

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

In the Matter of the Request of QUESTAR GAS)
COMPANY to File Changes to its Existing Tariff)
)

DOCKET NO. 04-057-T01

ORDER

ISSUED: June 23, 2004

SYNOPSIS:

By this Order, the Commission approves the Stipulation reached between Questar Gas Company, the Division of Public Utilities, the Committee of Consumer Services, Salt Lake Community Action Program, and Crossroads Urban Center (collectively the Parties) for Questar Gas Company's application for revisions to its tariff. Questar Gas is authorized to implement the proposed tariff revisions as provided in Exhibit A attached to the Stipulation.

By the Commission:

On January 30, 2004, Questar Gas filed Advice No. 2004-01 which provided proposed changes to its existing Tariff No. 400. Questar Gas stated that this filing was necessary because the Company is implementing a new customer information and billing system called Cordaptix (CDX). Questar Gas' proposed tariff changes are required to reflect the methodologies used by CDX that are different from the Company's current customer information system.

Following Questar Gas' filing, the Parties met on several occasions to discuss the proposed changes and ultimately entered into a Stipulation which was filed with the Commission on May 11, 2004. The Stipulation provided for additional modifications that further clarified the proposed tariff revisions. These modifications have been incorporated in the Company's proposed tariff.

Additionally, the security deposit requirements in Section 8.03, Pages 8-9, were discussed and the Parties have agreed at this time to calculate the residential security deposit as one times the highest monthly charge at the premises during the last 12 months. The Parties also agreed that the Company will exercise its discretion in cases where high bill anomalies could result from an inaccurate bill, unusual customer circumstances, a misread or other abnormalities. In these situations, Questar Gas will work with the customer to ensure that the required deposit is fair and equitable given any extenuating circumstances surrounding the billing.

The Parties agreed that the tariff changes as shown on Exhibit A, a copy of which is attached, represent a

reasonable compromise and should be approved. However, these changes are not meant to be binding on any party in any future proceedings.

Findings of Fact

1. Questar Gas is a Utah corporation organized and existing under the laws of the State of Utah, with its principal place of business located at 180 East 100 South Street, Salt Lake City, Utah. The applicant, in its public utility operations, is engaged in the business of purchasing, transporting and distributing natural gas within the State of Utah.

2. A copy of Questar Gas' Articles of Incorporation, including all amendments, is on file with this Commission. The applicant's present rates, charges and general conditions for natural gas service in Utah are regulated by this Commission and are set forth in Tariff P.S.C. Utah No. 400.

3. A copy of the Stipulation with Exhibit A, changes to the tariff in legislative format and Exhibit B, changes in final format are attached to this Order.

CONCLUSIONS

1. It is reasonable and in the public interest for Questar Gas Company's tariff governing natural gas service in the State of Utah to be modified as set forth in the Findings of Fact.

2. Pursuant to Utah Admin. Rule § 746-405-2.E.1. and Utah Code Ann. § 54-4-1 (2003) the Commission has authority to approve the Stipulation and accompanying tariff modifications.

Based upon the foregoing Findings of Fact and Conclusions of Law, the Commission makes and enters the following Order:

ORDER

NOW, THEREFORE, IT IS HEREBY ORDERED that:

The request of Questar Gas Company for approval of the Stipulation providing for modifications to its tariff governing natural gas service in the State of Utah is approved and shall be effective July 1, 2004.

Dated at Salt Lake City, Utah, this 23rd day of June, 2004.

/s/ Ric Campbell, Chairman

/s/ Constance B. White, Commissioner

/s/ Ted Boyer, Commissioner

Attest:

/s/ Julie Orchard
Commission Secretary

G#38923

-ATTACHMENT-

-BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH-

Request of QUESTAR GAS)
COMPANY COMPANY to File)
Changes to its)
Existing Tariff)

DOCKET NO. 04-057-T01
STIPULATION

Questar Gas Company (Questar Gas), the Division of Public Utilities Committee, Committee of Consumer Services, Salt Lake Community Action Program, and Crossroads Urban Center, agree and recommend that the Commission enter an order approving the filing of changes by Questar Gas to its existing Tariff PSCU 400, to become effective July 1, 2004. This Stipulation is based upon the following facts and agreements:

1. Questar Gas filed Advice No. 2004-01, on January 30, 2004, transmitting a draft of proposed changes to its existing Tariff No. 400. This filing was necessary because Questar Gas is implementing a new customer information and billing system called Cordaptix (CDX). These tariff changes are required to reflect the methodologies used by CDX that are different from the current system.

2. Following the filing, the Parties met on several occasions to discuss the proposed changes. Several modifications that further clarify the tariff provisions were recommended and have been agreed to by the parties. These modifications have been incorporated in the tariff.

3. Additionally, the security deposit requirements in Section 8.03, Pages 8-9 were discussed at length. In order to facilitate the implementation of Cordaptix, the Parties have agreed at this time to calculate the residential security deposit as one times the highest monthly charge at the premises during the last 12 months. The Parties also agreed that the Company will exercise its discretion in cases where high bill anomalies could result from an inaccurate bill, unusual customer circumstances, a misread or other anomalies. In these situations, Questar Gas will work with the customer to ensure that the required deposit is fair and equitable given any extenuating circumstances surrounding the billing.

4. The attached Exhibit A contains all the proposed changes, agreed upon by the Parties, in red-line/strike-out format.

5. The attached Exhibit B contains the final version of the tariff sections that incorporate the changes agreed upon by the Parties.

6. The Parties agreed that the tariff changes as shown on Exhibit A represent a reasonable compromise and should be approved. However, these changes are not meant to be binding on any party in any future proceedings. Based on the foregoing, the Parties request that the Commission enter an order approving changes to Questar Gas' existing Tariff PSCU No. 400, effective July 1, 2004.

May 11, 2004 /s/ Alan K. Allred
President & CEO

May 11, 2004 /s/ Roger Ball
Director
For the Committee of Consumer Services

May 11, 2004 /s/ Catherine C. Hoskins
Executive Director for the Salt Lake
Community Action Program

May 11, 2004 /s/ Glenn Bailey
Executive Director for the Crossroads
Urban Center