

Ellertsons',... Luceal, ... Dell
280 E. Southgate Ave.
Salt Lake City, Utah 84115

UTAH PUBLIC
SERVICE COMMISSION

2015 OCT -9 P 3: 48

August 30, 2015
October 8, 2015

RECEIVED

Formal complaint against Questar Gas Act. 5904610000

PSC
160 E 300 S 4th floor
Salt Lake City, Utah 84114

I have kept all records and notes, placed in "important" paper(s) piles, folders, boxes, bags etc. when I need them are hard to find. I'm mostly from memory. Questar Gas (Gas Co) has employees, logs, recordings, records, departments. I will stand to be corrected if in error. I (we) have had a few unusual experiences with Questar Gas. Gas service supposed to be on and is not and the reverse, not supposed to be on and it was. I have never received any satisfactory explanations. August of 1991-1992?

On or about August of 2014 I phoned the Gas Co wanting to know the exact amount due. I could not give the correct pass word. Couldn't remember/was reset/changed by gas co.? We played the guessing game for 3 or 4 total calls. I even ask about a ball park number, reset a new pass word. I was an unauthorized person and was treated very hostile. I tried to explain that I was as authorized as it gets. If they wanted to be paid I needed that information. I was told the "money was not important" the guessing game was very important.

I seem to care more about paying them than they did! I will also bet that I'm not the only person to pay and control the named account of others. Also not the first person to lose/forget pass word. I have payed bills of other many times, never a problem.

The Gas Co rep Emp#3 papered the place with 3 day notices, demanding payment often more than one notice in the month. Several times I probably could have added more money to my payments but I did not know balance, past due balance nothing. The Gas Co would not cooperate and seem to go out of their way to hassle and prevent. Since the "money wasn't important" I made it easy on my budget. I contend that the notices are incomplete and defective. With all their papers they could not take 2 minutes and write an amount due!

The last incomplete notice was on March 12, 2015, I paid \$50. On March 23 I received a shutoff notice that the gas was off. In name only, the meter was un-pinned and over the next week or so someone was moving the valve mutiple positions. The Time deadline for the gas co to respond to my utility Dept complaint long expiring, I had the Gas Co on/off memories of old. I

turned the gas on.

I phoned Dept of public utilities (believing it was the PCS) inquiring about response to me that had to be in by the deadline! The Gas Co and the rest decided to respond to me in letter form so it would be longer. I wait and call again about response. I was told that they had responded and they had done nothing wrong. I was read the Gas Co response over the phone, my response was that the Gas Co talked all around the subjects but answered nothing. The response "no question the Gas Co did nothing wrong." There is no appeals process, my best and only hope was the "nice lady" at the Gas Co. Few days later the Gas Co response arrives post marked 4-5 days after deadline.

I called the "nice lady" at the Gas Co and tell of frustration and bias against Gas Co old and new issues. I believe they illegally terminated service and did I mention the fraud investigation of me for trying to pay the bill... I also complained that the fraud department of the Gas Co committed fraud against me by transferring the gas service to my name without my knowledge or permission! Again they have done nothing wrong. I was told that I need a charity sponsor in order to receive gas service. Long story short, I'm given much incomplete, inaccurate, confusing, requiring me to pay some, much wasted time, energy and resources. I'm not charity worthy. I have told the Gas Co and any one who will listen, the best way to get money is to turn the gas on.!!

The Gas Co send a collector after me. I Phoned and tried to explain, and was told it's very simple. " you called the Gas Co on date? service turned on and you called date? and service turned off." I said that was not me. He told me my story made "no sense", I agree none of this makes any sense.

Lots Hah Hah, Heh Heh, snicker snicker, no gas no answers. I think the Gas Co is giving me the illegal run around. Isn't this funny?

I ask Gas Co about laws, turnoff, account change, collections, names was told nothing, that the collection would stop. I owed a \$50 unauthorized gas use fee. (I did turn it on but never got my bath). Where are my fees?

The collector has hired an attorney who has filed fraudulent law suit. So much for the collections stopping.

I want the names of the person or persons that transferred the gas service to my name with out my knowledge nor permission and committed fraud. The name of the supervisor of these persons.

I want the name of employee #3 or #B?, the incomplete notice person(s).

I want the names of all persons whom have touched or inspected the gas meter from shut off date to present.

I want a copy of the fraud report that was prepared on me.

This all Started because I phoned to find balance on bill. If the shoe was on the other foot I would be in so much trouble if I behaved as they have. Remember they have done nothing wrong and this whole thing is my fault for not paying the bill. That's their story and they are sticking to it. And about the "money isn't important", I was right it is the only thing that seems to be important. WANT THE MONEY TURN ON THE GAS

/s/ Ellertsons

52
CBB signature
10-4-15 12/15
Res Dell

EDWIN B. PARRY (#2532)
Attorney for Plaintiff
The Law Office of Edwin B. Parry
P.O. Box 25727
Salt Lake City, Utah 84125-0727
Telephone: (801)486-2942
Ed@EdwinParryLaw.com

ACCT#: 5274298 L4

IN THE THIRD JUDICIAL DISTRICT COURT, STATE OF UTAH
SALT LAKE COUNTY, WEST JORDAN DEPARTMENT

EXPRESS RECOVERY SERVICES, INC.
A Debt Collection Agency
Plaintiff,

vs.

