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Department of Commerce  
Division of Public Utilities

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*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 19<sup>th</sup> of August, 2013, Mr. John Asson filed an informal complaint with the Division of Public Utilities (DPU). Mr. Asson 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 22<sup>nd</sup>, 2013. Ms. Lopez stated that according to the Company's records, the removed meter was reading 9191 on both January 15<sup>th</sup>, 2013 and February 14<sup>th</sup>, 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 1<sup>st</sup>, 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.