

G-01551A-13-0327



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Al Amezcua

Phone: (602)

2015 FEB 25 P 2: 31 Fax: (602)

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DUCKET CON Arizona Corporation Commission  
Date: 2/25/2015

Opinion No. 2015 - 121121

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

DOCKETED

FEB 25 2015

Complaint By: First: Tamara Last: Wood

DOCKETED BY [Signature]

Account Name: Tamara Wood

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Southwest Gas Corporation

Division: Gas-Central AZ Div

Contact Name: Sharaleen Finnell

Contact Phone:

Nature of Complaint:

ORIGINAL

From: [mailto:  
Sent: Sunday, February 15, 2015 2:02 AM  
To: Utilities Div - Mailbox; Pierce-Web; Stump-Web; BitterSmith-Web  
Cc: lindsey.reiser@cbs5az.com; richard gayer; govblubin@azdem.org; broe@azdem.org; jadams@azdem.org; dquinlan@azdem.org; salmy@azdem.org; newstips@arizonarepublic.com; ed.montini@arizonarepublic.com; laurie.roberts@arizonarepublic.com  
Subject: Re: Fwd: Fwd: SWGas Bill and EEP Weather Adjustment

Dear Commission Members,

I have just gotten my February SW Gas bill for Service up to Feb 12. There is a \$26.02 EPA charge because the weather was a couple degrees warmer than last year. This has gone beyond ridiculous. This is outright fraud. For three years, people have complained about hidden charges and unfair charges on their bills. You refer them to SW Gas for mediation, SW Gas stands behind the charges, and then you agree with SW Gas. This is the highest rate increase that has ever been allowed in the US for any utility. SW Gas will not reveal their formula and apparently it is different for different people/situations. We do not want this mediated. We want the decoupling removed entirely. In Arizona, with the warm winters, it is totally unnecessary. SW Gas is totally playing this out for their own profits, stating that "it benefits everybody." If the weather is colder than usual, we may get a few cents subtracted from our bill. If it is warmer than usual, EPA charges are going higher and higher (they have long since figured out that they can get away with this and what started out as a dollar variance has now risen to as high as \$50 in their favor) With global warming, this trend will continue to get worse, with more profits for SW Gas. Could you please get out of your easy chairs and your government paid jobs and develop a plan to do something about this instead of the Bush Bank and Mortgage Fraud Republicans going to bed with the Big Business SW Gas. You will come out ahead by facing this head on instead of continuing to cover it up. Eventually this will come out in the wash and not only will you be without jobs with your reputations tarnished, you will be facing lawsuits, investigations and possible Federal charges.

Thank you,

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

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Tamara Wood

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wrote:

Date: Mon, 9 Feb 2015 17:58:50 -0600

From:

To: BitterSmith-Web <bittersmith-Web@azcc.gov>, rgayer@cox.net, rgayer@aol.com, blubin@azdem.org, jadams@azdem.org, salmy@azdem.org, dquinlan@azdem.org, broe@azdem.org, mailmaster@azcc.gov, Pierce-web@azcc.gov, Stump-web@azcc.gov, BitterSmith-web@azcc.gov, Rburns-web@azcc.gov

Subject: Fwd: SWGas Bill and EEP Weather Adjustment

Cc: newstips@arizonarepublic.com, ed.montini@arizonarepublic.com, laurie.roberts@arizonarepublic.com

Dear Commission Members,

As can be seen from below, this decoupling is being consistently abused by SW Gas. We want decoupling removed for the gas company. It is not necessary with our warm winters. With global warming, this is going to get worse and worse. This is playing out to the benefit of SW Gas and is equivalent to a 30-50% rate increase for them. If the weather is cold, we might get 70 cents back from them. If the weather is warmer than normal, customers are being charged up to \$35 extra on their gas bill. The commission has been informed of these practices repeatedly and has effectively done nothing to repeal the decoupling. This is clearly becoming an issue of big business Republicans supporting big business SW Gas. If this is not stopped immediately, my plan is to organize Democrats running for the Corporation Commission and expose this entire fraud scheme as a basis for their running. We have all filed so many complaints we have lost count and the corporation is sick of us. Do you understand that we want the rhetoric stopped and the decoupling removed? If you do not understand this, I will do everything in my power to get everyone of you voted out. I have been diplomatic long enough.

Thank you for your prompt ACTION to get decoupling removed for SW Gas,

Tamara Wood

From: "richard gayer"

To:

Cc:

Subject: SWGas Bill and EEP Weather Adjustment

Date: Mon, 9 Feb 2015 09:49:51 -0700

Ms. Wood:

Attached is a copy of my recent bill from SWGas with my account number partially removed. (Please zoom in to read the details.) The bill covers my usage in January 2015. As you can see, I used 66 therms but I was charged for an additional 33 therms for the Weather Adjustment. This added over \$23 to my bill. Outrageous, but approved by the Arizona Corporations Commission!

If you want a bill with all of the information on mine, just call the 800 number on your bill and ask for a "fully itemized bill".

Dick Gayer

\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
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n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

Docketed for the record G-01551A-13-0327.

\*End of Comments\*

**Date Completed: 2/25/2015**

**Opinion No. 2015 - 121121**

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