

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114

Complaints are public documents and are maintained on the Public Service Commission website. Further information on formal complaints is available at:

<https://psc.utah.gov/complaint-process/>

bezyack@aol.com

1. Name of Complainant: Kathryn D Bezyack - Blackett
Address: 5280 Cottonwood Club Drive SLc, ut
Telephone No.: 801-599-7194 84117

If represented by counsel, list:

Name: _____

Address: _____

Telephone No.: _____

2. The utility being complained against is: Questar gas / Dominion Energy
3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.

Radio transponder "failed"
did not report actual usage.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

if a piece of equipment of questar / Dominion fails
they fix it + not back bill me for their failed equipment

5. What relief does the Complainant request?

I do not feel I owe them back payments for 6
months. Their equipment failed not my problem.

6. Signature of Complainant Kathryn D Blackett

Date: Aug 2017

Kathy Blackett
801-599-7194
bezyack@aol.com
5280 Cottonwood Club Drive
Salt Lake, Ut 84117

August 28, 2017

**Formal Complaint Form
Public Service Commission
160 East 300 South
Fourth Floor
Salt Lake, Utah 84114**

October 2016 statement showed I owed \$12.57. I paid because it showed a \$262.44 credit and gas company in previous years catch you up when on a budget plan until a re-evaluation is done.

Sometime in February 2017 received statement of gas bill being \$22.00 since I had a credit in October 2016 I knew I should not be getting another credit so I called. Talked to an employee and told her something was not right my gas bill is usually \$125.00 budget plan. She told me I had a credit of \$345.55. Said this can't be right, what will my bill be for March she said \$22.00. Said my house is 4600 sq feet with cathedral ceilings. I asked how long will I be billed \$22.00 she said until August 2017 when they will re-evaluate your gas usage. Again I asked her if there will be a change in the billing and she said NO!

Sometime in May 2017 a questar female rang my door and said she needed to change the radio transponder she called it a pinger, said when she drives by aims it and gets a reading from my meter. I asked her if that would cause a problem with my gas statement because I had a credit and my bill was just \$22.00 till August when they will re-evaluate it. She said it will not create a problem. Changed the radio transponder then left.

Then June statement for \$170.00 called 6-13-17 to alert them that I was told my bill would be \$22.00 til August and a re-evaluation.

6-15-17 called to dispute bill because I was told gas company equipment failed. I don't own it, I can't replace it, I can't touch it. So it is NOT MY PROBLEM. Statement for \$170.00 and now no credit but instead I owe them **Debit \$614.12**.

People I have talked to @ gas company:

6-13-17 Kay lee- I told her lets let a Judge decide what I should pay and if I have to be backed billed. She said sorry wouldn't get to see a judge the gas company will send you to collections.

6-15-17 Called Kay Lee back asked to speak to her boss about the over charge. She gave me to Bailey, who gave me to Cindy 801-324-3810 who said to talk to Karen.

6-28-17 Called Karen told me to talk to Cynthia 801-530-6675 (Consumer affairs).

7-3-17 called Cynthia who said I would have a assigned analyst with questar gas respond to be by July 6,2017. Elia Lopez 801-324-3557 will be my analyst.

7-5-17 Elia called said got my \$22.00 dollar check needed to pay the \$170.00 again I told her I was told my bill would be \$22.00 tile August 2017. She said I needed to pay my usage PLUS \$49.35 a month till my debit to the company is paid and a re-evaluation would happen in September. Then will talk in September of what I will be charged next if I want budget plan.

7-6-17 Elia to send me a copy of letter I never received from Sabrina (billing analyst) dated 6-2-17. And a copy of the gas tariff law.

After talking to Elia I received her letter (dated 7-7-17) in the mail.

This is what some of the letter states and copy included: "Dominion Energy uses gas meters with indexes to record our customer' consumption. Our gas meters are read through a transponder; a small radio receiver/transmitter that sends reads to a radio-equipped vehicle. Both gas meter index and the transponder record consumption-it is a double-check system.

All accounts have billing parameters based on consumption history. Your March usage was low and did not meet the parameters set for your account. An inspection of your gas meter and transponder was scheduled. On May 25, 2017, out technician visited your home. The gas meter was reported to be working accurately and an index read of 8093 was reported. Your transponder had stopped working; therefore, you had not been billed for the gas you actually used. A 6-

month adjustment was completed to bill you for the gas that went through the gas meter as recorded by the gas meter index. A copy of the letter dated June 2, 2017 and the itemization showing you the adjustment is enclosed for your review.”

Again gas equipment failed not my fault. The worker said she just needed to replace the transponder.

