



Gary Widerburg <gwiderburg@utah.gov>

Re: Informal Complaint - Questar Gas Account

1 message

Marialie Martinez <marmartinez@utah.gov>

To: Joseph Cook

Bcc: gwiderburg@utah.gov

Tue, Nov 4, 2014 at 11:17 AM

Mr. Cook,

There is nothing the Division can do for you. Again, the Division can only facilitate complaints, NOT enforce the Commission rules.

You need to file a Formal Complaint so that the Commission can review your claims.

I have clarified the Division's role in the complaint process and have given you your option should you choose to move forward. This will be the last response I will write.

Thank you,

Marialie Martinez
Manager, Customer Service
Division of Public Utilities
marmartinez@utah.gov

On Tue, Nov 4, 2014 at 11:04 AM, Joseph Cook <[REDACTED]> wrote:
Marialie,

Under normal circumstances, i.e. ambient temperatures above 60F, I'd be more patient. But, it is 39F inside the house. I have no heat because I have no gas. I have not had hot water since June when Questar turned the gas off. I cannot purchase gas from someone else because Questar owns the local monopoly. Questar agreed to turn the gas on months ago but has failed to do so. Questar has refused to refund my deposit and over payments of exceeding \$700 and refuses to turn the gas back on.

In some circles, if one takes money from another and provides nothing in return and refuses give the money back, it's called theft. What is it when a billion dollar public utility does the same?

I would appreciate anything you can do to usher this matter to investigation and mediation as soon as possible.

Thank you.

1/17/2014

State of Utah Mail - Re: Informal Complaint - Questar Gas Account #8376510000

Joe Cook
Warren Bennett

[Redacted]

Email:

[Redacted]

Facsimile:

[Redacted]

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Marialie Martinez
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