



State of Utah
Department of Commerce
Division of Public Utilities

FRANCINE GIANI
Executive Director

THAD LEVAR
Deputy Director

CHRIS PARKER
Director, Division of Public Utilities

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MEMORANDUM

DATE: November 8, 2012

TO: Public Service Commission

FROM: Division of Public Utilities
Chris Parker, Division Director
Marialie Martinez, Customer Service Manager
Erika Tedder, Office Specialist

RE: House of Fuell vs. Questar Gas Company
Docket No. 12-057-17

Recommendation: Dismiss complaint

Complaint Analysis:

On July 9, 2012, Mrs. June DeJong filed an informal complaint with the Division of Public Utilities (DPU). Mrs. DeJong (who has also corresponded with Questar Gas and the DPU as June Fuell) claims that she sent payment to Questar Gas on May 17, 2012 for \$195.00. However, she says her gas account was not credited for the payment, resulting in a shut-off notice received on, or about, July 5, 2012. Mrs. DeJong was informed by Questar Gas that the money order for \$195.00 that was remitted for her account was returned by the issuing bank to Questar Gas on May 19, 2012 stamped "REFER TO MAKER" and "RETURN UNPAID NON-TREASURY ITEM".

Mrs. DeJong would like Questar Gas to provide her with an affidavit from the bank and Questar, each signed by corporate executives, confirming that the funds were unavailable on the money order remitted. Mrs. DeJong is also demanding that Questar Gas follow the law "established by public policy or face the appropriate criminal charges."

Company Response:

Linda Kizerian, Questar Gas' Consumer Affairs employee, responded to Mrs. DeJong's complaint. Ms. Kizerian states that Questar Gas was in compliance with its process to terminate service for non-payment, and referred Mrs. DeJong to the bank that issued the returned money order.

Questar Gas complied with the Public Service Commission (PSC) in this specific instance by following PSC Rule R746-200-7-B which states, "Residential utility service may be terminated for the following reasons: a. Nonpayment of a delinquent account", and PSC Rule R746-200-7-G which states, "At least 10 calendar days before a proposed termination of residential utility service, a public utility shall give written notice of disconnection for nonpayment to the account holder." Nothing in the PSC rules, Questar tariffs, or other law of which the Division is aware requires the Company to provide a signed affidavit as requested.

DPU Comments & Recommendation

The Division recommends that since the company was not in violation of the PSC rules to terminate service, nor is the Company responsible for providing a signed affidavit from their executives and the issuing bank for an NSF money order, that this complaint against Questar Gas be dismissed.