



Gary Widerburg <gwiderburg@utah.gov>

Re: Docket No. 14-057-28, Formal Complaint of Joe Cook against QGC

1 message

Joseph Cook

To: Gary Widerburg <gwiderburg@utah.gov>

Thank you!

Yes,

Thu, Nov 6, 2014 at 1:51 PM

On Thu, Nov 6, 2014 at 1:33 PM, Gary Widerburg <gwiderburg@utah.gov> wrote:
Mr, Cook,

Thank you for your email. Is there a phone number where I can call to discuss this further?

Sincerely,


Gary Widerburg
Commission Secretary
Utah Public Service Commission
801-530-6713

On Thu, Nov 6, 2014 at 1:18 PM, Joseph Cook wrote:

The attachment intend for my previous email.

Thank you.



On Thu, Nov 6, 2014 at 1:10 PM, Joseph Cook  wrote:
Mr. Widerburg,

I would not contact you regarding a complaint unless it were before the Commission. But, I have been directed by the Division to contact you. I am attaching an email that I received from Ms. Marialie Martinez at the Division.

I do have an ongoing dispute with Questar gas. I filed an informal complaint with the Division. To date, I have been unsuccessful in my efforts to have the Division handle the complaint as described on the PSC's website. Ms. Martinez has failed and refused to:

1. address my complaint and concerns
2. assign an employee to the case
3. conduct any form of investigation
4. forward my complaint to Questar for response
5. mediate or seek resolution
6. provide any help in restoring gas service

I believe I am entitled to these things as a minimum from the Division.

Ms. Martinez on her own initiative, unknown to me and without my consent or input, filed a Formal Complaint (Docket No. 14-057-28) with the Commission.

Although it has been difficult to live in a home with no heat and no hot water and as much as I would like heat, I am not sure that the Commission's acceptance of a Formal Complaint is appropriate.

I do not want to air all the dirty laundry before you or the Commission without first exhausting my remedies under the Informal Complaint Process. I feel as though the Division, through Ms. Martinez has prematurely thrown my complaint "over the wall" as it were.

I would appreciate any input or comment you may have.

11/7/2014

State of Utah Mail - Re: Docket No. 14-057-28, Formal Complaint of Joe Cook against QGC



— Gary Widerburg
Commission Secretary
Utah Public Service Commission
801-530-6713