

G-01551A-10-0458



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 120557

Date: 1/21/2015

Complaint Description: 09H Rates and Tariffs - Fuel Adjuster  
N/A Not Applicable

Complaint By: Kathleen Eager

ORIGINAL

Account Name: Kathleen Eager

Home:

Street:

Work:

City: Buckeye

CBR:

State: AZ Zip: 85396

is:

Utility Company: Southwest Gas Corporation

Division: Gas-Southern AZ Div

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*DOCKET NO. G-01551A-10-0458\*\*\* OPPOSE

Mrs. E. Eagr

Arizona Corporation Commission  
DOCKETED

Buckeye, AZ 85396

JAN 26 2015

January 6, 2014

Dear Corporate Commission:

DOCKETED BY [Signature]

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2015 JAN 26 PM 3 24

WHAT is going on here, USE LESS pay more to Southwest Gas Corporation? And then to add insult to injury they insert their NEW TO USE flyer (enclosed) telling us how to Save Energy and Money this winter, you've got to be kidding. I am still in shock after receiving my Southwest Gas bill with an EEP annual adj. charge of \$11.25, BECAUSE I DIDN'T USE ENOUGH GAS TO HEAT MY HOME THIS MONTH. If I knew this I would have turned up the thermostat and kept warm instead of wearing a sweater around my home all day. I could have paid the same price for keeping warm instead of being punished for freezing my butt off TRYING TO SAVE MONEY AND ENERGY.

Then I find on December 11, 2014: Arizona Corporation Commission Lowers Rate for Southwest Gas Decoupling charges. And Former chairman Bob Stump said, "I commend Southwest Gas' efforts for help enable consumers to benefit." Really, for that huge ten cent (.10) credit next to the \$11.25 on my bill, another insult, from the Commission this time.

I want to know what you are really doing at the Arizona Corporation Commission besides listening to the double talking SWG and allowing this monopoly to gouge the people of Arizona. We have an abundance of natural gas; prices are down, but not the price of Therms on my bill. Their paying less, we're paying MORE.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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So now YOU tell me what I should do, turn up the thermostat, WASTE energy and WOW keep warm or are YOU going to correct the error you have made.

Respectfully yours,  
Kathleen Eager

Enclosures

cc:  
RUCO  
Senator Jeff Flake  
Senator John McCain  
FACEBOOK-public  
\*\*\*\*\*

ENCLOSURES: Arizona Corporation Commission Lowers Rate for Southwest Gas Decoupling Charges  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

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

**Date Completed: 1/21/2015**

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