

ORIGINAL

E



0000082963

4700

From: "B" <babyboop@kingmanaz.net>
To: ACC_DOMAIN.ADMIN_PO(HMurphy)
Date: 3/10/02 3:57PM
Subject: Docket No. E-01032C-00-0751 - Clarification

March 10, 2002

RE: Docket No. E-01032C-00-0751

SEE NEXT PAGES

Please reference my e-mail to you, dated March 9, 2002, at approximately 10:43 p.m. It was late for me, and my thinking processes had considerably slowed down. I want to point out to you that, in my March 9, 2002 e-mail, the names, addresses, and telephone numbers of the persons making the statements pre-ceded their statements. Also, my electric bill for 12/??/01 was \$111.03. It was one bill that was misplaced, so I don't have much information on that one.

Although, my particular electric bill was possibly accurate (I can't be sure), I did have a telephone conversation with the electric company last month, contending that their meter reader was not making a reasonable effort to accurately read my meter, using the standard equipment meter readers had always been using.

Aside from my own electric and gas bills, several people I've spoken with about the utility bills, have told me how their bill had jumped so much higher. I will be having a tough enough time paying my bills, and if I should lose my job, I will be in pretty much the same deplorable circumstance as many of the senior citizens in this area. The cost of utilities and other necessities should not be such a burden on any person, especially not the low-fixed income senior citizens, the poor, and the lower-middle class. Remember that even a little cost increase adversely affects a larger portion of the "pie" that their limited incomes must cover.

Betty Williams
P.O. Box 1062
Kingman, AZ 86402

Arizona Corporation Commission
DOCKETED

MAR 11 2002

DOCKETED BY *rac*

AZ CORP COMMISSION
DOCUMENT CONTROL

2002 MAR 11 P 12:44

RECEIVED

From: "B" <babyboop@kingmanaz.net>
To: ACC_DOMAIN.ADMIN_PO(HMurphy)
Date: 3/9/02 10:44PM
Subject: Docket No. E-01032C-00-0751

I have been requested to e-mail to you for the record the following:

Dorothy Taylor
P.O. Box 3204
Kingman, AZ 86402
(928) 753-8937

It's a real struggle living on Social Security as that's my only income. First you raised the gas and now you're trying to raise the electric 31%. And where do you think all of this "extra" money is going to come from? Not only myself, but everyone I know is asking that same question. We senior citizens get a Social Security check, but it is not a rubberized to stretch and stretch and stretch and keep on stretching.

La Rue Shaw
2236 Kingman Ave.
Kingman, AZ 86401
(928) 753-4016

For all of us folks in our "Golden Years", the utility bills are draining us dry. And to make matters worse, you want to increase the electric 31%. To make us pay for your (Citizens Utilities) new buildings and poor management is grossly unfair. The stock holders should pick up the tab, not those of us on Social Security.

Denny Hewman
2215 Kingman Ave.
Kingman, AZ 86401
(928) 753-7922

We're unhappy about the high gas bills and also opposed to a 31% electric increase.

Wayne Surrett
3375 Fairfax, Space #60
Kingman, AZ 86401
(928) 692-1727

It's not fair for those of us on a fixed income to pick up the tab for your (Citizens Utilities) new buildings or whatever. This should fall on your stock holders, not on us. I am disabled and trying to live on a fixed income is hard enough with all the doctor bills and medication I must have to live. And now you've raised the gas bill out of reason and then you want to raise the electric 31%. To say that I am upset would be putting it too mildly. For I'm not only upset, I'm very angry that you would do such a thing.

Loretta Bowers
2810 Chambers
Kingman, AZ 86401
(928) 753-2924

I think it's terrible that you would even consider raising the electric 31%. The gas bills are causing such a hardship on those of us on Social Security already. How are we going to put food on the table and pay our bills and keep warm if you do this? Where is your compassion?

Elsie Webb
2248 Kingman Ave.

Kingman, AZ 86401
(928) 753-4354

The gas bill is just too high and a 31% raise is way too much on the electric. Too much for the senior citizens to even consider. Our Social Security checks will only go so far and that's it.

Ella Kirkpatrick
3640 E. John L. Ave.
Kingman, AZ
(928) 757-3972

I can't afford these high utility bills. I'm 79 years old and because of ill health, have lots of medical bills. The gas bill is ridiculous, and now you want to raise the electric 31%. It makes folks my age and older want to give up. On a fixed income, there is only so much you can do. And it's already to the point of having to decide between keeping warm and putting food on the table.

Norma Gregory
4440 E. Benton
Kingman, AZ 757-3993

I'm a senior citizen on Social Security, and am already having a really hard time making ends meet. And then after these unbelievable gas bills, you want to burden us with a 31% electric increase. I'm on very expensive medication, but if you raise the electric, I will no longer be able to afford it (the medication). So, please have some compassion on those of us who have worked all our lives to be able to at least keep warm and put food on our tables.

Shelly Paulson
2504 Boulder
Kingman, AZ 86401
(928) 753-4833

The people of Kingman are being treated so unfair with the gas bills raised beyond reason. And a 31% increase in electric will cause a real hardship on everyone, especially the elderly on Social Security.

Grace Stevens
3650 Butler Ave.
Kingman, AZ 86401
(928) 757-2681

I don't think it's right for you to raise our electric 31%. I'm 94 years old and can't hardly make it on Social Security as it is. We senior citizens have worked our whole lives and would like to be able to not only pay our bills but put food on our tables. But that will be next to impossible if you raise the electric. The gas bill already takes most of my check. There needs to be some compassion on your part.

