



State of Utah

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Lieutenant Governor

Public Service Commission

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Commissioner

RON ALLEN
Commissioner

December 17, 2008

Russell N. Larsen
129 W. 360 N.
Smithfield, UT 84335

Dear Mr. Larsen:

Our records indicate you filed a formal complaint against Questar Gas Company (Questar) which was consolidated into Docket No. 08-057-11. The matter deals with disputes between Questar and various customers regarding recent billings from Questar for gas allegedly consumed by these customers over the past two years but not previously billed by Questar due to problems with the measurement of the customers' gas consumption (Back-billing).

In that matter, Questar and several interested parties reached a Stipulation (i.e. an agreement) for which they sought Commission approval. On December 3, 2008, the Commission issued its Order partially approving the Stipulation. In effect, the Commission's Order approved the Stipulation's operative terms and concluded they were reasonable insofar as it provides that affected customers may be back-billed for up to six months of consumption occurring prior to the discovery of their transponder's pre-divide errors. The Order also approved other key provisions of the Stipulation as detailed in the Order. Additionally, the Order also declined to approve provisions that proposed that the remainder amounts not collected by back-billing be split between Questar and other customers. The Commission ordered that Questar should bear the full remainder. *For the complete text of the terms of the Order, you should refer to a copy of the Order previously sent to you and available online at the Commission's website, <http://www.psc.state.ut.us>.*

A portion of that Order dealt with your rights to essentially "appeal" the Commission's decision. It stated: "Any individual customer's complaint for transponder reporting errors and related billing that is not resolved by our approval and modification of the Settlement Stipulation may be pursued by the individual customer through a separate complaint proceeding before the Commission as provided for in law, rule or order." Under the provisions of the Utah Administrative Procedure Act, *U.C.A. §§ 63G-4-101 et seq.*, any "aggrieved party may file a written request for review within 30 days after the issuance of the order with the" Commission.

The request shall be signed by you, state the grounds for review and the relief requested, state the date upon which you mailed the request, and be mailed to the Commission. *U.C.A. § 63G-4-301*. If you disagree with the Order or feel that your individual complaint was not resolved by the Order, you must file a request for review pursuant to the terms of the Order and the Utah Administrative Procedures Act. The Order was entered December 3, 2008. Therefore, **your request is due on or before Friday, January 2, 2009**. Otherwise, you will be bound by the terms of the Order.

Because our office is closed on Fridays, if you wish to submit a hard-copy of your request, you must ensure that we receive your hard-copy request before 6:00 pm on Wednesday, December 31, 2008. (We are closed Thursday, January 1, 2009 for the New Years Holiday). You may also e-mail your request on Friday, January 2, 2009 to mlivingston@utah.gov. However, if you choose to e-mail, we must receive a hard-copy of your request on Monday, January 5, 2009. Please note that this letter is merely to remind you that you must file for agency review within 30 days of the Commission's Order. It does not alter in any way the Commission's Order, which governs this matter. If you have any questions, please feel free to contact me at the contact information listed above.

Sincerely,

/s/ Julie Orchard
Commission Secretary