

G-04204A-08-0571



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ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

470

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 78550

Date: 4/27/2009

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

Complaint By: First: Richard Last: Putz

Account Name: Richard Putz

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Show Low

CBR:

State: AZ Zip: 85901

is:

Utility Company: Unisource ** Energy Services (UNS)

Division: Gas

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Thank you for letting me make a comment regarding UNS application for a permanent base rate increase (Docket # G-04204A-08-0571).

I recently retired and bought a 2nd home in Show Low @ [REDACTED] it is new construction and I was delighted when the Builder (Bison Homes) told me that the area had natural gas. During this last read period from 3-19-09 to 4-21-09 I was only there 1 day and everything was set on "vacation". I was astounded when my gas bill arrived with an amount due of \$55.08 for 36 therms of gas. The bill shows layers of fees (i.e. \$30.42 for the cost of 36 therms of natural gas, \$11.77 for the delivery of 36 therms of natural gas and an \$8.50 customer charge).....then they have a block on the bill where you can make a contribution to charity to pay for gas for a less fortunate neighbor! I think that I am turning into the "less fortunate" neighbor!

Obviously I was not informed on the price of natural gas and if I had it do it all over again I would go "all electric". I am no expert on this and have not looked at their financials but how could this gas be any more expensive than it already is. Please reign in this company so that this utility does not escalate the prices any higher! They appear to be out of control.

Thank you again for letting me vent & I vigorously oppose this rate increase.

Richard Putz
[REDACTED]
Show Low, AZ 85901
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/27/09 opinion noted and docketed in G-04204A-08-0571. closed

End of Comments

Arizona Corporation Commission

DOCKETED

APR 28 2009

DOCKETED BY [Signature]

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2009 APR 28 A 9:23

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