8-23-17 Questar/Dominion field employee showed up to my door wanting to change out my gas meter. WTS! I said not today. And please have your boss call me. Gave him my business card and told him I had an ongoing problem with the gas company.

8-24-17 John (801-324-1106) called me and I told him of an on going dispute and he understood. Just told me it was just lucky I got picked to get a new meter. Asked who else on my street gets a new meter too? He said it's random and you were the one chosen?

Random? Sounds fishy to me.

Last summer the water company billed me high I called them and said why they told me I must have a plumbing problem or a sprinkler problem to get such a high bill.

Plumper said nothing wrong.

Sprinkler man said nothing wrong.

You see if you are using a lot of water they will say nothing but if your water usage is lower than previous years then they will say something. At that time I asked them to change my meter the

Manager who I got to talk to must be as ugly as she sounded. It must have been late in the afternoon when I called but at 8AM the next morning a 2 man crew showed up to changed out my water meter. Of course they said nothing was wrong with the meter. HA. . Then why did my bill go lower and my usage when my watering habits had not changed? And it has been low and back to normal since. At that time, the public commission told me they could not help me with the Salt Lake Water District? Who knows if that's correct?

This is what I think is going on with the gas company. They compare usage with precious years. I have called several times within the few years to cut down on my gas usage because I am on a fixed income now. I want to conserve and they have given me facts to accomplish this. It has been working because my gas consumption has been lower. January 2016 my budget amount was \$160.00, in April 2016 my budget amount went down to \$125.00.

If I have a piece of equipment that is not functioning correctly I the owner of the equipment need to get it fixed. AS well if questar/dominion equipment they **OWN** is not working they need to get it fixed.

Last week I bought a pie at Sam's club that is 8.98 but the sticker on the pie says 5.98 that is what I paid. I talked to a manager and showed him the pie was marked wrong and to talk to bakery. He said you got a good deal on those 3 pies today. And I

said Yes I did. He did not back bill me the difference of \$3.00 per pie.

Companies are no different than individuals. They need to be responsible and accountable for their equipment and accuracy of their billing statements.

AS stated by Questar/Dominion my bill should be \$22.00 till August and at that time a re-evaluation would be done.

Kathy Bezyack-Blackett

Dominion Energy Utah Dominion Energy Wyoming Dominion Energy Idaho
Consumer Affairs
1140 West 200 South, Salt Lake City, UT 84104
Mailing Address:
P.O. Box 45360, Salt Lake City, UT 84145
DominionEnergy.com



July 7, 2017

Kathy Bezyack
5280 Cottonwood Club Dr.
Holladay, UT 84117

Dear Ms. Bezyack,

This letter is in regards to the complaint filed with the Division of Public Utilities. Thank you for the opportunity to respond to your concerns.

Your Dominion Energy account was on budget billing. Your February 6, 2017 billing statement (copy enclosed) showed your budget plan was re-evaluated which dropped your monthly installment from \$125.00 to \$22.00. Your statement also showed a budget plan balance of (credit) \$345.55. You called our Customer Care Department on February 10, 2017 and our representative confirmed the re-evaluation. She also advised another re-evaluation would take place in August 2017. This information was correct.

Dominion Energy uses gas meters with indexes to record our customers' consumption. Our gas meters are read through a transponder; a small radio receiver/transmitter that sends reads to a radio-equipped vehicle. Both the gas meter index and the transponder record consumption—it is a double-check system.

All accounts have billing parameters based on consumption history. Your March usage was low and did not meet the parameters set for your account. An inspection of your gas meter and transponder was scheduled. On May 25, 2017, our technician visited your home. The gas meter was reported to be working accurately and an index read of 8093 was reported. Your transponder had stopped working; therefore, you had not been billed for the gas you actually used. A 6-month adjustment was completed to bill you for the gas that went through the gas meter as recorded by the gas meter index. A copy of the letter dated June 2, 2017 and the itemization showing you the adjustment is enclosed for your review.

A copy of **Page 8-6** from the *Utah Natural Gas Tariff* shows a transponder-related billing error is limited to a back-bill of 6 months, and may be paid over 12 months on an interest-free payment arrangement. Based on our telephone conversation, budget billing has been dropped and your account set up on a 12-month interest-free Deferred Payment Agreement (DPA). I will call you in August to discuss the budget re-evaluation, and, if you are interested, to restore budget billing. Meanwhile, if you have any questions or concerns, please call me at 801-324-3557.

Sincerely,

A handwritten signature in cursive script that reads "Elia Lopez".

