

Informal Complaint Report

Index Number: 4549 **Company Name:** Questar Gas

CUSTOMER INFORMATION

Customer Name: Dejong, June **Account Number:** 6631810000
Other Contact Info: **Phone Number:** (801) 915-8242
Customer Address: 3722 South McCall Street **Other Phone:**
Customer Address: **Email Address:** jnsf@oasisbb.net
City: Salt Lake City **State:** UT **Zip Code:** 84115

COMPLAINT INFORMATION

Type of Call: Inquiry **Complaint Type:** Billing Problems
Date Received: 7/9/2012 **Date Resolved:** 7/11/2012
Complaint Received By: Erika Tedder **DPU Analyst Assigned:** 0
Utility Company Analyst:
Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

Here is an online complaint that we received today:

UTILITY CUSTOMER:
FROM: JUNE DEJONG
PHONE: 801-915-8242
EMAIL: jnsf@oasisbb.net
IP: 50.8.79.169

SERVICE ADDRESS:
3722 S. McCall Street
SLC, UT 84115

UTILITY: QUESTAR GAS
ACCOUNT NUMBER: 6631810000

COMPLAINT TYPE: Billing Problems

COMPLAINT: On the 17 May 2012 I sent in remittance to vender for 195.00. VENDER HAS KEEP ORIGINAL REMITTANCE AND HAS NOT CREDITED MY ACCOUNT. On or about June 5th I recieved a notice of possible shut off, I called on 08 June and first spoke with a LINDA #9404 then spoke with a BRIAN 7772, a self proclaimed supervisor, he spoke and said they could not return the original as it had been destroyed. they sent me a photocopy of the remittance as a "legal" copy along with an unsigned letter stating "Per your request, we are returning a legal copy of the check...". It was not my request, I merely accepted their offer to produce a copy, it however isn't the original as stated before. I have made a good faith effort to meet my responsibilities.

SUGGESTED RESOLUTION: I demand that Questar follow the LAW as is established by public policy or face the appropriate criminal charges for not following public policy. I DEMAND an affidavit from the bank AND Questar, each, signed by a corporate executive under the penalties of perjury, that the funds are unavailable (Non sufficient funds)as is stated on ACCOUNT SUMMARY, dated 20 June 2012, and have not monetized the funds and there is no book entries regarding such.

Complaint Response:

Attached is the letter I sent to Mrs. Dejong, an itemization of her account, and a copy of the legal copy of her money order that was sent to her on June 13, 2012, along with the consumer guide to Check 21 and substitute checks. I found the information interesting and thought you would like to read it. Hopefully I've made it clear that we didn't do anything wrong. If she has a complaint, it's with the bank that the money order was drawn on. I'll

Informal Complaint Report

mention that our employees in payment processing have never seen a money order like the one Mrs. Dejong sent in. That's why I'm sending you a copy. Completed by Linda Kizerian on 7/11/12.

July 11, 2012

June Dejong
3722 McCall Street
South Salt Lake, UT 84115

RE: Money Order #9396-00000101

Dear Mrs. Dejong,

This letter is in response to your recent email to the Division of Public Utilities regarding payment with a money order that was returned. I appreciate the opportunity to respond to your concerns.

On May 18, 2012 our payment processing department posted a money order for \$195.00 that was sent to Questar Gas for payment on account #6631810000. On May 29, 2012 the money order was returned. You were sent a legal copy of the returned money order. As the legal copy shows, the money order was stamped "REFER TO MAKER" and "RETURN UNPAID NON-TREASURY ITEM". Because the bank that issued the money order returned it and did not provide payment to Questar Gas, your account was debited \$195.00. You will have to contact the bank that the money order was drawn on to find out why they did not pay the money order that you submitted to Questar Gas.

When a customer sends in a check or money order, we process the payment and send an image to our bank. Our bank then sends an image to the bank that the check or money order is drawn on. That bank either accepts the check or money order and provides payment to our bank or returns the check or money order to our bank without payment. If we don't get payment, we have no choice but to remove the payment from the customer's account.

The handling of checks and money orders has changed over the years. When a company takes an electronic image of a check or money order, they are no longer required to return the original check to the bank that it was drawn on. After Questar Gas takes an image of a check or money order, the original is destroyed by a bonded, third-party, shredding company. A federal law, known as Check 21, makes it easier for banks to electronically transfer check images instead of physically transferring paper checks. I've enclosed a guide that explains your rights under Check 21 as they relate to substitute checks. Substitute checks are special paper copies of the front and back of your original checks that are created to replace the original check.

I hope this information is helpful and addresses your concerns. Your complaint is not with Questar Gas. We accepted your payment and processed it through our system. It was the bank that the money order was drawn on that refused to pay Questar Gas. You'll need to discuss this with the bank that issued the money order. Only they can tell you why they refused to pay it.

