

From: <SERVER@dpu.utah.gov>
To: <utilcomp@utah.gov>
Date: 1/5/2009 9:21 PM
Subject: Online Complaint Submission

UTAH PUBLIC
SERVICE COMMISSION

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RECEIVED

UTILITY CUSTOMER:
FROM: Damon Papac

SERVICE ADDRESS:

UTILITY: Questar
ACCOUNT NUMBER: None

COMPLAINT TYPE: Rate Increases

COMPLAINT: My complaint is against the PSC. They have aided and abetted Questar in unnecessarily raising rates for CNG at the few fueling stations available. The goal of the CNG program was to help reduce Americas dependence on foreign oil and offer cleaner alternatives to oil-based fuels. By arbitrarily raising the rates, the PSC is counteracting these actions by a few folks willing to lead the way. There are statements that Questar customers are subsidizing the cost for a few, this may be partially correct; however, the CNG owners are subsidizing the oil-based drivers of vehicles in helping to provide clean air and reduce the price for gasoline by lowering demand. The service provided by Questar has been pathetic. It has been apparent for the two years that I have used the CNG that QUestar is really not committed to providing decent service. The Sandy station has not been operational for a year. The equipment is old and faulty. I believe that Questar has duped the PSC and they are complicit in allowing themselves to manipulated. Raising the rates will not provide competition, better service or help convince people that CNG is a viable alternative.

SUGGESTED RESOLUTION: Rescind the decision to allow Questar to raise rates.