Elia Lopez
Consumer Affairs
Dominion Energy Utah

Enclosures

cc: Division of Public Utilities

Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Account Summary as of: February 6, 2017

Previous Balance Due - 02/01/2017	125.00
Payment Received - 1/24/2017	-125.00
Current Charges - Gas Service (Budget)	22.00
Total Amount Due Upon Receipt	\$ 22.00

1% monthly interest (12% annually) charged on balance on or after 02/28/2017.

Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117

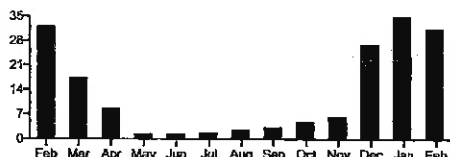
0.000000 0.000000 0.000000 0.000000

Residential Gas Service

Service Agreement: 3405920065

Comparison	Last Year	This Year
Decatherms/Day	1.23	1.08
Dollars/Day	\$11.52	\$9.71

DTH Usage History



Service from 1/7/2017 - 2/4/2017
Rate - GS

Charge for Gas Used (Avg cost per DTH \$ (7.90704))	56.14
Basic Service Fee Total	6.75
Utah Sales Tax (4.15%)	2.61
Municipal Energy Tax (6%)(Holladay)	3.77
Energy Assistance	0.10
Current Gas Billing	69.37
Current Charge (Budget Amount)	\$ 22.00

(Budget Plan Balance: \$345.55 Credit)

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
25900743	2/4/2017	6216	1/6/2017	6143	29	73 CCF	0.097280	7.1

In an effort to keep our budget plan customers on an accurate monthly payment schedule, installment amounts are periodically reviewed. As a result, your budget installment has been changed.

Questions, comments or mailing address corrections?
Call Dominion Energy weekdays 7am-6pm (see back of page for details) or visit our website: dominionenergy.com

Please write your account number on your check and return this portion with your payment.

Account	Current Charges Past Due After	Total Amount Due	Amount Enclosed
3405920000	2/28/2017	\$22.00	



Dominion Energy
PO Box 45841
Salt Lake City, UT 84139-0001

Kathy Bezyack
5280 Cottonwood Club Dr
Holladay UT 84117-7610

Kathy Bezyack
5280 Cottonwood Club Dr
Holladay, UT 84117

Re: Account #3405920000

Dear Customer,

We have discovered an error in the way your gas usage was being reported. The meter located at 5280 Cottonwood Club Dr, Holladay, UT is operating properly and recording the correct gas usage; however, the radio transponder attached to the meter didn't report your actual usage. The problem has been corrected.

*The problem caused an under-collection on your account. As a result, a debit has been made on your bill to reflect the correct billing for the natural gas used.

We apologize for any inconvenience this may have caused, and appreciate the opportunity to serve you. The Budget Billing plan is based on your prior year's usage. Since your actual gas usage was different than what was used to compute your budget amount, I have changed your Budget Billing to \$170.00. I can be reached at (801) 324-3395 or (800) 323-5517, ext 3395.

Sincerely,

Sabrina
Billing Analyst

Enclosure

This billing adjustment is in accordance with Questar Gas's tariff and Utah Public Service Commission rules.

Kathy Bezyack
5280 Cottonwood Club Dr
Holladay, UT 84117

QUESTAR GAS COMPANY

CUSTOMER ACCOUNT ITEMIZATION

NAME Kathy Bezyack
 ACCOUNT 3405920000

Originally Billed			
Date	Read	CCF	Amount
12/05/16	5970	17	\$21.19
01/06/17	6143	173	\$151.18
02/04/17	6216	73	\$69.37
03/06/17	6332	116	\$108.52
04/06/17	6332	0	\$7.44
05/04/17	6332	0	\$7.44
TOTAL		379	\$365.14

Corrected Billing				
Date	Read	CCF	Amount	Difference
12/05/16	6242	289	\$265.77	\$244.58
01/06/17	6601	359	\$305.44	\$154.26
02/04/17	6924	323	\$281.49	\$212.12
03/06/17	7139	215	\$195.56	\$87.04
04/06/17	7288	149	\$140.79	\$133.35
05/04/17	7372	84	\$64.26	\$56.82
		1419	\$1,253.31	\$888.17

are more than two approved rates in effect during the customer's billing period. The above procedure also applies to proration between winter and summer rates, where applicable.

Fixed charges will be assessed each billing period and will be based on the fee in effect at the time of billing.

BILLING ADJUSTMENTS

The Company will make every effort to ensure accuracy at the time new meter sets are completed.

