

G 01551A-10-0458

ORIGINAL



0000127993

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97467

Date: 7/29/2011

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

First:

Last:

Complaint By: **Joyce**

Lloyd

Account Name: Sun Valley Lodge

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company. **Southwest Gas Corporation**

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

July 26,2011

Consumer Services Section

1200 W. Washington St

Phoenix, AZ 85007

Re: Docket Number G-01551A-10-0458/Udility Name: Southwest Gas Corporation/Rate Increase and Decoupling

To Whom It May Concern:

Sun Valley Lodge is a not-for-profit retirement community in Sun City AZ. We have been serving seniors for over 45 years. Our mission is to provide affordable, quality living choices for seniors in a trusting environment. With SW Gas Corp's application for a rate increase, we are once again faced with the ever increasing burden of passing our rising costs along to our residents. We make every attempt to keep our operating costs at reasonable levels, but when the utility attempts to increase prices we invariably feel the effects. As a non-profit, we rely on our residents as our source of income, and they often find themselves with dwindling resources. Also, the fact that the Recreation Centers of Sun City would have to raise their annual accessment if SWG was awarded a rate increase would impact our residents as well since many of them hold rec center cards. Please consider the repercussions to our community and deny SW Gas any rate increase.

Thank you,
Joyce Lloyd

Accounting Manager, Sun Valley Lodge

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

DOCKETED

AUG 2 2011

DOCKETED BY

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2011 AUG -2 A 11:43

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion docketed
End of Comments

Date Completed: 7/29/2011

Opinion No. 2011 - 97467

G-01551A-10-0458

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (602) 542-0842

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 - 97462

Date: 7/29/2011

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

Complaint By: First: Donald Last: Peterson

Account Name: Donald and Carol Peterson

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone: , , - - - - -

Nature of Complaint:

G-01551A-10-0458

Customer called the ACC because he received a message from AARP, to call this number to voice their opinion regarding the raising of their utility bills by \$175.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 7/29/2011

Opinion No. 2011 - 97462

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (602) 542-0842

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2011 - 97463

Date: 7/29/2011

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

Complaint By: First: Kim Last: n/a

Account Name: Kim n/a

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Peoria

CBR:

State: AZ Zip: 00000

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

G-01551A-10-0458

Customer called the ACC because she received a message from AARP, to call this number to voice their opinion regarding the raising of their utility bills by \$175.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 7/29/2011

Opinion No. 2011 - 97463