

G-04204A-08-0571



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ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80303

Date: 7/10/2009

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

Complaint By: First: Antoinette Last: Frey

Account Name: Antoinette Frey

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Tubac

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Unisource ** Energy Services (UNS)

Division: Gas

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

DATE: 07/09/2009

Antoinette Frey
[REDACTED]

Arizona Corporation Commission

DOCKETED

JUL 13 2009

DOCKETED BY [Signature]

RECEIVED
2009 JUL 13 P 3:52
AZ CORP COMMISSION
DOCKET CONTROL

UNS Gas Rate Increase
G-04204A-08-0571

Raising the rates in this economy is a bad idea. I think that is pretty obvious. I understand that your services have increased, but if UNS Gas is properly managed, the rate increase should not be passed onto the customer. Are you managing your employees right? Are they being unproductive? I understand that you have grants for non profits and have assistance for low income people, but I should not have to pay for you to give grants and for the lower income population. I especially have a problem getting a rate increase of such a substantial amount. You provide assistance to low income people that are driving in nicer automobiles than I am. They aren't providing their true income. So, if you are going to increase the rates, then you need to be more strict on assisting low income residents and providing grants. I worked for a non-profit and I can tell you that those places are mismanaged and your grants aren't exactly going to provide for the beneficiary; they are paying people \$15 an hour that are unproductive driving nicer cars than I am. Use your heads Unisource; there has to be a better way - cut some people, manage the place correctly.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

7/10/09 I tried to contact consumer and had to leave a voicemail. I included in the voicemail that her opinion had been received and will be docketed in the file. I left my name and telephone number to call if she had any questions. Closed

Filed in Docket No. G-04204A-08-0571
End of Comments

Date Completed: 7/10/2009

Opinion No. 2009 - 80303

**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

Investigator: Richard Martinez**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2009 79976**Date:** 6/25/2009**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Dieter & Helga **Last:** Krantz**Account Name:** Dieter & Helga Krantz**Home:** [REDACTED]**Street:** [REDACTED]**Work:** [REDACTED]**City:** Prescott Valley**CBR:** [REDACTED]**State:** AZ **Zip:** [REDACTED]**is:** E-Mail**Utility Company:** Unisource ** Energy Services (UNS)**Division:** Gas**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

(Docket No. G-04204A-08-0571)

In a time of unemployment being over 10% and many employed citizens having to live on less money to keep their jobs it is unreasonable for any new company to increase their base rate by almost 30 % per year for two years in a row.

Many companies these days have to live with smaller profits these days if any at all, so why not UNS Gas, Inc. They made promises before that, when they receive a certain increase they would not ask for any more increases for at least 5 years, to then turn around two years later and demand another increase.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

Replied with the following email:

RE: Unisource Energy Services

Dear Mr. & Mrs. Dieter Krantz,

Your email dated June 22, 2009 regarding the UNS Gas, Inc. rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the UNS Gas, Inc. rate case.

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

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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.

Commission 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 1 (800) 535-0148 or directly at 520-
[REDACTED]

Thank you,

Richard Martinez

Public Utilities Consumer Analyst II

Arizona Corporation Commission

Utilities Division

(520) 628-6555

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Unisource ** Energy Services (UNS). Docket No.G-04204A-08-0571 FILE CLOSED.

End of Comments

Date Completed: 7/13/2009

Opinion No. 2009 - 79976