When incorrect billings occur, the Company will have the right to make billing corrections regardless of the cause of error. Corrections will be limited to the periods described in the following table. The periods relate to the time immediately preceding the date of discovery of the error. The limitations described in this section do not apply to instances of customer fraud, theft of gas (see § 7.02), where access to meter has been denied (see § 8.01), or to sales taxes which are separately itemized when billed. A customer will be allowed to pay the amount due on a billing adjustment in equal payments without interest over a period equal to the time period over which the account has been adjusted.

Cause of Error	Adjustment Limitation
Non-registering meters	3 months
Slow registering meters	One-half the period since the last meter test, or 6 months, whichever is less
Fast registering meters	Same as slow registering meters or back to the date of the cause of the error, if date can be determined
Crossed Meters	24 months
All other errors (e.g., incorrect billing factors, incorrect service or rate class classification, incorrect meter reading or recording)	24 months
Transponder-related billing errors	6 months Back-billed amount may be paid over twelve months without interest

LOCAL CHARGES

Many municipalities have imposed a Municipal Energy Sales and Use Tax (MET), or a contractual franchise fee, or a combination of both on natural gas service. These local charges cannot exceed 6%, either separately or combined. Monthly bills for customers within the corporate limits of a municipality imposing any local charges will show a separately itemized line for each applicable local charge. The franchise fee is calculated by applying the franchise fee percentage to the total customer charges for gas service. The MET is calculated by applying the MET percentage to the total customer charges for gas service, including any franchise fee. In municipalities with both a franchise fee and an MET, the franchise fee percentage is allowed as a credit against the MET percentage. To reflect the credit of the franchise fee against the MET, the customer's bill will show a "net MET"



Questar Gas Company
1140 West 200 South
P.O. Box 45360
Salt Lake City, UT 84145-0360
Tel 801 324 5555

"Reviewed" this copy
7-1-17

June 2, 2017

Kathy Bezyack
5280 Cottonwood Club Dr
Holladay, UT 84117

Re: Account #3405920000

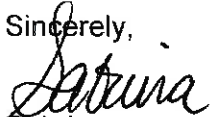
Dear Customer,

We have discovered an error in the way your gas usage was being reported. The meter located at 5280 Cottonwood Club Dr, Holladay, UT is operating properly and recording the correct gas usage; however, the radio transponder attached to the meter didn't report your actual usage. The problem has been corrected.

*The problem caused an under-collection on your account. As a result, a debit has been made on your bill to reflect the correct billing for the natural gas used.

We apologize for any inconvenience this may have caused, and appreciate the opportunity to serve you. The Budget Billing plan is based on your prior year's usage. Since your actual gas usage was different than what was used to compute your budget amount, I have changed your Budget Billing to \$170.00. I can be reached at (801) 324-3395 or (800) 323-5517, ext 3395.

Sincerely,


Sabrina
Billing Analyst

Enclosure

This billing adjustment is in accordance with Questar Gas's tariff and Utah Public Service Commission rules.

Kathy Bezyack
5280 Cottonwood Club Dr
Holladay, UT 84117

10-13-14
 11-11-14
 12-19-14
 1-13-17
 2-10-17
 3-14-17
 4-16-17
 5-12-17
 7-3-17
 7-25-17
 8-16-17

12.57
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DLL 170.⁰⁰
 31.42 Bill
 49.35 arrangement
 27.34 Bill
 49.35 arrangement

credit
 + 262.44
 + 212.29
 + 316.10
 + 289.92
 + 345.55
 + 259.03
 + 273.59
 + 288.15
 - 614.12
 - 592.12
 - 542.77



Kathy Bezyack

Account: 3405920000

CK 499 \$ 12.57
10-13-16

Page 1 of 1

Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Account Summary as of: October 6, 2016	
Previous Balance Due - 09/29/2016	-112.43
Current Charges - Gas Service (Budget)	125.00
Total Amount Due Upon Receipt	\$ 12.57

1% monthly interest (12% annually) charged on balance on or after 10/28/2016.

Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117

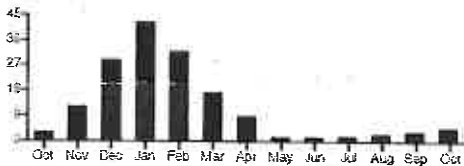
1.527048 0.031067 117.290000 104.000000

Residential Gas Service

Service Agreement: 3405920065

Comparison	Last Year	This Year
Decatherms/Day	0.10	0.17
Dollars/Day	\$0.94	\$1.53

DTH Usage History



Service from 9/8/2016 - 10/6/2016

Rate - GS

Charge for Gas Used (Avg cost per DTH \$ (6.69167))	32.12
Basic Service Fee Total	6.75
Utah Sales Tax (4.15%)	1.61
Municipal Energy Tax (6%)(Holladay)	2.33
Energy Assistance	0.08
Current Gas Billing	42.89
Current Charge (Budget Amount)	\$ 125.00
(Budget Plan Balance: \$262.44 Credit)	

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
25900743	10/6/2016	5885	9/7/2016	5832	29	53 CCF	0.089774	4.8

Questions, comments or mailing address corrections?
Call Questar Gas weekdays 7am-6pm (see back of page for details) or visit our website: Questargas.com



Kathy Bezyack

Account: 3405920000

ck SIO 11-11-16
125.00

Page 1 of 1

Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Account Summary as of: November 3, 2016

Previous Balance Due - 10/28/2016	12.57
Payment Received - 10/17/2016	-12.57
Current Charges - Gas Service (Budget)	125.00
Total Amount Due Upon Receipt	\$ 125.00

1% monthly interest (12% annually) charged on balance on or after 11/28/2016.

Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117

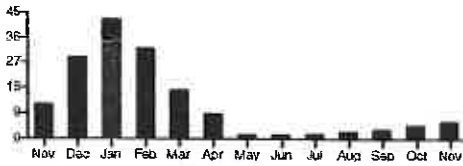
1.474392 0.021825 395.440000 216.000000

Residential Gas Service

Service Agreement: 3405920065

Comparison	Last Year	This Year
Decatherms/Day	0.40	0.22
Dollars/Day	\$4.00	\$2.24

DTH Usage History



Service from 10/7/2016 - 11/3/2016
Rate - GS

Charge for Gas Used (Avg cost per DTH \$ (8.07097))	50.04
Basic Service Fee Total	6.75
Utah Sales Tax (4.15%)	2.36
Municipal Energy Tax (6%)(Holladay)	3.41
Energy Assistance	0.16
Current Gas Billing	62.72
Current Charge (Budget Amount)	\$ 125.00
(Budget Plan Balance: \$212.29 Credit)	

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference		Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading					
25900743	11/3/2016	5953	10/6/2016	5885	28	68	CCF	0.091008	6.2

Questions, comments or mailing address corrections?
Call Questar Gas weekdays 7am-6pm (see back of page for details) or visit our website: Questargas.com



Kathy Bezyack

Account: 3405920000

Page 1 of 1

Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Account Summary as of: December 5, 2016

Previous Balance Due - 11/28/2016	125.00
Payment Received - 11/18/2016	-125.00
Current Charges - Gas Service (Budget)	125.00
Total Amount Due Upon Receipt	\$ 125.00

1% monthly interest (12% annually) charged on balance on or after 12/27/2016.

Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117

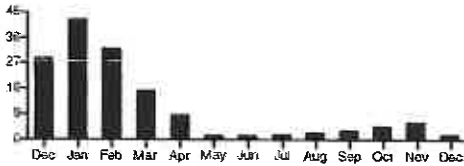
1.685019 0.000000 838.050000 638.000000

Residential Gas Service

Service Agreement: 3405920065

Comparison	Last Year	This Year
Decatherms/Day	1.03	0.05
Dollars/Day	\$9.28	\$0.66

DTH Usage History



Service from 11/4/2016 - 12/5/2016

Rate - GS

Charge for Gas Used (Avg cost per DTH \$ (7.79375))	12.47
Basic Service Fee Total	6.75
Utah Sales Tax (4.15%)	0.80
Municipal Energy Tax (6%)(Holladay)	1.15
Energy Assistance	0.02

Current Gas Billing

Current Charge (Budget Amount)

(Budget Plan Balance: \$316.10 Credit)

21.19
\$ 125.00

ck 108 12-19-16

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
25900743	12/5/2016	5970	11/3/2016	5953	32	17 CCF	0.093096	1.6

Questions, comments or mailing address corrections?
Call Questar Gas weekdays 7am-6pm (see back of page for details) or visit our website: Questargas.com



Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.



Kathy Bezyack Account: 3405920000

CK #127
1-13-17

Page 1 of 1

125.00

Account Summary as of: January 10, 2017

Previous Balance Due - 12/27/2016	125.00
Payment Received - 12/21/2016	-125.00
Current Charges - Gas Service (Budget)	125.00
Total Amount Due Upon Receipt	\$ 125.00

1% monthly interest (12% annually) charged on balance on or after 02/01/2017.

Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117

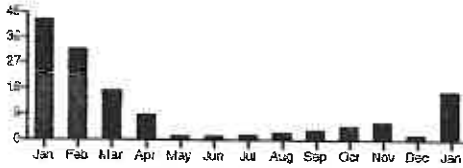
1.685019 0.012584 1131.760000 1201.000000

Residential Gas Service

Service Agreement: 3405920065

Comparison	Last Year	This Year
Decatherms/Day	1.25	0.54
Dollars/Day	\$11.51	\$4.88

DTH Usage History



Service from 12/6/2016 - 1/6/2017

Rate - GS

Charge for Gas Used (Avg cost per DTH \$ (7.75595))	130.30
Basic Service Fee Total	6.75
Utah Sales Tax (4.15%)	5.69
Municipal Energy Tax (6%)(Holladay)	8.22
Energy Assistance	0.22

Current Gas Billing 151.18

Current Charge (Budget Amount) \$ 125.00
(Budget Plan Balance: \$289.92 Credit)

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
25900743	1/6/2017	6143	12/5/2016	5970	32	173 CCF	0.097103	16.8



Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Kathy Bezyack

Account: 3405920000

Page 1 of 1



My acct. OK 130 23.00 2-10-17

Account Summary as of: February 6, 2017

Previous Balance Due - 02/01/2017	125.00
Payment Received - 1/24/2017	-125.00
Current Charges - Gas Service (Budget)	22.00
Total Amount Due Upon Receipt	\$ 22.00

1% monthly interest (12% annually) charged on balance on or after 02/28/2017.

Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117

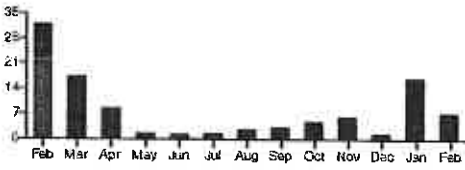
1.527048 0.005492 1017.270000 1015.000000

Residential Gas Service

Service Agreement: 3405920065

Comparison	Last Year	This Year
Decatherms/Day	1.23	0.25
Dollars/Day	\$11.52	\$2.48

DTH Usage History



Service from 1/7/2017 - 2/4/2017

Rate - GS

Charge for Gas Used (Avg cost per DTH \$ (7.90704))	56.14
Basic Service Fee Total	6.75
Utah Sales Tax (4.15%)	2.61
Municipal Energy Tax (6%)(Holladay)	3.77
Energy Assistance	0.10

Current Gas Billing 69.37

Current Charge (Budget Amount) **\$ 22.00**
 (Budget Plan Balance: \$345.55 Credit)

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
25900743	2/4/2017	6216	1/6/2017	6143	29	73 CCF	0.097280	7.1

In an effort to keep our budget plan customers on an accurate monthly payment schedule, installment amounts are periodically reviewed. As a result, your budget installment has been changed.

Questions, comments or mailing address corrections?
 Call Questar Gas weekdays 7am-6pm (see back of page for details) or visit our website: Questargas.com



Kathy Bezyack

Account: 3405920000

Page 1 of 1

CK141 22.00
34-17

Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Account Summary as of: March 6, 2017

Previous Balance Due - 02/28/2017 22.00
Payment Received - 2/13/2017 -22.00
Current Charges - Gas Service (Budget) 22.00

Total Amount Due Upon Receipt \$ 22.00

1% monthly interest (12% annually) charged on balance on or after 03/28/2017.

Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117

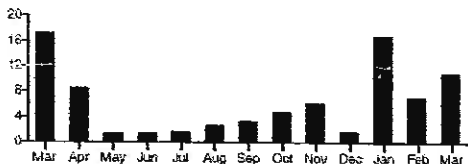
1.579706 0.012978 868.910000 720.000000

Residential Gas Service

Service Agreement: 3405920065

Comparison	Last Year	This Year
Decatherms/Day	0.52	0.36
Dollars/Day	\$5.24	\$3.62

DTH Usage History



Service from 2/5/2017 - 3/6/2017

Rate - GS

Charge for Gas Used (Avg cost per DTH \$ (8.40459)) 91.61
Basic Service Fee Total 6.75
Utah Sales Tax (4.15%) 4.08
Municipal Energy Tax (6%)(Holladay) 5.90
Energy Assistance 0.18

Current Gas Billing 108.52

Current Charge (Budget Amount) \$ 22.00

(Budget Plan Balance: \$259.03 Credit)

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference		Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading					
25900743	3/6/2017	6332	2/4/2017	6216	30	116	CCF	0.094175	10.9

Questions, comments or mailing address corrections?
Call Questar Gas weekdays 7am-6pm (see back of page for details) or visit our website: Questargas.com



Kathy Bezyack

Account: 3405920000

OK 157 22.00 Page 1 of 1

Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Account Summary as of: April 7, 2017
 Previous Balance Due - 03/28/2017 22.00
 Payment Received - 3/17/2017 *4-16-17* -22.00
 Current Charges - Gas Service (Budget) 22.00
Total Amount Due Upon Receipt \$ 22.00

1% monthly interest (12% annually) charged on balance on or after 05/01/2017.

