

G. 01551A-10-0458

ORIGINAL



0000124831

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 94822

Date: 4/26/2011

Complaint Description: 19K Decoupling - Gas & Electric  
08A Rate Case Items - Opposed

First:

Last:

Complaint By: Corrine

Sugitan

Account Name: Corrine Sugitan

Home

Street:

Work:

City: Sierra Vista

CBR:

State: AZ Zip: 85650

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*DECOUPLING and RATES\*\*\*\*\*OPPOSED\*\*\*\*\*DOCKET NO G-01551A-10-0458\*\*\*\*\*

Caller is opposed to decoupling and feels it is an insult of SWG to request a rate increase based on the handling of the SWG outage in Oct. This economy is killing us and any increase in utilities compounds the problem.  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

docketed  
\*End of Comments\*

Date Completed: 4/26/2011

Opinion No. 2011 - 94822

Arizona Corporation Commission  
DOCKETED

APR 27 2011

DOCKETED BY

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2011 APR 27 A 9:30

RECEIVED

G-01551A-10-0458

**From:** Corinne Cooper [mailto:  
**Sent:** Wednesday, April 20, 2011 8:49 AM  
**To:** Steven Olea  
**Subject:** Landlord agreements and the utilities

Mr. Olea:

I am a landlord who owns just two properties. I also have a full-time job. I am writing to you because it would be so helpful for landlords in Arizona if the Utilities Division of the Corporation Commission could put into place uniform standards for the utilities to implement landlord agreements and the associated payment plans.

- I have spent over 5 hours on the phone over two weeks, plus time faxing, signing, going online, etc., to set up landlord agreements on a new rental property that I just purchased. I already had landlord agreements on a prior rental property. I have been on hold (literally) for hours.
- I have had to sign new forms even though landlord agreements are in effect for all three utilities.
- I have been told different information every time I called.
- Today I was told by Southwest Gas that even though I have a landlord agreement in effect for my other property, and had an autopayment agreement, autopayment was not actually in effect for either account because the account numbers change every time the "tenant" number changes. In effect, I have to set up autopay for each rental EACH TIME it reverts back to me, that it will take between one or two months, and in the interim I will have to pay the bills with checks.
- I have been told that to put the accounts in the name of my business--the actual owner of the properties!--would cost me \$35!

Now please keep in mind that my ONLY goal is to assure that the service will remain on and the utilities will be PAID PROMPTLY, avoiding any unnecessary late fees or service interruption fees. So the utilities would actually benefit if a system that I propose were put into effect. I know that we are trying very hard to encourage business in Arizona, and to make it easy for businesses to operate. But it seems that the system only works for big businesses, like the utility companies, and not for small businesses, like mine!

Thank you for your time.  
Corinne Cooper  
Fortune Loop Investments, LLC