

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

In the Matter of the Formal Complaint of)
Peggy S. Christoffersen against Questar Gas) DOCKET NO. 09-057-10
Company) REPORT AND ORDER
)

ISSUED: June 24, 2009

By The Commission:

This matter is before the Commission on Peggy S. Christoffersen's formal complaint against Questar Gas Company. Ms. Christoffersen complained that Questar was billing her for gas she did not use.

Ms. Christoffersen lives in a condominium in Salt Lake City. In March 2009, she called Questar to complain about her high December 2008 gas bill. Questar explained that her bill was in line with other neighboring units, but Ms. Christoffersen asked to speak with a supervisor. The supervisor requested a meter check for Ms. Christoffersen's condominium and others in her same building. On March 30, 2009, a technician trainee and his trainer were dispatched to Ms. Christoffersen's unit to investigate her lines and found no leaks or problems with the meter transponder or meter which would affect her billing. They did find leaks in the meters, but at points where the gas flow was measured by the indexes, so Ms. Christoffersen's bill was not affected. During the visit, the trainee found what he believed to be an unusually large difference since the last read and apparently told Ms. Christoffersen that she could not have used the quantity of gas he found. He then told her that a correction to her bill would be made. The trainee later re-examined the meter and realized that his earlier read might have been incorrect. A new read was called in and the correct value was entered into the billing system. Ms. Christoffersen was never billed on the misread.

She again called Questar to complain about her bill, stating to the Questar personnel what the trainee had told her and expecting an adjustment in her bill. After Questar personnel told her that the trainee was incorrect, and that her bill was in fact correct, she filed an informal complaint and later a formal complaint.

The Division of Public Utilities (Division) filed a recommendation on June 1, 2009, recommending dismissal of the complaint. It stated that it had found no violation of Utah law, Commission Rules, or company tariffs.

Questar also filed its Answer and moved to dismiss the complaint, stating that Ms. Christoffersen had not proven any violation of Utah law, Commission Rule, or company tariff. In addition to the facts given by the Division in support of its recommendation, Questar also provided evidence that when comparing Ms. Christoffersen's unit usage with previous occupants, her usage was significantly lower than that of previous occupants. Additionally, Questar provided evidence that her bill was not the highest in her building, and actually one of the lowest when adjusted for cost per square footage.

The Commission can find no violation of Utah law, Commission Rules, or company tariff, neither has Ms. Christofferson shown one.

ORDER

1. Therefore, this formal complaint is dismissed with prejudice;
2. Pursuant to Sections 63G-4-301 and 54-7-15 of the Utah Code, an aggrieved party may request agency review or rehearing of this Order by filing a written request with the Commission within 30 days after the issuance of this Order. Responses to a request for agency review or rehearing must be filed within 15 days of the

DOCKET NO. 09-057-10

-3-

filing of the request for review or rehearing. If the Commission does not grant a request for review or rehearing within 20 days after the filing of the request, it is deemed denied. Judicial review of the Commission's final agency action may be obtained by filing a petition for review with the Utah Supreme Court within 30 days after final agency action. Any petition for review must comply with the requirements of Sections 63G-4-401 and 63G-4-403 of the Utah Code and the Utah Rules of Appellate Procedure.

DATED at Salt Lake City, Utah this 24th day of June, 2009.

/s/ Ruben H. Arredondo
Administrative Law Judge

Approved and confirmed this 24th day of June, 2009 as the Report and Order of the Public Service Commission of Utah.

/s/ Ted Boyer, Chairman

/s/ Ric Campbell, Commissioner

/s/ Ron Allen, Commissioner

Attest:

/s/ Julie Orchard
Commission Secretary

G#62537