

process payments to ensure customer accounts are properly credited. Payments are generally processed and recorded in the CC&B within one to two days of the date they are received to ensure promptness and accuracy.

4. In the regular course of business, Questar Gas also receives and investigates customer calls pertaining to billing errors on a daily basis according to Questar Gas policy using standard procedures to ensure accuracy and trustworthiness.

5. Crossed meter conditions are often discovered after Questar Gas shuts off natural gas service to one of the crossed service addresses. Upon turning off the gas service to a particular service address according to Questar Gas procedures, the Questar Gas Customer Care department receives a call from a customer at a different service address complaining of the gas service shut-off. Questar Gas is then able to determine that the service address of the meters have been inaccurately identified by the person or entity that installed the piping on the customer's side of the meter.

6. Upon discovering the crossed meter condition, Questar Gas calculates the amount of the backbill for the six months prior to the correction of the problem and the amount of the refund for either 24 months prior or to a fixed date of when the meters became crossed.

7. In 2011, Questar Gas processed 211 instances of crossed meter conditions, for which Questar Gas backbilled customers for \$18,319.52 and refunded \$22,847.44.

I declare under penalty of perjury that the foregoing is true and correct.

DATED this ___ day of September, 2012.

By: _____

Pamela S. Giles