

STATE, COUNTY AND CITY AFFAIRS COMMITTEE

FEBRUARY 20, 1968

The hearing was opened by Chairman Hilbrecht, who introduced the members of the Committee and welcomed all the concerned parties.

The first speaker for the Citizens Committee was Assemblyman Jacobsen

I would just like to stand here and say that I told you so, it could probably be summed up in that, because I have fought this thing from the time it started. I certainly feel that this is something that should be brought to light because from the very inception of the introduction of natural gas into this area, Southwest Gas Company and its employees, in my opinion, misrepresented themselves and their product to the public. In many public meetings, both before civic and service organizations, they made commitments which they have not upheld. They promised to maintain offices in a number of areas, this they have not done, they promised to maintain certain safety personnel in all the areas and this they have not done, they promised cheaper rates which I am sure the majority of you here today can testify that this they have not done. I think a good many of the complaints here today boil down to public relations and one that I think could very shortly be corrected, all the people in the area that I represent have complained to me on numerous occasions to the point where I hardly feel adequate to answer the phone because I certainly don't have the answers, about the only thing I hear from the company itself and the officials is that our billing is done in Las Vegas, and if you have a complaint, you had better take it to Las Vegas and try to solve it. A good many people in this area changed from other products to natural gas on pressure from sales pitches from Southwest Gas Company, also they changed on the incentive of give aways and promotional appliances, and I am sure that almost all of these people have found that there costs have increased instead of decreased. I appeared at a hearing last year before the Public Service Commission, representing the people of my area who were disturbed about the situation as did numerous other people appear, and as I think all of you know, the Public Service Commission came forth with quite a long report, which I am sure is factual, but certainly did not solve anything. I would like to quote from the report "Southwest service relationship, particularly with its residential and small commercial consumer, has been deplorable the past few years and existing Southwest service deficiencies do require specific remedial action under close surveillance of the Commission, Southwest should be directed to take immediate corrective action with respect to its customer service in Northern Nevada". I think possibly the blame today can be put in two areas, first on the Southwest Gas Company and second, on our own Public Service Commission. I think these reports are fine for the people that read them, but I don't think they are doing the job, I have all respect for the people that serve on the Public Service Commission, but I think that they are direct representatives of the public and certainly, this is their obligation, not only to write a report like this that has all factual information in it but it is also their obligation to follow it up and do something, where else does the customer have to go? It is kind of like a monology, you can go there and talk but never get an answer. In closing I would like to say in my opinion, a public utility should serve the people

or the public economically, honestly and with a high degree of safety, or at least, meet all the requirements of those engaged in private enterprise where competition controls and the customer has a choice.

AGENDA

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PUBLIC HEARING
STATE, COUNTY AND CITY AFFAIRS COMMITTEE

ACR -9

CHAIRMAN: NORMAN TY HILBRECHT

TIME: 2:30 PM, FEBRUARY 20, 1968, ASSEMBLY CHAMBERS

1. CITIZENS COMMITTEE

LAWRENCE JACOBSEN	3 MINUTES
JOSEPH DINI	2 MINUTES
JERRY BOLDOCK, CHAIRMAN	4 MINUTES
MILON TRESNIT	2 MINUTES
FRED BROWN	2 MINUTES
PAT KORN	2 MINUTES
BILL FURLONG	2 MINUTES
DAVE ROSS	2 MINUTES
CARL BENNETT	2 MINUTES
JOHN HOMER - SUMMATION	5 MINUTES

2. SOUTHWEST GAS COMPANY 20 MINUTES

3. PUBLIC SERVICE COMMISSION 10 Minutes

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STATEMENT OF ASSEMBLYMAN JOSEPH E. DINI, JR.
STATE, COUNTY AND CITY AFFAIRS COMMITTEE HEARING - SOUTHWEST GAS, FEBRUARY 20, 1968

Mr. Chairman and Members of the Committee:

Much was stated last May at the P.S.C. hearing on the Gas Rate increases. As you well know, the residential and small commercial used was adjudged a 69.55% of the increased rates.

One of the points that our Lyon County delegation presented at the hearing and which was left unsolved by the P.S.C. decision was concerning safety standards.

Briefly these are the safety factors that we would like considered:

1. Transmission lines need more shut-off valves so that if a large break occurs you can isolate the break in the line within a four block area. In our community you have to wait for a crew to come from Fallon to repair any break in the mains and this may take several hours. In the meantime if you want to cut off the gas supply, you must close the main gate and close off the entire city.
2. Standards should be established under which Gas Company employees would be tested and if they qualify to work with gas would be certified by the state as qualified.
3. More testing should be conducted following installation of gas main and feeder lines to insure less leaks than has been in the past.

In summation let me say that if the Public Service Commission has under present statute the right to establish safety relations, I ask that they consider my requests. If they do not, I recommend that in the 1969 session of the legislature legislation strengthening the safety requirements as to natural gas lines be inaugurated.

Thank you,

Mr. Chairman, members of the State, County and City Affairs Committee, members of the Legislature, Ladies and Gentlemen.

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I am Jerome Baldock and I reside at 2900 North Mountain Street in Carson City, Nevada.

We, myself and fellow members of the Citizens Committee for the Investigation of Southwest Gas Corporation are soundly supported by innumerable patrons of Southwest Gas Corporation in a request for this investigation.

There were many of us who were unhappy with the July 1967 rate increase of Southwest Gas. We protested to no avail. More so we are extremely alarmed by the present inconsistency of the bills.

Two weeks ago this committee began circulating a petition. This petition with almost a thousand signatures will be accompanied by a letter expressing our dissatisfaction. Copies will be submitted to: Federal Power Commission, Governor Paul Laxalt, Senators Alan Bible and Howard Cannon, Congressman Walter Baring, the Public Service Commission, and Southwest Gas Corporation.

When the high billing and the inconsistency became evident in the December billing, I feel Southwest Gas Corporation reacted with a great deal of dishonesty and lack of diplomacy. Their patrons were not told the truth.

The facts are: approximately 3,000 meters were not read, but, as admitted to Dr. Homer and me by Southwest Gas Corporation officials, they were "Curb Read." To further explain this, the meters were not physically read. This, in my opinion, constitutes an illegal intent to falsify records and there is no justification other than just poor management.

This was not voiced to the public but instead Southwest Gas Corporation offered alibies - extreme cold weather, estimations, poor winterizing of homes - and, I must say, in such a way that it

provoked very poor customer-management relations.

Another alarming point is the natural gas rate comparisons in relationship to areas. Sierra Pacific Power Company controls natural gas in Reno. They purchase the natural gas from Southwest Gas Corporation at the Reno city limits and in turn Sierra Pacific Power Company distributes and sells the gas to the Reno residents. Sierra Pacific Power Company rates are 8% less than the rates of Southwest Gas in Carson City. Now isn't it difficult to comprehend that a produce can be less expensive with a "middleman" involved? Also the natural gas rates in Las Vegas are 30% less than in the Carson City area, from the same company - Southwest Gas Corporation.

If these are examples of the integrity of Southwest Gas Corporation we then ask - what other problems exist or could exist?

Now it is the opinion of this committee that the public is justified an investigation into the management, the records, and the inner structural capacities of Southwest Gas Corporation.

We particularly feel that the public in Northern Nevada is entitled to a thorough investigation into and evaluation of the rate structure of Southwest Gas Corporation. In other words, natural gas should be a convenience furnished to the public at competitive rates.

It should not be a luxury.

We have several other witnesses, who will tell you further why we feel the way we do.

Thank you.

Mr. Chairman, members of the State, County and City Affairs Committee,
Members of the Legislature, ladies and gentlemen.

My name is Milan Tresnit and I reside at 213 Annapolis in Carson City, Nevada.

I would like to make a few brief comments in an attempt to show that
The Southwest Gas Corporation is a very poorly run organization or Corporation
and is guilty of indiscriminate and quite possibly illegal business activities

On January 23, 1968 I received a billing from the S.W. Gas Corporation
in the amount of \$67.02. This bill followed my previous months bill of
\$24.71. This was a monetary increase of \$42.31 or a percentage increase of
approximately 171%.

My bill for the same month in 1967 was for \$41.90, which incidentally
was my previous all time high.

When I first questioned this bill for \$67.02 the S.W. Gas Corporation
said they would re-read my meter. Two days later I called to inquire about
the results of the re-reading of the meter and they informed me that the
original reading was correct. I paid to the P.S.C. under protest, this bill
for \$67.02. As a result of many dissatisfied customers, the S.W. Gas Corp-
oration announced that there were three areas in our county where mistakes
had been made and that a representative of the S.W. Gas Corporation would call
on the customers who lived in these three areas.

Because the ~~three~~ areas were never defined I again called S.W. Gas
Corporation, gave my name and address and asked if I lived in one of the
three areas where the admitted mistakes had been made. The lady on the
phone asked me to hang on and she would check for me. In a few seconds she
informed me that I did live in one of the three areas where mistakes had
been made. I then asked the lady what was the nature of the mistakes and
she told me the meters in these areas were not actually read but ESTIMATED.

