

G-01551A-15-0168



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# ORIGINAL Arizona Corporation Commission Utilities Complaint Form

Investigator: Carmen Madrid      Phone: <<< REDACTED >>>      Opinion Date: 11/4/2015  
 Opinion Number: 2015 - 127239      Priority: Respond within 5 business days  
 Opinion Codes: Rate Case Items - Opposed      Closed Date: 11/4/2015 11:42 AM

First Name: Henri J.      Last Name: Leboeuf Jr.      Account Name: Henri J. Leboeuf Jr.  
 Address: <<< REDACTED >>>  
 City: Vail      State: AZ      Zip Code: 85641  
 Home: <<< REDACTED >>>      Email: <<< REDACTED >>>

Company: Southwest Gas Corporation      Division: Gas-Southern AZ Div  
 Lisa Stoffle      Phone: <<< REDACTED >>>      Email: <<< REDACTED >>>

### Nature Of Opinion

Docket Number: G-01551A-15-0168

Docket Position: gain

\*\*\*\*\*RECEIVED FROM A.G.'S OFFICE\*\*\*\*\*

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 2015 NOV -5 A 9:25  
 AZ CORP COMMISSION  
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cost of heating during winter months: this company enjoys a monopoly here in the Tucson area. during winter billing, if we conserve energy or weather is warmer, the company adjust our billing to account for "gas not used". in effect, we are paying for unconsumed product. with 260,00 customers, at \$10 per month, this equates to \$2.6 million in profit for non-delivery of product. my winter bill shows this charge to be equal to the actual usage during some months. this equates to "legal robbery" to the customer/consumer. it seems to me, that the AG's office is to protect the consumer against such fraudulent charges. Southwest justifies this by saying that during high cost months, they adjust the charges to benefit the consumer. now how real is this? they overcharge you for 6 months, then make believe they give you back a few dollars one or two months in the summer. Not only that, gas prices are at an all time low and have yet to be reflected in the price charged to the consumer. it seems to me that the deal that Arizona has let SW Gas come up with, is not in the best interest of the people of the state. your office works for us, the people, not a private enterprise.

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isn't it about time that the people's elected officials work for the best interest of the consumer, who you were elected to protect and look out for their best interest concerning this type of issue? Southwest is not only a legal monopoly in this state, but a thief to the citizens, especially the poor people in this jurisdiction. AG, let's get on the ball here!

Arizona Corporation Commission  
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Utilities Complaint Form**

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**Investigation**

<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
11/4/2015	Carmen Madrid	Telephone	Investigation

Opinion noted and filed in Docket No. G-01551A-15-0168. closed

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