

**Arminda Jurgenson**

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**From:** Elia Lopez  
**Sent:** Wednesday, October 30, 2013 12:12 PM  
**To:** Arminda Jurgenson; Carolyn Updike  
**Subject:** Chris Raver

**From:** chris raver [mailto:questarsucks@gmail.com]  
**Sent:** Tuesday, September 10, 2013 12:13 PM  
**To:** Elia Lopez  
**Subject:** Re: Gas service.

remind me again what the deadline was for getting service turn on same day? I checked the questar website and couldn't find it documented anywhere.

-chris

On Tue, Sep 10, 2013 at 11:35 AM, chris raver <[questarsucks@gmail.com](mailto:questarsucks@gmail.com)> wrote:  
you stated in a previous email that if any religious organization makes a payment towards my account that you would wave the security deposit. I've talked to a member of the Westboro Baptist Church and they've agreed to make a donation towards my account. I'll spare you the full extent of our conversation but they were reminded of how the negligence of a questar gas employee killed a young mother in saratoga springs a few years ago. it seems they share the same hatred towards your company as i do. let me know how much they are required to donate for the security deposit to be waved.

-chris

On Tue, Sep 10, 2013 at 9:40 AM, chris raver <[questarsucks@gmail.com](mailto:questarsucks@gmail.com)> wrote:  
all you had to do was setup payment arrangements. you decided to tear a family apart instead. i hope you're happy.

-chris

On Tue, Sep 10, 2013 at 9:37 AM, Elia Lopez <[Elia.Lopez@questar.com](mailto:Elia.Lopez@questar.com)> wrote:

Questar Corp. Legal Dept.

c/o Abigail E. Magrane – QC665

PO Box 45433

Salt Lake City, UT 84145

Please give this information to your attorney.

Elia

Consumer Affairs

Questar Gas Company

**From:** chris raver [mailto:[questarsucks@gmail.com](mailto:questarsucks@gmail.com)]

**Sent:** Tuesday, September 10, 2013 9:18 AM

**To:** Elia Lopez

**Subject:** Re: Gas service.

Please send me the information for your legal department and I will contact them immediately regarding this matter.

-chris

On Tue, Sep 10, 2013 at 8:57 AM, Elia Lopez <[Elia.Lopez@questar.com](mailto:Elia.Lopez@questar.com)> wrote:

Chris,

Thank you for letting us know about your legal representation. We will need all correspondence pertaining to this matter directed through our attorneys. If you would send me the name and phone number of your lawyer, I will pass that information on to my legal counsel.

You will receive a response to your complaint with the Public Service Commission by this Friday the 13<sup>th</sup> of September.

Thank you,

Elia

Consumer Affairs

Questar Gas Company

**From:** chris raver [mailto:[questarsucks@gmail.com](mailto:questarsucks@gmail.com)]

**Sent:** Tuesday, September 10, 2013 7:28 AM

**To:** Elia Lopez

**Subject:** Re: Gas service.

I want the driver investigated, regardless of whether the the 48 hour notice is required or not, questar gas claims a notice was left on my door on the 13th of august. I have evidence that a notice was not left and either the driver or questar gas are lying. i have spoken to an attorney and will file charges in civil court against the driver and questar gas for falsifying the paperwork.

-chris

On Mon, Sep 9, 2013 at 2:20 PM, chris raver <[questarsucks@gmail.com](mailto:questarsucks@gmail.com)> wrote:

i hope you can sleep at night knowing there's a family going to bed cold and hungry because of the heartless decisions you make.

-chris

On Mon, Sep 9, 2013 at 1:48 PM, chris raver <[questarsucks@gmail.com](mailto:questarsucks@gmail.com)> wrote:

and I have told questar gas for YEARS that I DO NOT receive the letters in the mail. why is it so damn hard for anyone to understand that? the charges in june where \$32.17 and I made a \$50.00 payment July 15th. I guess it takes a family freezing to death in their home befor a heartless company that makes ~150 million dollars a year listens.

-chris

On Mon, Sep 9, 2013 at 1:42 PM, Elia Lopez <[Elia.Lopez@questar.com](mailto:Elia.Lopez@questar.com)> wrote:

Chris,

Questar Gas is required to leave a 48-hour notice during the winter months only. In August, gas service can be shut off based on the mailed notices only.

Elia

Consumer Affairs

Questar Gas Company

**From:** chris raver [mailto:[questarsucks@gmail.com](mailto:questarsucks@gmail.com)]  
**Sent:** Monday, September 09, 2013 1:33 PM

**To:** Elia Lopez  
**Subject:** Re: Gas service.

why hasn't anyone investigated the drive who claims to have put a 48 hour notice on my door in August? they DID NOT put a notice on my door and if they had I would have made a payment in August.

-chris

On Mon, Sep 9, 2013 at 1:26 PM, chris raver <[questarsucks@gmail.com](mailto:questarsucks@gmail.com)> wrote:

no, why can't you setup payment arrangements?

-chris

On Mon, Sep 9, 2013 at 1:20 PM, Elia Lopez <[Elia.Lopez@questar.com](mailto: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](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](mailto: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