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ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2011 - 93749

Date: 3/8/2011

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

Complaint By: First: Omid Last: Mahdavi

Account Name: Omid Mahdavi

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Tucson

CBR:

State: AZ Zip: 85750

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Arizona Corporation Commission

Contact Name: [REDACTED]

DOCKETED

Contact Phone: [REDACTED]

Nature of Complaint:

MAR 8 2011

February 28, 2011
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

DOCKETED BY [Signature]

Dear Arizona Corporation Commission Members,
My family and I suffered through some of the coldest days in Southern Arizona due to Southwest Gas Corporation's inability to provide the natural gas services required to keep our home warm starting on the morning of Thursday February 3rd, 2011 and lasting through the evening of Sunday February 6th, 2011. During this period we received no direct communication from Southwest Gas Corporation (SWG) nor any of its representatives regarding the status of our service.

I subsequently received the attached letter signed by Jeffrey Shaw, CEO, and Garold L. Clark, VP of the Southern Arizona Division. This letter has failed to address my concerns regarding SWG's preparedness in handling future natural gas delivery issues. There are no details on how SWG will change their future communication methods and plans with respect to their residential customers. It does not address concerns on how the corporation will make sure that those relying on natural gas for home heating, and especially the elderly, will be taken care of during a service disruption. The attached letter is void of any concrete details on what SWO will do in the future to avoid a repeat of their inadequate response. Some of the details pertaining to whether:

- SWO is ready to handle another cold spell of the same magnitude in terms of gas supplies
- There are priority criteria on how to restart gas services based on household information.
- There will be systems in place to quickly alert residential customers and when will these systems be in place.
- Local certified contractors will be allowed to work along with SWG employees to quickly restore services.
- Residential customers will be reimbursed for the costs of relocating to a shelter, hotel/motel when services are disrupted.
- An accurate online database will be provided so that individual homeowners can get reliable information by entering their service address.
- Off duty law enforcement or other paid individuals will be enlisted to check on the health and welfare of residents affected by the outage.

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

I would like to recommend that the approval of any rate increase proposals by SWG be contingent upon the availability of detailed public plans on how the Corporation is ready to address any future natural gas delivery disruptions.

Sincerely,
-Omid davi

[REDACTED]
Tucson, AZ 85750

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 3/8/2011

Opinion No. 2011 - 93749
