



PublicService Commission &lt;psc@utah.gov&gt;

**Fwd: Aaron Christner**

1 message

**Gary Widerburg** <gwiderburg@utah.gov>  
To: PublicService Commission <psc@utah.gov>

Tue, Jun 6, 2017 at 10:26 AM

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

From: **Aaron Christner** <market12k@gmail.com>  
Date: Tue, Jun 6, 2017 at 9:25 AM  
Subject: Aaron Christner  
To: gwiderburg@utah.gov

Mr. Widerberg,

Thank you for taking time to listen to me venting this morning. As you requested here is the email you wanted.

My account number-

Service Address-

This is is to request a formal complaint on my account I guess. I am wore out by this whole matter, I explain the issue on the phone and constantly have to repeat myself.

My gas is currently shut off over a 146.00 bill now a 100.00 of that is a "after hours turn on fee" they say I requested. I did not request that turn on fee, and they have me very confused on my account on purpose. Earlier in February, after they shut my gas off, I went to heat and qualified for crisis money and a standard pledge that totaled .525.00. I paid 62.11. they bill I took to heat was 589.00 simple math says, I owed only \$2.00 then. then questar applied a \$70.00 credit to the account.

Beginning February I wrote a check to keep the gas on, they did not accept that check and sshut it off. I went to Heat in right after and got the gas back on. I see this as one tun on fee, and the see it as two.

In the end, I am getting harassed by this company, have stated that on the phone to many people many times, have begged for help, flat out been refused. I really do not want to waste my time with a detailed email, that will solve nothing. I have my gas shut off numerous times with no notices posted. been targeted by one individual in the company.

I would like o be able to have a account I can manage. My bill should be around 80 bucks, not 146.00. I say this is harassment and bullying ,because of the hone calls I have in the past. and it seems they single me out anymore as well. I tried to pay with a check in February, they realized I did that,(saw I bounced a check before) conveniently didn't take the payment and aced out to shut the gas off with no notice.

Lastly in 2009 Questar, forced me to pay a 1100 gas bill hen I moved nto a new home. stating that I had benefited for service at another address so I am esonsible for the bill. when I never lived with the person or new the person. I refused and refused, but my bookkeeper got sick of me bullied and just took the checkbook and paid that bill. I bring this up, because to show the history of Questar.

Aaron

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Gary Widerburg  
Commission Secretary  
Public Service Commission of Utah

6/6/2017

State of Utah Mail - Fwd: Aaron Christner

801-530-6713

4/3/17 10:44 AM  
4/3/17 10:44 AM