

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

In the Matter of the Formal Complaint of)
CARLOS A. SIMONETTI,)
Complainant,)
v.)
QUESTAR GAS,)
Respondent.)

DOCKET NO. 04-057-02

REPORT AND ORDER

ISSUED: June 22nd, 2004

By The Commission:

This matter was commenced by a formal complaint from Carlos A. Simonetti ("Mr. Simonetti") against Questar Gas ("Questar" or "company").

Customer complaint matters are designated as informal proceedings under our rules. Based on the record on file, there being no material facts in dispute, we deem this matter ripe for decision.

FACTS

Mr. Simonetti filed an informal complaint with the Division of Public Utilities ("Division") on April 7, 2004, alleging that Questar had over billed him by failing to take prompt, appropriate action regarding an undersized pressure regulator. He claims that Questar's failure to replace the regulator in December 2003 resulted in unnecessarily high gas bills in the succeeding months. Mr. Simonetti requested that Questar credit his account or "write off" an unstated portion of his February and March 2004 gas bills. In response to this informal complaint, Questar informed Mr. Simonetti that the undersized regulator would not have altered the amount of gas used and therefore had no impact on Mr. Simonetti's gas bills. Questar determined that there was no basis to issue a credit or write-off amounts billed to Mr. Simonetti because he had only been billed for the amount of gas used. On April 20, 2004, Mr. Simonetti filed a formal complaint alleging that Questar was negligent in not inspecting the appliances in his house and in not taking immediate action when the Company discovered that the installed pressure regulator was too small. He also renewed his allegation that Questar had issued him excessive bills caused by his meter not reading correctly.

The Division filed a memorandum containing the results of its investigation. The Division concluded that Questar has not violated any statutes, rules or tariff provisions in this matter and recommends that the Complaint be dismissed.

On June 18, 2004, Questar filed an Answer and Motion to Dismiss stating that replacement of the pressure regulator at Mr. Simonetti's home had no impact on the amount of gas measured by the meter or used in his home. Questar also states that Mr. Simonetti's meter has correctly registered the amount of gas used at his property and that the company has not violated any of its tariff provisions or Commission rules in providing natural gas service to Mr. Simonetti.

DISCUSSION

Questar's actions in addressing Mr. Simonetti's concern and complaints appear reasonable. When contacted by Mr. Simonetti about his concern for his high gas bill, Questar took a special reading of his meter to confirm the accuracy of previous routine readings. When Mr. Simonetti requested a service call to check his gas appliances to make sure they were working properly, Questar obliged and found no problems. However, during that service call, the Questar technician noticed that the installed pressure regulator was too small given the amount of gas appliances in Mr. Simonetti's home so the company replaced it with an appropriately sized regulator. Questar explained to Mr. Simonetti that the size of the regulator has no impact upon the amount of gas the meter reads or that is used in the home. The

Division concurs and states that Questar has violated no statute, Commission rule, or tariff provision. We agree and find accordingly.

ORDER

NOW, THEREFORE, IT IS HEREBY ORDERED that:

1. Complainant's claims that Questar was negligent in finding and fixing problems with, and billing for, the provision of natural gas service to his home are dismissed.
2. Any person aggrieved by this Order may petition the Commission for review/rehearing pursuant to the *Utah Administrative Procedures Act, Utah Code Ann. §63-46b-1 et seq.* Failure so to do will preclude judicial review of the grounds not identified for review. *Utah Code Ann. §54-7-15.*

DATED at Salt Lake City, Utah, this 22nd day of June, 2004.

/s/Steven F. Goodwill
Administrative Law Judge

Approved and Confirmed this 22nd day of June, 2004, as the Report and Order of the Public Service Commission of Utah.

/s/Ric Campbell, Chairman

/s/Constance B. White, Commissioner

/s/Ted Boyer, Commissioner

Attest:

/s/Julie Orchard
Commission Secretary

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