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Division of Public Utilities

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*Director, Division of Public Utilities*

## MEMORANDUM

**DATE:** November 7, 2014

**TO:** Public Service Commission

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

**RE:** Joe Cook v. Rocky Mountain Power  
Docket No. 14-057-28

**Recommendation: Schedule a Hearing**

**Complaint Analysis:**

On June 20, 2014, Mr. Warren Bennett and Mr. Joe Cook submitted an online informal complaint against Questar Gas (Company) regarding unresolved service-restoration issues.

Complainants claim that when their gas service was shut-off in June 2014 for non-payment, they paid the balance in full and submitted a deposit to the Company with the understanding that the service would be restored. Complainants claim that the Company has repeatedly asked them to verify their identity over the phone, and to provide copies of bills in their name from other utility companies to prove residency. According to Complainants, they have obliged, but the Company refused to turn the gas service back on.

In October 2014, Mr. Joe Cook attempted to file a complaint with the Division regarding the same unresolved issue from June 2014. In compliance with Public Service Commission Rule R746-200-8D, the Division informed Mr. Cook that the Company has provided their response and that Mr. Cook has the right to petition the Commission for a review of the dispute. The Division provided Mr. Cook with a standardized formal

complaint form with instructions approved by the Commission. The Commission opened this formal complaint based on subsequent communication from Mr. Cook.

**Company Response:**

Elia Lopez, Questar Gas Company's Regulatory Analyst, responded to Mr. Bennett's and Mr. Cook's informal complaint on June 23<sup>rd</sup>, 2014. Ms. Lopez stated that in order to stop or start gas service on an account, the account holder is the only authorized individual responsible for that activity. However, Mr. Warren Bennett is the account holder at this residence, not Mr. Joe Cook; Mr. Cook is an authorized party on the gas account.

Ms. Lopez stated that according to the Company's research, it was determined that Mr. Warren Bennett was deceased. Ms. Lopez explained to Mr. Cook that to add or update an account, in compliance with Page 9-1 and 9-2 of the Utah Natural Gas Tariff, a service application and the required picture identification would need to be provided by Mr. Cook to the Company.

**DPU Comments & Recommendation:**

In light of the discrepancy of who resides in the home and who is claiming responsibility as the account holder for the service, the Division recommends a hearing so that all of the evidence and sworn testimony can be evaluated by the Commission.