

*dmh*



*Docket No.  
14-057-28*

PublicService Commission <psc@utah.gov>

### Fwd: Online Complaint Submission

1 message

Joseph Cook <[redacted]>  
To: Erika Tedder <etedder@utah.gov>, psc@utah.gov, utilcomp@utah.gov  
Cc: David Cook <davecooklaw@gmail.com>

Sat, Nov 1, 2014 at 11:40 AM

RECEIVED  
UTAH PUBLIC  
SERVICE COMMISSION  
31 NOV - 3 P 12:54

November 1, 2014

RE: Complaint - Questar Gas Account [redacted]

Dear Ms. Erika Tedder, et al.,

Thank you for the document.

In accordance with Public Service Commission Administration rule R746-200-8, please forward this complaint to the appropriate party for investigation and review.

I have amended the complaint as follows:

SUGGESTED RESOLUTION:

1. Immediate restoration of natural gas service to 980 Military Drive as natural gas is the only source of heat and due to cold temperatures and winter weather.
2. Questar to provide a detailed accounting for monies received and charges made on this account.
3. Immediate refund of deposits and excess payments.
4. Remove Warren Bennett from the account as the account holder.

Thank you.

Joe Cook  
Warren Bennett - *Account holder*

[redacted]  
[redacted]  
[redacted]  
Email: [redacted]  
Facsimile: [redacted]

----- Forwarded message -----  
From: **Utility Complaints** <utilcomp@utah.gov>  
Date: Fri, Oct 31, 2014 at 8:53 AM  
Subject: Fwd: Online Complaint Submission  
To: military980@gmail.com

Dear Mr. Joe Cook,  
I have attached the paperwork which outlines your rights if you are not satisfied with the Questar Gas' response to your complaint.

I hope you are able to find a resolution to your issue,  
The Utah Division of Public Utilities

## UTILITY CUSTOMER:

FROM: Joe Cook

PHONE: [REDACTED]

EMAIL: [REDACTED]

IP: [REDACTED]

## SERVICE ADDRESS:

## MAILING ADDRESS:

UTILITY: Questar

ACCOUNT NUMBER: [REDACTED]

COMPLAINT TYPE: Other  
COMPLAINT:

Utah Division of Public Utilities  
Heber M. Wells Building  
Ms. Marialie Martinez  
160 East 300 South  
Salt Lake City, UT 84114  
Telephone: 801-530-6716  
Facsimile: 801-530-6796  
Email: psc@utah.gov

RE: Complaint - Questar Gas Account # [REDACTED]

I live at [REDACTED] City. I have lived at that address and have paid for Questar services for over 25 years.

I have a deposit on my account in excess of \$350. The last payment made was in excess of \$300. Nothing is owed. In spite of this the gas was turned off, on or about June 16th, 2014.

I have contacted Questar many times to try to get the gas turned back on or refund my money so I can put in an electric furnace. It is the last day of October. It is cold outside. After a long summer of cold showers I think I've been punished sufficiently. I would like the gas turned back on under the same terms and conditions as any other customer.

As I stated in my previous complaint, Questar employees have alleged fraud. They have have failed or refused to provide any information to support these allegations.

Questar employees have made commitments regarding my service and have failed and refused to fulfill them.

I have demanded the return of my deposit and excess payment. As of this date they have failed or refused to refund the same.

In order to discuss the matter with Questar I have been submitted to interrogation and I have had to provided some or all of the following information:

Account number  
My name

Address  
 Social Security number  
 Password  
 Last payment date  
 Amount last paid  
 Email address  
 Phone number  
 Cell number  
 Questions regarding Joe Cook  
 Questions regarding Warren Bennett

Questar has not and is not now dealing fairly or in good faith.

I expect Questar to exercise the same practices and procedures governing my eligibility, my deposit, my account billing, termination and deferred payment agreements under reasonable terms as any other Questar customer.

Joe Cook  
 Warren Bennett  
 980 Military Drive  
 Salt Lake City, UT 84108

Email: [REDACTED]  
 Facsimile: [REDACTED]

SUGGESTED RESOLUTION: Turn the gas back on.



**Formal Complaint Form and Instructions (Revised) (1).pdf**  
 1795K