Now no where on this bill does it indicate that my meter was estimated even though there is a space where the indication should be noted.

Furthermore when I was receiving bills for \$24.71 and \$25.27 which I paid on 12-27-67 and 11-27-67 my neighbor was receiving bills for \$4.13 and \$2.50. Our homes are approximately the same size, built by the same contractor, at approximately the same time. In essence, my gas bill for two months was \$49.98 and my neighbors was \$6.63. When I mentioned this comparison, they said that we have had some unusually cold and windy weather and I cannot convince them that the weather is pretty much the same throughout our entire neighborhood.

In conclusion, I can see no reason whatsoever why anyone should have to pay \$67.02 to heat a home of approximately 1300 sq.ft. and remain at the mercy of this corporation and their indiscriminate business practices.

Thank you.

Milton Treanor

Mr. Fred Brown gave a graphic talk showing the relation of his gas bill to the weather for the last two years.

Mr. Chairman, members of the State, County and City Affairs Committee, members of the Legislature, Ladies and Gentlemen, I am Mrs. Patricia Korn and I reside at 1049 East Roland in Carson City.

On February 3 we received our bill from the Southwest Gas Corporation - with shock disbelief we read the figure - \$44.42 - our bill prior to this, covering that cold month of December was only \$15.64. We couldn't believe that our bill had risen that much out of proportion.

Our home is small, we have two bedrooms with approximately 900 square feet; my husband and I both work and are not at home during the day. In addition to our heat our only other use of gas is hot water, since we have no children we do not use either in excess - our thermostat is set at a constant 68°. Why then this exorbitant bill?

Sincerely believing that an error had been made, we decided to pay our bill in protest to the Public Service Commission. Before we could do this we were paid a visit,

on February 10, by Mr. Gary Clough, a salesman with Southwest Gas Corporation. Mr. Clough explained that the reason for our bill being so high this month was that the Gas Company had found it necessary to estimate our meter reading for December. I explained to Mr. Clough that our bill showed a printed meter reading figure in December and no where could I find any notation that this figure was an estimate. I also asked if this was common practice for the Gas Company. Mr. Clough explained that this was not and admitted to me that the Gas Company had made an error in not noting the estimated bill. He went on to explain that because of a problem with computer billing in Las Vegas, and due to the fact that they only had two meter readers for this entire area, some of the meters had to be estimated. He said that this estimation was made by the girls in the office from a sample of the previous bills - since then we have learned that the meters were not estimated by "the girls in the office" but were in fact "curb read". Mr. Clough then said that since it was an error on the part of the Gas Company, they would allow

us to pay this bill over a three month period.

My husband and I believe that practices such as estimated meter readings reflect a faulty Management - for whatever reason given.

We thank Southwest Gas for their offer of a three month grace period for payment of our "surprise" bill - but we still preferred to pay our bill in protest in hopes that the Public Service Commission will conduct an investigation into the affairs of the Southwest Gas Corporation.

Thank you

Mr. Chairman; Members of The State, County, and City Affairs Committee;
Members of The Legislature; Ladies and Gentlemen;

My name is William F. Furlong. I live at 701 West Fifth Street in ¹⁰²
Carson City, Nevada. I am employed in law enforcement --- Protesting
is not my usual manner, but I feel there is cause today.

I am appearing to request an investigation of the SouthWest Gas
Corporation. I, and a large number of other southWest Gas customers
have lost confidence in their business practises. This was brought
about when statements mailed out indicated increases of 70 to 175 %.
Queries were made to determine the cause of such increases, and the
first company reaction was to explain the condition away with the
weather conditions. This reasoning did not satisfy the controversy.
Since this rationalization the company has admitted mistakes within
their administration.

The citizens of Carson City are not qualified in the technical
engineering problems involved, and most of us are captive customers
of SouthWest Gas Corporation. We have suffered embarrassment because
of controversy over a claim against us that we cannot justify. We
are in danger of getting a poor financial rating if we don't satisfy
a claim we feel unreasonable. The answers to date have shown apathy
to public indignation, and occasionally even rudeness. We don't ask
that you gentlemen take sides in this matter --- only that you seek
an investigation to verify their statements and business practises.

Thank you.

William F. Furlong

Dave Ross

My name is Dave Ross, I reside at 505 West Adaline Street, Carson City. My complaint will undoubtedly seem out of place at this hearing, since my January bill was less than the previous month. When I recieved a bill I doubted it could be correct, I then read my meter and found a difference of 1450cubic feet in six days, this would be an average daily consumption of 22thousand cubic feet, I do not feel that this could be correct since I have read my meter daily since the 23rd of January, when I recieved the bill and have not used more then 9,000 cubic feet a day. I feel that my bill was incorrect since it stated that it had been pro-rated, that is the meter read at the actual time. I feel strongly that the meter was not read, I realize that at the next billing, if the meter is read it will catch the difference, however, I like to pay what I owe when it is due, not a cent over or less.

The whole matter has put some doubt in my mind as to the business practices of Southwest Gas Corporation

MR. CHAIRMAN, MEMBERS OF THE STATE, COUNTY AND CITY AFFAIRS COMMITTEE, MEMBERS OF THE LEGISLATURE, LADIES AND GENTLEMEN.

MY NAME IS CARL BENNETT, I LIVE AT 1809 MARIAN AVENUE IN CARSON CITY. IN THE PAST 8 MONTHS I HAVE RECEIVED APPROXIMATELY \$840.00 IN ERRONEOUS BILLINGS FROM THE SOUTH WEST GAS CORPORATION. THESE BILLINGS HAVE CAUSED ME CONSIDERABLE INCONVENIENCE, NOT KNOWING WHEN I WOULD BE BILLED PROPERLY, OR HOW MUCH I WOULD HAVE TO PAY.

THE FIRST BILL CAME IN THE MIDDLE OF JUNE FOR THE AMOUNT OF \$201.23. THIS ERROR WAS DUE TO A MISREADING OF THE METER.

THE SECOND WAS IN JANUARY FOR \$220.32. THIS WAS DUE TO A FAULTY METER. THIS METER HAS SINCE BEEN REPLACED, AND I HAVE NEVER BEEN GIVEN AN EXPLANATION AS TO WHAT CAUSED THE METER TO GO OUT. I DON'T KNOW IF IT WENT OUT IN ONE MONTH OR IF IT TOOK 1 YEAR.

I WAS TOLD THAT I WOULD RECEIVE AN ADJUSTED BILLING VERY SHORTLY. WELL I RECEIVED IT ALRIGHT. THE ADJUSTED BILL WAS FOR \$418.53. ALONG WITH THIS BILL I ALSO RECEIVED A FINAL NOTICE THAT IF I DIDN'T PAY MY BILL WITHIN THREE DAYS MY GAS MIGHT BE SHUT OFF.

IT WAS FINALLY EXPLAINED TO ME THAT THE OFFICE IN LAS VEGAS TOOK THE READING FROM MY NEW METER AND APPLIED IT TO THE OLD METER. BECAUSE OF THIS MISTAKE MY BILL SHOWED THAT I USED APPROXIMATELY 3000 THERMS FOR 18 DAYS. ENOUGH GAS TO HEAT THE WHOLE NEIGHBERHOOB.

IN MY OPINION IF THEY COULD MAKE A MISTAKE SO OBVIOUS ON MY BILLS THEY COULD ALSO DO THE SAME THING FOR 2 OR 3 DOLLARS THAT I WOULD PROBABLY HAVE PAID. I THINK THAT SOMETHING COULD BE DONE BY SOUTHWEST GAS CORPORATION TO ELIMINATE THESE BILLS BEING SET OUT AT ALL.

THANK YOU VERY MUCH.

Mr. Chairman:

Members of the State, County and City Affairs Committee, fellow Legislators-- ladies and gentlemen.

For the record, I am John Homer, Assemblyman from Ormsby-Douglas County, and introducer of A.C.R. 9 at the request of this Citizens Committee.

In summing up the evidence which the legislators and members of the citizen's committee have presented, I would respectfully call you attention to the following:

1st: Two items which were missed in the foregoing statements. A public official of this city mailed in her check to cover a gas bill inadvertently making it out for four cents less than the right amount. By return mail she received a notice that her gas would be disconnected if the four cents were not paid in three days. Also two men who have property in Dayton have informed me that the Southwest Gas Corporation installed their gas line across their land without even asking permission. A law suit is now in process.

Without question it appears evident from their constantly changing explanations to the public, finally claiming this whole matter was caused by estimated bills, which we now find were not marked "estimated" and did indeed carry an incorrect meter reading on them, that to say the very least, the Southwest Gas Corp. has been conducting an extremely slipshod and roughshod operation, devoid of common courtesy consideration of the public. That their billing procedures are riddled with discrepancies and inconsistencies; their public relations are deplorable-- all of which contributes to a well-founded feeling of distrust on the part of all who must do business with them! We respectfully ask answers from the Public Service Commission (whom we understand were created and appointed to

protect the public interest) to the following question:

1. We have heard that the reason why Sierra Pacific Power Co. can buy gas from Southwest and then sell it cheaper to Reno residents is because of denser population. If this is true then how could Southwest continue their pipe lines up the mountain (a much more costly installation) and sell it to scattered subdivisions from Stateline to Incline at the same rate as Carson City?

