: SOUTHWEST GAS CORPORATION

Dear Mr. Capistran:

Your letter regarding the Southwest Gas Corporation ("SWG") 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 SWG 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 extension [REDACTED]

Sincerely,

Alaina Braddy
Consumer Service Analyst
Utilities Division

Closed

End of Comments

Date Completed: 2/1/2008

Opinion No. 2008 - 66209