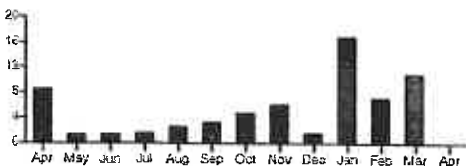
Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117
1.632362 0.000000 613.610000 413.000000

Residential Gas Service

Service Agreement: 3405920065

Comparison	Last Year	This Year
Decatherms/Day	N/A	N/A
Dollars/Day	\$0.00	\$0.00

DTH Usage History



Service from 3/7/2017 - 4/6/2017

Rate - GS

Basic Service Fee Total 6.75
 Utah Sales Tax (4.15%) 0.28
 Municipal Energy Tax (6%)(Holladay) 0.41
 Current Gas Billing 7.44
Current Charge (Budget Amount) \$ 22.00
 (Budget Plan Balance: \$273.59 Credit)

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
25900743	4/6/2017	6332	3/6/2017	6332	31	0 CCF	0.000000	0.0

Questions, comments or mailing address corrections?
Call Questar Gas weekdays 7am-6pm (see back of page for details) or visit our website: Questargas.com



Kathy Bezyack

Account: 3405920000

Page 1 of 1



Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Account Summary as of: May 4, 2017

Previous Balance Due - 05/01/2017	22.00
Payment Received - 4/19/2017	-22.00
Current Charges - Gas Service (Budget)	22.00
Total Amount Due Upon Receipt	\$ 22.00

1% monthly interest (12% annually) charged on balance on or after 05/26/2017.

Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117

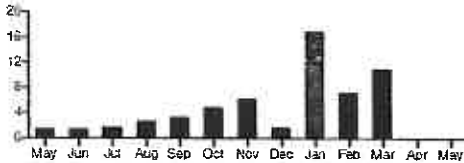
1.474392 0.000000 368.450000 357.000000

Residential Gas Service

Service Agreement: 3405920065

Comparison	Last Year	This Year
Decatherms/Day	N/A	N/A
Dollars/Day	\$0.00	\$0.00

DTH Usage History



Service from 4/7/2017 - 5/4/2017

Rate - GS

Basic Service Fee Total	6.75
Utah Sales Tax (4.15%)	0.28
Municipal Energy Tax (6%)(Holladay)	0.41
Current Gas Billing	7.44
Current Charge (Budget Amount)	\$ 22.00
(Budget Plan Balance: \$288.15 Credit)	

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
25900743	5/4/2017	6332	4/6/2017	6332	28	0 CCF	0.000000	0.0

Questions, comments or mailing address corrections? Call Questar Gas weekdays 7am-6pm (see back of page for details) or visit our website: Questargas.com



Kathy Bezyack

Account: 3405920000

Page 1 of 1

Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

CK 191 7.3.17
Account Summary as of: June 8, 2017
Previous Balance Due - 05/26/2017 22.00
Payment Received - 5/17/2017 *725.00* -22.00
Current Charges - Gas Service (Budget) 170.00
Total Amount Due Upon Receipt \$ 170.00

1% monthly interest (12% annually) charged on balance on or after 06/30/2017.

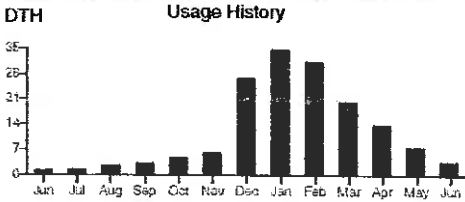
Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117

1.790333 0.015671 182.820000 115.000000

Residential Gas Service

Service Agreement: 3405920065

Comparison	Last Year	This Year
Decatherms/Day	0.04	0.11
Dollars/Day	\$0.57	\$1.06



Service from 5/5/2017 - 6/7/2017

Rate - GS

Charge for Gas Used (Avg cost per DTH \$ (7.21111))	25.96
Basic Service Fee Total	6.75
Utah Sales Tax (4.15%)	1.36
Municipal Energy Tax (6%)(Holladay)	1.96
Energy Assistance	0.07

Current Gas Billing 36.10

Current Charge (Budget Amount) \$ 170.00
(Budget Plan Balance: \$614.12 Debit)

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
25900743	5/25/2017	7396	5/4/2017	7372	21	24 CCF	0.090436	2.2
25900743	6/7/2017	16	5/25/2017	0	13	16 CCF	0.088879	1.4

In an effort to keep our budget plan customers on an accurate monthly payment schedule, installment amounts are periodically reviewed. As a result, your budget installment has been changed.

