

August 24, 2009

Ms. Julie Orchard
Public Service Commission of Utah
Heber M. Wells Building
160 East 300 South
Salt Lake City, UT 84110

Re: Docket No. 07-057-13

Dear Ms. Orchard:

Pursuant to the December 22, 2008 Report and Order on Service and Rate Design (the Order) issued by the Utah Public Service Commission (the Commission), Questar Gas Company (Questar Gas) has attached a policy statement for the Commission's review and consideration. In the Order, the Commission directed Questar Gas to meet with interested parties, to identify the circumstances for which after hours reconnection fees would not apply, and to provide appropriate training to its staff. Questar Gas met with members of what has become known as the Low Income Task Force (the Task Force). The Task Force is comprised of individuals representing Questar Gas, AARP, the Division of Public Utilities, the Officer of Consumer Services, United Way, Salt Lake Community Action Program, AAA Fair Credit Foundation, the State Energy Assistance & Lifeline Office, the State Low Income Weatherization program and the Utah Red Cross. As a result of those meetings, Questar Gas developed the attached policy statement. Questar Gas respectfully provides this information in compliance with the directive set forth in the Order.

If you have any questions or concerns, please contact me.

Sincerely,

Barrie L. McKay
General Manager, Regulatory Affairs

BLM/edz

DOCKET NO. 07-057-13

AFTER HOURS RECONNECTION CHARGE:

Questar Gas currently allows “same day” emergency connection or re-connection of gas service with an approved Medical Emergency Request (MED) form, provided the completed form is submitted during our regular business hours of 8 a.m. to 5 p.m. The Company requires payment of \$15.00 (plus tax) for seal removal only, or \$30.00 (plus tax) for seal removal and lighting gas appliances. The Company will still offer this service as written; no after-hours charge will be assessed.

CERTIFICATE OF SERVICE

This is to certify that a true and correct copy of the foregoing **Letter to Julie Orchard dated August 24, 2009** was served upon the following persons by email on August 24, 2009:

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