

G-01551A-10-0458

ORIGINAL
OPEN MEETING AGENDA ITEM



0000132908

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 101245

Date: 12/12/2011

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

Complaint By: First: Last:
Judy Edmond

Account Name: Judy Edmond

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

*****Docket No. G-01551A-10-0458*****

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

Arizona Corporation Commission
DOCKETED

DEC 14 2011

Date 12/8/11

DOCKETED BY *Ross*

RECEIVED
2011 DEC 14 P 2:14
AZ CORP COMMISSION
DOCKET CONTROL

Dear Commission Members,

Utility Name: Southwest Gas Corporation
Docket Numbers: G-01551S-10-0458
Re: Rate Increase and Decoupling

We here in Sun City are not your "rich and famous" but people who are on a very limited income and barely making it each year. We cannot tolerate a rate hike as Southwest Gas is proposing. PLEASE reconsider the tax hike and not direct it to us senior citizens.

Sincerely yours,

Judy Edmond

Sun City, AZ 85351

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 12/12/2011

Opinion No. 2011 - 101245

G-01551A-10-0458

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2011 - 101250

Date: 12/12/2011

Complaint Description:

19K Decoupling - Gas & Electric
08A Rate Case Items - Opposed

First:

Last:

Complaint By:

James

Peters

Account Name:

James Peters

Home: ()

Street:

Work:

City:

Sun City

CBR:

State:

AZ Zip: 85351

is: E-Mail

Utility Company:

Southwest Gas Corporation

Division:

Gas

Contact Name:

Contact Phone:

Nature of Complaint:

Docket Number: G-01551A-10-0458
Re: Rate Increase and Decoupling

Dear

Please reject the proposed Southwest Gas rate increase and decoupling proposal.

I am concerned about the Southwest Gas rate hike proposal that could mean higher natural gas costs. The settlement agreement consists of up to an 8.11% increase on my monthly bill and also recommends full revenue decoupling. The decoupling options laid out in the proposed settlement agreement have no benefit for me and only serves the best interest of the utility company because there is no need for added infrastructure to meet the needs of the current customer base. Under this proposal, energy usage will have gone down, but my monthly bill will have gone up with no long-term benefit of reduced rates. My retirement, fixed income cannot support this challenging proposal.

Again, please reject the Southwest Gas rate increase and decoupling proposal, Docket # G-01551A-10-0458.

Your assistance in this matter would be greatly appreciated.

Sincerely,

James Peters

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 12/12/2011

Opinion No. 2011 - 101250

G-01551A-10-0458

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101253 Date: 12/12/2011

Complaint Description: 08A Rate Case Items - Opposed
19K Decoupling - Gas & Electric

First:

Last:

Complaint By: Joan xxxxx

Account Name: Joan xxxxx

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 00000

is:

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone:

Nature of Complaint:

Voicemail received with following message:

I live in Sun City and in reference to your grand idea about decoupling. I'd like to know what right you have to put a surcharged on anybody's bill for utilities that they do not use. What are you some sort of branch of communistic society? I said you are a bunch of swines to raise rates at this time when people are losing their homes and children are moving back to live with their parents is wrong. Especially in this area there are a bunch of people that are old bones and people are living on a dog food. If this decoupling plan goes through I hope you are all damned and your teeth fall out.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion noted and filed in Docket No. G-01551A-10-0458. closed

End of Comments

Date Completed: 12/13/2011

Opinion No. 2011 - 101253