



GARY HERBERT.
Governor
GREG BELL
Lieutenant Governor

State of Utah
Department of Commerce
Division of Public Utilities

FRANCINE GIANI
Executive Director

THAD LEVAR
Deputy Director

CHRIS PARKER
Director, Division of Public Utilities

MEMORANDUM

DATE: April 26, 2012

TO: Public Service Commission

FROM: Division of Public Utilities
Chris Parker, Division Director
Marialie Martinez, Customer Service Manager
Erika Tedder, Office Specialist

RE: McCleary Associates, LLC vs. Questar Gas
Docket No. 12-057-06

Recommendation: Schedule Hearing

Complaint Analysis:

On the 23rd of March, 2012, Mr. Kraig McCleary of McCleary Associates, LLC filed an informal complaint with the Division of Public Utilities (DPU). Mr. McCleary states that when he called Questar Gas on the 8th of December, 2011 to report his concern over a possible billing error, he was told that a technician would be sent out to evaluate the meter. On the 23rd of December, 2011, a Questar Gas technician read the meter in question and reported it was operating correctly. Mr. McCleary again contacted Questar Gas and spoke to several other Customer Service Representatives, each time having them review the same time period in the last two years. Mr. McCleary claims that everyone he spoke with agreed that his usage reading in 2011 was inconsistent with his usage reading in the past two years, yet the company did nothing to address it. Mr. McCleary then requested the company to check his meter again. On the 4th of January 2012, another Questar Gas technician came out to examine the meter. This time, the technician noted that a dial had stopped working and put in an order for it to be repaired. Mr. McCleary states that the transponder was reading the same as the technician's visual read. He feels that the reading was not accurate because of the inoperable dial. According to Mr. McCleary, the AMR (Automated Meter Reading) was performing the reading correctly but was not reading the correct usage of gas. He adds that his claim was verified by the Questar Gas technician. The gas meter and metering system was replaced by Questar Gas on the 23rd of

January, 2012. Mr. McCleary believes that the company's actions, such as replacing the meter in this case, indicates acceptance of inaccuracies of the readings, thus incorrect billing as well. He seeks and adjustment to his bill using his averaged usage in the same time period from his last two years usage.

Company Response:

Linda Kizerian, Questar Gas' Consumer Affairs employee, responded to McCleary Associates, LLC's complaint, submitted by Mr. Kraig McCleary. Ms Kizerian states that according to Questar's technician, the dial on the transponder was not working, which is how the transponder records gas usage. However, this would not interfere with the operation of the meter or the meter index recording the gas usage. When the technician came out on the 23rd of January 2012 to replace the transponder, he didn't have one that fit at the time which is why he decided to install a brand new meter with a new transponder. The meter that was removed was tested and reported well below the 3% allowance as stated in the Utah Code guideline, R-746-320-3H1&2.

DPU Comments & Recommendation

Based on the apparent inconsistency of statement between the Questar Gas Company's technician and Consumer Affairs employee, the Division believes that a hearing should be set so that testimony of both sides can be evaluated by the Commission.