

G-01551A-10-0458

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz Phone: Fax: 7-2100

Priority: Respond Within Five Days

Opinion No. 2011 - 95492 Date: 6/1/2011

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

Complaint By: First: Dorothy E. Last: Riley

Account Name: Dorothy E. Riley Home: (520) 807-8924

Street: Work:

City: Tucson CBR:

State: AZ Zip: is: Cellular

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Lisa Hines Contact Phone: (520) 807-8924

Nature of Complaint:

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

REFERRED FROM COMMISSIONER NEWMAN'S OFFICE:

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

From:

Sent: Monday, May 30, 2011 4:06 PM

To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web

Subject: Opposition to Utility Hikes

Dear Arizona Corporation Commissions,

I am writing in opposition to any utility services increases. With the poor economy, continuing recession, record home foreclosures, high unemployment, now is not the time to be increasing the cost of water, gas and electricity. Unbundling services is only for the utility companies profit and not in any way to help the consumer. These utilities are public goods and should not be treated as a commodity. Unlinking revenues from consumption may raise costs for consumers, many who are on fixed incomes. Stabilizing these companies profits so they do not fluctuate will be very hard on consumers. Oppose any and all efforts to increase costs. This was tried in Nevada when I lived there and thanks to the public's outrage we were able to defeat these measures.

I know there will be much pressure placed to bear on each of you but please stay strong and do the right thing. take action and defeat these measures and act in the public's best interest. Represent the public not the rich utility companies. Thank You.

End of Complaint

Utilities' Response:

Arizona Corporation Commission

DOCKETED

JUN 1 8 2011

DOCKETED BY [Signature]

RECEIVED
2011 JUN 13 P 3:55
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

6/1/11 Email to Customer:

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

From: Guadalupe Ortiz

Sent: Wednesday, June 01, 2011 12:55 PM

To:

Subject: RE: Opposition to Utility Hikes

Dear Customer,

Your email dated May 30, 2011, sent to Commissioner Newman of the Arizona Corporation Commission ("Commission") has been received and assigned to me for further handling. An opinion will be filed on your behalf to reflect your opposition to any pending rate increases that may impact the cost of your utility bills.

Prior to filing an opinion on your behalf I will need the following information:

First and Last name

Service Address

Telephone Number

Name of your Water Provider

Name of your Electric Provider

Name of your Gas Provider

Once I receive the information listed above, an opinion will be docketed to any pending rate cases filed by your service providers.

Please feel free to call me if you have any questions or concerns that require immediate attention.

Thank You,

Guadalupe Ortiz

Public Utilities Consumer Analyst

Arizona Corporation Commission

Utilities Division

Phone:

Fax: (t

Email: C

6/1/11 Email from Customer:

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

From:

Sent: Wednesday, June 01, 2011 2:31 PM

To: Guadalupe Ortiz

Subject: RE: Opposition to Utility Hikes

Here is the information you requested:

Dorothy E. Riley

Water Provider: Tucson Water

Gas Provider: Southwest Gas

Electric Provider: Tucson Electric

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6/1/2011 @3:19pm Called customer, advised that an opinion would be filed on her behalf for the pending rate case filed by SWG. Further advised the customer that TEP has not filed an application for rates at this time, although if the Company does request an increase the Commission would require notification to customer's.

Lastly, I advised the customer that the Commission does not have jurisdiction over municipal providers such as the City of Tucson Water Service. I explained to the customer that she must contact the City with any questions or concerns pertaining to service or the applicable rates for service provided by the City of Tucson. CLOSED
End of Comments

Date Completed: 6/1/2011

Opinion No. 2011 - 95492
