



SNOW COLLEGE

RICHFIELD CAMPUS

2017 APR 10 AM 10:23

April 5, 2017

President Craig C. Wagstaff
Questar Gas Company
PO Box 45360
Salt Lake City, UT 84145-0360

Dear President Wagstaff:

Re: Appeal letter for Snow College
Questar Gas Interruption on
January 6, 2017

Snow College hereby appeals the surcharge and penalty on our Questar gas bill which occurred on Friday, January 6, 2017, and Saturday, January 7, 2017.

We appeal based on the following points:

First, we received very limited communication from Questar through the previous years concerning our rate and the cost implications which could occur during an interruption situation. Supposedly, there was a meeting held in September, 2016, to inform interruptible rate customers about the possible issues concerning this rate. Snow College was never contacted nor did we receive written invitation to this meeting.

Secondly, Snow College uses its boilers on its Ephraim campus as a backup with diesel as needed in case of an interruption in natural gas service. We notified Questar on January 6, 2017, at 1:05 p.m., after having received notification of the interruption at 12:50 p.m., that Snow College units were down and being repaired. These units remained in a state of repair longer than we expected because parts had to be milled in Chicago. This situation left our backup system unavailable during January 6, 2017.

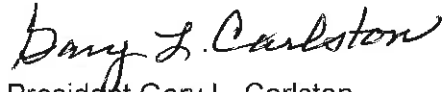
Thirdly, we are now being told by Questar that Snow College will have to pay 15% more for three years on our billing as a "penalty" for not interrupting our service on January 6, 2017. This seems very arbitrary and capricious and is certainly an unfair and an anti-consumer friendly rate penalty.

Finally, please consider this letter as our official appeal against the excess charges of \$15,500 on January 6, 2017, and the 15% penalty charge for three years going forward. We will be sending a copy of this letter to the Utah Division of Consumer Services and to the Utah Public Service Commission.

We appreciate the service we receive from Questar and look forward to hearing from you that this situation might be corrected.

We would encourage your consideration of this formal appeal.

Respectfully,

A handwritten signature in cursive script that reads "Gary L. Carlston".

President Gary L. Carlston

cc: Utah Division of Consumer Services
✓ Utah Public Service Commission
Senator Ralph Okerlund
Representative Carl R. Albrecht
Representative Derrin R. Owens
Representative Merrill F. Nelson