

2015 FEB -6 P 1:34

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**FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114**

1. Name of Complainant: Matt McCandless

Address: 248 Fern Ave

Telephone No.: (801) 897-6191

If represented by counsel, list:

Name: _____

Address: _____

Telephone No.: _____

2. The utility being complained against is: Questar

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.

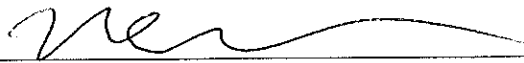
On Friday, Jan. 30th, Questar failed to meet their obligations under section R746-200-7 to
reinstate service "as soon as possible". Instead opting, without investigation, to file a 9 AM request
as an "After Hours Request", subjecting it to a \$100 fee.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

According to the referenced subsection, Questar has an obligation to restore discontinued service,
"as soon as possible", Questar made no visible effort to meet this obligation.

5. What relief does the Complainant request? Either, reimbursement of the associated fee or a demonstration

that Questar personal were unavailable to provide service for the entirety of the business day on Jan. 30th, 2015.

6. Signature of Complainant 

Date: 2/6/2015