

G.01551A-07-0504

ORIGINAL



0000082159

ARIZONA CORPORATION COMMISS.

UTILITY COMPLAINT FORM

4760

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 66685

Date: 2/22/2008

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

Complaint By: First: Barbara Last: Pitcher

Account Name: Barbara Pitcher

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: [REDACTED]

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

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

February 20, 2008

Corporation Commission
Utilities Division
1200 W. Washington
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED
FEB 25 2008

DOCKETED BY [REDACTED] nr

RECEIVED
2008 FEB 25 A 9:43
AZ CORP COMMISSION
DOCKET CONTROL

Dear Commission,

As a customer of Southwest Gas Corp. I am deeply concerned about the increase in the monthly customer charge from \$9.70 to \$12.80.

In late 2007 I received a card from Southwest Gas stating they would be installing a devise on my meter which would electronically read my meter (and all meters). Then I received a Public Notice (Docket NO. G-01551A-07-0504) in which they are asking for a monthly customer charge of \$12.80.

You don't have to be a rocket scientist to see that they are saving a lot of money by not having to hire meter readers (wages, benefits, gasoline, trucks etc.) by using this new devise.

I think \$9.70 is way too high since they no longer do free furnace checks in the winter. I'm sure they don't still change out orafices.

Since I cannot go to Phoenix I am submitting this letter of indignation.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please reply.

Sincerely,

Barbara Pitcher
[REDACTED]

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

2/22/2008 - CORRESPONDENCE MAILED TO CUSTOMER:

February 22, 2008

Barbara Pitcher
[REDACTED]

RE: SOUTHWEST GAS CORPORATION

Dear Barbara Pitcher:

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.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
End of Comments

Date Completed: 2/22/2008

Opinion No. 2008 - 66685