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ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

Investigator: Carolyn Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 96690

Date: 7/8/2011

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

First:

Last:

Complaint By: Doris J

West

Account Name: Doris J West

Home: (

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Lisa Hines

Contact Phone: (520) 807-8924

Nature of Complaint:

6/27/11 Mail correspondence received:

Reference: Southwest Gas Corp. Docket No. G-01551A-10-0458

*****OPPOSED RATE*****

Doris J. West

Sun City, AZ 85351

Cell Ph:

e-mail:

June 24, 2011

Arizona Corporate Commission

Consumer Services Section

1200 W. Washington St.

Phoenix, AZ 85007

Utility Name: Southwest Gas Corp.

Docket Numbers: G-01551A-10-0458

Re: Rate Increase and Decoupling

Gentlemen:

According to Southwest Gas' application for a rate increase, my average monthly winter residential bill should be \$58....actually, when I combine my Nov., Dec., Jan & Feb. bills - total of \$366.34 this averages out to \$91.71/winter month. They are asking for a 15.5% increase (or \$9.01) at a 15.5% increase, my monthly bill would increase by almost \$15. This is an outrage. I can understand a slight increase but not 15.5% I am on limited income, my pension, social security, etc has not increased in recent years while the basic living expenses have....more and more I have to withdraw from savings to pay some of these bills.

They are also asking approval of an Energy Efficiency Enabling Provision which I understand will give them the authority to collect from all their customers a subsidy of sorts regardless of usage.....actually a penalty for anyone seeking to reduce their usage by conservation and energy efficiency programs.

I urge you to disapprove both of these requests.

Thank you for your attention,.

Arizona Corporation Commission
DOCKETED

JUL - 8 2011

DOCKETED BY [Signature]

AZ CORP COMMISSION
DOCKET CONTROL

2011 JUL - 8 P 12: 59

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,
Doris J. West
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/8/11 Comments entered for the record and docketed. CLOSED
End of Comments

Date Completed: 7/8/2011

Opinion No. 2011 - 96690