Your account is noted that another payment of \$195.00 will be made on July 12, 2012 to bring your account up to date. As long as that payment is made as agreed, there will not be any further collection activity on your account. As a "one-time" courtesy, the return check fee of \$20.00 was waived on June 13, 2012. If you have further questions, you may contact me directly at (801) 324-3310.

Sincerely,

Linda Kizerian
Consumer Affairs

cc: Division of Public Utilities
Enclosures

10/24/12:
Hi Erika,

We had an informal complaint from June Dejong (she's now going by the last name of Fuell) on 7/9/12. The inquiry was closed on 7/11/12. Since that time, June and Robert have refused to pay for the returned money order. I've attached some of the documents that they have sent to our company officer and attorney. We are done listening to these folks and I've attached a letter that I sent to them today. I've told them that any further correspondence that they want to send has to be sent to the Division. If we get anything else from them, I'm going to send it to you. I want them to get away from causing a stir in our legal office.

Informal Complaint Report

They have not made an actual payment since March 19, 2012. Their account balance is \$254.24, an itemization is attached. I'm giving them until 11/1/12 to pay the past-due balance of \$239.32 – if they don't make the payment the gas will be shut off. Our legal department thinks they are part of a "Sovereign Citizens" group – google that name, it's very interesting.

If you have any questions after looking over this information, let me know.

Thanks, Linda

QUEST"R

October 23, 2012

June Fuell

PO Box III

Midvale, UT 84047

RE: Money order #9396-00000101 dated 05/17/12

Dear Mrs. Fuell,

Quostar Gas CO111H11V

1140 We51200 South

P.O. Box 45360

Sail lake City, UT 84145-0360

Tel 001 324 5555

Please be advised that this is the final correspondence regarding the money order for \$195.00 that Questar Gas processed on May 18, 2012. The money order was returned on May 29, 2012 and was stamped "REFER TO MAKER" "RETURN UNPAID NONTREASURY ITEM". Your account was debited \$195.00 and you were advised to contact the bank that the money order was drawn on to find out why they did not pay the money order submitted to Questar Gas. Per a phone call from Robelt Fuell on August 8, 2012 you have evidence and proof that the money order was paid.

Per Sara J Rousslang, Client Service Officer with Wells Fargo Bank, the person that purchased the money order must contact the entity they purchased the money order from and request a letter of verification that the item has been paid, along with a copy of the paid item. The original letter of verification must then be sent to Ms. Rousslang and she will open a case to have their return item department dispute the return with the issuing bank. These are the steps you must follow to resolve your complaint. Please send the information to:

Sara J Rousslang

Client Service Officer

Treasury Management Client Services

Wells Fargo Bank

733 Marquette Avenue

Mirmeapolis, MN 44402

Your gas account currently has an unpaid balance of \$254.24. The last payment that actually credited your account was on March 19, 2012. The collection process has restarted and will not be stopped unless the minimum payment of \$239.32 is made. This information has been forwarded to the Division of Public Utilities; they processed your informal complaint filed on July 9, 2012. Questar Gas will no longer accept correspondence concerning this matter. Please send future correspondence to the Division as pmt of your informal complaint.

Thank you for giving this your prompt attention. To avoid interruption of service, a minimum payment of \$239.32 must credit your account by November 1, 2012. If payment is not made, your gas service will be terminated for nonpayment.

Sincerely,

~~"

Linda Kizerian~

Consumer Affairs

cc: Division of Public Utilities

Enclosures

11/05/12:

Attached is the "new" money order that was sent to our CFO Kevin Hadlock. I think it was received on 11/1/12. The money order is going to be returned

Informal Complaint Report

to the customer.

An urgent 48-hour notice was left at the residence on Friday, 11/2/12. If payment is not made with guaranteed funds, service will be shut off on 11/7/12.

Thanks, Linda

Additional Information:

I thanked Linda/Questar and closed the case.

E.Tedder

10/24/12:

After convening with Maria about this, I send Linda/Questar Gas the following email:

Dear Linda,

This informal complaint was closed. The additional information you are providing me can be added to the closed case, but it may not be a good idea to inform them that any future correspondence should be forwarded to us, unless they file a formal complaint. We wouldn't know what to do with their information if there isn't an open case in regards to it.

Respectfully,

Erika Tedder

11/06/12:

Mrs. June Fuell (DeJong) and Mr. Robert Fuell called to ask me where they would send additional correspondence to regarding this case. I advised the Fuells that they had the option of requesting a mediation or filing a formal complaint - both of which they could present their additional information. As per their request, I emailed them the formal complaint process paperwork.

E.Tedder