



Questar Gas Company
1140 West 200 South
P.O. Box 45360
Salt Lake City, UT 84145-0360
Tel 801 324 5555

September 11, 2013

Chris Raver
92 E River Bend Drive
Saratoga Springs, UT 84045

Re: Division of Public Utilities Informal Complaint filed on Sep. 6, 2013

Mr. Raver,

I am writing in response to your complaint filed with the Division of Public Utilities on Sep. 6, 2013. Questar Gas Company ("Questar Gas" or "Company") is agreeable to communicating with you to establish natural gas service to 92 E River Bend Dr., Saratoga Springs, Utah ("Property"); however, the highly disrespectful tone and offensive language during your calls with at least eight Questar Gas employees have prompted the Company to direct account communications through written correspondence.

I understand natural gas service to the Property was terminated on Aug. 28, 2013, and Questar Gas would like to work with you to re-establish such gas service. Although Questar Gas received your most recent payment of \$1.00 on Sep. 11, 2013, the payment amount was insufficient to restore gas service.

Generally, due to the June 2013 default of the deferred payment arrangement ("DPA") established on your account in May 2013, to restore natural gas service to the Property, Questar Gas would require payment in full of the account balance of \$138.67, a connection fee of \$15.00, and a security deposit of \$73.00, for a total of \$226.67. Because of the June 2013 default of your DPA, your account is ineligible for a DPA at this time.

However, Questar Gas is willing to enter into a Special Payment Arrangement ("SPA") with you to reduce the up-front cost in restoring service to the Property.

Under the terms of this offer, Questar Gas requires a payment of one-half of the account balance in the amount of \$71.15, in addition to the security deposit of \$73.00, provided you agree to pay all current bills for gas service when due, plus three equal monthly installments of approximately \$24.00 for the remaining account balance. However, in the event of default (i.e. failure to pay the current bill and monthly installment on or before the due date), your account shall be subject to termination.

Questar Gas will waive the connection fee of \$15.00. In addition, you may pay the security deposit in three equal monthly installments, provided that the first of the three payments

is made at this time. Therefore, to restore gas service to the Property, Questar Gas requires a minimum payment of \$96.15 and agreement to the terms of the SPA.

Sincerely,



Elia Lopez

Consumer Affairs

Questar Gas Company

elo

Enclosures

cc: Division of Public Utilities

Your previous balance was not received prior to last month's due date. Payment is due before the past due date. Thank you if your payment has been made.

Account Summary as of: May 16, 2013

Previous Balance Due - 05/08/2013	29.00
Payment Received - 5/2/2013	-29.00
Current Charges - Gas Service	17.49
Current Charges - Payment Arrangement	14.68
Total Amount Due Upon Receipt	\$ 32.17

1% monthly interest (12% annually) charged on balance on or after 06/07/2013.

Service Address: 92 E River Bend Dr, Saratoga Springs, UT 84045

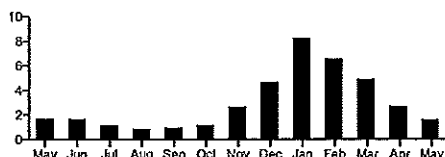
0.799601 0.002682 312.990000 274.500000

Residential Gas Service

Service Agreement: 4595963068

Comparison	Last Year	This Year
Decatherms/Day	0.06	0.05
Dollars/Day	\$0.65	\$0.60

DTH Usage History



Service from 4/17/2013 - 5/16/2013

Rate - GS

Charge for Gas Used (Avg cost per DTH \$ (7.25333))	10.88
Basic Service Fee Total	5.00
Utah Sales Tax (4.05%)	0.64
Municipal Energy Tax (6%)(Saratoga Springs)	0.95
Energy Assistance	0.02
Current Gas Billing	17.49

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
46127992	5/16/2013	1944	4/16/2013	1929	30	15 CCF	0.102388	1.5

Payment Arrangement

Service from 5/1/2013 - 5/16/2013

Payment arrangement	14.68
Current Charge	\$ 14.68
(Payment Plan Balance 131.78)	

Questions, comments or mailing address corrections?
Call Questar Gas weekdays 7am-6pm (see back of page for details) or visit our website: Questargas.com

Please write your account number on your check and return this portion with your payment.



Account	Current Charges Past Due After	Total Amount Due	Amount Enclosed
4595963894	6/7/2013	\$32.17	

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Questar Gas Company
PO Box 45841
Salt Lake City, UT 84139-0001

Chris Raver
92 E River Bend Dr
Saratoga Springs UT 84045-7014

Sign me up for a monthly REACH donation of: \$ _____



Questar Gas Company
1140 West 200 South
P.O. Box 45360
Salt Lake City, UT 84145-0360
Tel (801) 324-5111 or (800) 323-5517

06/13/2013

Chris Raver
92 E River Bend Dr
Saratoga Springs UT 84045-7014

URGENT NOTICE

Account: 4595963894

Service Address: 92 E River Bend Dr
Saratoga Springs, UT 84045-7014

Dear: Chris Raver

As a valued customer of Questar Gas Company, we wish to thank you for the opportunity to serve your natural gas needs. Your continued business is important to us. However, current circumstances require us to notify you that your gas service may be terminated for failure to pay according to the terms of the deferred payment agreement (DPA) we set up for you on 05-01-2013. Rules established by the Public Service Commission require customers to pay the DPA monthly installment in addition to current charges for gas service on or before the date due to remain eligible for a DPA.

If a customer is unable or unwilling to pay for gas used, other customers may unfairly bear that cost. Therefore, we cannot continue to provide gas service (and regulations require termination of gas service) to customers who do not pay past-due amounts or arrange to pay according to terms set by the Public Service Commission. To maintain gas service you must now pay the delinquent balance.

We desire to work with you to resolve this situation. Please contact us as soon as possible at (801) 324-5111 or (800) 323-5517, Monday through Friday, 7 a.m. to 6 p.m. We hope to continue to serve your future natural gas needs.

Sincerely,

Questar Gas Company

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