

OPEN MEETING AGENDA ITEM

Southwest Gas
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Arizona Corporation Commission

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Dear Commissioners:

I want to congratulate Jeffrey Shaw, CEO of Southwest Gas, and his lobbyists for the pending approval of the SW Gas Settlement Agreement, including decoupling. I would be happy to do this directly, but unfortunately, due to the corporation's insulated culture that is impossible.

It has certainly proved to me that one thing, and one thing only, can swing an issue to a favorable result. Intense lobbying pays off. Since an individual cannot compete with the financial backing of a corporation, the only way to "win" for an individual is to buy SW Gas stock and enjoy the consistent dividends.

I still keep reflecting on the Tucson fiasco in February, when SW Gas displayed its pathetic decision making skills. It was a "perfect storm" of failure. The corporation remained mute, while it resolved its self inflicted problem, and then had the audacity to blame its vendors for the shortage/outage.

On November 16, The ARIZONA DAILY STAR ran an article on how SW Gas would improve its communications with the public. Why weren't these "promises" displayed on the newly updated SW Gas website, so that the majority of its clients would have an opportunity to see it? And, has a Plan B ever been created for the next gas disaster?

It is only right, after displaying such disdain for the paying public, that South West Gas receive its rate increase. Thank you Jeffrey Shaw!

Storm

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