2. Are we paying for their installation and service in our new rate raise?

3. Why did the new rate raise end up on the home owners only and not on the industrial and commercial users?

4. Has plastic pipe been approved by the American Society of Mechanical Engineers?

5. The Public Service Commission agreed on December 23, 1963 to allow the merger of Southwest Gas and Nevada Northern Gas Co. on testimony that this merger would result in savings to the public over the years. When, in the year of our Lord A.D. and P.S.C. will this savings materialize?

In closing may we respectfully urge the State, County and City Affairs Committee to regard A.C.R. 9 as an emergency measure--give it your due consideration and a Do Pass recommendation and speed it on its way. We thank you most sincerely for your time thus making it possible for the people of Northern Nevada to be heard. We also would like to thank you on behalf of the many citizens here today for the attendance of our public officials! Thank you.

John H. Homer

MR. CLARK GUILD

My name is Clark Guild, Jr., I am an attorney and represent Southwest Gas Corporation. We goofed, and really the explanation that was given you is the only one, but I would like to tell you how we goofed. On the 16th of December, 1967, 480 meters at South Lake Tahoe were estimated, and on the 24th of December, 1967, 400 meters in Carson City were estimated, there was no notation put on the meter cards, that they had been estimated, none of your bills, which you subsequently received, via a computer from Las Vegas, showed the estimate. The estimate was done from the crub, there is no explanation for the estimate having taken place, so we goofed. Let me tell you just because we goofed, we would have to explain a corporation or any business organization or any governmental body can only be as strong as the individuals who make it up and the employees who might be involved in that particular function, so that the corporation here today is receiving this criticism, is which you are certainly justified, but they go back to the things that none of us can ever get away from and that is the human error. We can only suggest that there are methods that we are undertaking to try to see that this never happens again. Let me tell you what we have done since this matter was called to our attention, I'll attempt to answer some of the citizens who were complaining justifiably, but bear with me and let me explain to you, if I may, what has happened since this was called to our attention, on February 5, the Carson City office received the flood of high bill complaints and the local management at that time indicated that the meter readings of the previous month were unusually low, and appeared to have been estimated, this was done in a cursury fashion because we couldn't find out how it could have possibly been done differently, subsequently an investigation was made by the personnel to check the operations at the local levels in order to determine what had occurred, the findings were that the meter readings, which I have indicated had been estimated, and the estimate was not shown on the meter cards. The billings which were sent out for the estimates were in separate isolated sections of the city, I mean by that not that they were away from their neighbors but the billings are kept in a cyclical fashion and the ones who received the un-normally high bills here in the Carson City area were under what was then known as cycle 17, everyone of these bills, the estimate was low. After the 5th day of February, when this was called to everyone's attention, a study was undertaken by the officials of Southwest Gas to determine whether there was any arithmetical conversions, and I think that it was then one of the things which could have happened, there was every indication to believe that the arithmetical conversions were not done improperly, the extentions on the customers bill proved that that was a fact and they proved further that there was no deviations in the approved rate schedule and that the computer had not goofed, what had occurred was that if you put garbage into the computer, you will get garbage out of the computer, and garbage was what was put in the computer. On the 9th of February, at the request of the Public Service Commission, there was a meeting held at which time there were representatives of the management of Southwest Gas from this area and from Southern Nevada present, along with Commissioner Taylor, Commissioner Clark and Mr. Regalado, Mr. Charles Morse, who is the Gas Engineer of the Public Service Commission, the findings that the Company had made were explained to the Commissioners and the members of the Public Service Commission were advised at that time that Southwest Gas had started to make personal contacts with those customers, known to be affected by the estimated meter readings in December, the 400 I mentioned in the Carson City area

and the 480 at the South Shore of Lake Tahoe. The gas company representatives would have an analysis of the customers gas usage, the billed amounts of the heating season of 1967 and 68 in comparison of with the same period of 1966-67. Almost without exception, the analysis of those two periods indicated that in December of 1967, the billing were low. On February 16, 1968, again official of Southwest Gas met with Mr. Boldock and Assemblyman Homer and explained what they thought was the reason for the abnormally large increase in customers bills in a month's time. They pointed out that personal calls were being made to the individuals involved informing them as to what had caused the high bills and to make such arrangements that were necessary so the customer was not placed in some economic embarrassing situation because he had been overcharged. In the Carson City area the number of customers affected, 400, to date 127 contacts have been made, 62 people were attempted to be contacted, but were found not to be at their homes; at the South Shore of Lake Tahoe in Nevada, there were 275 people contacted, 11 by the manager, 48 of them, because there were not present in their homes when the contacts were made, received letters. Subsequent to the date of the meeting with the Public Service Commission, first on the 5th day of February, representatives of Southwest advised the Commission that they intended to release to the press the findings which they had made, and plans to answer the customers complaints had been made. They advised that the release went out on the 9th day of February and was published in the Nevada Appeal, the Nevada State Journal and was broadcast over KPTL. In the future management advises me that to prevent occurrences such as did happen on the 16th of December and again on the 23rd of December, the following things will be undertaken: Each meter card will be scanned and compared with the historical period of use previously undertaken by the customers; the billing as one gentlemen here explained was on a 48 day basis I believe he said once before, the particular bills for December were on a 35 day basis, it is the intention of the company thereafter to make certain that the bills will always be on a 30 day basis. The garbage that goes into the computer also has with it the necessary warning, I'm advised that when the computer system can detect the warning to each one of the meter cards, let me explain, if Mr. Jones's bill for the month of January, 1968, is compared with his bill for January, 1967, the information is fed into the computer and there is a abnormally low or high, which result from that the people who operate the computer will be able within a reasonable time hereafter to program that computer with such information so that the computer will notify the billing office that there was a possible error so that this could not occur again. The management of Southwest advises me that they have no reason to feel that they will ever have to estimate in the future, the human error that I discussed with you when I started my presentation should not occur, except that there is provision that if a dog will not allow anybody in to read the meter, then it is perfectly legal and in accordance with the rules of the Public Service Commission to allow an estimate to be done but the reason has to be shown on the bill. Southwest Gas Company intends to submit to the people who are our customers a suggestion on how to read the meters, one of the gentlemen here, who made a presentation indicated that he does read the meter. You will shortly be receiving in this area instructions on how to read your own meter, so that you can be certain that there is not a bad business practice, and that there is not something being done which is not right. Lastly, the management of Southwest advises me that they intend for this month, to make certain of a reference point in the future, to double check all meter readings, because if there had been an error in December, they want to make such the error does not occur again. Let me suggest to you that there was perhaps a disagreement about how cold it really was during December and January, the only thing I have is the information furnished by the Nevada State Highway Department, but for the month of December, 1966, there were 947 degree days, I'm advised that a

degree day is a day using 65° as a basis, this is what is generally people feel comfortable at that temperature, there were 947 degree day occurrences during the month of December, 1966, whereas during the month of December, 1967, there were 1146, roughly 200 more. I am advised that during the month of January, 1967, there were 948 degree days, and during the month of January, 1968, there were 1011 degree days. I'm further advised that the measurements of gas into Carson City gate, which is a point where the distribution system starts, during the month of December, 1966, was 59,218,000 cubic feet, whereas during the month of December, 1967, the amount of gas distributed at the Carson City gate was 72,734, during the month of January 1967, there was sixty-one thousand, six hundred and thirty-nine thousand cubic feet of gas distributed through the city gate, and during the month of January, 1968, there were sixty-seven million, one hundred and ninety-three cubic feet distributed through the city, roughly an increase of 10%. We are perfectly mindful of our responsibilities as a utility, even though there has been some question about it, and I feel that maybe the problem is that having brought natural gas to Northern Nevada, and I do not consider it a bad thing, but there are those who have a personal interest in having natural gas not coming to Northern Nevada, because their businesses were affected if they happened to be in the fuel distribution system or the fuel distribution business. Let me tell you some other things about it, they might help you feel that this isn't a completely hopeless corporation, Southwest Gas was certified in Carson City by the Public Service Commission in August of 1964, and they took over a then existing petroleum system, there were 3200 customers in the Carson City, Minden, Gardnerville area, Southwest Gas has spent 35 million dollars since 1962, in its Northern Nevada system, bringing natural gas from the Idaho border to this area, and they did it because research indicated that it would be a good business practice, they are mindful of their public relations, which certainly isn't overwhelming, but they have a certain sizeable investment in this area and that they would certainly like to maintain, in addition to the 35 million dollars that it cost to bring natural gas to the area, Southwest Gas is one of the largest taxpayers in the State, the ad valorem that they pay, here in Carson City and South Lake Tahoe and other areas of the State, which makes us interested in the welfare of the State of Nevada, just as it does any other property owner. We think that Nevada is better off with natural gas than without it. We think that it is comparative with other fuels, we think it was necessary to have natural gas from the point of attracting industry into our state, we think there are many things which Southwest Gas should do to improve customer relationship, but we are trying and will continue to try. Each one of the users, the 400 who were billed improperly will be contacted before very long, notes will be left at their homes if they are unavailable, if they would like to call the office or like to call and have a representative come to them, this can certainly be done so that the people involved might have an opportunity to get an idea of what Southwest problems might be, the human error. It has been alluded to here, and I can only state briefly, my understanding of it, by Dr. Homer and one other person who testified, I think Mr. Boldock, why are the rates of Sierra Pacific Power lower than the rates of Southwest Gas? When the Southwest Gas rate structure went into effect, I will have to tell you that it takes into account the cost of the transmission system from the Idaho border to the Carson City as well as the distribution system, so if you want to put it in such a fashion, the people in Carson City are paying part of the cost of the transmission system from Idaho to Carson City, or from Carson City to Lake Tahoe, on the other hand, the rate structure attributable to the Sierra Pacific Power Company does not take into account the cost of the transmission facilities from the Idaho border to Reno. The wholesale rate to the Sierra Pacific Power Company

