



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

October 23, 2012

June Fuell
PO Box 111
Midvale, UT 84047

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

Dear Mrs. Fuell,

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 NON-TREASURY 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 Robert 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
Minneapolis, 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 part 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,

A handwritten signature in cursive script that reads "Linda Kizerian". The signature is fluid and extends to the right.

Linda Kizerian
Consumer Affairs

cc: Division of Public Utilities
Enclosures



CUSTOMER ACCOUNT ITEMIZATION



NAME June Fuell	DATE August 20, 2012	PREPARED BY Linda
SERVICE ADDRESS 207 W Plumtree Ln 21, Midvale, UT 84047	ACCOUNT NO. [REDACTED]	TURN ON DATE July 12, 2012
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		
													7/25/2012			\$205.17	\$205.17
8/8/2012				\$11.57				\$205.17		CF \$8.81		\$225.55					\$225.55
9/11/2012				\$12.34		\$2.13		\$225.55				\$240.02				-\$0.70	\$239.32
10/8/2012				\$12.55		\$2.37		\$239.32				\$254.24					\$254.24

REMARKS:

07/25/12 Transfer balance from 3722 McCall St, So Salt Lake, UT 84115

Correction to final bill at 3722 McCall Street, South Salt Lake, UT - credit account -\$.70

* 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 tion under remarks



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 July 26, 2012

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
7/26/2012	Final	R			\$12.34		\$1.90		\$190.93				\$205.17						\$205.17
									\$205.17				\$205.17	7/25/2012					-\$205.17

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

07/25/12 Transfer balance to active service agreement

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 *** See adjustment on [blank] ion under remarks