

Informal Complaint Report

Index Number: 5031 Company Name: Questar Gas

CUSTOMER INFORMATION

Customer Name: Asson, John Account Number:
Other Contact Info: Phone Number: [REDACTED]
Customer Address: [REDACTED] Other Phone:
Customer Address: Email Address: saxontired@hotmail.com
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

COMPLAINT INFORMATION

Type of Call: Complaint Complaint Type: High Bill
Date Received: 8/19/2013 Date Resolved: 8/22/2013
Complaint Received By: Erika Tedder DPU Analyst Assigned: 0
Utility Company Analyst: Elia Lopez
Company at Fault: Actual Slamming Case: Actual Cramming Case:

Complaint Description:

Mr. John Asson called to complain that his bill amount has been going up since Questar Gas replaced his meter in February 2013, although his usage has stayed the same. Mr. Asson is concerned that the billing amounts are inaccurate, and the company is in error. He also claims that his equal payment amount just increased \$14/a month.

Complaint Response:

Erika,
Here is a copy of the letter and information I mailed to Mr. Asson. Please let me know if you have any questions.

Thank you,
Elia Lopez
Consumer Affairs
Questar Gas Company

QUESTIJR
August 22, 2013
John D Asson
[REDACTED]

Mr. Asson,
Questar Gas Company
1140 West 200 South
1-0. Box 45360
Salt Lake City, UT 84145-0360
Tel 801 324 5555

I received your complaint filed with the Division of Public Utilities. Thank you for the opportunity to respond to your concerns. According to our records, on January 15, 2013 your gas meter read 9191. On February 14, 2013, your gas meter again read 9191. Our billing representative issued an order to have the gas meter inspected. On March 12, 2013 our field representative was at your home and confirmed the driver shaft on the transponder had broken. This caused both the index on the gas meter and transponder to stop recording the usage. Your account was corrected based on historical usage.

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I have enclosed a comparison for the last three years. As you can see, your usage in 2013 was 18.3 decatherms, 2012 was 15.8 decatherms, and 2011 was 22.1 decatherms for the same time period. Your usage this year is less than in 2011, and only 2.5 decatherms more than 2012.

The repair of your gas meter did not affect your consumption.

All accounts on budget billing were re-evaluated on August 1, 2013. Most of the installments increased due to the rate increase in June and the higher usage during last winter's colder temperatures.

Please contact me directly at (801) 324-3557 if I may be of further assistance.

Sincerely,

L- [i]

Elia Lopez

Consumer Affairs

Questar Gas Company

elo

Enclosure

cc: Division of Public Utilities

Additional Information:

I thanked Elia/Questar Gas and closed the case.

E. Tedder