is set by Federal Power Commission, the retail rate to the consumers in Carson City and all the related areas throughout the state are set by the Public Service Commission, my point being that there is really no relationship between what the rate structure of the Sierra Pacific Power Company and the rate structure of the Southwest Gas Company.

I am certain that the Public Service Commission is mindful of its' responsibilities, we try to keep them advised, and they have done everything they could to this point recommend that we conduct certain investigations as necessary to insure that this does not happen again.

THE FOLLOWING STATEMENT WAS READ BY CHAIRMAN HILBRECHT AT THE REQUEST OF
THE PUBLIC SERVICE COMMISSION.



112

PUBLIC SERVICE COMMISSION
STATE OF NEVADA
February 20, 1968

NYE BUILDING
CARSON CITY, NEVADA 89701

ADDRESS ALL COMMUNICATIONS
TO THE COMMISSION

Hon. Norman Hilbrecht
Chairman, Committee on State,
County and City Affairs
Nevada State Assembly
Carson City, Nevada

Re: Hearing on A. C. R. 9 Pertaining to
Southwest Gas Corp. Billing Complaints.

Dear Chairman Hilbrecht:

I am very sorry that prior commitments to be out of town on pressing Commission business preclude my personal appearance today before your Committee with respect to the hearing scheduled on the above-referenced matter. However, any relevant statement or testimony which might be presented by the Public Service Commission can be summarized as follows:

1. Shortly after the first of the year, this Commission began receiving an extremely large number of billing complaints from various customers of Southwest Gas Corp. residing in the Carson City area, the basis of said complaints having been a sharp increase in the bills received for gas consumed during December, 1967. Each complaint received was assigned for investigation to the Commission's gas engineer, Mr. Charles Morse, and apart from trying to determine the cause or causes of the sharp increase in billings, Mr. Morse recomputed each amount charged, and in many instances, he personally visited the homes of the complainants. However, additional complaints continued to be filed in growing numbers, and on January 26, 1968, in accordance with a Commission meeting evidenced by a minute entry, we announced the formal opening of the entire matter for a full-fledged investigation. (Copies of the Commission's press release and the coverage it was given are attached hereto). Pursuant to such announcement, our engineering and auditing staff, together with all three Commissioners and the Secretary, have put in many

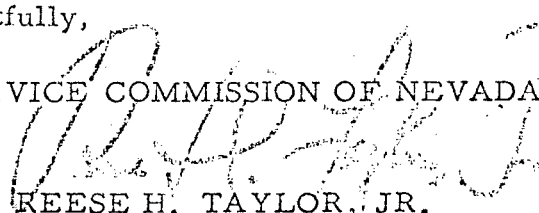
Hon. Norman Hilbrecht
Page No. 2
February 20, 1968

- long hours trying to determine all the factors responsible for the pronounced jump in Southwest's recent billings. At present, our investigation, while nearly complete, is still in progress.
2. Although a final and detailed report is not ready at this time, all indications are that Southwest Gas Corp. violated its rules on file with this Commission, and also the company's own internal operating procedures, by permitting bills to be estimated, not only for one month, but in many instances, for two or more months running. If this turns out to be the case after conclusion of our investigation, you can rest assured the Public Service Commission will take all appropriate steps to see that such a situation does not occur again. Just what steps will be taken, in terms of formalized Commission procedures, have not yet been finally determined.
 3. As stated hereinabove, we have been fully aware of the problem for several weeks, and we are doing everything we can to arrive at a fair and equitable solution within the limits of our authority. Because the Public Service Commission is really the only regulatory agency that has jurisdiction to handle this particular matter, we have made, and are making, a conscientious effort to conduct a thorough and meaningful investigation.

Once more, let me apologize for not having been able to present this statement in person before your Committee. We are, however, most appreciative of the opportunity to get these remarks before you in letter form, and there is really nothing further of a relevant nature that we can add at the present time.

Most respectfully,

PUBLIC SERVICE COMMISSION OF NEVADA



REESE H. TAYLOR, JR.

Chairman

RHT:NI
Enclosures

Mason Valley News
2/2/68

State to Probe Charges Made on Natural Gas

The state announced this week an investigation of reasons for an alleged sharp increase in natural gas bills in Northern Nevada communities.

The Public Service Commission said it would review amounts billed to customers of Southwest Gas Corp. for December. Southwest Gas services several towns in the state including Fernley and Yerington in Lyon County.

"The commission has been deluged with gas bill complaints," said PSC Chairman Reese Taylor. He said the increased billings were not caused by a rate boost granted the firm last July.

Taylor said three factors probably are involved:

—A sharp and extended drop in December temperatures, accompanied by unusually high winds.

—The billing period covered 34-35 days in many cases, rather than the usual 30 days.

—Lack of proper winterizing to minimize gas consumption.

January 25, 1968

Nevada Appeal

PSC To Probe Sharp Hike In Home Gas Bills

The Public Service Commission will investigate the reason for a sharp hike in the gas bills of Northern Nevada, Chairman Reese Taylor said.

"The commission has been deluged with gas bill complaints," Taylor said in a statement. He said the complaints concerned Southwest Gas Corporation's high bills during December but noted the rate increase the PSC granted to the gas company last July is not to blame.

Taylor blamed cold December weather, high winds, lack of proper "winterizing to minimize gas consumption, and a longer than usual billing period for the high bills.

He said the PSC will take note of the effect of a substantial increase in amount of gas sold during winter months upon Southwest Gas Corporation's earnings.

"Complaints are being investigated in the order they have been filed with the commission, and due to the large number received, it will take some time to review all of them."

Las Vegas Sun
January 30, 1968

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RECEIVED

FEB - 8 1968

NEVADA PUBLIC SERVICE COMMISSION
CARSON CITY, NEVADA

¹⁻³⁰⁻⁶⁸
Gas Bill *L.N. Simon*

Gripes Hit

PSC Office

CARSON CITY (UPI) — A “deluge” of complaints have been filed with the Nevada Public Service Commission protesting a sharp increase in December bills by the Southwest Natural Gas Corp.

PSC Chairman Reese Taylor said his staff was investigating why the monthly bills were so high.

Taylor said, “Our preliminary analysis seems to indicate probably three factors were involved:

—“A sharp and extended drop in December temperatures, accompanied by unusually high winds;

—“The billing period covered 34 to 35 days in many cases, rather than the usual 30 days; and

—“Lack of proper ‘winterizing’ to minimize gas consumption.”

Taylor said the increased billing was not caused by the rate increase granted last July by the PSC.

Nevada State Journal
2-1-67

Rate Increase Draws Protest

Gazette-Journal
Carson City Bureau

A "deluge" of complaints have been filed with the state public service commission protesting a sharp increase in December bills by the Southwest Natural Gas Corp.

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PUBLIC SERVICE COMMISSION

STATE OF NEVADA

February 20, 1968

NYE BUILDING
CARSON CITY, NEVADA 89701

ADDRESS ALL COMMUNICATIONS
TO THE COMMISSION

Hon. Norman Hilbrecht
Chairman, Committee on State,
County and City Affairs
Nevada State Assembly
Carson City, Nevada

Re: Hearing on A. C. R. 9 Pertaining to
Southwest Gas Corp. Billing Complaints.

Dear Chairman Hilbrecht:

I am very sorry that prior commitments to be out of town on pressing Commission business preclude my personal appearance today before your Committee with respect to the hearing scheduled on the above-referenced matter. However, any relevant statement or testimony which might be presented by the Public Service Commission can be summarized as follows:

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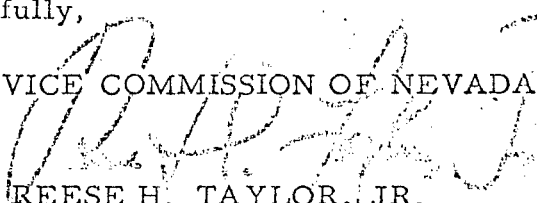
long hours trying to determine all the factors responsible for the pronounced jump in Southwest's recent billings. At present, our investigation, while nearly complete, is still in progress.

