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Date Submitted: 04/01/2015

**BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH**

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IN THE MATTER OF THE FORMAL	)	
COMPLAINT OF MATT McCANDLESS	)	<b>DOCKET NO. 15-057-02</b>
QUESTAR GAS COMPANY	)	<b>ANSWER OF QUESTAR AGAINST</b>
	)	<b>GAS COMPANY AND MOTION</b>
	)	<b>TO DISMISS</b>
	)	

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**ANSWER**

Respondent Questar Gas Company (“Questar Gas” or “Company”) respectfully answers the Formal Complaint of Matt McCandless (“Mr. McCandless”) as follows:

**INTRODUCTION AND BACKGROUND**

1. According to Company records, on Thursday, January 22, 2015, the account holder for natural gas service at 248 Fern Avenue, Salt Lake City, Utah (“Residence”) contacted Questar Gas and requested natural gas service to be terminated at the Residence.
2. According to Company records, on Thursday, January 29, 2015, the Company terminated natural gas service at the Residence per the account holder’s request.
3. According to Company records, on Friday, January 30, 2015, Mr. McCandless called Questar Gas to connect service in his name at the Residence.
4. During the conversation between Questar Gas and Mr. McCandless, Mr. McCandless was advised that the next available time to activate service was Monday, February 2, 2015.

5. Mr. McCandless requested that service be activated on Friday, January 30, 2015, at which time he was advised that an after-hours connection fee of \$100.00 would be charged.

6. PSC Rule 746-200-6 Reconnection of Discontinued Service states:

“A. ... Service shall be reconnected as soon as possible, ... after the customer has requested reconnection and complied with all necessary conditions for reconnection of service; which may include payment of reconnection charges...

B. If a customer requests reconnection ... outside of the utility’s normal business days or hours of operation, the utility shall inform the customer of any additional charges... as specified in the utility’s tariff provisions...”

7. Section 8.03 *Fees and Charges* of the Questar Gas Company Utah Natural Gas Tariff PSCU 400 (“Tariff”) at page 8-11 specifies the fee charged for after-hours reconnection which is \$100.00.

8. Mr. McCandless is refuting the fee charged by Questar Gas for after-hours reconnection.

9. The after-hours reconnection fee has been approved by the Public Service Commission and made part of the Tariff.

10. Questar Gas has also complied with PSC Rule 746-200-6. Questar Gas offered a time within Questar Gas’s normal business operations as well as advised the customer of the same day after-hours reconnection fee which is \$100.00.

11. Mr. McCandless approved and paid the after-hours reconnection fee, and service was connected on Friday, January 30, 2015.

12. Questar Gas has complied with all statutes, Commission rules, and Tariff provisions with regards to providing natural gas service to Mr. McCandless.

## **MOTION TO DISMISS**

As set forth above, Questar Gas has acted in accordance with the Tariff requirements and Commission rules with respect to natural gas service at the Residence. Mr. McCandless called on January 30, 2015, and requested natural gas service. As the next available time to activate service was February 2, 2015, Mr. McCandless requested same day activation. Questar Gas advised Mr. McCandless of the fee to have service connected on January 30, 2015. Mr. McCandless paid the after-hours connection fee, and service was started at the Residence.

Questar Gas respectfully requests that the complaint of Mr. McCandless be dismissed because it fails to state a claim upon which relief can be granted.

WHEREFORE, Questar Gas Company submits its Answer and respectfully moves that the Formal Complaint of Matt McCandless be dismissed.

Dated this 1<sup>st</sup> day of April 2015.

Respectfully Submitted

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Jenniffer Nelson Clark  
Attorneys for Questar Gas Company

## CERTIFICATE OF MAILING

I certify that I mailed a true and correct copy of the foregoing Answer and Motion to

Dismiss on April 1 2015, to:

By E-mail:

Claimant:

Matt McCandless (mmccandless11@gmail.com)

Utah Assistant Attorneys General:

Patricia Schmid (pschmid@utah.gov)

Justin Jetter (ljjetter@utah.gov)

Rex Olsen (rolsen@utah.gov)

Hand-Delivery:

Division of Public Utilities

160 East 300 South, 4<sup>th</sup> Fl

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