

G 04204A-08-0571



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ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

470

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 80683

Date: 7/28/2009

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

First:

Last:

Complaint By: Edward

Kent

Account Name: Edward Kent

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott Valley

CBR:

State: AZ Zip: 86314

is:

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

Division: Gas

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. G-04204A-08-0571

Dear Commissioners:

This is a time of economic belt tightening by nearly all households in the county, state and nation. It is inappropriate for UNS GAS, INC. to be granted this rate increase. My problem is that it is a "base rate increase", when it should be based on actual usage.

"Customer Charge" is defined by UNS as "The amount paid for the availability of gas service, excluding any gas used".

I certainly do not understand how the "availability of gas service" can be used to justify a fixed increase in the "Customer Charge". It sounds like UNS is trying to "stuff the cash box" with this increase, in as much as it bears no resemblance to the actual amount of natural gas provided, but stings the desert customer (low usage) with the same increase rate as the mountain customer (high usage).

Regards,

Edward Kent  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer to acknowledge receipt of opinion  
\*End of Comments\*

Arizona Corporation Commission  
DOCKETED

JUL 28 2009

DOCUMENTED BY [REDACTED]

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

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RECEIVED

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Date Completed: 7/28/2009

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