

#G-01551A-07-0504



ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz Phone: [REDACTED] Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 66451 Date: 2/12/2008

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

Complaint By: Roy Hoelt

Account Name: Roy Hoelt 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:

\*\*\*\*REFER TO ACC COMPLAINT NO. 66022\*\*\*\*

RE: Docket No. G-01551A-07-0504

Customer spoke with SWG about his concern of the increase in cost per therm that he has experienced over the past few years. SWG explained to the customer that the increase he is referring to is due to the Monthly gas cost surcharge that he was billed during the months in question.

The customer would like an opinion filed on his behalf opposed to the pending rate case. Customer requests that a copy of his letter be included in his opinion, as he stated that he does not believe the Commission fully comprehends the strain placed on customers of SWG that have to pay the higher tariff rate per therm in addition to continued increases in the monthly gas cost adjustment surcharge which results in a higher bill amount.

CORRESPONDENCE RECEIVED:

January 22, 2008

Mr. Ernest O. Johnson, Director  
Utilities Division  
Arizona Corporation Commission  
1200 W. Washington St  
Phoenix, AZ 85007

Arizona Corporation Commission  
DOCKETED  
FEB 13 2008

DOCKETED BY [Signature]

RECEIVED  
2008 FEB 13 A 9:21  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Dear Mr. Johnson,

I am a customer of Southwest Gas (Account Number [REDACTED]) and am amazed at the results of the "nominal rate increase" announced a few years ago and the "not so nominal" results this increase has had on my bill. Shown below is my usage in therms and the total bill. The effective cost per therm has risen 61.38% in

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four years.

BILL DATE	THERMS USED	TOTAL BILL	COST PER THERM	PERCENT INCREASE FROM JAN. 09, 2004
January 9, 2004	245	\$241.08	\$0.98	
January 10 2005	252	\$272.73	\$1.08	8.23%
January 10, 2006	199	\$237.95	\$1.20	19.57%
January 10, 2007	257	\$393.15	\$1.53	52.98%
January 10, 2008	260	\$419.60	\$1.61	61.38%

It is quite possible I did not understand the press clippings related to this increase, or Southwest Gas had some hidden charges not disclosed to the customer, or the Arizona Corporation Commission did not understand the full implication of the increase.

Would you please enlighten me as the numbers speak for themselves.

Sincerely yours,

Roy J. Hoeft

  
\*End of Complaint\*

**Utilities' Response:**

\*End of Response\*

**Investigator's Comments and Disposition:**

I advised the customer that an opinion opposed to the rate case would be filed on his behalf based on the information he provided in writing and verbally. I further explained to the customer that his opinion will be docketed and made part of the rate case, which will be taken into consideration before a decision is rendered on the case.

The customer appreciated the Commissions assistance in addressing his concerns.

CLOSED

\*End of Comments\*

**Date Completed: 2/12/2008**

**Opinion No. 2008 - 66451**

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