

G-01551A-10-0458

ORIGINAL



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ARIZONA CORPORATION COMMIS  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 97831

Date: 8/15/2011

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

Arizona Corporation Commission  
**DOCKETED**

AUG 15 2011

Complaint By: First: Dave and Diane Last: Koziol

Account Name: Dave and Diane Koziol

Home:

Street:

Work:

DOCKETED BY [Signature]

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Sharaleen Finnell

Contact Phone:

Nature of Complaint:

\*\*\*\*\* G-01551A-10-0458 \*\*\*\*\*

August 5, 2011

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

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

Dear Sirs:

We were recently informed of a hearing and proposal to increase the rates of our gas service and a decoupling charge for residents of our area in Surprise, AZ.

It does not seem fair that these charges should be inflicted on people trying to live within their means. We are retirees on a very fixed income. There have been no cost-of-living increases allocated by Social Security for a few years. This rise in cost would cause a huge burden on our family budget.

We implore you to reconsider this huge increase rate for Southwest Gas and take our considerations to heart.

Dave and Diane Koziol

Surprise, AZ 85374  
\*End of Complaint\*

ARIZONA CORPORATION  
COMMISSION  
DOCKET CONTROL  
2011 AUG 15 P 1:23  
RECEIVED

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/15/2011

Opinion No. 2011 - 97831

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G-01551A-10-0458

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      97833

Date: 8/15/2011

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

First:

Last:

Complaint By:      **John and Joyce**

**Howard**

Account Name:      John and Joyce Howard

Home: (

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

Utility Company:      **Southwest Gas Corporation**

Division:      Gas

Contact Name:      Sharaleen Finnell

Contact Phone:

Nature of Complaint:

\*\*\*\*\* G-01551A-10-0458 \*\*\*\*\*

Customer sent the following -

John & Joyce Howard

Sun City, AZ 85351

Arizona Corporate Commission  
Consumer Services Section  
1200 W Washington St. Phoenix, AZ 85007

August 6, 2011

RE; Southwest Gas Corporation  
Docket Number: G-01551A-10-0458  
Rate Increase and Decoupling

Sirs,

My name is John Howard. My wife and I reside at  
I have an e-mail address of

Sun City, AZ 85351. My phone is (

I am writing to protest the rate increase and Decoupling which Southwest Gas has proposed. As seniors, we live on a fixed income and have a hard enough time making ends meet with all of the other financial pressures on us.

The American people, and especially seniors, are sick and tired of government providing avenues for

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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corporations to gouge higher profits on the backs of the middle class consumers. And is totally absurd that they would ask to punish us for conserving, as would be the case if the decoupling provision is approved.

We ask that you unanimously deny the rate increase and decoupling proposal, and send a message to Southwest Gas, as well as electrical and water utilities, (which would jump to enact similar provisions if this is passed) that they earn enough profits as is, and that they share in the belt tightening which all of us are experiencing.

Thank you,

John Howard  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Customer comments entered for the record and filed with Docket Control.  
\*End of Comments\*

**Date Completed: 8/15/2011**

**Opinion No. 2011 - 97833**

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G-01551A-10-0458

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      97832

Date: 8/15/2011

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

First:

Last:

Complaint By:      **Nancy and Jim**

**Kroening**

Account Name:      Nancy and Jim Kroening

Home:

Street:

Work:

City:      Phoenix

CBR:

State:      AZ      Zip: 85022

is:

Utility Company.      **Southwest Gas Corporation**

Division:      Gas

Contact Name:      Sharaleen Finnell

Contact Phone:

Nature of Complaint:

\*\*\*\*\* G-01551A-10-0458 \*\*\*\*\*

Customer sent the following -

August. 8, 2011

Arizona Corporation Commission  
1200 West Washington  
Phoenix AZ 85007-2996

Dear People:

Please add my comments to the record re: SW Gas raising natural gas rates by 14% and decoupling.

We request that you NOT allow Southwest Gas to raise rates by 14% or allow this company to charge people whether or not they use natural gas. Neither action is fair to users whether rich or poor. But, especially, poor people cannot pay these rates nor should they have to pay a "maintenance/decoupling" fee when we don't use the fuel.

I remember one year when we got back from our summertime residence (a tiny trailer) and we received a letter from a utility asking where we were and why we were not using their services! !! We were astounded! We very much believe that it is up to the user to decide how we will use services. And we will pay when we use them.

Rates for non-renewable energy likely will come DOWN this year as the economy resettles itself. Now is not the time to raise rates at all, actually.

Thank you for receiving our comments. Please inform us of the outcome.

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Sincerely,

Nancy and Jim Kroening

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 8/15/2011

Opinion No. 2011 - 97832

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