Questions, comments or mailing address corrections?
Call Questar Gas weekdays 7am-6pm (see back of page for details) or visit our website: Questargas.com



7-25-17



Kathy Bezyack

Account: 3405920000

CK 203

80.77

Page 1 of 1

Your previous balance was not received prior to last month's due date. Payment is due before the past due date. Thank you if your payment has been made.

Account Summary as of: July 7, 2017

Previous Balance Due - 07/07/2017	22.00
Payment Received - 7/5/2017	-22.00
Current Charges - Gas Service	31.42
Current Charges - Payment Arrangement	49.35
Total Amount Due Upon Receipt	\$ 80.77

00097

1% monthly interest (12% annually) charged on balance on or after 07/31/2017.

Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117

1.579706 0.062720 29.620000 4.000000

Residential Gas Service

Service Agreement: 3405920065

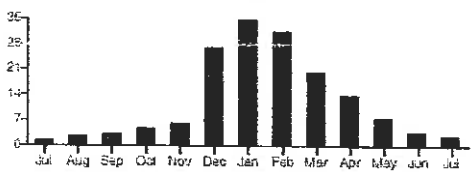
Comparison	Last Year	This Year
Decatherms/Day	0.05	0.10
Dollars/Day	\$0.63	\$1.08

Service from 6/8/2017 - 7/7/2017

Rate - GS

Charge for Gas Used (Avg cost per DTH \$ (7.75714))	21.72
Basic Service Fee Total	6.75
Utah Sales Tax (4.15%)	1.18
Municipal Energy Tax (6%)(Holladay)	1.71
Energy Assistance	0.06
Current Gas Billing	31.42

DTH Usage History



Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
25900743	7/7/2017	47	6/7/2017	16	30	31 CCF	0.088877	2.8

No interest payment arrangement

Service Agreement: 3409958441

Service from 7/5/2017 - 7/6/2017

Payment arrangement	49.35
Current Charge	\$ 49.35
(Payment Plan Balance 592.12)	

Questions, comments or mailing address corrections?
Call Dominion Energy weekdays 7am-6pm (see back of page for details) or visit our website: dominionenergy.com



Kathy Bezyack

Account: 3405920000

Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.



ck 217
8-16-17

76.69

Account Summary as of: August 7, 2017	
Previous Balance Due - 07/31/2017	80.77
Payment Received - 7/27/2017	-80.77
Current Charges - Gas Service	27.34
Current Charges - Payment Arrangement	49.35
Total Amount Due Upon Receipt	\$ 76.69

00097

Service Address: 5280 Cottonwood Club Dr, Holladay, UT 84117

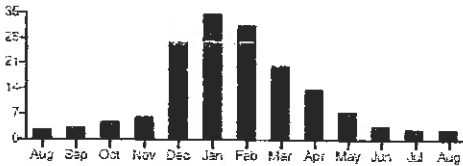
1.632362 0.027850 0.640000 0.000000

Residential Gas Service

Service Agreement: 3405920065

Comparison	Last Year	This Year
Decatherms/Day	0.09	0.09
Dollars/Day	\$0.93	\$0.91

DTH Usage History



**Service from 7/8/2017 - 8/7/2017
Rate - GS**

Charge for Gas Used (Avg cost per DTH \$ (6.67778))	18.03
Basic Service Fee Total	6.75
Utah Sales Tax (4.15%)	1.03
Municipal Energy Tax (6%)(Holladay)	1.49
Energy Assistance	0.04
Current Gas Billing	27.34

Meter ID	Current Meter Read		Previous Meter Read		Days	Dial Difference	Volume Multiplier	Billed DTH
	Date	Reading	Date	Reading				
25900743	8/7/2017	78	7/7/2017	47	31	31 CCF	0.086875	2.7

No interest payment arrangement

Service Agreement: 3409958441

Service from 7/7/2017 - 8/4/2017

Payment arrangement	49.35
Current Charge	\$ 49.35
(Payment Plan Balance 542.77)	

Questions, comments or mailing address corrections?
Call Dominion Energy weekdays 7am-6pm (see back of page for details) or visit our website: dominionenergy.com