

G-01551A-10-0458



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez Phone:

Fax:

ORIGINAL

Priority: Respond Within Five Days

Opinion No. 2014 - 115122

Date: 2/20/2014

Complaint Description: 09Z Rates/Tariffs - Other
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

FEB 24 2014

Complaint By: First: Sandra

Last: Hodkinson

Account Name: Sandra Hodkinson

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85705

Is:

DOCKETED BY

Utility Company: Southwest Gas Corporation

Division: Gas

Contact Name:

Contact Phone: (

Nature of Complaint:

Docket No. G-01551A-10-0458

Customer is not happy with the fact that she normally uses about \$1.83 cents per month to heat water to her home, yet she is charged a monthly fee of approximately \$10 per month for a monthly establishment charge. Customer said she realized the company has fixed cost but it does not cost much to read a meter every month. Customer said she does not understand how the Commission can let the gas company charge an abundance for their monthly fees despite customer like her who only uses a very small percentage of the actual commodity. Customer wants the Commissioners to read her concerns and to act on changing this formula that is currently in place.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2/20/14
Emailed to the Phoenix ACC office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 2/20/2014

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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL