



Questar Gas Company  
1140 West 200 South  
P.O. Box 45360  
Salt Lake City, UT 84145-0360  
Tel 801 324 5555

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 [REDACTED]. 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



CUSTOMER ACCOUNT ITEMIZATION

ITM

NAME June Dejong	DATE July 11, 2012	PREPARED BY Linda
SERVICE ADDRESS 3722 McCall Street South Salt Lake, UT 84115	ACCOUNT NO. [REDACTED]	TURN ON DATE July 1, 1967
MAILING ADDRESS	METER NO.	SHUT OFF DATE

Usage Information				Billing Information						Transaction Information									
Service To Date	Meter Read	*	Usage		Gas Service	+	Int	+	Previous Balance	+	** Misc.	=	Total Bill	Payments / Adjustments			=	Balance	
			CCF	DTH										Date	-	Payment			+/-
1/12/2012					\$172.41								\$172.41	2/3/2012		\$172.41			
2/17/2012					\$143.35								\$143.35	3/19/2012		\$143.35			
3/20/2012					\$125.33								\$125.33						\$125.33
4/20/2012					\$68.32		\$1.25		\$125.33				\$194.90	5/18/2012		\$195.00		-\$48.42	-\$48.52
5/18/2012					\$24.56				-\$48.52				-\$23.96	5/29/2012				CK \$195.00	\$171.04
									\$171.04		CK \$20.00		\$191.04	6/13/2012				CK -\$20.00	\$171.04
6/20/2012					\$18.18		\$1.71		\$171.04				\$190.93						\$190.93

REMARKS:

05/18/12 Gas Cost Rebate \$48.42

05/29/12 The payment of \$195.00 was returned - debit account and bill returned check fee of \$20.00

06/13/12 Waived the returned check fee of \$20.00

\* R=Read, C=Calculation, P=Post Card, X=Meter Change, F=Final Bill

\*\* Misc: CF=Connection Fee, CK=Returned Check Fee, SD=Security Deposit, MS=Meter Seal, MP=Meter Plug, DM=Damaged Meter

\*\*\* See adjustment explanation under remarks

Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Account Summary as of: June 20, 2012

Previous Balance Due - 06/11/2012	-23.96
Payment Received - 5/18/2012 Non sufficient funds	195.00
<b>Current Charges - Gas Service</b>	<b>18.18</b>
Adjustments	1.71

**Total Amount Due Upon Receipt \$ 190.93**

1% monthly interest (12% annually) charged on balance on or after 07/12/2012.

Service Address: 3722 McCall St, South Salt Lake, UT 84115

0.953432 0.007164 96.340000 91.500000

Residential Gas Service

Service Agreement: [REDACTED]

Comparison	Last Year	This Year
Decatherms/Day	0.15	0.05
Dollars/Day	\$1.24	\$0.57

DTH Usage History



Service from 5/19/2012 - 6/20/2012

Rate - GS

Charge for Gas Used (Avg cost per DTH \$ (7.15625))	11.45
Basic Service Fee Total	5.00
Utah Sales Tax (4.35%)	0.72
Municipal Energy Tax (6%)(South Salt Lake)	0.99
Energy Assistance	0.02
<b>Current Gas Billing</b>	<b>18.18</b>

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
[REDACTED]	6/20/2012	1875	5/18/2012	1857	33	18 CCF	0.089387	1.6

Adjustments

6/18/2012 Interest on unpaid previous balance \$ 1.71

Questions, comments or mailing address corrections? Call Questar Gas weekdays 7am-7pm (see back of page for details) or visit our website: Questargas.com

Please write your account number on your check and return this portion with your payment.



Account	Current Charges Past Due After	Total Amount Due	Amount Enclosed
[REDACTED]	7/12/2012	\$190.93	

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Questar Gas Company  
PO Box 45841  
Salt Lake City, UT 84139-0001

June Fuell  
PO Box 571604  
Murray UT 84157

Sign me up for a monthly REACH donation of: \$ \_\_\_\_\_

05/24/2012

This is a LEGAL COPY of your check. You can use it the same way you would use the original check.

RETURN REASON - S  
REFER TO MAKER

2102/12/50

LEONARD CORNELIUS DEJONG

REFER TO MAKER

Money Order # B396-0000101

MONEY ORDER

RETURN UNPAID

PAY TO THE ORDER OF: THE U.S. TREASURY/  
CREDIT TO QUESTAR GAS ACCT. #

NON-TREASURY ITEM  
Date: 05/17/12

AMOUNT:

X ONE HUNDRED NINETY FIVE AND ZERO CENTS  
(to be applied to principle not interest)

\$195.00XXXX

*June D. Fuell*

operator/beneficiary/grantor Account Name: JUNE DEJONG FUELL  
(No. ) PAYABLE TO THE U.S. TREASURY WITHOUT RECOURSE

MEMO

ACCEPTANCE OF WAREHOUSE RECEIPT IS PAYING DOWN  
CONTINUAL REOCCURING BALANCE TO QUESTAR GAS

-:00000518-: (must be processed manually, account # listed above) 121705

Returned to customer 6/13/12