Virginia Wylie
3283 Devlin
Kingman, AZ 86401
(928) 757-3299

I'm very, very disturbed and upset that my gas bill has skyrocketed for no reason at all. And to make matters even worse, you want to raise my electric bill by 31%. My Social Security check is stretched to the breaking point now and will not take any more.

Ruth Black
4275 Stardust
Kingman, AZ 86401

(928) 757-4378

It would greatly help if someone would have a little compassion and a little sympathy for all of us old folks. As most of us live on Social Security as our only income. There are many senior citizens living in Mohave County, and we're all in the same boat. I'm sure all of us would like to live more comfortable lives in our senior years without worrying about paying a 31% increase in our electric bills. Especially as many of us live on oxygen every day.

Marie Welty
2700 Potter Ave.
Kingman, AZ 86401
(928) 692-8394

I'm 84 years old and in ill health. My only income is Social Security. And with the gas bill already eating up my check, it's going to be impossible to live if you raise the electric 31%. That's a burden none of us senior citizens will be able to bear. We live in beautiful America and should not have to make the choice of, do we buy our very expensive medication, or do we stay warm, or do we put food on the table.

Nella Hopper
460 Simon
Kingman, AZ 86401
(928) 757-5683

My gas bill went from \$40.00 to \$247.00. And all of my complaints went unheeded and unanswered. This is very, very unfair to the people when "Citizens" can afford to put up new buildings and then complain that they need a 31% electric increase. What was wrong with the old buildings? I can only stretch my Social Security so far.

Carol Niemi
2227 Kingman Ave.
Kingman, AZ 86401
(928) 753-4253

My gas bill went from under \$20.00 to \$82.00 and all I have is a furnace and water heater. The rest is electric. People on Social Security cannot afford an increase of 31% on the electric.

Betty Williams
P.O. Box 1062
Kingman, AZ 86402

I'm a single income household. I thank God that I earn a decent wage despite living in such a low income area. Even with a decent income, I'm finding it more difficult making ends meet since the gas bill significantly increased. Now it appears that the electric bill may also take a dramatic increase of 31%, I feel that it may cripple Kingman's economy in a ripple effect and definitely cause many more senior citizens and others to fall ill or worse because they have no other choice but to pay their utility bill to keep warm, but not have enough money left over to pay for their medications or food and other necessities. And it is difficult to understand why Citizens Utilities moved out of buildings that appeared to be in perfectly good shape and into a brand new building. Their parking area seems filled with brand new and nearly new service vehicles. I don't recall seeing a service vehicle of theirs more than four (4) years old. I'm not an accountant, but it appears to me that Citizens Utilities is unnecessarily squandering money on capital expenses, etc., and unnecessarily making their "costs" bigger so that you will make us reimburse them for those 'expenses'. Didn't the ACC already allow them reimbursement for their costs when the ACC gave the gas company's a big increase in GPA in about September, 1991? When the power company locked into a multi-year contract with APS for their power, why did they not first look for and acquire cheaper power for its users. Don't they have a certain duty or responsibility to us to get us better rates? I believe it was not only poor management on Citizens Utilities part, I believe they also have a cavalier

attitude towards us; that they feel they don't have to make any effort on our behalf because it's easy to just pass on higher costs to us. Citizens Utilities and companies like them need to bear responsibility for their own poor management and/or negligence. Otherwise, what incentive would they have to keep their rates down? I did not keep all my bills, but I did keep fairly detailed records of them, both gas and electric, for several years. SOME of my gas and electric information is as follows:

GAS:

Date Due	No. Days	CCF Used	Amount Due
10/18/01	33	16	\$15.02
10/18/00	31	16	\$26.85
10/18/99	32	19	\$12.74
10/16/98	29	19	\$15.07
11/19/01	28	18	\$19.83
11/15/00	28	19	\$. .90 (cents only)
11/16/99	29	15	\$11.11
11/16/98	29	17	\$14.13
12/20/01	34	32	\$30.00
12/15/00	28	65	\$37.18
12/17/99	29	31	\$17.89
12/17/98	29	56	\$34.74
01/21/02	30	105	\$86.85
01/16/01	32	92	\$53.58
01/20/00	34	111	\$50.03
01/20/99	33	103	\$55.52
02/19/02	28	85	\$71.57
02/14/01	32	128	\$74.31
02/18/00	34	118	\$54.86
02/19/99	32	129	\$65.77
03/20/02	30	98	\$81.77
03/19/01	32	130	\$76.28
03/21/00	30	82	\$40.04
03/22/99	31	118	\$58.97

I have more months and can go back further if you need me to.

ELECTRIC:

Date Due	No. Days	KWH Usage	Amount Due
11/01/01	24	490	\$47.07 (for Oct. '01)
10/23/00	28	570	\$49.47
10/21/99	32	460	\$44.67
10/21/98	29	460	\$44.66
11/26/01	30	600	\$55.98
11/22/00			\$42.02 (info. missing)
11/22/99	30	320	\$33.20
11/23/98	33	340	\$34.84

12/??/01			(info missing)
12/??/00	31	510	\$48.03
12/22/99	30	540	\$47.11
12/23/98	29	600	\$56.14
01/21/02	32	780	\$70.55
01/23/01	31	590	\$55.09
01/25/00	34	210	\$22.02
01/25/99	32	770	\$70.08
02/20/02	30	1190	\$103.75
02/??/01	32	590	\$54.46
02/23/00	28	380	\$35.29
02/22/99	31	10	\$7.79

I have more months and can go back further if you need me to. I need to sleep now. Good night. Please make the right decision for the people. They need relief from high rates.

P.S. Also, you may be interested to know that our Citizens Utilities telephone, now also called "Frontier", long distance rates have also recently increased. I was on their new plan for approximately two (2) months when the increase came.