

Arminda Jurgenson

From: Elia Lopez
Sent: Wednesday, October 30, 2013 12:21 PM
To: Arminda Jurgenson; Carolyn Updike
Subject: Chris Raver

From: chris raver [mailto:questarsucks@gmail.com]
Sent: Tuesday, September 17, 2013 11:03 AM
To: Elia Lopez; Customer Care
Subject: Re: Gas service.

i read your response and also reviewed the tariff and could not find any reference to an 'SPA'. it sounds like something you just made up. your 'SPA' only makes it more difficult for me to bring my account balance current and increases the risk of default by quadrupling the amount of the next several payments. i guess if we're going to make up payment plans i'll make up my own. i'm going to call it 'STFU AND TAKE MY MONEY'. the outstanding balance of \$138.67 will be divided into 12 equal payments of apx. \$11.555833333 and the security deposit will be divided into three equal payments of apx. \$24.333333333. the connection fee will be waved making the total payment due upfront apx. \$35.889166667. i personally don't care if you like it or not because that is all i can and am willing to pay right now to restore service. i do find it funny how a company like questar will waist thousands of dollars 'standing it's ground' before it's willing to accept payment arrangements over a \$138.67 balance.

-chris

On Tue, Sep 17, 2013 at 9:35 AM, Elia Lopez <Elia.Lopez@questar.com> wrote:

Chris,

Questar Gas has a 24-hour, 7 days a week emergency line. You are allowed to call in emergencies to telephone number [800-767-1689](tel:800-767-1689).

Thank you,

Elia

Consumer Affairs

Questar Gas Company

From: chris raver [mailto:questarsucks@gmail.com]
Sent: Tuesday, September 17, 2013 9:31 AM

To: Elia Lopez; Customer Care
Subject: Re: Gas service.

I also haven't received a response from your legal department regarding the case of an emergency. If there was an emergency that resulted in damage to my property or a fatality and my only option is to email your customer care department because I've been instructed several times to never contact your company via phone. I can't help but believe that questar gas would be legally responsible.

On Tue, Sep 17, 2013 at 9:25 AM, chris raver <questarsucks@gmail.com> wrote:

i told you that email account was deleted after 24 hours. can you read?

On Tue, Sep 17, 2013 at 9:23 AM, Elia Lopez <Elia.Lopez@questar.com> wrote:

Chris,

Thank you for your e-mail. I sent you a letter and attachments to the e-mail address on your complaint (cpybxxzj@grr.la). Please check that mailbox for my response.

Thank you,

Elia

Questar Gas

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

Sent: Tuesday, September 17, 2013 9:20 AM

To: Elia Lopez; Customer Care

Subject: Re: Gas service.

I will have the response to your complaint by noon—I'm working on it now.

Big surprise, I was lied to again. It's been 6 days now and I have yet to receive a response.

-Chris

On Wed, Sep 11, 2013 at 9:40 AM, Elia Lopez <Elia.Lopez@questar.com> wrote:

Chris,

This e-mail came before the one stating your payment is now showing. And, yes, the \$1.00 you paid does show on your account now.

I will have the response to your complaint by noon—I'm working on it now.

Elia

Consumer Affairs

Questar Gas Company

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

Sent: Wednesday, September 11, 2013 9:37 AM

To: Elia Lopez; Customer Care

Subject: Fwd: Gas service.

i still haven't received a response to this. i've had several conversations with different people regarding payment arrangements and have received different responses depending on who i talk to. it looks to me like i'm being discriminated against because of my feeling towards your company.

-chris

On Tue, Sep 10, 2013 at 12:43 PM, chris raver <questarsucks@gmail.com> wrote:

i would still like to know why you are unwilling to accept payment arrangements. I did not default on the payment plan. I make a payment in July for almost twice the amount due on the bill. I would like my account forwarded to a competent supervisor (if you have one) for review. also. i have made a payment online and can not find that payment being reflected anywhere.

-chris

On Tue, Sep 10, 2013 at 12:38 PM, Elia Lopez <Elia.Lopez@questar.com> wrote:

Chris,

If a payment is received from a religious organization (Westboro Baptist Church), not a friend or a church member, we can remove the security deposit. Your past-due gas balance is \$139.67, plus a \$15.00 connection fee would bring the total to \$154.67. The security deposit is \$73.00 but it can be billed in three installments (\$25.00 needed to start the service, \$25.00 next month, and \$23.00 on the third monthly billing). If the payment is not from the church, \$179.67 is the amount needed to restore your service.

If your payment is made and you call with the information before 10:00 a.m., we will schedule to have the lock removed on the same-business date. We are offering this service based on workload, so you will not find this information written anywhere—normally orders are scheduled for the next-business day.

Elia

Consumer Affairs

Questar Gas Company

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

Sent: Tuesday, September 10, 2013 11:35 AM

To: Elia Lopez

Subject: Re: Gas service.

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> 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> 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]

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> 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 13th of September.

Thank you,

Elia

Consumer Affairs

Questar Gas Company

From: chris raver [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> 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> 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 before 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> 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]

Sent: Monday, September 09, 2013 1:33 PM

To: Elia Lopez

Subject: Re: Gas service.

why hasn't anyone investigated the driver 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> 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> 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

