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State of Utah  
DEPARTMENT OF COMMERCE  
Office of Consumer Services

MICHELE BECK  
*Director*

To: Public Service Commission  
From: The Office of Consumer Services  
Michele Beck  
Cheryl Murray  
Eric Orton  
Date: October 31, 2012  
Subject: Docket 12-R320-01  
In the Matter Questar Gas Company's Petition for a Rule Change

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### Background

On September 14, 2012 Questar Gas Company (Company) submitted a request to the Public Service Commission (Commission) to approve a rule change regarding the way the Company handles back-billing and issuing credits to customers who have crossed meters. On September 24, 2012 the Commission issued the correlating Action Request to the Division of Public Utilities (Division) and on October 18, 2012 the scheduled technical conference was held with Commission Staff chairing the meeting and all parties welcome to ask questions of the Company. On October 25, 2012 the Division issued its Action Request Reply.

### Discussion

The Office has reviewed the Company's application and met with Company representatives as well as Division personnel. The Office also reviewed the Division's Action Request Reply which recommended that the Commission not approve the six month time frame requested by the Company but rather use 24 months as the cut-off period for both back billing and refunds to customers.

### Recommendation

The Office concurs with the Division and recommends that the Commission initiate a rule change that would allow the Company to go back 24 months to correct customer under billing issues related to crossed meters and would be consistent with the requirements for refunds in such situations as well as the rules applicable to Rocky Mountain Power.