

#G.01551A.10.0458

ORIGINAL



0000130104

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99463

Date: 9/27/2011

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

Complaint By: First: Hubert Last: Brackeen

Arizona Corporation Commission
DOCKETED

Account Name: Hubert Brackeen

Home

SEP 28 2011

Street:

Work:

City: Sun City

CBR:

DOCKETED BY [Signature]

State: AZ Zip:

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

OPINION OPPOSED:

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

Customer is not in favor of any rate increases at this time. Customer is retired and lives on Social Security benefits. Per customer, he has not received an increase in his benefits since 2008 and as a result has had no other choice but to make ends meet. Customer feels that APS and SWG should be required to do the same and find another way to get by.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99463

RECEIVED
SEP 28 P 12:31
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: 100

Fax: , - - - - -

Priority: Respond Within Five Days

Opinion No. 2011 - 99465

Date: 9/27/2011

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

Complaint By: First: Norman Last: Payne

Account Name: Norman Payne Home:

Street: Work:

City: Scottsdale CBR:

State: AZ Zip: is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name: Contact Phone:

Nature of Complaint:

OPINION OPPOSED:

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

Customer is opposed to the proposed rate increases from APS and SWG. Per customer, this is not the time to raise rates, especially during a time when the economy is so bad. Customer asks the Commission to protect senior citizens from a potential rate increase as seniors have not received any type of increase in their Social Security or pension plans.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99465

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99466

Date: 9/27/2011

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

First:

Last:

Complaint By:

Candice

Bruce

Account Name:

Candice Bruce

Home:

Street:

n/a

Work:

City:

n/a

CBR:

State:

AZ Zip: 0000

is:

Utility Company:

Southwest Gas Corporation

Division:

Gas

Contact Name:

Contact Phone:

Nature of Complaint:

OPINION OPPOSED:

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

Customer is 82 years old and lives on a fixed income. Customer does not understand why everything continues to increase in cost when people can not afford to keep up with these increases. Customer lives with just the bare minimums and does not have anything else she can sacrifice to cover an increase in her utility bills. Customer asks the Commission to please deny the proposed rate increases from APS and SWG.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99466

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone

Fax: (602) 974-2000

Priority: Respond Within Five Days

Opinion

No. 2011 - 99472

Date: 9/27/2011

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Marianne

n/a

Account Name:

Marianne n/a

Home: (000) 000-0000

Street:

n/a

Work:

City:

n/a

CBR:

State:

AZ

Zip: 00000

is:

Utility Company:

Southwest Gas Corporation

Division:

Gas

Contact Name:

Contact Phone:

Nature of Complaint:

OPINION OPPOSED:

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

Voicemail Received:

Customer left a message with the Commission's Utilities Division asking that the Commission to not raise APS and SWG rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99472

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99475

Date: 9/27/2011

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

First:

Last:

Complaint By: Loraine

Lockhart

Account Name: Loraine Lockhart

Home: (000) 000-0000

Street: n/a

Work:

City: Peoria

CBR

State: AZ Zip: 00000

is: Cellular

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

OPINION OPPOSED:

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

Customer left a voicemail message with the Commission's Utilities Division stating "Please do not raise APS and SWG rates".

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99475

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (602)

Priority: Respond Within Five Days

Opinion No. 2011 - 99474

Date: 9/27/2011

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

First:

Last:

Complaint By: Nancy

Curtis

Account Name: Nancy Curtis

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is: Cellular

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone: (

Nature of Complaint:

OPINION OPPOSED:

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

Customer left a voicemail message with the Commission's Utilities Division stating "Please do not raise APS and SWG rates".

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99474

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

6

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99483

Date: 9/27/2011

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

First:

Last:

Complaint By: Edward W.

Finnigon

Account Name: Edward W. Finnigon

Home: (000) 000-0000

Street:

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is: Other

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

OPINION OPPOSED:

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

Customer left a message with the Commission's Utilities Division stating that he has been informed of the proposed rate increases from SWG and APS. Per customer, "considering the present economic condition he would suggest APS and SWG do a little trimming of their own budget based on what the economy is doing presently". Customer states that before the Commission approves this case the Commission should ask APS to trim some fat off their own operations and take into consideration what their proposed rate increase will do to retirees and customers on social security.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99483

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 772-2400

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99482

Date: 9/27/2011

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

First:

Last:

Complaint By:

Sylvia

Clark

Account Name: Sylvia Clark

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone: (602) 772-2400

Nature of Complaint:

OPINION OPPOSED:

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

Customer left a message with the Commission's Utilities Division stating that she lives on a fixed income and can not afford an increase in her APS and SWG rates. Customer asks the Commission to please don't raise rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99482

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: .

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2011 - 99439

Date: 9/26/2011

Complaint Description: 19K Decoupling - Gas & Electric
N/A Not Applicable

First:

Last:

Complaint By: Jerome F.

Grewe

Account Name: Jerome F. Grewe

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip:

is: Cellular

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED TO DECOUPLING:

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

Date: 09/18/2011

Name: Jerome F. Grewe

Address: Sun City, AZ 85111

Home Phone:

Alt Phone:

Email:

Name of Utility Co.: APS

Name on Bill: Jerome F. Grewe

Account Number:

Company Contacted: Yes

Please help Sun City Seniors and say NO TO DECOUPLING. Re: SWG Docket No G-01551A-10-0458 and APS Docket No. E-01345A-11-0224. Thank you very much.

Jerome and Dolly Grewe

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED
End of Comments

Date Completed: 9/28/2011

Opinion No. 2011 - 99439