2. Although a final and detailed report is not ready at this time, all indications are that Southwest Gas Corp. violated its rules on file with this Commission, and also the company's own internal operating procedures, by permitting bills to be estimated, not only for one month, but in many instances, for two or more months running. If this turns out to be the case after conclusion of our investigation, you can rest assured the Public Service Commission will take all appropriate steps to see that such a situation does not occur again. Just what steps will be taken, in terms of formalized Commission procedures, have not yet been finally determined.
3. As stated hereinabove, we have been fully aware of the problem for several weeks, and we are doing everything we can to arrive at a fair and equitable solution within the limits of our authority. Because the Public Service Commission is really the only regulatory agency that has jurisdiction to handle this particular matter, we have made, and are making, a conscientious effort to conduct a thorough and meaningful investigation.

Once more, let me apologize for not having been able to present this statement in person before your Committee. We are, however, most appreciative of the opportunity to get these remarks before you in letter form, and there is really nothing further of a relevant nature that we can add at the present time.

Most respectfully,

PUBLIC SERVICE COMMISSION OF NEVADA


REESE H. TAYLOR, JR.
Chairman

RHT:NI
Enclosures

The Vegas Review-Journal 12-30-68

Protests Rise Over Increase

CARSON CITY, Nev. (UPI)—A "deluge" of complaints have been filed with the State Public Service Commission protesting a sharp increase in December bills by the Southwest Natural Gas Corp.

PSC Chairman Reese Taylor said his staff was investigating why the monthly bills were so high.

Taylor said "our preliminary analysis seems to indicate probably three factors were involved:

"— a sharp and extended drop in December temperatures, accompanied by unusually high winds;

"—the billing period covered 34 to 35 days in many cases, rather than the usual 30 days; and

"— lack of proper 'winterizing' to minimize gas consumption."

NEWS RELEASE

For Information:
Public Service Commission of Nevada
Carson City, Nevada 89701
Phone: 882-7341
Gene Milligan, Secretary

For Immediate Release

121

The Public Service Commission announced it is conducting a thorough review of the reasons behind a sharp increase in amounts billed to Northern Nevada customers of Southwest Gas Corporation for gas consumed during December, 1967.

PSC Chairman Reese Taylor said, "The Commission has been deluged with gas bill complaints. Our Gas Utility Engineer, Charles Morse, is endeavoring to pinpoint the contributing factors, and he is recomputing each bill for which a complaint has been received".

In assuring Southwest's customers that their increased December billings, as compared with the preceding month, were not caused by the rate increase granted last July, Taylor said, "Our preliminary analysis seems to indicate probably three factors were involved:

1. A sharp and extended drop in December temperatures, accompanied by unusually high winds;
2. The billing period covered 34 to 35 days in many cases, rather than the usual 30 days; and
3. Lack of proper 'winterizing' to minimize gas consumption".

Taylor pointed out the Commission will most certainly take note of the effect upon Southwest's earnings of any substantial increase in gas sold during winter months.

Taylor added, "Complaints are being investigated in the order they have been filed with the Commission, and due to the large number received, it will take some time to review all of them".

ATTENTION RESIDENTS OF CARSON CITY!

This message concerns a protest which is soundly supported by innumerable patrons of Southwest Gas Company, who presently controls natural gas throughout the State of Nevada.

We are extremely alarmed by the present rates of this company. More so, we are concerned over the exceptional inconsistency of the rates.

There are many of us who were very unhappy with the increase approved by the Public Service Commission in July, 1967, and many of us formally complained to no avail.

Last week several of us, patrons of Southwest Gas Company, began circulating a petition. This petition will be accompanied by a letter expressing our dissatisfaction of charges. Copies will be submitted to: Federal Power Commission, Governor Paul Laxalt, Senators Alan Bible, and Howard Cannon, Congress Walter Baring, Public Service Commission and finally Southwest Gas Company.

Now it is our opinion that we, the public, are justified a reason for this sharp increase in rates and the ridiculous inconsistency of the December billing.

Any interested people who wish to sign an investigation into the rates and the inconsistency, may join more than 300 other people who have already signed this petition. You may enter your signature at Murdock's Department Store, 318 North Carson Street, downtown Carson City.

SIERRA PACIFIC POWER CO.

Cost Comparison Carson
SOUTHWEST GAS CO.

123

2	\$1.500	2	\$2.500
Next 11	.240	Next 26	.173
Next 13	.160	Next 64	.135
Next 974	.115	Next 274	.132
Over 974	.080	Next 548	.130
			12.6

200 Therms

27.73

29.89

30% cheaper on L.V.

gas heat, which hiked the utility tab considerably.

Golf course revenue reflected a sizeable slide in the past fiscal year. Officials said the 16.8 per cent drop was caused by a harsh winter and lack of water the next summer.

But the picture was not entirely gloomy, and there is evidence of some life stirring in Carson City after all. Utility receipts increased. TV cable was up more than 20 per cent, Southwest Gas showed a 17 per cent hike, and following close behind was Capital Sanitation and Sierra Pacific Power Company. Telephone and water had smaller increases.

Sewer operating costs nearly doubled since 1964, climbing to \$101,743. City-County Engineer James Rankin said the sewer's new digester system went into operation last winter, and the plant switched from oil to

Lee DeLoor - P.R. - Horveys

L.V.

January 24, 1968

Federal Power Commission
Department of Natural Gas
441 "G" Street
Washington, D. C. 25010

124

Gentlemen:

This letter concerns a protest which is soundly supported by myself and innumerable other patrons of Southwest Gas Company, who presently controls natural gas throughout the State of Nevada.

We are extremely alarmed by the present rates of this company. More so, we are concerned over the exceptional inconsistency of the rates.

I would first like to say that I have been a patron of Southwest Gas Company for almost five years and I have never received a bill for over \$30.00. (~~This was in persistent 0-5 degree weather in February, 1966~~). This past month I received a bill for \$45.83. This bill followed a previous billing of \$18.09. To say the least I was greatly alarmed.

After making accurate inquiries throughout the neighborhood, a great inconsistency was brought to my attention. In comparing homes of comparable size, constructed by the same contractor, I discovered that the billings for the month of December two blocks away averaged not over \$35.00 and in my immediate area about \$54.00. Now please keep in mind that these homes are of nearly exact floor plans and built by the same contractor.

I then investigated further and it was found that the same situation existed throughout Carson City. There were many of us that were very unhappy with the increase approved by the P. S. C. in July, 1967, and many of us formally complained, to no avail.

Now, the consensus of the petitioners is that there is definitely a need for some method of investigation. We have written to your department on a recommendation from our Congressman, Walter Baring. Your immediate attention will be deeply appreciated.

Very truly yours,

Jerome M. Baldock
2900 North Mountain Street
Carson City, Nevada

JMB:deb

cc: The Honorable Paul Laxalt, Governor
The Honorable Walter Baring
Southwest Gas Company
Public Service Commission

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter. 125

<u>NAME</u>	<u>ADDRESS</u>
James H. Parnas	811 W. Nye Lane C.C.
Carl W. Bennett	1809 Marian C.C.
Walter C. McKnight	222 E Park St. Carson City
Samuel Z. Boone	201 Country Village Dr. Carson City, Nev.
Samuel A. Keller	6 Bluebell Circle, Carson City Nevada
Samuel S. Williams	1916 77 Fall Canyon, City, Nevada
Jerry B. Miller	P.O. Box 144, Carson City, Nev.
Robert A. Rich	610 Mary St, C.C.
Lawrence A. Doble	90 Shady Tree Lane Carson City, Nevada
Bonnie Rutledge	315 - W. 9th St, Carson City, Nevada
Ed Audin	2701 Harwin Dr. Carson City, Nev.
Samuel K. Crocker	302 Meyer St Carson City, Nev.
Earl F. Wall	219 Stonegate Way C.C. Nevada
Arthur J. Smith	117 N. CANYON MEADOW DRIVE CARSON CITY
Paul C. Galt	1908 N. Moody - C.C.
Samuel H. Cooper	624 E. Tabor St. Carson City, Nev.
Walter H. K. Hall	2900 N. Mountain St, C.C. Nev.
Alvin J. Rasmussen	505 W Adeline St, Carson City,
Marjorie Ann Finkbeiner	246 Main, Minden, Nev.
Harvey A. Gagnon	1820 N. NEVADA ST CARSON CITY
Robert McLeister	900 Terrace St Carson City, Nev.
W. C. Hart	1917 Mountain St. Carson City, Nev.

