



Gary Widerburg <gwiderburg@utah.gov>

Fwd: Docket No. 14-057-28, Notices of Filing, Comment Period, and Hearing

1 message

Marialie Martínez <marmartinez@utah.gov>

To: Joseph Cook

Cc: "Widerburg, Gary" <gwiderburg@utah.gov>

Thu, Nov 6, 2014 at 12:33 PM

Mr. Cook,

I have explained to you numerous times what the Division's role is in the Informal Complaint process. Perhaps, I need to give you bullet points on how the process work so that you may comprehend it.

- **Important Note:** The Division of Public Utilities DOES NOT HAVE ANY AUTHORITY TO ENFORCE THE COMMISSION RULES OR CONDUCT ANY INVESTIGATION. The Division **ONLY** facilitate the informal complaint between the utilities and its customer. The Division makes sure the 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 the informal process does not resolve the issue.
- You can only file an Informal Complaint over the same issue once per year. You filed your complaint June 20, 2014. The Company has responded. The complaint was closed June 23, 2014. You did not request a Mediation then and did not contact the Division that you were not satisfied with the Company's response.
- You submitted an online complaint over the same issues in October 30, 2014. Because it was over the same issues that the Company has responded to already, the Division cannot send the same complaint twice within a year.
- Erika Tedder informed you of your right to file a Formal Complaint and provided you the form.
- I responded to your email with a detailed instruction and informed you that your only option is to file a Formal Complaint with the Commission.
- I forwarded your email to the Commission to be taken as your Formal Complaint so that you can defend your case to the proper agency as well as get your inquiries answered. Usually, the customer do have to fill out the Formal Complaint form themselves. But in your case where you repeatedly request and demand the wrong agency to investigate and resolve your issues with Questar, the Commission decided to honor your email as your Formal Complaint per the Division's request.
- **Filing a Formal Complaint is the only way you can defend your case and voice out everything you do not agree with Questar's business practices.**
- **The Commission is the ONLY one with vested authority to enforce the rules if Questar is in fact in violation of the Commission Rules and its Commission Approved Tariff.**

- Please review the attached **NOTICE OF FILING, COMMENT, PERIOD, AND HEARING** notice from the Commission regarding your Formal Complaint Docket No. 14-057-28.
- This is your opportunity to get your inquiries answered.
- Any further inquiries and questions, contact the Commission Secretary Gary Widerburg at 801-530-6713.

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

Joseph Cook

1:57 PM (22 hours ago)

to me

1:47 PM (22 hours ago)

Marialie,

Unfortunately, there is no provision under the law for the Division to file a formal complaint on my behalf. My reading of the rules, the Commission's website and applicable code precludes me from filing a formal complaint absent an investigation by the Division and some effort to communicate with the utility and the customer to reach resolution.

I am confused as to why you would attempt to file a formal complaint with the Commission when you stated earlier that you could not do so or words to that effect. More curious is why you would represent to the Commission and the Division that I have filed a formal complaint when I have repeatedly stated that I am not filing a formal complaint at this time and have been specific in my reasons for not doing so.

Again, I am asking the Division, through you, to respond.

Accordingly, I would appreciate it if you would forward this email and my previous communications to the appropriate person in the Division who could address these issues and perhaps the few questions that I think are important in order to resolve my complaint.

Alternately, you could simply refer me to the appropriate person in the Division and I will forward the materials accordingly.

I submit this to you in the spirit of good faith and fair dealing and I expect the same from you.

Thank you.

