

G-20471A-11-0150

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98910

Date: 9/9/2011

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

First:

Last:

Complaint By: Ray J

Ruetz

Account Name: Ray J and M. Joyce Ruetz

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company: Semstream Arizona Propane, L.L.C.

Division: propane

Contact Name: Doug Mann

Contact Phone:

Nature of Complaint:

Payson, AZ 85541
August 31, 2011

Arizona Corporation Commission
Docket Control Center
1200 W. Washington
Phoenix, Arizona

RE: Docket No. G-20471A-11-0150

To Whom It May Concern:

We are customers of SemStream Arizona Propane, LLC, and are very much opposed to the company's proposed permanent increase in rates for service provided in Payson Division, in Arizona.

In the last year our household's monthly even-pay-plan has gone from \$51.00 to \$90.00 per month. We are retired, and on a fixed income. We are not able to pay another 26.82%, as proposed by SemStream.

We ask that you take into consideration the hardship that such a rate increase would pose for many Payson residents, and that you deny the application of SemStream Arizona Propane as referred to above.

Thank you for your consideration,
Mr. Ray J Ruetz
Mrs. M. Joyce Ruetz
End of Complaint

Utilities' Response:

Arizona Corporation Commission
DOCKETED

SEP 9 2011

DOCKETED BY

RECEIVED
2011 SEP - 9 P 4: 11
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
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Investigator's Comments and Disposition:

9/9/11 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 9/9/2011

Opinion No. 2011 - 98910

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 98828

Date: 9/7/2011

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

First:

Last:

Complaint By: **Robert**

Montgomery

Account Name: Robert and Sue Montgomery

Home:

Street:

Work: (000) 000-0000

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company: **Semstream Arizona Propane, L.L.C.**

Division: propane

Contact Name: Doug Mann

Contact Phone:

Nature of Complaint:

9/7/11

Robert and Sue Montgomery

Payson, AZ 85541

August 22, 2011
Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, AZ 85007
Re: Docket No. G-20471A-11-0150

Gentlemen:

We are writing to ask you to refuse SemStream's proposed 26.48% small commercial and residential rates. We just received notification of this from a printed brochure sent out by SemStream to its customers and others.

Residents of Arizona are being hit on all sides by increased rates from utilities, gasoline prices, food cost increases and real estate and other taxes. In addition, we Seniors, are finding out that our own Government is proposing an increase in Medicare rates. My husband and I are on a very fixed income and the increases in the cost of everyday needs is putting us in the hole, not to mention these increases which could leave us losing what little pension we have since all of that is being lost daily through manipulative powers of the Government.

When will all of this stop? When we are sitting outside in the weather because our house, which is paid in full at the moment is taken from us because of inability to pay for the necessities of food, utilities, gasoline and taxes? We worked so hard all of our working years to make ends meet, help our sons through college and look forward to retiring with a few extra dollars to enjoy our remaining years. Well, that has mostly been lost in the past

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several years through the mismanagement of funds in pensions and our own government.

Please think of the "little guy" instead of the "big corporation" who wants increased rates so they can have raises and live as they want to. Will it be necessary for those of us who use gas for heating to turn off our furnaces and sit in the cold. Please don't let this happen. Refuse their rate increase please!!!

Sincerely,

Robert and Sue Montgomery
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/7/11 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 9/8/2011

Opinion No. 2011 - 98828
