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State of Utah
Department of Commerce
Division of Public Utilities

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Executive Director

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Deputy Director

CHRIS PARKER
Director, Division of Public Utilities

MEMORANDUM

DATE: September 4, 2013

TO: Public Service Commission

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

RE: John Asson vs. Questar Gas
Docket No. 13-057-06

Recommendation: Dismiss Complaint

Complaint Analysis:

On the 19th of August, 2013, Mr. John Asson filed an informal complaint with the Division of Public Utilities (DPU). Mr. Morris complained that the amount on his Questar Gas bill has been increasing since the Company replaced his meter in February of 2013. Mr. Asson's grievance is that the increased amounts are inaccurate and the Company is in error. Mr. Asson was also unhappy that his equal payment plan recently increased by \$14 a month.

Company Response:

Elia Lopez, Questar Gas' Consumer Affairs employee, responded to Mr. Asson's informal complaint on August 22nd, 2013. Ms. Lopez stated that according to the Company's records, the removed meter was reading 9191 on both January 15th, 2013 and February 14th, 2013, indicating that it had stopped registering. A field representative visited Mr. Asson's residence and confirmed that the unit was broken. Ms. Lopez provided Mr. Asson a gas usage comparison of his residence for the last three years. The comparison showed that his gas consumption was less this year than in 2011, and only 2.5 decatherms more than 2012, indicating that the repair of the meter did not affect his consumption.

Ms. Lopez also addressed the issue of the increase in Mr. Asson's equal payment plan, explaining that all budget billing accounts were re-evaluated by the Company on August 1st, 2013, and most of the installments were increased due to the rate increase in June.

DPU Comments & Recommendation

The Division believes that even though the rates charged for natural gas have increased this year, Mr. Asson's actual usage has been consistent during similar seasonal periods during the past three years. The Division did not find that Questar Gas had violated any provision of statute, rule, or tariff, and recommends this complaint to be dismissed.