Joe Cook
Warren Bennett

Email: [REDACTED]

Facsimile: [REDACTED]

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

From: **PublicService Commission** <psc@utah.gov>

Date: Wed, Nov 5, 2014 at 1:47 PM

Subject: Docket No. 14-057-28, Notices of Filing, Comment Period, and Hearing

To: Jordan White <jordanwhite@utah.gov>, tonyhall2004@hotmail.com, "Allen, Ron" <rallen@utah.gov>, "Baldwin, Sara" <sbaldwin@utahcleanenergy.org>, "Baldwin, Vicki" <vbaldwin@parsonsbehle.com>, "Beck, Michele" <mbeck@utah.gov>, "Bell, Colleen" <colleen.bell@questar.com>, "Benvegna-springer, Shauna" <sbenvgn@utah.gov>, Bob Davis <radavis@utah.gov>, "Burnett, Brian W." <brianburnett@cnmlaw.com>, "Byde, Jennifer" <jennifer.byde@questar.com>, Carol Hunter <hunter2256@msn.com>, Clean Energy Pipeline <pressfeeds@vbresearch.com>, "Crabtree, David" <crabtree@deseretgt.com>, "Croft, Matthew" <mcroft@utah.gov>, "Cross, Phillip" <pcross@pur.com>, "Dalton, Jamie" <jdalton@utah.gov>, Data Request Response Center <datarequest@pacificorp.com>, David Rex Clark <drexclark@utah.gov>, "Davis, Stacey" <stacey.davis@pacificorp.com>, "Dodge, Gary A." <gdodge@hjdllaw.com>, "Dowdle, Curt" <curt@slhba.com>, "Duncan, William" <wduncan@utah.gov>, "Evans, William" <wevans@parsonsbehle.com>, "francone, kelly" <kfrancone@energystat.com>, Gavin Mangelson <gmangelson@utah.gov>, "Gimble, Dan" <dgimble@utah.gov>, "Harvey, John" <jsharvey@utah.gov>, "Hayes, Sophie" <sophie@utahcleanenergy.org>, "Hicken, Paul" <phicken@utah.gov>, "Hogle, Yvonne" <yvonne.hogle@pacificorp.com>, Jeff Richards <jeff.richards@pacificorp.com>, "Jetter, Justin" <jjetter@utah.gov>, "Johnson, Charles" <cjohnson@ieee.org>, "Johnson, Ginger" <gingera.pinales@questar.com>, "Jones, Chad" <chad.jones@questar.com>, Justin Christensen <justinchristensen@utah.gov>, "Kelly, Nancy" <nkelly@ida.net>, Kimberly Ceruti <kimberly.ceruti@ehc-usa.com>, "Kratz, Greg" <gkratz@desnews.com>, "Larsen, Jeff" <jeff.larsen@pacificorp.com>, "lmasney, patrice" <plemasney@parsonsbehle.com>, "Lee, Jasen" <jlee@desnews.com>, "Legge, Mike" <mlegge@usmagnesium.com>, "lemasney, patrice" <plemasney@parsonsbehle.com>, "Leong, Grace" <gleong@heraldextra.com>, "Long, Mark" <mlong@utah.gov>, "Lund, Michael" <michael.lund@hill.af.mil>, "Maio, Jerry" <jmaio@utah.gov>, "Malouf, Shirley" <smalouf@stoel.com>, "Martin, Jennifer" <jhmartin@stoel.com>, "Martinez, Danny" <dannymartinez@utah.gov>, "Martinez, Marialie" <marmartinez@utah.gov>, "McKay, Barrie" <barrie.mckay@questar.com>, "McNulty III, Matthew F." <mmcnulty@vancott.com>, Michael Orton <michael.orton@questar.com>, "Michel, Steve" <stevensmichel@comcast.net>, "Miller, Dennis" <dennismiller@utah.gov>, "Moench, Mark" <mark.moench@pacificorp.com>, "Monson, Gregory" <gbsonson@stoel.com>, "Montin, Melissa" <mpf@stateside.com>, "Murray, Cheryl"

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In the Matter of the Formal Complaint of Joseph Cook against Questar Gas Company

To view the Notice, please click on the link below, or see the attached:

<http://psc.utah.gov/utilities/gas/ordersindex/documents/2619081405728nofcpah.pdf>

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 Division of Public Utilities
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