

Informal Complaint Report

Index Number: 4987 **Company Name:** Questar Gas

CUSTOMER INFORMATION

Customer Name: Mills, Rosalee **Account Number:**
Other Contact Info: **Phone Number:** [REDACTED]
Customer Address: [REDACTED] **Other Phone:** [REDACTED]
Customer Address: **Email Address:**
City: Kearns **State:** UT **Zip Code:** 84118

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Shut Off or Notice
Date Received: 7/9/2013 **Date Resolved:** 7/12/2013
Complaint Received By: Connie Hendricks **DPU Analyst Assigned:** 0
Utility Company Analyst:
Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

This customers service was disconnected today. She'd had her doctor send over a medical form on 6/24/13. She thought everything was taken care of until her service was shut off today.

She went back to her doctor and another medical form was faxed over today. This one was denied. She said vital information was left off of the form that would show Questar why she needs her service for medical reasons. She will have another form faxed to Questar from her doctor in the morning.

She says she should've been notified that her medical letter was denied. She assumed everything was okay since she wasn't shut off within 48 hours. Now, 2 weeks later, she's shut off. She said Questar also denied receiving the medical letter on the 24th. She has the fax confirmation from the doctor that Questar received it on the 24th. She said that Christian and Trent weren't very helpful with her situation.

Complaint Response:

7/10/13

Connie,
Attached is a copy of the letter and information I mailed to Rosalee Mills. Please close this complaint.

Thank you,
Elia Lopez
Consumer Affairs
Questar Gas Company

This complaint completed by Elia Lopez.

7/10/13
Rosalee Mills
4370 W 4985 S
Salt Lake City, UT 84118
Ms. Mills,

I received the complaint filed with the Division of Public Utilities. Thank you for the opportunity to respond to your concerns.

On June 19, 2013 an Urgent 48-Hour Notice was left at your residence. On June 24, 2013 you contacted Questar Gas to have a medical request faxed to your doctor. It was faxed as you instructed. We have no record of receiving the medical request back from your doctor. The gas service was shut off on July 9, 2013.

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On July 9, 2013 you contacted our Customer Care Center asking if the medical request had been received. It had been received by our credit department on July 9, 2013, but was denied based on the information provided by your doctor. You state in your complaint that your doctor left off vital information which would have made the medical request valid. When an updated medical request is provided, our credit department will review it and let you know of their decision.

I have enclosed an itemization of your account. On March 6, 2013 you set up a Deferred Payment Agreement (DPA). You agreed to pay your current charges, plus \$42.00 a month and interest charges on the DPA balance. Your March 26th statement (copy enclosed) showed a balance of \$130.49 due by April 17, 2013. No payment was received, so the DPA defaulted. A copy of your default letter is also enclosed.

Your account balance is \$650.08. I can offer you another arrangement if you pay one-half of your current gas balance (\$325.00), a connection fee (\$15), and one-third of the \$173.00 security deposit (\$58) for a total payment of \$398.00. If you receive assistance from Red Cross, or any other state or church assistance program, we will waive the security deposit. Your down payment amount will be adjusted based on the commitment amount. Commitments must be called in to Questar Gas by the agency or church.

Once you have submitted an acceptable medical request form, or make the payment on your account, you may contact our Customer Care Center at (801) 324-5111 Monday through Friday, 7 a.m. to 6 p.m. to have your service restored. If I may be of further assistance, please call me at (801) 324-3557.

Sincerely,

Elia Lopez

Consumer Affairs

Questar Gas Company

elo

Enclosures

cc:Division of Public Utilities

Additional Information:

7/10/13 Supporting documents saved in email.

7/10/13

Rosalee left message stating that Questar received and approved her medical letter today. They are reconnecting her service but are charging her a reconnect fee. She doesn't think she should be charged a reconnect fee. She says they're still denying receiving the first medical letter on 6/24/13. She says that if she'd been notified there was a problem, she would have taken care of the issue before she was shut off. Since Questar didn't notify her, she wasn't aware of any issues with the medical letter which resulted in her service being disconnected. The shut off would have been avoided and the reconnect fees wouldn't be necessary.

