

UTAH RATEPAYERS ASSOCIATION

EDUCATION AND LOBBYING FOR RATEPAYERS OF UTILITY-TYPE SERVICES WITH LIMITED OR NO ALTERNATIVES

SOME PROPOSALS REGARDING THE SCOPE AND TIMING OF THE INVESTIGATION INTO QUESTAR GAS COMPANY'S REMOTE METER READING PROGRAMME AND THE MANNER AND TIMING OF THE ADJUDICATION OF INDIVIDUAL COMPLAINTS IN DOCKET 08-057-11

1 MATTERS THAT SHOULD BE INCLUDED IN THE SCOPE OF THE INVESTIGATION INCLUDE, BUT ARE NOT LIMITED TO:

- 1.1 Exact details of the transponder installation programme: when, where, how many, etc.
- 1.2 Exact details of how and when Questar Gas Company became aware that consumption was being under-reported, including examination of all instances of possible under-billing since the first transponder was installed.
- 1.3 A similar examination of possible over-billing, including all enquiries and disputes since the first transponder was installed.
- 1.4 Exact details of how transponder under-reporting arises, and an examination of what other mis-reporting might be associated with transponders.
- 1.5 A forensic examination of the effects of inaccurate metering, remote meter reading, and billing on the accounts of Questar Gas Company, Questar Corporation and its subsidiaries and affiliates, and on ratepayers' bills since the first transponder was installed.
- 1.6 Decision making processes within Questar Gas Company, and within Questar Corporation and its subsidiaries and affiliates, regarding metering, the remote meter reading programme, and billing.
- 1.7 Commercial relationships and arrangements between Questar Gas Company, its suppliers and contractors, direct and indirect, relating to metering, the remote meter reading programme, and billing.
- 1.8 Technology available and selected for metering and billing natural gas consumption by QGC ratepayers.
- 1.9 Instructions, training, supervision, and management of metering, the remote meter reading programme, and billing, including dealing with ratepayer enquiries and disputes.
- 1.10 Quality management plans for metering, the remote meter reading programme, and billing, including dealing with ratepayer enquiries and disputes.
- 1.11 Regulatory approval and oversight of metering, the remote meter reading programme, and billing, including dealing with ratepayer enquiries and disputes.
- 1.12 Commission rules regarding metering, meter reading, billing, and ratepayer enquiries and disputes.
- 1.13 Enforcement of Utah Code, and Commission rules and orders.

1.14 The associated procedures used by Questar Gas Company, the Division of Public Utilities, the Committee of Consumer Services, and the Commission.

1.15 Information, training and support to enable and encourage ratepayers to read their own meters and check their bills.

1.15 Financial responsibility for under- and over-billing.

1.16 Compensation issues.

1.17 Financial responsibility for the costs of the investigation.

2 ELEMENTS TO CONSIDER IN SCHEDULING THE INVESTIGATION INCLUDE, BUT ARE NOT LIMITED TO:

2.1 Participation, including, but not limited to, formal complainants, informal complainants, those who were back-billed, any who may be found to have been over-billed because of consumption over-reporting, and individual ratepayers who consider they may have been over-billed.

2.2 Intervention.

2.3 Discovery: intervals at stages of investigation, objections to providing information, schedule extension.

2.4 Technical and procedural presentations, site visits.

2.5 Testimony: direct, rebuttal, surrebuttal, written, live.

2.6 Hearings: dates, times, public notice, parties, testimony, cross-examination, public witness.

2.7 Publication of the Commission's determinations.

3 REGARDING THE MANNER AND TIMING OF THE ADJUDICATION OF INDIVIDUAL COMPLAINTS:

3.1 How are individual ratepayers who consider they may have been over-billed – whether because they were back-billed, or because their consumption is found to have been over-reported, or otherwise – to register their concerns in order to have them addressed during the investigation or adjudication?

3.2 Is there some way of sub-dividing the Investigation and overlapping it with the Adjudication so that financial restitution can be implemented expeditiously while investigation of related issues continues?