

Informal Complaint Report

Index Number: 4399 **Company Name:** Questar Gas

CUSTOMER INFORMATION

Customer Name: McCleary Associates LLC **Account Number:** 6611550000
Other Contact Info: Kraig McCleary **Phone Number:** (801) 891-7028
Customer Address: 6364 Highland Drive **Other Phone:**
Customer Address: **Email Address:** kraig410@hotmail.com
City: Murray **State:** UT **Zip Code:** 84121

COMPLAINT INFORMATION

Type of Call: Inquiry **Complaint Type:** High Bill
Date Received: 3/23/2012 **Date Resolved:** 3/30/2012
Complaint Received By: Erika Tedder **DPU Analyst Assigned:**

Utility Company Analyst:

Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

Mr. Kraig McCleary, of McCleary Associates, LLC, called today to state that his decathermas per day last year was 1.07, but this year it was incorrectly registering at 4.93 even though the winter was much milder this year. He has called Questar several times to resolve this and they even replaced his meter, but they refuse to adjust his bill. He believes that by Questar's action of replacing the meter, they are admitting that there was inaccuracies in his billing and would like his bill adjusted accordingly.

Complaint Response:

Attached is the letter and information that I sent to Mr. McCleary today. I could find nothing to indicate there was a problem with our meter. In fact, the meter tested very good. Completed by Linda Kizerian on 3/30/12.

QUEST~R
March 30, 2012
Kraig McCleary
McCleary Associates LLC
6364 S Highland Drive 9
Salt Lake City, UT 84121
Dear Mr. McCleary,
Quostor Gas COll1panv
1140 Wesl200 South
P.O. Box 45360
Salt lako City, UT 84145-0360
Tel BOI 324 5555

This letter is in response to your recent call to the Division of Public Utilities regarding your gas usage at the above address. I appreciate the opportunity to respond to your concerns.

Our records show that you contacted our office on December 8, 2011 because you were concerned about the amount of usage on your December 2, 2011 billing statement. An order was issued to check both the meter and the transponder. On December 13th our technician read the meter index and the transponder at 44683. This confirmed the previous read of 44145 on December 2nd

You contacted our office again on December 22nd, still concerned about the gas usage.

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An order was completed on January 4th and our technician noted that a dial on the transponder was stopped. This could affect how the transponder recorded gas usage; it would not interfere with the operation of the meter or the meter index recording the gas usage. He made an order to replace the transponder. On January 23, 2012 when our technician went out, he didn't have a transponder with him that would fit the existing meter. He installed a new meter with a new transponder on it. The final read on the meter that was removed was 45743. The meter was sent to the meter shop and tested, which is routine on an industrial meter. The test was conducted on January 27, 2012. The test results were +0.2 and +0.2. The first number of the test indicates how the meter operated at 80 - 100% capacity, or winter usage. The second number indicates how it operated at 20% capacity, similar to summer usage. Your meter was operating twotenths of a percent fast.

In reviewing our guidelines, Utah Code R-746-320-3H1&2, states that if the meter tests 3% fast, the customer should receive a refund. If it tests 3% slow, the customer will owe the company. Your meter was registering well below the 3% guideline.

Mr. McCleary, I agree that your gas usage is higher than it's been in recent years.

However, a review of your historical usage at this address shows comparable gas usage during winter months. I've enclosed a read history for the time period in dispute. It shows that your usage from October to November worked out to 21.7 CCF per day.

There was a large jump from November to December where your usage went to 46.4 CCF per day. On December 13th our technician checked the meter and transponder and got a read of 44683. For those 11 days, your usage was at 48.9 CCF per day. It's

interesting to note that from January 4th to the 23rd when the meter was changed, the usage was 22.6 CCF per day. Usage on the new meter from January 23rd to February 2nd was at 21.9 CCF per day; almost identical to the usage on the old meter.

As a natural gas supplier it is impossible for us to tell you how the gas was consumed.

We are responsible for running the natural gas lines and placing a unit of measurement on your building, which is your meter. We only measure and record the amount of gas used.

You may want to have a heating contractor check your heating system to insure it's operating efficiently.

I hope this information is helpful and addresses your concerns. If you have further questions, you may contact me directly at (801) 324-3310.

~ ~ ..
Linda Kizerian~
Consumer Affairs

cc: Division of Public Utilities

Enclosure

Additional Information:

I thanked Linda/Questar Gas and closed the case.

Etedder

04/02/12:

Kraig McCleary called to state that he was not satisfied with Questar's response, so I emailed him the Formal Complaint Forms to review the mediation and formal process.

Etedder