

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 93298

Date: 2/16/2011

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

First:

Last:

Complaint By: Robert A. & Janet c. Scala

Account Name: Robert A. & Janet c. Scala

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Tucson

CBR: N/A

State: AZ Zip: 85749

is: Other

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Lisa Hines

Contact Phone: (520) 807-8924

Nature of Complaint:

2/15/11 UTILITIES MAIL/ REFERENCE: *****SWG *****Rates***** OPPOSED

February 14, 2011

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix AZ 85007

Docket No. G-01551A-10-0458

Arizona Corporation Commission

DOCKETED

FEB 17 2011

DOCKETED BY *[Signature]*

RECEIVED
2011 FEB 17 A 9:26
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Dear Commissioners:

We write to request that you deny the Southwest Gas Company request for the rate increase proposed in the above docket. As senior citizens seriously affected by the recent loss of natural gas service, we believe that the changes by Southwest Gas should be in management and their planning staff, not in the rates they charge.

Clearly, Southwest Gas knew that cold weather was coming to the entire region, not just our part of Arizona. Clearly, they knew that demand might well exceed supply leading to local losses of service. Yet in the face of this knowledge, their communications with customers were dismal at best. With contemporary communication technology, focused telephone or e-mail messaging could alert customers to loss of service and a realistic timetable for restoration.

We request that you withhold any rate increase requested by Southwest Gas until the company demonstrates that they operate in the public service.

Sincerely yours,
Robert A. Scala
Janet C. Scala

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/15/11 Comments entered for the record and docketed.

End of Comments

Date Completed: 2/16/2011

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