DELL ELLERTSON

Defendant(s).

SUMMONS (10 DAY)

Judge:
Civil No.

THE STATE OF UTAH TO THE ABOVE-NAMED DEFENDANT(S):
You are summoned and required to answer the attached complaint.
Within 21 days after service of this summons, you must file
your written answer with the clerk of the court at the address
of 8080 S REDWOOD RD, WEST JORDAN UT 84088.

You must also mail or deliver a copy to plaintiff's attorney at
the address listed above. If you fail to do so, judgment by
default may be taken against you for the relief demanded in the
complaint. Within 10 business days after service of this summons,
the complaint will be filed with the clerk of the court. If the
complaint is not filed with the court within 10 days
after service of this summons upon you, then you do not need to
file an answer to the complaint. You may call the clerk of the
court at (801) 233-9700 at least 14 days after service of this
complaint upon you to determine if the complaint has been filed.
This is an action to collect a debt.

Dated this 22 day of September, 2015.

/s/ Edwin B. Parry

Attorney for Plaintiff

DOC_ID: SUM

END OF DOCUMENT

QUESTAR GAS® **STN**
SERVICE TERMINATION NOTICE

Emp ID	Time of Arrival	Date of Notice
CH	11:22 AM PM	3/23
Address 200 Southgate Ave		

Service Terminated: Your gas service has been shut off for nonpayment. A reconnection fee and a security deposit will be required before service can be reinstated. For customer security and employee safety, Questar Gas does not accept natural gas service payments at customers' premises.

Utility payment assistance may be available from other agencies. Information is listed on the back

Other:

MAKING A PAYMENT:

To pay by phone, please call one of the phone numbers listed below (your account number and past-due amount will be required for automated payments).
 Ogden 801-621-3262
 Salt Lake 801-324-5111
 Provo 801-853-7400
 All other areas 1-800-323-5517

\$ 50-
 1-3pm.
 Monica.

Si necesita ayuda en español, por favor llame a Questar Gas al número 801-324-5111 ó al 1-800-323-5517.

QUESTAR GAS® **FN**
FINAL NOTICE

Emp ID	Time of Arrival	Date of Notice
	10:30 AM	3/22
Address 200 E Southgate		

Pending Service Termination: Your gas service is subject to termination unless the past-due amount is received within two business days of the above date of notice.

If service is disconnected, a reconnection fee and a security deposit will be required before service can be reinstated.

Utility payment assistance may be available from other agencies. Information is listed on the back

Other:

MAKING A PAYMENT:

To pay online or to locate a pay station near you, visit:
QuestarGas.com

To pay by phone, please call one of the phone numbers listed below (your account number and past-due amount will be required for automated payments).
 Ogden 801-621-3262
 Salt Lake 801-324-5111
 Provo 801-853-7400
 All other areas 1-800-323-5517

NOTE: If any payment received by personal check is returned by bank (insufficient funds, etc.), gas service may be terminated without further notice.

Si necesita ayuda en Español, por favor llame a Questar Gas al número 801-324-5111 ó al 1-800-323-5517.

May 15, 2015

Mark Lee
5138 S 1950 W
Roy, Utah 84067

To Whom It May Concern:

I was ask to prepare this payment statement on 05/14/15.

Dell Ellertson is working for me in Salt Lake City with a remodel, up grade and maintenance projects on my property, to date I have paid him \$400.00.

I paid him about \$260.00 in the month of April 2015

Mark Lee
5138 S 1950 W
Roy, Utah 84067
(801) 548-5180

QUESTAR GAS® **FN**

FINAL NOTICE

ID	Time of Arrival	Date of Notice
17	(AM PM	8'8

280 c. Southgate Ave

QUESTAR GAS
5138 S 1950 W
ROY, UT 84067
(801) 548-5180

RECEIVED BY: DELL ELLERTSON
REQUEST BY: MARK LEE ON
MAY 14 2015

Receipt Number: 25111980661

Master Gas: (M)
Svc. Type: GAS
3749(1)
MAY 14 2015
ACCOUNT # 5904610000
AMOUNT PAID: \$260.00

FEES PAID	- FEES	\$1.00
CASH	- PAYMENT(S)	\$259.00
TOTAL PAID		\$260.00
TOTAL TRANSFER		\$260.00
CHANGE DUE		\$0.00

Thank you for your payment.
The final processing fee is not a
Master Gas charge.

Please verify all account information
is correct before leaving the payment
location.

Thank you for using CheckFreePay.