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MEMORANDUM

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TO: Docket Control

FROM: Steven M. Olea  
Director  
Utilities Division

2015 MAR 23

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Arizona Corporation Commission

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DATE: March 23, 2015

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RE: STAFF REVIEW OF SOUTHWEST GAS CORPORATION'S WEBSITE  
UPDATE REGARDING REVENUE DECOUPLING AS REQUIRED BY  
COMMISSION DECISION NO. 74780 (DOCKET NO. G-01551A-13-0327)

The Commission issued Decision No. 74780 (October 24, 2014) in the case of Richard Gayer's complaint against Southwest Gas Corporation ("Southwest" or "Company"). One of the Decision's ordering paragraphs states that:

"Southwest Gas Corporation shall revise its Arizona rates and regulations page on its website to provide additional content for its customers regarding revenue decoupling. Within 120 days of the effective date of this Decision, the Company shall file a report in this docket to identify the changes it has made to its website. Staff will then have 30 days to file a letter in this docket stating whether Staff believes the updated information included in the Company's Arizona rates and regulations page of its website provides the necessary information for Arizona customers to understand revenue decoupling and how the calculation works."

On February 20, 2015, Southwest filed its report on the changes the Company made to its Arizona rates and regulations webpage to provide information to customers regarding revenue decoupling.

Staff has reviewed Southwest's Arizona rates and regulations webpage and the revenue decoupling information Southwest has placed there. Staff believes that the information provided by Southwest on the webpage is useful information that will help Arizona customers who view it to understand how revenue decoupling works. Staff has provided a few comments to Southwest regarding improvements Southwest could make to the webpage. These include:

1. The webpage with decoupling information is hard to locate when a customer who is unfamiliar with Southwest's website tries to find it. Southwest should make the decoupling information easier to locate.
2. The webpage discusses the Energy Efficiency Enabling Provision ("EEP") monthly weather adjustor in significant detail, but does not have much discussion of the EEP annual adjustor. Southwest should further discuss the annual adjustor.
3. The webpage does not have a lot of explanation of how the two adjustors, monthly and annual relate to one another. Southwest should explain how the two adjustors relate to each other.

4. Southwest should provide a reference regarding the basis for the weather/heating degree day data it uses.

Staff has discussed the possible improvements listed above with Southwest, and Southwest has indicated that it is supportive of making these improvements. For example, Southwest indicated it would place a link on the initial page of its website to help people locate the webpage where all the decoupling information can be found, making it much easier for people to find this information.

SMO:RGG:nr\CHH

ORIGINATOR: Robert G Gray

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Docket No. G-01551A-13-0327

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