

Questar transponder investigation

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Customer account #

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To whom it may concern:

I waded through the division's report and came away with the following:

1. Questar estimates transponders would save them 5.3 million dollars annually
2. The installation instructions from the manufacturers were somewhat confusing
3. Five hundred transponders were installed between 2002 and 2008.

I also read an article in the July 28<sup>th</sup> Desert Morning News that said Questar's net income was up 54% for the second quarter.

So in my estimation they are doing very well. I have no idea of how the installations were scheduled, but obviously not all at once. It therefore seems that it would not be impracticable to assume that there would be follow up inspections to make sure they (the transponders) were registering gas usage accurately. Especially if the instructions for installation were "somewhat faulty".

To wait until so many transponders were installed without rechecking them seems very irresponsible in a business that seems to pride itself on efficiency and good service. Questar and/or the manufacturers are at fault and they are the who should bear the cost. It was their mistake not the customers.