

Complaint Procedure Document

If you have questions about your bill amount or have a service problem, call Questar Gas or contact us by e-mail at www.questargas.com. Our representative will be happy to assist you. If we are unable to satisfy you, you have the right to file a complaint with the Utah Division of Public Utilities.

Customer Complaints

If you have a complaint about your natural gas service, you may call us at the telephone number on your bill. We'll investigate, provide explanations and try to resolve your complaint.

Informal Complaint

If you are not satisfied with the results, you may file an informal complaint with the Utah State Division of Public Utilities (DPU) Complaint Office at 530-6652 (from Salt Lake City), or 1-800-874-0904 (toll-free statewide). Within a day of receiving the request, the DPU will notify us. We'll again research your complaint and respond to the DPU within five business days. If we're unable to resolve a complaint within five days, we'll provide the DPU a timetable for doing so while making every effort to resolve it within 30 calendar days. We'll keep the DPU informed about our investigation. The DPU will investigate the complaint, past efforts to resolve it and try to mediate a resolution.

Formal Complaint

If it becomes obvious that no mutually acceptable resolution may be reached within 30 days, the DPU will inform you of your right to petition the Utah Public Service Commission (PSC) and will provide you a standardized complaint form. The PSC may review complaints for any reason.

If your complaint is billing-related, your natural gas service will not be terminated as long as you pay the undisputed portion of your bill.