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State of Utah
Department of Commerce
Division of Public Utilities

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Executive Director

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Deputy Director

CHRIS PARKER
Director, Division of Public Utilities

MEMORANDUM

DATE: April 13, 2015

TO: Public Service Commission

FROM: Division of Public Utilities
Chris Parker, Division Director
Marialie Martinez, Customer Service Manager
Erika Tedder, Office Specialist

RE: Joe Cook v. Rocky Mountain Power
Docket No. 14-057-28

Recommendation: Dismiss Complaint

Complaint Analysis:

On June 20, 2014, Mr. Warren Bennett and Mr. Joe Cook submitted an online informal complaint against Questar Gas (Company) regarding unresolved service-restoration issues.

Complainants claim that when their gas service was shut-off in June 2014 for non-payment, they paid the balance in full and submitted a deposit to the Company with the understanding that the service would be restored. Complainants claim that the Company has repeatedly asked them to verify their identity over the phone, and to provide copies of bills in their name from other utility companies to prove residency. According to Complainants, they have obliged, but the Company refused to turn the gas service back on.

In October 2014, Mr. Joe Cook attempted to file another a complaint with the Division regarding the same unresolved issue from June 2014. In compliance with Public Service Commission Rule R746-200-8D, the Division informed Mr. Cook that the Company has provided their response in his previous informal complaint, and he was also informed that he has the right to petition the Commission for a review of the dispute. The Division

provided Mr. Cook with a standardized formal complaint form with instructions approved by the Commission. The Commission opened this formal complaint based on subsequent communication from Mr. Cook.

Company Response:

Elia Lopez, Questar Gas Company's Regulatory Analyst, responded to Mr. Bennett's and Mr. Cook's informal complaint on June 23rd, 2014. Ms. Lopez stated that in order to stop or start gas service on an account, the account holder is the only authorized individual responsible for that activity. However, Mr. Warren Bennett is the account holder at this residence, not Mr. Joe Cook; Mr. Cook is an authorized party on the gas account.

Ms. Lopez stated that according to the Company's research, it was determined that Mr. Warren Bennett was deceased. Ms. Lopez explained to Mr. Cook that to add or update an account, in compliance with Page 9-1 and 9-2 of the Utah Natural Gas Tariff, a service application and the required picture identification would need to be provided by Mr. Cook to the Company.

DPU Comments & Recommendation:

The Division has received confirmation from Questar Gas that on November 17, 2014, Mr. Joseph Cook provided the proper identification to have the gas service restored at his residence. In light of Mr. Joseph Cook receiving his gas service restored on November 25, 2014, the Division recommends that this complaint be dismissed.

On March 20, 2015, Mr. Joseph Cook amended his formal complaint to reflect an additional investigation and relief sought involving his case with Questar Gas. The Division has not been previously notified or involved in the additional investigation and relief sought by Mr. Cook prior to the grievance becoming a formal complaint in the office of the Public Service Commission.