PETITION

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAME

ADDRESS

NAME	ADDRESS
Walter H. Chipman	2947 Lukens Ln, Carson City, Nev
Beate R. M. Lee	2806 No. Mtn. Carson City, Nev
Sharon Rja	2906 No. Mountain, Carson City, Nev
Kalantova aga	Box 119 Granddamsville, Nev
Archie L. Schack	503 West Myrtle Lane
Geraldine Ramis	811 West Myrtle Lane Carson City, Nev
Gen+ J. M. Collins	909 W Myrtle Lane
J. E. Curtis	901 W. Myrtle Lane
Barbara Curtis	901 W Myrtle Lane
J. Earl Hammen	903 W-Myrtle Lane Carson City, Nev
Ed M. Rosman	903 W. Myrtle Lane, C.C. Nev
John P. Stearns	807 W. Myrtle Lane, C.C. Nev
Thorne W. McKinstry	1906 N. Fall C.C.
Ray Curtis	940 Grand Ave Minden
John J. King	98 Arrowhead Dr. Carson City
Wm. W. Burman	1012 ARROWHEAD DR. CARSON CITY
David W. Packwood	6 Leota Circle Carson City
Larry B. Pitt	560 Pitt St Carson City
David H. Lee	900 West Myrtle Carson City, Nev
Arvidson Rogers	525 E. Lower Myrtle Carson City, Nev
Editha Ford	916 Ivy St Carson City, Nev
Almond J. Ghyser	1000 E. Telegraph, Carson City

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

<u>NAME</u>	<u>ADDRESS</u>
<u>Louise Bowen</u>	<u>105 Ross Carson City, Nev.</u>
<u>Sam A. Palazzolo</u>	<u>704 Wagner Dr. Carson City, Nev.</u>
<u>W. Alan Blinn</u>	<u>114 F PARK ST Carson City, Nev.</u>
<u>George H. Evans</u>	<u>1309 Camo St. Apt #3 Carson City, Nev.</u>
<u>Raymond R. LeBlanc</u>	<u>1309 Camille Ave., Carson City, Ne</u>
<u>Charles D. Gibson</u>	<u>660 Ruth St. Carson City, Nev</u>
<u>Robert J. McQuinn</u>	<u>1525 Continental Dr. Carson city, Nev.</u>
<u>John Coffey</u>	<u>1103 Cedar St. Carson City, Nevada</u>
<u>Norman Sings</u>	<u>1833 Peppercorn Street C.C.</u>
<u>Ed Englund</u>	<u>3004 IMPERIAL WAY C.C.</u>
<u>Charles H. Muskulin</u>	<u>210 Annapolis Ave Carson City</u>
<u>Lawrence E. Ruhlir</u>	<u>2500 Michael Drive C.C.</u>
<u>Wayne Spangmeyer</u>	<u>2052 Utah St C.C.</u>
<u>Lawrence J. Fowler</u>	<u>681 Elaine Street, Carson City, Ne</u>
<u>Gene E. Snaker</u>	<u>701 Chennus Dr. Carson City, Nev</u>
<u>Ruby Roach</u>	<u>2210 Oregon St Carson City</u>
<u>Reid Meyer</u>	<u>1401 N. PETERS CARSON CI</u>
<u>Mrs. Vern Millard</u>	<u>724 Highland Carson City</u>
<u>W. C. Cook</u>	<u>402 W. 6th Carson City</u>
<u>Gregg Kipert</u>	<u>222 So. HERBIE HILL C.C.</u>
<u>Ray S. Baker</u>	<u>1804 No. Yew C.C.</u>
<u>Christie Cooper</u>	<u>116 W. 8th St. C.C.</u>

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAMEADDRESS

Joe Barlow

1317 Jennings Lane

Patricia Ann Moore

1719 N. Petas C.C.

Robert W. Selby

412 E. Lee C.C.

Barbara J. Bull

219 Stratton Way

Robert Taylor

791 N. Richmond

Eugene D. Taylor

2424 Michael Dr. CC.

M. F. Meier

200 Chalmers C.C.

M. E. Fisher

1824 N. Nevada St. C.C.

Hank Hosen

402 E. Robinson St.

David Leigh

212 David St. C.C.

Patricia Korn

1049 E. Roland St., C.C.

Marianne King

660 Ruth St. CC

Aysel M. Bratt

560 Ruth St. C.C.

Edward M. Boone

701 Country Village Dr. C.C.

Anthony L. Kalayob

612 CHERNUS DRIVE CC

Cecilia Ann Case

1363 E. 5th St. C.C.

Ann L. Fetis

P. O. Box 423 Carson City, Nevada

Margaret L. Miller

P.O. Box 144 Carson City, Nevada

John P. Pierotti

806 W. Nevada St.

Mrs. C. C. Sherwood

1202 N. Division Street

June P. Bennett

407 E. Park Street

P. Howard

Box 1211, C. City

P E T I T I O N

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NAME

ADDRESS

Don Anderson
R.P.

681 E. Richmond Ave.
1215 East 5th Apt. 15

Mrs. H. L. Cowburn

609 Adams Way, Zephyrus, Nev.

James W. Madigan

606 Long St - Carson City, Nev.

Michael Murphy

P.O. Box 92, Dayton, Nevada

Thomas Carlson

502 E. Long - Carson City - Nev.

Carol Williams

2309 Glenn Dr. Carson City, Nev.

Salvatore C. Frone

602 N. Curry St. Carson City, Nev.

Mrs. Ben Malone

218 Albany Ave, Carson City

Ralph E. Fissmann

2308 Glenn Drive C.C.

Richard E. Baker

2704 Marvin Drive Carson City, Nev.

Sally Baba

317 E. Lee St. Apt #7 Carson City, Nev.

George J. Pitta

1106 Patton St Carson City

H.S. Harris

2152 Nelson Lane

Harvey M. Ward

2304 Harmon Drive

W. P. Hill

200 Hoffman Ave Carson City, Nev.

Norman Battaglia

300 Carson Meadows #11 C.C.

Catharine E. Mathews

49 Greenwood Dr. Carson City, Nev.

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter. 131

NAME

ADDRESS

R.E. Cristall

Road 22, Mirlan, Nev.

R.E. Cristall

Road 22, Mirlan, Nev.

CR Cherry

2500 N. MOUNTAIN ST CARSON CITY

LD Decker

2508 Richard Dr Carson City.

R.H. Ledon

1903 Beverly Dr. Carson City

J. M. Rose

1911 Marian Carson City

P. S. Manning

516 S. Richmond Carson City

A. D. Hain

904 E Robinson st Carson City, Nev 89201

Kell & Seante

1101 Coral way Carson City.

L. F. Trimmer

901 W. King st Carson City, Nev

A. E. Simpson

2508 Mountain St.

W. H. Jackson

801 Marine Lane

Nelson L. Burbank

400 Marine Lane #28

Arden Aldrich

2900 N. Mountain St. C.C.

PETITION

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAME

ADDRESS

Elsa Richardson	905 Winnie Ln.
John Richardson	801 Winnie Ln. C.C.
Donald W. Denny	2501 Richard Dr. C.C. Nev.
Mr. & Mrs. William McAlamy	2501 Richard Dr. C.C. Nev.
Mr. & Mrs. E. L. King	608 Wagner Dr. C.C. Nev.
Mrs. Mrs. Ray Connor	4 Kimberly Circle
Mr. & Mrs. Dan Niles	210 David Street, C.C., Nev.
Mrs. Mrs. Arthur Reid	2404 Richard Dr. C.C. Nevada
Mr. & Mrs. Jack Craver	1004 ELIM ST C.C. Nev.
G. J. Johnson	601 WINNIE LANE
Mr. J. E. Liebermann	4541 E. 77th Lane, C. C.
Mrs. D. Peterson	804 E. Robinson
Mrs. J. D. Wood	2601 Michael St. C.C. Nev.
Mr. Mrs. Dan Stewart	1001 Wagoner Dr. - (Nevada)
Louise Madala	908 S. Mission
Patricia Swensen	2209 Glenn Dr

PETITION

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAME

ADDRESS

Walter H Collins

4639 Hwy 50 East, Carson City, Nevada

Lee Ford, Ph. D.

Box 427, Carson City, Nev

Jarvis Schlockoh

2400 N. Mountain, Carson City

Sandra E Griffin

30 Morris Circle, Carson City, NV

Elaine Rosembush

2405 N. Mountain, Carson City, NV

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter S.

NAME

ADDRESS

Marcus Jeffre

223 E. Long St. Carson City, Nev.

Jack G. Bird

1304 Goldfield Ave. Carson City, Nev.

Charles M. Cross, Jr.

