

G-01551A-10-0458

ORIGINAL



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ARIZONA CORPORATION COMMISSIC

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97562

Date: 8/2/2011

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

First:

Last:

Complaint By: Bobbie

Dhaemers

Account Name: Bobbie Dhaemers

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:

Arizona Corporation Commission

DOCKETED

July 28, 2011

AUG 3 2011

Docket No. G-01551A-10-0458

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, AZ 85007

DOCKETED BY

AZ CORP COMMISSION
DOCKET CONTROL

2011 AUG - 3 P 4: 00

RECEIVED

My name is Bobbie Dhaemers
My address
Sun City, AZ

RE: Southwest Gas Corporation
Docket Number G-01551A-10-0458

In Regard to the Rate Increase and Decoupling
Please do not grant these requests. I have to live on Social Security. These increases will not only affect my gas bill but also other services that will have to raise their rates just to stay even.

Sincerely
Bobbie Dhaemers
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 8/3/2011

Opinion No. 2011 - 97562

G-01551A-10-0458

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97570

Date: 8/3/2011

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

First:

Last:

Complaint By: Robert J.

Gilbert

Account Name: Robert J. Gilbert

Home: (000) 000-0000

Street: N/A

Work:

City: N/A

CBR:

State: AZ Zip: N/A

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. G-01551A-10-0458
REFERENCE: SOUTHWEST GAS CORPORATION

July 28, 2011

Arizona Corporate Commission
Consumer Service Section
1200 W. Washington Street
Phoenix, AZ 85007
docket Number g-0155A-10-0458

Attention Members; Gary Pierce, Sandra Kennedy, Paul Newman, Robert Stump, and Brenda Burns

Enclosed are my comments via email concerning the proposed rate increases by Southwest Gas. I am deeply disturbed by the suggestion that a strong case for such exorbitant fees to be assessed to customers of SW Gas has merit. We in Sun City Grand would be forced not only face increases for usage in our homes but also increase our annual fee (operation of facilities that use gas such as a swimming pool) a doubled hit. This proposal falls on the heels of proposed rate increase for water usage which also falls under the purview of the Commission.

Such responsibility weighs heavily on the Commission members who as a group must investigate thoroughly all data as well as consideration of customers. Thanks you for the opportunity to voice my concerns.

Cordially,
Robert J. Gilbert

Proposed Rate increase of Southwest Gas Docket Numbers G-01551A-10-0458

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Attn; Arizona Corporation Commission

I am quite disturbed by the proposal put forth by SW Gas to increase rates by 15.5% for the winter residential customers and 10.5 for summer residential customers. Notwithstanding these increases SW Gas is proposing yet another increase under the umbrella of an "Energy Efficiency Enabling Provision" which would authorize SW Gas to impose additional increases related to their lost revenue based on energy efficient programs made at the very request of SW Gas. The EEEP assessment is a direct slap in the face to every customer that in good faith made efforts to conserve energy. These proposals are without merit and not deserving approval. What kind of asinine proposals are these to inflict such a burden on customers of SW Gas. The Commission needs to take time to research these proposals not make any final decision until the findings are made public for comment. Any utility company that has the audacity to ask for these rate increases in poor economic times such as we all are exposed is greedy and not a well managed. I believe as an underlying issue we as customers are being asked to make up for the vacant homes and buildings that are strug throughout much of Arizona particularly here in Surprise. These requests are must be denied.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

End of Comments

Date Completed: 8/3/2011

Opinion No. 2011 - 97570

G-01551A-10-0458

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: ()

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97567

Date: 8/3/2011

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

First:

Last:

Complaint By: Arlene & John Bak

Account Name: Arlene & John Bak

Home:

Street:

Work:

City: Surprise

CBR:

State: AZ Zip: 85387

E-Mail:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NO. G-01551A-10-0458
REFERENCE: SOUTHWEST GAS CORPORATION

JULY 27, 2011

THE ARIZONA CORPORATE COMMISSION
CONSUMER SERVICES SECTION
1200 W. WASHINGTON ST.

SUBJECT: Southwest Gas Corporation
Docket No. s G-01551A-10-0458
Rate Increase and Decoupling

Dear Commission:

When consumers/residents are trying to keep up with electric bills during the summer, should they be penalized for using less gas? What about the consumer who has gas appliances? Aren't they still paying for that usage? Why does Southwest gas need an increase? Why can't Southwest operate on its present budget and equalize its spending over the entire year? Isn't that what the consumer does who are on their equalization plan? Isn't that what consumers do: budget their yearly expenses based on their yearly income? Should a utility company be treated in a special manner?

Secondly, Southwest Gas is asking for a guaranteed set revenue regardless of usage. Does this make sense? Why should the consumer be paying for more than the amount of gas it is using? How can that be legal? Do they think we have "STUPID" written on our foreheads?

Think about this: consumers have responded to the call for conservation of resources--gas, electricity, water, etc.--they are conserving and what is the reply from utility companies: you will pay, pay, pay for doing this. Isn't

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

this hypocritical? Where is their sense of commitment to our resources?

As seniors, we do not get a cost of living raise from social security, banks don't increase interest on savings accounts or reduce credit card interest just to be nice guys; pension plans don't say "here is some extra money"; investment losses from 08 are not being replenished by companies just because there was a loss. So why does Southest Gas think it deserves extra revenues over the summer or a guaranteed revenue regardless of the actual usage? STOP THIS INSANITY!

As a resident of an HOA, we are not only penalized by our individual bill, but we would be penalized through our HOA assessment. Is this fair? If we are billed individually, will Southwest credit us what we are billed through our HOA/ Right!!!

Do your consumers a fair and just favor, JUST SAY NO TO SOUTHWEST GAS, AMERICAN WATER AND ANY OTHER UTILITY WHO THINKS THE AVERAGE PERSON HAS A MONEY TREE IN THEIR BACK YARD. IT JUST ISN'T TRUE.

MR 7 MRS ARI ENF 7 JOHN BAK
1
Surprise, Az. 85387

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 8/3/2011

Opinion No. 2011 - 97567
