

G-01551A-10-0458

ORIGINAL



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ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone: 0

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 93406 Date: 2/18/2011

Complaint Description: 05E Quality of Service - Outage/Interruptions  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Scott D

Saylor

Account Name: Scott D Saylor

Home: (

Street:

Work: (000) 000-0000

City: Tucson

CBR:

State: AZ Zip:

is: Cellular

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\* ALSO REFER TO ACC OPINION NO. 93407 & ACC COMPLAINT NO. 93408 \*\*\*\*

2/17/11 - CORRESPONDENCE RECEIVED:

RE: Docket No.'s G-00000C-11-0081  
G-01551A-10-0458

Southwest Gas Acct No. 3613281557-004

This morning, after yet another cold night so typical in the Sonoran desert, Southwest gas customers in Tucson have no gas pressure. The pressure is so low, the furnace will not ignite. After 20 min. or redialing SW Gas Customer Service, I was able to speak with someone who acknowledged the problem and indicated SW Gas was reportedly "working on it".

I have been a customer of SW Gas since 2002 and I can tell you the gas pressure has been steadily diminishing over the years to the point it will NOT sustain increased demand needed for the Sonoran desert's most challenging cold weather. At times, by outdoor BBQ will not even light.

I would like to submit that ACC review SW Gas' ability to service existing customers and ensure they are NOT granted any further rate increases until they can consistently deliver their product to existing customers. The situation of NO GAS in COLD WEATHER is absolutely unacceptable!!!

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

FEB 22 2011

DOCKETED BY

RECEIVED  
2011 FEB 22 10:03  
ARIZONA CORPORATION  
COMMISSION  
DOCKET CONTROL

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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2/17/11 Opinion docketed with the Docket Control Center of the Commission to be made part of the record  
(Docket No. G-01551A-10-0458). CLOSED

\*End of Comments\*

Date Completed: 2/18/2011

Opinion No. 2011 - 93406

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