

G-24204A-08-0571

ORIGINAL



0000097064

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4710

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No.: 2009 - 78919

Date: 5/14/2009

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

Complaint By: First: Roy A Last: Box

Account Name: Roy A Box

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Lake Havasu City

CBR:

State: AZ Zip: 86406

is:

Utility Company: Unisource \*\* Energy Services (UNS)

Division: Gas

Contact Name: Brenda BeVard

Contact Phone: [REDACTED]

Nature of Complaint:

Roy A. Box  
[REDACTED]

May 9, 2009

Arizona Corporate Commission  
1200 W. Washington  
Phoenix, AZ 85007

Arizona Corporation Commission  
DOCKETED  
MAY 18 2009  
DOCKETED BY [Signature]

RECEIVED  
MAY 18 P 2:35  
CORP COMM  
DOCKET CONTROL

Dear Sirs:

I am writing to protest any increase in natural gas prices attempted by Unisource Energy within the next 12 month period. I do not have a case or docket number.

Enclosed is a copy of a news article from the week of April 13, 2009 from the local paper.

If gas prices decrease 50%, there should be a decrease in prices. If Unisource is so inefficient that they have not reduced their operating costs, as have a good percentage of businesses nation wide, consumers should not be penalized for their poor business practices.

Sincerely,

Roy A-Box  
\*End of Complaint\*

Utilities' Response:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

May 14, 2009

RE: UNISOURCE ENERGY SERVICES

Dear Mr. Roy A Box:

Your letter regarding the Unisource Energy Services Gas ("UNS") 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 UNS 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.

Sincerely,

Alfonso Amezcua  
Public Utilities Consumer Analyst  
Utilities Division  
\*End of Comments\*

**Date Completed: 5/14/2009**

**Opinion No. 2009 - 78919**

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