

Arminda Jurgenson

From: Elia Lopez
Sent: Monday, September 09, 2013 1:40 PM
To: 'chris raver'
Subject: RE: Gas service.

Chris,
You defaulted a payment arrangement in June, 2013. Once the service is off, we collect the full past-due gas balance, a connection fee, and a security deposit.

My suggestion would be to call the 211 number. Based on your circumstances, there may be other agencies that can help you.

Thank you,
Elia
Consumer Affairs
Questar Gas

From: chris raver [<mailto:questarsucks@gmail.com>]
Sent: Monday, September 09, 2013 1:27 PM
To: Elia Lopez
Subject: Re: Gas service.

no, why can't you setup payment arrangements?

-chris

On Mon, Sep 9, 2013 at 1:20 PM, Elia Lopez <Elia.Lopez@questar.com> wrote:

Is there a disability or is anyone under a doctor's care in your home?

Elia

From: chris raver [<mailto:questarsucks@gmail.com>]
Sent: Monday, September 09, 2013 1:20 PM
To: Elia Lopez
Subject: Re: Gas service.

as i've already stated in previous conversations i do not qualify for those programs and believe it or not there are people in this world that are not a member of your church.

-chris

On Mon, Sep 9, 2013 at 1:13 PM, Elia Lopez <Elia.Lopez@questar.com> wrote:

Chris,

My name is Elia, and I will be responding to your complaint filed with the Public Service Commission.

Your most recent e-mail indicates you are not able to pay the required amount to have your services restored for several months. Do you know if you would be eligible for assistance from the Red Cross or the HEAT programs?

To get information on agencies in your area that can help you get your balance paid and your services restored, please call the Utah State Referral Line at telephone number 211. If any agency, including a church affiliation, pays towards your account balance, we will waive the security deposit requirement.

Thank you,

Elia

Consumer Affairs

Questar Gas Company