- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

In the matter of the Formal Complaint of: Renato C. Lao, Complainant,)	DOCKET NO. 04-057-06
vs. QUESTAR GAS COMPANY, Respondent)))	REPORT AND ORDER

ISSUED: September 1, 2004

By The Commission:

Complainant filed his informal complaint with the Division of Public Utilities ("Division") on June 8, 2004, alleging that Questar Gas had over billed him. He contends that Questar Gas improperly charged his current account with overcharges from a previous address. Questar Gas explained that the radio transponder installed at the customer's prior address was not transmitting correct data even though the meter was correctly recording the gas actually used. Questar Gas also explained that the customer had only been billed for the actual amount of gas used at the previous address. On June 15, 2004, the customer filed a formal complaint alleging that the Company was overcharging him for his old account and he had received a shut-off notice because he would not pay the disputed amount.

The customer has provided no evidence that the meter did not accurately measure the natural gas he used at the prior address. On the contrary, Questar Gas stated in its response to the original informal complaint that, a transponder problem resulted in the customer being under billed for the gas used and provided evidence supporting the corrected billing amounts.

Administrative Rules R746-320-8 adopted by the Commission allow a gas utility to render back bills for incorrectly billed service. The Division believes that Questar Gas has not

violated any provisions of Statutes, Commission Rules or its tariff in this matter. The Division recommends that this case be dismissed.

<u>ORDER</u>

NOW	THEREFORE	IT IS HEREBY ORDERED.	that
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- 1. The Complaint of Renato C. Lao v. Questar Gas Company is dismissed.
- 2. If any party wishes to proceed further, it may file a written petition for review within 20 days of the date of this Order. Failure to do so will forfeit the right to appeal to the Utah Supreme Court.

DATED at Salt Lake City, Utah, this 1st day of September, 2004.

/s/ Steven Goodwill Administrative Law Judge

Approved and Confirmed this 1st day of September, 2004, as the Report and Order of the Public Service Commission of Utah.

/s/ Ric Campbell, Chairman

/s/ Constance B. White, Commissioner

/s/ Ted Boyer, Commissioner

Attest:

/s/ Julie Orchard
Commission Secretary

G#40090