



Gary Widerburg <gwiderburg@utah.gov>

Fwd: Online Complaint Submission

1 message

Marielle Martinez <marmartinez@utah.gov>

To: Joseph Cook

Bcc: gwiderburg@utah.gov

Tue, Nov 4, 2014 at 10:56 AM

Mr. Cook,

You filed an Informal Complaint with our Division last June 20, 2014 over the same issues outlined in your recent online complaint submission dated October 30, 2014. Please see the attached Informal Complaint Report for your review.

The Division cannot process an informal complaint twice over the same issues. As I explained in my prior email, the Division's role is **ONLY to facilitate the complaint between a utility and its customer. The Division does not investigate as we do not have access to any of the utilities data information. The Division does not have the authority to enforce any of the Public Service Commission rules. The Division can only make sure that the complaints are taken, the company responds according to the Commission rules, and the customer is informed of the right to file a Formal Complaint with the Commission in the event that the customer(s) disagree with the utilities response.**

In your June 20th Informal Complaint, Questar Gas responds:

" June 23, 2014

Joe Cook and Warren Bennett

Mr. Cook and Mr. Bennett,

This letter is in response to your complaint filed by the Division of Public Utilities. Thank you for the opportunity to respond to your

concerns.

According to our records, the gas service at [REDACTED] has been in the name of Warren Bennett prior to 2003. Joe Cook is authorized on the account which gives him the privilege to call on the balance, make payments, and payment arrangements. However, this authorization does not give Joe the privilege to start or stop gas service in Warren's name- this is the sole responsibility of the account holder.

On June 17, 2014, the gas service at [REDACTED] was shut off for nonpayment. The payment has since been received, but it is necessary for Warren Bennett to contact Questar Gas to update the account application, and to provide pictured identification if the gas service is to be restored in his name. If the account holder is changing to Joe Cook, then an updated application for service and pictured identification from Joe Cook will be required.

Please review Page 9-1 and 9-2 of the Utah Natural Gas Tariff which indicates Questar's right to request identification from any customer.

According to our research, Warren Bennett, the actual account holder of record is deceased. If that is the case, Questar Gas will not restore service in a deceased party's name. Once you determine who the account holder will be, please contact our Customer Care Center at (801) 324-5111 or 1 (800) 323-5517 Monday through Friday, 7 a.m. to 6 p.m. to add/update a service application, and to submit the required pictured identification. You may reach me at (801) 324-3557 if I may be of assistance.

Elia Lopez

Consumer Affairs

Questar Gas Company

Enclosures

cc: Division of Public Utilities"

Based on the response given by Questar Gas, the Company is NOT in violation of its Tariff or the Public Service Commission rules.

Because you disagree, you're ONLY OPTION is to file a Formal Complaint and have the Commission review your case. The Commission will then determine whether or not a hearing is necessary.

Another option is to provide Questar Gas with the listed Identification they are requiring in order to start and stop service in your name, NOT the deceased Account Holder. Again, the company has to abide by its Commission approved Tariffs.

I hope this clarifies the informal complaint process the Division follows.

Sincerely,

Marialie Martinez

Manager, Customer Service

Division of Public Utilities

marmartinez@utah.gov

----- Forwarded message -----

From: **Joseph Cook**

Date: Mon, Nov 3, 2014 at 4:08 PM

Subject: Re: Online Complaint Submission

To: Marialie Martinez <marmartinez@utah.gov>

Marialie,

Thank you for your response.

Perhaps I have confused you. I am not seeking a "Formal" complaint at this time. What I am seeking is help from the Division of Public Utilities as outlined in the Utah Code and posted on the State of Utah Public Service Commission's web page, <http://www.psc.state.ut.us/complaints/>.

Specifically, "The Division will investigate and attempt to mediate a consumer complaint." I am unaware of any investigation into this matter by the Division and I am unaware of any attempt by the Division to mediate this consumer complaint. Additionally, "A customer cannot file a formal complaint unless the customer has first attempted to resolve the complaint through the informal process administered by the Division of Public Utilities ("Division"), described above. If, after the Division's efforts to investigate, mediate, and resolve the complaint are concluded, the customer is dissatisfied with the outcome, the customer may file a formal complaint with the Commission."

A "Formal" complaint is not an option at this time for three reasons among others:

1. The Division has not investigated.
2. The Division has not mediated.
3. We are beyond the 15 day limit for filing a formal complaint.

I would appreciate your immediate attention in facilitating a reasonable resolution in this matter.

Thank you.

Joe Cook
Warren Bennett

[Redacted]

Email: [Redacted]

Facsimile: [Redacted]



On Mon, Nov 3, 2014 at 11:25 AM, Marialie Martinez <marmartinez@utah.gov> wrote:

Dear Mr. Cook,

This letter is in response to your request to have your Formal Complaint forwarded for investigation to the Public Service Commission by our Division.

For clarification and for your information, the Division of Public Utilities role in the informal complaint process is only to facilitate the complaint between a utility and its customer. The Public Service Commission is the one vested with authority to resolve a complaint when the company and customer are unable to work it out. Our interest is in making sure the customer's complaint is taken, the company responds, and the customer is

informed of the right to file a formal complaint with the Commission in the event that the informal process does not resolve the issue.

Regretfully, it is the customer's responsibility to fill out and submit the Formal Complaint form accordingly. The instructions and form was sent to you by Erika Tedder. Once the form is completed, you may mail or bring your written formal complaint to: **Public Service Commission, 160 East 300 South, Fourth Floor, P.O. Box 45585, Salt Lake City, Utah 84145-0585**. If you have any questions regarding the process, you may contact **Gary Widerburg** at the **Public Service Commission** telephone number **801-530-6716**.

Sincerely,

Marialie Martinez

Manager, Customer Service

Division of Public Utilities

marmartinez@utah.gov

----- Forwarded message -----

From: Joseph Cook
Date: Sat, Nov 1, 2014 at 11:40 AM
Subject: Fwd: Online Complaint Submission
To: Erika Tedder <etedder@utah.gov>, psc@utah.gov, utilcomp@utah.gov
Cc: David Cook <davecooklaw@gmail.com>

November 1, 2014

RE: Complaint - Questar Gas Account

Dear Ms. Erika Teddery, 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 [REDACTED] 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
980 Military Drive
Salt Lake City, UT 84108

Email: military980@gmail.com
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: [REDACTED]

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: 67.161.222.130

SERVICE ADDRESS:
[REDACTED]

MAILING ADDRESS:

[Redacted]

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]. 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

[Redacted]
 [Redacted]
 Email:
 Facsimile:

SUGGESTED RESOLUTION: Turn the gas back on.


 Marialie Martinez
 Commerce Manager I
 Division of Public Utilities
 marmartinez@utah.gov
 (801) 530-6604

 Marialie Martinez
 Commerce Manager I
 Division of Public Utilities

11/7/2014

State of Utah Mail - Fwd: Online Complaint Submission

marmartinez@utah.gov
(801) 530-6604

 **Joe Cook Informal Complaint vs. Questar Gas - 6-20-2014.pdf**

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