

G-20471A-11-0150

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: /

Fax: /

Priority: Respond Within Five Days

Opinion No. 2011 98609

Date: 9/1/2011

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

Complaint By: Karen Thornton

Account Name: Karen Thornton

Home:

Street:

Work: (000) 000-0000

City: Payson

CBR: /

State: AZ Zip: 85541

is: Cellular

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

Division: propane

Contact Name:

Contact Phone:

Nature of Complaint:

Date: 08/31/11

Name: Karen Thornton

Address: Payson, AZ 85541

Phone:
Email:

Docket No.: G-20471A-11-0150
Utility Co.: Semstream

Comments: I currently pay over \$300 a month to heat my home (1400 sq. ft) during the winter. As a retired teacher living on a fixed income, the rate increase Semstream is proposing would make heating my home unaffordable. Please give this issue your most serious consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. G-20471A-11-0150. closed

End of Comments

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AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission
DOCKETED

SEP 15 2011

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/15/2011

Opinion No. 2011 - 98609

G-20471A-11-0150

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 98611

Date: 9/1/2011

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

First:

Last:

Complaint By: Norma Fallers

Account Name: Norma Fallers

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:

Contact Phone:

Nature of Complaint:

Date: 08-31-11

Name: Norma Fallers

Address: |
Payson, AZ 85541

Phone: |
Email: n/a

Docket No.: G-20471A-11-0150
Utility Co.: Semstream AZ Propane LLC

Comments: The rates are already higher than they should be. Nobody that is on social security has had a cost of living raise in (3) three years and the raise in food and gasoline and medical bills have risen over 100%. WE CAN NOT AFFORD ANY HIGHER COST ON OUR HEATING BILLS.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. G-20471A-11-0150. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/15/2011

Opinion No. 2011 - 98611
