

-BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH-

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In the Matter of the Formal Complaint of McMain vs. Questar Gas Company	)	<u>DOCKET NO. 08-057-03</u>
	)	
In the Matter of the Formal Complaint of Wasek vs. Questar Gas Company	)	<u>DOCKET NO. 08-057-04</u>
	)	
In the Matter of the Formal Complaint of Garcia vs. Questar Gas Company	)	<u>DOCKET NO. 08-057-05</u>
	)	
In the Matter of the Formal Complaint of Unlimited Designs vs. Questar Gas Company	)	<u>DOCKET NO. 08-057-06</u>
	)	
In the Matter of the Formal Complaint of Francis vs. Questar Gas Company	)	<u>DOCKET NO. 08-057-07</u>
	)	
In the Matter of the Formal Complaint of Mitchell vs. Questar Gas Company	)	<u>DOCKET NO. 08-057-08</u>
	)	
In the Matter of the Formal Complaint of Kardish vs. Questar Gas Company	)	<u>DOCKET NO. 08-057-09</u>
	)	
In the Matter of the Formal Complaint of DeHaan vs. Questar Gas Company	)	<u>DOCKET NO. 08-057-10</u>
	)	
In the Matter of the Consolidated Docket of Formal Complaints Against Questar Gas Company Relating to Back-Billing	)	<u>DOCKET NO. 08-057-11</u>
	)	
	)	<u>ORDER CONSOLIDATING DOCKETS</u>
	)	<u>AND</u>
	)	<u>NOTICE OF PROCEDURAL</u>
	)	<u>CONFERENCE</u>
	)	

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ISSUED: April 1, 2008

By the Commission:

The above-entitled dockets deal with disputes between Questar Gas Company (“Questar”) and various Questar customers regarding recent billings from Questar for gas

allegedly consumed by these customers over the past two years but not previously billed by Questar due to recently identified problems with the measurement of the customers' gas consumption. The Commission is aware that as many as 500 Questar customers may be similarly situated as the complainants in these dockets.

The first of these customer complaints was filed with the Public Service Commission on March 6, 2008. Since that time, the Division of Public Utilities ("Division") has filed memoranda in Docket Nos. 08-057-03 and 08-057-04 detailing its analysis of these complaints and recommending the Commission schedule a hearing in each docket. Although Questar has not yet answered either complaint, the Division notes Questar's position in responding to earlier informal complaints is that in accordance with Commission Rule 746-320-8 Questar is entitled to back-bill customers up to 24 months for past gas usage not previously billed.

On March 28, 2008, the Committee of Consumer Services ("Committee") filed a memorandum entitled "Questar Transponder Issue" in which it questioned the prudence of Questar's actions in installing and testing the transponders at issue; noted the impact of such large retroactive bills on small consumers; and recommended the Commission consolidate all existing complaints regarding this issue, determine the full scope of consumers impacted by this issue and ensure that impacted consumers are given an opportunity to participate in the process, and order an investigation of this issue, including but not limited to:

- a. the number of consumers impacted;
- b. the length of time of operation of the faulty transponders;

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- c. the volume and costs of gas unbilled due to faulty transponders;
- d. the precise accounting and regulatory treatment of unbilled gas associated with faulty transponders;
- e. a determination of existing utility processes related to testing of new equipment, checks within the billing system, and risk controls;
- f. identification of potential adjustments to the conservation enabling tariff and/or general rate case to ensure appropriate treatment of costs associated with unbilled gas due to the faulty transponders; and
- g. determination of appropriate regulatory oversight regarding potential customer obligations under the circumstances.

As the dispute in each of the above-entitled dockets appears to be based on the question of Questar's back-billing due to problems with its transponders, and because the Commission anticipates the filing of additional similar complaints, the Commission has determined to consolidate these dockets under Docket No. 08-057-11 for all future reference and proceedings. Any similar complaints filed in the future will be automatically consolidated under Docket No. 08-057-11.

In addition, the Commission determines to initiate an investigation to be conducted by the Division of Public Utilities to examine the issues raised by the Committee in its memorandum of March 28, 2008, as well as any other issues deemed appropriate.

Furthermore, **notice** is hereby given that a **Procedural Conference** in Docket No. 08-057-11 will be held on **Thursday, April 17, 2008, at 9:30 a.m.**, Fourth Floor Room 403, Heber M. Wells State Office building, 160 East 300 South, Salt Lake City, Utah. The purpose of this conference will be to discuss the scope and time table for the above-referenced investigation,

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as well as to discuss the manner and timing of the adjudication of the individual complaints filed in this consolidated docket.

A telephone bridge will be provided for those individuals wishing to participate by telephone. Those desiring to do so should contact the Commission at (801) 530-6716 or toll-free 1-866-PSC-UTAH (1-866-772-8824) at least two days prior to the Conference to obtain the telephone bridge number to be called at the beginning of the Conference to ensure participation.

In compliance with the Americans with Disabilities Act, individuals needing special accommodations (including auxiliary communicative aids and services) should notify Julie Orchard, Commission Secretary, at 160 East 300 South, Salt Lake City, Utah 84111, (801) 530-6713, at least three working days prior to the conference.

Pursuant to Commission Rule 746-200-4F(4), all parties are reminded a customer's utility service may not be terminated for non-payment of disputed amounts pending review of a formal complaint so long as amounts not in dispute are paid when due.

Wherefore, it is hereby ORDERED:

1. The above-entitled dockets, along with all future complaints that may be filed dealing with the Questar transponder back-billing issue, are consolidated.
2. All future proceedings will be conducted in and matters addressed using Docket No. 08-057-11.
3. The Division of Public Utilities will conduct an investigation of the matters outlined above.

DATED at Salt Lake City, Utah, this 1<sup>st</sup> day of April, 2008.

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Chairman /s/ Ted Boyer,

Commissioner /s/ Ric Campbell,

Commissioner /s/ Ron Allen,

Attest:

/s/ Julie Orchard  
Commission Secretary

G#56869 Docket No. 08-057-03  
G#56870 Docket No. 08-057-04  
G#56871 Docket No. 08-057-05  
G#56872 Docket No. 08-057-06  
G#56873 Docket No. 08-057-07  
G#56874 Docket No. 08-057-08  
G#56875 Docket No. 08-057-09  
G#56876 Docket No. 08-057-10  
G#56877 Docket No. 08-057-11