1363 E. 5th St. Carson City, Nev.

John Salinger

Box 143 Carson City Nev

Wallace Kesse

4769 Ponderosa Dr. Carson City, Nev

Geo. A. Coyne

705 Wagner Dr. Carson City, Nev

Wm. F. Leland

324 Tahoe Dr. Carson City, Nev.

Eugene Pieretti

207 Winters Drive Carson City, Nev

Raymond Wright

1209 Sycamore St. Carson City, Nev

Arthur P. Powers

341 County Rd. Minden Nev

Harold S. Cordova

112 Corbett St. Carson City, Nev.

Lawrence J. Oliver

401 W 8th St Carson City, Nev

Donald E. Carr

1370 Willard Ln Carson City, Nev

Ernest M. G. Quinn

215 East Long Carson City, Nev

WE, THE UNDERSIGNED, HEREBY PROTEST THE RATES OF THE SOUTHWEST GAS CORP 136

1. P. A. Tolotti 4550 So. Carson C. C. Nev.
2. William E. Bruce 4550 S. Carson St C. C. Nev. Space #2
3. Mrs. Richard Baker 4550 So. Carson St C. C. Nev. #29
4. Mrs. Gerald Alger 4550 So Carson St. C. C. Nev. #15
5. Mrs H L Braun 4550 So Carson C C Nev. 14
6. Richard L. Baker 4550 SO. CARSON CARSON CITY, NEV. #29
7. Edythe L. Drummond 4550 So. Carson St, Carson City, Nev. #5
8. Evelyn J. Strauch 4550 So Carson St. Carson City Nevada #2
9. Mrs Clark Billingsley 316 Burton St Carson City, Nevada
10. Carl Stewart 4385 So Carson St Carson City Nev
11. Allen Stewart 4385 So Carson St Carson City, Nev
12. Mrs Marianly 4389 A. CARSON. CARSON-CITY
13. Phil Strauch 4550 S. CARSON #22 CARSON CITY
14. Gladys R. Smith 4460 Voltaire St. Carson City
15. Mrs. Donald Petro 449 W. Willow Lane, Carson City
16. Edw. J. O'Halloran 4849 Cochise ST Carson City
17. J. L. O'Halloran 4849 Cochise St. Carson City
18. Clara O'Halloran 4849 Cochise st Carson City
19. Jean D Cowan 5290 Center Dr Carson City
20. Mrs Donald C. Anderson 5227 Center Dr. Carson City
21. Bertha Tolotti 4550 S. Carson St Carson City
22. Albert S Tyler 5229 Silver Sage Dr Carson City
23. Mary N. Backus 4550 S. Carson Space #5 Carson City
- 24.
25. Mrs Richard Wilcox Space 25 4550 So Carson City Nev.

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAMEADDRESS

Wanda J. Uken	904 E. Robinson C.C.
Caroleen J. Clay	2404 No. Mountain St. C.C.
Arleen de Conzbeck	2810 Bel Aire Way C.C.
Mrs. Cecelia Buck	3457 Neil Rd Reno Nev.
Mrs Allen E. Larson	2700 N. Mountain Carson ⁷⁶
Mrs Larry C. Faltz	1908 N. Moody Carson City
Mrs Edna Wilcher	1604 Molly Drive Carson City
Mrs. Ron J. Manning	516 So. Richmond C.C.
Mary H. V. Manning	1604 Marion St. C.C.
Walter W. Wilby	300 NYE LANE CC. 89701
Mrs. Bert Stevens	801 Chemus Dr. CC NV
W. W. Richards	500 No. HARBIN AVE CARSON CITY
Doris E. Farlow	# 9 Zephyr N Side Carson City
Laureen M. Nelson	618 Mary St Carson City.
E. J. Webb	618 Westview Ave. Carson City
RW Bowton	1805 Marian Carson City.
Mrs Lynn H. Taylor	2404 Michael Dr. Carson City
Walter H. Hull	1014 Winnie Lane Carson City. Nevada

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAME

ADDRESS

Eleanor J. Meier

513 W 4th St. Carson City

Peter S. Morris

1390 Hooty Ln. Carson City, Nev.

Robert R. Jersey

4708 August Dr. Carson City, Nev.

Lawrence R. Ponder Jr

2210 Oregon Street O.C.

George A. Meier

513 W. 4th St. Carson City

Jerry S. Lantz

400 Mary St. Carson City

Alfred M. Larson

3126 Douglas Dr Carson City,

Robert M. Thomas

1931 N. Carson St

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter. 139

NAME

ADDRESS

Robert Gossard	1350 Willard Lane
William Fogle	1330 Perry Ave
Frank B. Jones	231 N St P st L st St. P st P st
Norma E. Dickerson	812 Chetrus Dr
Thomas K. Davis	770 Crain St. C.C.
Rust C. Hoffman	200 E. 6th St C.C.
Marcia Hawk	505 S. Playa
Lloyd P. Muehl	2504 Michal Dr C.C. Mo.
Tom Miller	408 W. Curry
Donald E. Greenway	1931 So. Cassin St. C.C. Nev.
Alb. A. Chamberlain	611 Elaine St., C.C., Nev.
Zsuzsanna Etchemendy	4686 W. Sutra Terrace, C.C., Nev.
Roger D. Canary	5013 Northside Lane C.C. Nev
Ronald C. Senneff	2601 Nona Dr. Carson City, Nev.
Dana Craver	1004 Elm St. Carson City, Nev.
Joy L. Lygers	700 Parkland Ave. Carson City
William H. Rogie	700 Parkland Ave C.C.
Marie F. Sease	2404 Harriet Dr. C.C.
Roy O. Sease	2404 Harriet Dr C.C.
Marion D. Fredrickson	P.O. Box 407 C.C.
Leavel Ann Matterson	1017 Cedar St. Carson City, Nevada

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAME

ADDRESS

Wilbert J. Martini
Lena Martini
Rosa S. Scorgetta
Linda Smith
Ellie Smith
Chas. J. Garcia
J. Alan Martinson
Homer Rodriguez
Dorothy A. Herman

612 Country Village Dr Carson City, Nev.
612 Country Village Dr. Carson City, Nev.
706 Country Village Dr. E. C., Nev.
1125 Cedar Carson City, Nev.
711 Cottonwood, Dr. E. C. Nev.
711 Cottonwood Dr. E. C. Nev.
1017 Cedar St. Carson City, Nev.
707 W. 5th St. Carson City, Nev.
810 South Division

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAME

ADDRESS

~~Robert~~
Ward Peter Johns

1903 Beverly Dr.

Ward Peter Johns

10 Lesta Circle

Pat & Malores Munson

5 Lesta Circle

Bob & Don Higgins

2024 Marie Dr.

Mrs Keith Jensen

1919 Marie Dr.

James W. Elliott

1404 Karin Drive

Walter Bailey

1928 Moux Dr

Rae Mae Higgins

1912 Mally Dr.

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAME

ADDRESS

<u>NAME</u>	<u>ADDRESS</u>
Joan Pagani	1920 Molly Dr.
Dorlyn Respaen	1904 Molly Dr.
Mary Kite	1641 Molly Dr.
Kate Lynn Herbert	1632 Molly Dr.
Franklin Conley	1620 Molly Dr.
Beaul Ray	1624 Molly Dr.
Mrs. Charles Skrybit	1628 Molly Dr.
Grand Millner	1301 E. Long St.
Logan Brown	1520 Molly Dr.
Christine W. Shaw	1205 E. Long St.
Wm. S. Wiedmaier	1191 E. Long St.
Johnnie Lynn Blood	1181 East Long St.
Mr. Earl Marsh	1171 E. Long St.
Mrs. Ted Bitchon	1216 Beverly Dr.
Mrs. John Hanagan	1208 Beverly Cr.
Mr. & Mrs. Lee Baker, Jr.	1305 Camille Blvd
Kern Fowler	2505 Harritt Dr.
Thomas E. Zedat	1900 Marian Ave.
Mrs. Charles D. Davis	1293 Camille Dr.
Mrs. L.C. Rudy	1297 Camille Drive
Mr. & Mrs. P.A. Hancock	1301 Camille Dr.

PETITION

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAME	ADDRESS
<u>Estanous Hansson</u>	<u>811 Weninger Dr, Carson. C.C.</u>
<u>MR & MRS Wm C. Bernardini</u>	<u>812 WENINGER DRIVE C.C., NEV</u>
<u>Mr. & Mrs John R. Simkins</u>	<u>808 Weninger drive C.C. Nev</u>
<u>E. P. Crumley</u>	<u>803 Weninger Dr., C.C.</u>
<u>James S. Boyle</u>	<u>804 Weninger Dr. C.C.</u>
<u>Mr & Mrs H. J. Cavidella</u>	<u>900 Weninger Dr C.C.</u>
<u>MR & MRS Gay L. Lathrop</u>	<u>2800 MOUNTAIN ST. CARSON CITY, NEV.</u>
<u>Mr & Mrs Charles E. Elges</u>	<u>2605 N. Mountain Carson City, Nev</u>
<u>Salon Gregory</u>	<u>705 CHERNUS DR CC</u>
<u>Jack Cooke</u>	<u>613 Chernus Dr. C.C.</u>
<u>Mrs & Mrs Anthony J. Palazzolo</u>	<u>1000 BIK. CHERUS DR. C.C.</u>
<u>Mr & Mrs Richard L. Menzies</u>	<u>2609 Michael Dr. C.C.</u>
<u>Mr & Mrs James Skell</u>	<u>2600 Michael Dr. C.C.</u>
<u>MR & MRS Leland L. Hanger</u>	<u>2515 Michael D. C.C.</u>
<u>Mr. & Mrs Sam Palazzolo</u>	<u>704 Wagner Dr C.C.</u>
<u>Mr. & Mrs Ed Roberts</u>	<u>2104 Green Dr C.C.</u>
<u>Harlan Elges</u>	<u>2208 Mountain St. C.C.</u>
<u>Juanita Houston</u>	<u>929 West King St, Carson City</u>
<u>MR & MRS RICHARD POEL</u>	<u>917 E ROBINSON ST. Carson City</u>
<u>MR & MRS Ed Bennett</u>	<u>2702 MARVIN DR.</u>
<u>Mr & Mrs J. J. Geller</u>	<u>1233 Beverly Dr C.C.</u>

