

G-01551A-10-0458

ORIGINAL



0000123997

ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 93863

Date: 3/15/2011

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

First:

Last:

Complaint By: James

West

Account Name: James and Patricia West

Home: ()

Street:

Work:

City: Surprise

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

*****ALSO REFER TO ACC INQUIRY NO. 93864*****

REFERRED FROM COMMISSIONER BURNS OFFICE - OPINION OPPSED:

RE; Docket No. G-01551A-10-0458

-----Original Message-----

From: Tracy Hart On Behalf Of Burns-Web
Sent: Tuesday, March 15, 2011 10:21 AM
To: Connie Walczak
Subject: Web-mail concern - southwest gas

Arizona Corporation Commission

DOCKETED

MAR 24 2011

-----Original Message-----

From:
Sent: Wednesday, March 02, 2011 2:37 PM
To: Burns-Web
Subject: southwest gas

DOCKETED BY

RECEIVED
2011 MAR 24 PM 3:35
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

hi brenda burns

we live in suncity grand and i finally paid attention to our gas bill and we used \$15 worth and our bill was for \$42 how is that justified? then i see where they want a rate increase!! our electric bill was \$66 and that is 2 refridges stove, 4 tvs, and lights. and natural gas say they save you money????

thank you james

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

3/15/2011 Email to Customer:

-----Original Message-----

From: Guadalupe Ortiz

Sent: Tuesday, March 15, 2011 11:27 AM

To: '

Subject: RE: Web-mail concern - southwest gas

Dear James,

Your email dated, March 2, 2011 in regard to Southwest Gas Corporation ("SWG") sent to Commissioner Burns of the Arizona Corporation Commission ("Commission") has been assigned to me for further handling.

An opinion has been filed on your behalf in opposition to the SWG rate case and will be docketed with the Docket Control Center of the Commission to be made part of the record.

A complaint will also be filed on your behalf and will be sent to the Executive office of SWG for investigation of your high bill concern once the following information is received:

1. Please confirm that you are the accountholder of record
2. Provide your first and last name as it appears on your SWG bill
3. Provide the address where your service is provided
4. Provide a telephone number that you may be reached at during the hours of 8 am - 5 pm, Monday thru Friday

Upon receipt of the Information requested above, the complaint will be issued to SWG for response.

Pursuant to the Arizona Administrative Code Rules, SWG will have five allowable business days to investigate and provide an initial response to the Commission Complaint.

If you have any questions or concerns related to this matter that require immediate attention, please feel free to call me on our in state toll free number at 1-800-222-7000 or directly at

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
Phone: _____

3/21/11 Email from Customer:

-----Original Message-----

From: '

Sent: Monday, March 21, 2011 12:35 PM

To: Guadalupe Ortiz

Subject: RE: Web-mail concern - southwest gas

james west or patricia west are account holders acct

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

james west

surprise, az. 85387

thank you
james

3/21/11 Opinion docketed with the Docket Control Center of the Commission to be made part of the record.

CLOSED

End of Comments

Date Completed: 3/21/2011

Opinion No. 2011 - 93863
