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## MEMORANDUM

**TO:** Public Service Commission

**FROM:** Division of Public Utilities  
Chris Parker, Division Director  
Marialie Wright, Customer Service Manager  
Stefanie Liebert, Office Specialist

**DATE:** July 6, 2017

**RE:** Docket #17-057-11 In the matter of Formal Complaint of Aaron Christner vs. Questar Gas dba Dominion Energy of Utah.

**Recommendation: Dismiss Complaint**

**Complaint Analysis:**

The Division of Public Utilities (Division) received an informal complaint from Aaron Christner (Complainant) on February 1, 2017, claiming that Questar Gas dba Dominion Energy of Utah (Company) terminated his gas service without notice.

Additionally, the Complainant filed a second informal complaint with the Division on May 30, 2017, claiming that the Company is unreasonable in its efforts to manage his account, and mishandling funds received from Home Energy Assistance Target (HEAT).

**Company Response:**

Elia Lopez, the Company's Consumer Affairs representative responded to Complainant's first informal complaint on February 6, 2017. Ms. Lopez explained that Complainant was offered a Deferred Payment Agreement (DPA). Payment for the DPA was due on December 8, 2016. A payment was not received, resulting in the DPA arrangement's default. The Company sent an urgent 10-day letter to Complainant on December 14, 2016. The urgent 48-hour notice was left on Complainant's door January 10, 2017, followed by a voice message left by the Company on January 11, 2017. The Company states no further payment arrangements were made, resulting in a breach of the DPA and termination of gas service on February 1, 2017. A payment of \$451.00 was made on February 1, 2017 and gas service was restored the same day.

Amy Allen, the Company's other Consumer Affairs representative responded to the second informal complaint on June 1, 2017. Ms. Allen explained that the HEAT program is set up to assist low-income households to pay for their utility bills during the coldest months of the year. Ms. Allen further explained that the Complainant applied for HEAT on February 10, 2017. The HEAT agent required a payment of \$62.11, which posted to the Complainant's account on February 13, 2017. The Company received a qualifying file from HEAT and credited the Complainant's account an Energy Assistance Credit of \$70.00. HEAT later made a pledge to Complainant's account the amount of \$525.52 on February 27, 2017.

**Division Review and Recommendation:**

Complainant's gas service was terminated for non-payment, according to Utah Code, Title 54, and Public Service Commission Rules. The Complainant was apparently provided with the required notices before gas service was terminated on February 1, 2017.

The Company acknowledges Complainant's payment of \$62.11, Energy Assistance credit of \$70.00 and HEAT pledge of \$525.52.

It is not apparent that the Company has violated any Commission Administrative Rules, Commission ruling or Company tariff. Therefore, the Division Recommends that the complaint be dismissed unless Complainant provides evidence demonstrating the Company's failure to comply with relevant rules, tariff, or laws.