



Gary Widerburg <gwiderburg@utah.gov>

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

1 message

Joseph Cook <military980@gmail.com>
To: Gary Widerburg <gwiderburg@utah.gov>

Wed, Nov 19, 2014 at 12:01 PM

Gary,

Questar contacted me Monday for a "settlement."

I have a couple of concerns:

1. Speaking with Questar, it is apparent to me that complaint that Ms. Martinez filed does not contain the information I provided, i.e. my actual complaint. I think she forwarded only my complaint of June 2014 and not the most recent one.
2. Ms. Martinez chose what to redact and what not to redact. For the documents to become part of the public record as they appear is not agreeable to me.
3. Ms. Martinez filed the complaint with the Commission. I did not. But, that was in the day that I thought the Division would investigate, mediate, etc. It appears that the Division will not. That being the case, if it is, then a formal complaint is my recourse. (You kindly showed me the ropes regarding the informal and formal process.)

I don't want to throw the baby out with the bath water on the one hand but I don't want to move forward with a defective formal complaint which is half baked either. I'd love to have heat and hot water but not at the expense of signing a "settlement" that does not reflect reality.

As I think about it, I wonder if I can amend the complaint, essentially strip most of it and add bring it current or if it would make more sense to start over with a new complaint.

I guess the last wrinkle in the mix is that my brother has been representing me. He was involved in a car accident this morning, is still in the hospital and I am not sure when he's going to be back in the office. I am reluctant to appear before the Commission without him. So, perhaps if there is a procedure or allowance for a postponement and correcting the pleadings that might be a possible?

I'm going to go eat lunch because I'm starving and I'll be back around 1PM.

Any thoughts you have would be gratefully accepted. Or if you have the time we could talk on the phone.

Thank you

Joe Cook



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 <military980@gmail.com> wrote:

The attachment intend for my previous email.

Thank you.



On Thu, Nov 6, 2014 at 1:10 PM, Joseph Cook <military980@gmail.com> 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.



—
Gary Widerburg
Commission Secretary
Utah Public Service Commission

11/19/2014

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

801-530-6713