PETITION

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

<u>NAME</u>	<u>ADDRESS</u>
Johnnie N. Cotnam	1400 Camille Dr.
Mr. & Mrs. Frank Abend	1645 Beverly Dr.
Mr. and Mrs. Duane Mangum	1401 Camille Dr.
Mr. & Mrs. Robert H. Berg	1644 Beverly Dr.
Mr & Mrs Donald J Kelicki	1645 Molly Dr.
Mr & Mrs L. Cassa	4 Penn Circle
Mr. & Mrs. A. Thachac	1648 Molly Dr.
Mr. & Mrs. Robert Cannon	3 Penn Circle
Mr. & Mrs. Larry Gerke	1633 Molly Dr.
Bilda J. Driskill	308-E Lee St.
Haynes M. Trotter	5 Penn Circle
R.V. Manning	1604 Marion Ave
Mrs. Gloria Shaw	1608 Horizon Ave
Mr. E. Guarglin	1191 Beverly Drive
J. Horvath	1190 Beverly Drive
Betty Beach	1801 Marion Ave.
Genny Cordes	1904 Marion Ave.
Arthur S. Burden	1912 Marion Ave
Miss John W. Ross	1911 Marion Ave
Steven Turnford	1911 Beverly Dr.
Mrs. Ernest Reyschek	1968 Beverly Dr.

PETITION

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

<u>NAME</u>	<u>ADDRESS</u>
Mrs. Dan Houston	P.O. Box 75 Gardnerville, Nev
Mrs. J. O. Stichel	11 Spartan Ave. - Carson City, Nev
Mrs. A. Barr	P.O. Box 743 - Carson City, Nev
Mrs. Jack H. Morris	2301 Glenn Dr. Carson City, Nev
Mrs. James F. Elliott	1709 W. Moody St. C.C.
Mrs. R. K. Munson	900 Chermus Drive, C.C. Nev
Mrs. Helen Frank	418 W. Thruway C.C. Nev
Mrs. C. C. Swanson	410 E. Park C.C. Nev
Robert E. Boldt	1968 Beverly Dr. Carson City
Eugene H. Rollings	1960 Beverly Dr. Carson City
Clyde C. Swanson	410 E. Park St. Carson City
Frank J. Gray	P.O. Box 305 Carson City
George F. Carlisle	205 - E - John
Mrs. Mary O'Bryan	910 E. 5th St. C.C. Nev
Mrs. Beth Kincaid	200 W. Walsh, C.C.
Mrs. Le Witt C. Delmore	222 Albany Avenue, C.C. Nev
Mrs. Peter Livermore	2209 Glenn Dr. Carson City
Mrs. J. A. Meany	2208 Glenn Dr. " "
Mrs. Lawrence C. Brown	
Richard Earl Williams	2309 Glenn Dr. " "
Lee Howard Brown	2901 Glenn Dr. "

PETITION

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

<u>NAME</u>	<u>ADDRESS</u>
Milou J. Presmit	213 Annapolis
Valerie G. Tresmit	213 Annapolis
Neil Sharp	214 Annapolis
Blair Sharp	214 Annapolis
William F. Furlong	701 W. 5 th St. Carson
Yvonne E. Furlong	701 W. 5 th Street Carson
Carol Messick	702 Hillcrest Rd. Carson
Elsie M. Fogle	1330 Judy Lane
Julie Chamberlain	1011 Elaine - Carson
Jada Jordan	1148 West 5 th Carson
Bernie Birch	404 E. Lee St. Carson City
Taher W. Hurling	304 - Elaine St Carson City
Alta L. Hurling	304 Adams St. Carson City
Joanne Gardner	1843 N. Nevada St. Carson City
Mary J. Gardner	1843 N. Nevada St. Carson City
Cara J. Peterson	1840 N. Nevada St
Linda Peterson	1840 N. Nevada St.
Janet A. Gardner	1839 N. Nevada St.
Mary Dunn	1839 N. Nevada St
Ethel C. Dunn	1852 N. Division St.
Mable V. Dunn	1852 N. Division St.

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

<u>NAME</u>	<u>ADDRESS</u>
Charles Carey	space 54 Meteor Circle
E. J. Thomas	1605 N. Mountain Street C.C.
Bill Ivesmit	603 S. Richmond Ave
Melvin Ivesmit	603 S. Richmond Ave
Bede Supera	901 S. Crain St
Mrs. J. L. Supera	901 S. Crain St
Jerry Jones	604 W. Washington
Mrs. Jerry Jones	604 W. Washington
Dorcas G. Hill	210 Albany St
Barbara E. Hill	210 Albany St.
Shelby Korman	801 Serrano - City
Letty Christian	414 N. 9th - City
Mrs. R. D. McCabe	1213 Goldfield Ave CC.
Mrs. J. Albin	1382 Geny St CC.
Jack W. Stacey	404 W. Williams C.C.
Jack Moseman	204 N. Nevada C.C.
Barbara Moseman	204 N. Nevada C.C.
Mrs. Mary Stacey	241 - Le Rest C.C.
Mrs. Pauline Kennedy	407 E. Long C.C.
Jacquelyn Thomas	601 Thompson St. C.C.
Janis Kennedy	1291 S. Nevada C.C.
Elna Strange	Box 581 Gardnerville, Nev

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAMEADDRESS

William Jesuit	608 S. Richmond
C. E. Brunson	404 E. Corbett
Julius Lee Preece	1502 N. Curry St.
Winnifred Felicia	1300 E. William Lawton City
J. D. Doh	109 S. Walsby Carson
J. C. Gishett	44 Frontier Dr
W. R. Lewis	614 Rockwood Pl.
David L. McCall	613 Mary St.
Maude A. Mayman	1401 Camille Drive
Wm. H. Stanley	
Robert H. Scott	213 Alby St.
Chetwood	N. Division St.
W. H. Strout	605 Thompson
James R. Matlack	1379 Perry Lane Carson City
James H. Bean	2505 Harriett Dr. Carson City
Van Siedenburg	706 W 5th Carson City
Gerald T. Tindley	25011 Merritt Dr. C.C.
Robert J. Burns	202 Carville Cr.
Arnold S. Reil	234 Annapolis Ave Carson City
John H. Hunter	1301 W. 4th Carson
Mrs. Ed. F. Wallace	540 South Richmond Avenue
Mary Ann Strecker	419 So. Sutra Terrace

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

<u>NAME</u>	<u>ADDRESS</u>
Bill Steeter	410 So. Lutes Terrace
Diane M. Randall	2758 Viking Way C.C.
Mary K. Moore	699 Cain St. C.C.
Bryan B. Clark	5180 El Rancho Dr. C.C.
Laura C. Clark	301 Spruce C.C.
Cary B. Dean	5 Rose Circle
Patricia Julian	513 Curry St. C.C.
Amelia Strickland	2056 E. Sheffield Carson City, Nev
Isaac Salaman	1844 G. Division
Algie M. Haterwape	710 S. Minnesota, C.C. Nev
John F. Quipie	400 Winters Drive
Marilyn McElleny	337 Industrial Park Drive
Elinor D. Cooke	613 Chermus Drive
John + Dorothy Davis	588 Richmond Ave.
Donald M. Dallas	605 S. Thompson St.
Eduin M. Melick	245 Annapolis C.C.
Patricia Jones	205 West Park C.C.
Elizabeth Holt	912 W. Washington
Nicole Humphrey	82 Meteor Circle C.C. Nev.
Thomas Haymon	811 Waringer Dr, Carson City
Pauline Connally	616 Highland
Walter Connally	616 Highland

P E T I T I O N

The undersigned hereby requests an investigation of the rates of natural gas by Southwest Gas Company, pursuant to the attached letter.

NAME

ADDRESS

F.C. Wheatenberg.	P.O. Box 151, Grand City, Nev.
Bearl Jensen	1341 Jerry Lane, Carson City
James Horbenrider	404 E Long St. C.C.
Susan Horbenrider	404 E Long St. C.C.
Richard Loppin	2308 Richard Drive C.C.
Jamies Landeck	331 Industrial Pk. C.C.
Sherry A. Amundson	321 Day St. C.C. Nev.
Margaret Barley	2801 Willy Dr., Carson City, Nev.
James R. Barley	2801 Willy Dr. Carson City, Nev.
Bill O Smith	1212 Beverly Dr. C.C.
Kirk Knier	1418 N. Nevada St. C.C.