7/11/13

Connie,

I wanted to let you know this customer submitted another medical request form. This time it was approved and her gas service has been restored.

Please let me know if you want a copy of the medical request form to go with your file.

Thank you,

Elia Lopez

Consumer Affairs

Questar Gas Company

7/12/13 Medical letter saved in email.

7/12/13 I called Elia at Questar to discuss complaint. She said they would've processed the medical letter if received on the 24th, but nothing was received. I explained that Rosalee said she has the fax confirmation from the doctor showing it was sent on the 24th. Elia said even though she has that, it doesn't prove that Questar received the fax, only that a fax was sent to that number on that day. She said that Rosalee also could've called Questar on to make sure it was received, which would have given her time to go back to her doctor and have it resent to avoid the shut off.

The medical form that was received on the 9th is dated June 25th by the doctor. So Questar is wondering why it would be dated the 25th if it was faxed on the 24th, unless another medical form was filled out by the doctor. The medical form received by Questar on the 9th was denied as it stated the customer needed oxygen which wouldn't justify needing the gas service. The form was faxed again and approved by Questar as the information states she also needs heat for her water. This is consistent with the information given to me by Rosalee.

7/12/13

Elia,

Thanks for sending the medical letter and for our phone discussion. I'm closing the complaint.

Connie

09/13/13:

Toni Chris, Rosalee's daughter (who is authorized on the account) called to complain that this was still not resolved, and not taken seriously. She claims that she was unaware that her mother's medical letter expired and even though she had pledges from CAPS and the Red Cross, her service was terminated

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on 09/10/13. Ms. Chris claims that she received a shut-off notice from Questar Gas on 09/06/2013, so she went to the CAPS office on 09/09/2013 to obtain assistance. Ms. Chris states that she was sitting with Charlotte from CAPS when Charlotte called the Company and made a pledge of \$200. Ms. Chris claims that on 09/10/2013 a technician for the Company came and shut-off her service and told Ms. Chris that she didn't pay her "ring" bill. Ms. Chris contacted Charlotte from CAPS on 09/12/2013 to advise her of what had happened. Ms. Chris claims that Charlotte from CAPS called the Company again, but was advised that Ms. Chris needed to pay \$100 before a payment plan would be established. Ms. Chris claims that she called the Company herself today and was told she needed \$88 to restore service (and that CAPS would pledge another \$44 toward that), but that it wouldn't be restored until 09/16/2013. Ms. Chris claims that the Red Cross also committed \$200 toward her account. She is very upset that her service was terminated when the assistance agencies allegedly committed and posted funds to her account prior to the shut-off. She would like her service restarted today. I called and spoke to Elia/Questar Gas who advised that the Red Cross' commitment was made on 08/07/2013, and expired on 09/07/2013, but that funds had come through on Ms. Mills' account on 09/12/2013. Elia also stated that the commitment from Charlotte at CAPS wasn't made until 09/12/13. Elia stated that even if CAPS had committed to \$200 on 09/09/2013, the service would've been terminated because that amount wouldn't even cover half of the bill at that time, which was \$574.79. With the two companies pledging a total of \$400, Elia advised that they needed to pay \$88 toward a payment plan that would get her service restored on 09/16/2013. Elia advised that they have only made three payments in the past year - 01/22/13, 02/12/13, and 03/06/13, and that they were eight months behind. I spoke with Gary at the PSC who advised that a medical letter extension would be an available option for Ms. Mills, but that the option of paying the \$88 today and having service restored on 09/16/13 would be her best option. The medical extension may be needed later as the winter months are coming. I contacted Ms. Chris and advised her of the three options available to her right now: 1. The payment plan and service restored on 09/16/13, 2. Filing a formal complaint on this unresolved informal complaint, or 3. Receiving an extension on Rosalee's medical letter but that they may not have that available in the future. Ms. Chris stated that she would make the \$88 payment today, but was very upset that her service would not be restored today. She also asked that I mail her the paperwork to file a formal complaint against the Company for how the technician spoke to her.

E.Tedder