

**Arminda Jurgenson**

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**From:** Kenra Keddington  
**Sent:** Thursday, November 14, 2013 4:48 PM  
**To:** Arminda Jurgenson  
**Cc:** Elia Lopez  
**Subject:** FW: Gas Reconnect

[REDACTED]

***Kenra Keddington***

QA/Training/Consumer Affairs Supervisor  
Questar Gas Company  
801-324-3523  
[Kenra.Keddington@Questar.com](mailto:Kenra.Keddington@Questar.com)

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**From:** Kenra Keddington  
**Sent:** Monday, October 07, 2013 10:23 AM  
**To:** 'questarsucks@gmail.com'  
**Subject:** Gas Reconnect

Chris,

As mentioned before the security deposit was waived last time your service was shut off, therefore we cannot waive the deposit.

To reconnect your gas you will need to pay the \$113.82 to unlock your meter. If payment is made before 10:00 am tomorrow we will restore gas service that day. Once the lock is removed you will need to have a "qualified" individual turn the meter to an on position and light your appliances for you.

For a Special-Payment Arrangement (SPA), please pay:

One-half of gas balance: \$68.82

One-third of security deposit: \$25.00

Returned-check fee: \$20.00

Waiving connection fee: \$ 0.00

Once you pay \$113.82 in guaranteed funds, we can restore your gas service. The remaining \$68.82 would be divided into three monthly installments of \$23.00 a month to be paid with the current monthly charges.

***Kenra***

Consumer Affairs Supervisor  
Questar Gas Company