

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

In the Matter of the Formal Complaint of)
Trudie Brennan against Questar Gas) DOCKET NO. 10-057-13
Company) ORDER OF DISMISSAL

ISSUED: September 14, 2010

By The Commission:

This matter is before the Commission on Trudie Brennan's formal complaint against Questar Gas Company (Company). Ms. Brennan complains that Questar has placed an amount of \$888.17 on her account. She disputes that this amount is hers, and claims she is a victim of identity theft. She says that she has been paying any amounts owed by her. She asks the Commission to order Questar to remove the debt from her account and resume her service.

The Company filed a Motion to Dismiss and Answer. The Company states that in April 2005, she commenced service at an address on Colby Avenue in Salt Lake City. The Company terminated her service for non-payment in September 2005, at which time her unpaid balance was \$158.87. Also in September 2005 a tenant at a residence on Emerson Circle in Magna, Utah stated the next tenant was a Trudie Reeves, who was the daughter of the property owners, Sharon and Stanley Simmons. Ms. Brennan then called the Company to request service at the Emerson Circle residence. The Company denied her request until the arrearage for \$158.87 was satisfied. Ms. Brennan said she had been a victim of a home invasion, had left the previous residence and did not use the service. She said she had informed the Company of this but the Company had no record of her calling to terminate service. She was asked to provide a copy of the police report detailing the home invasion but she only provided a police report that

detailed nothing regarding a home invasion. Ms. Brennan called again in September 2005 requesting service at the Emerson Circle residence. The Company representative stated she would have to enter into arrangements to pay off the unpaid balance before service was connected. She did so and entered into a deferred payment agreement of \$14 per month for 12 months, plus a \$15 one-time connection fee. In September 2005 she paid a \$30 payment per the terms of the agreement but made no subsequent payments. In April 2006, a new tenant requested service, and Ms. Brennan's service was cancelled. She had an arrearage in April 2006 of \$888.17.

From about April 2006 to December 2009 Ms, Brennan obtained gas service at various residences under the pseudonyms Trudie Simmons, Trudie Scott, and Trudie Brennan, each time providing fictitious social security numbers.

On December 7, 2009 she requested service at a new residence in South Salt Lake. She had another arrearage owing (\$673.56) from a residence at Twain Drive in Magna, Utah transferred to her new account and entered into another deferred payment agreement, but failed to pay according to the terms of that agreement as well. The Company states it has entered into three other deferred payment agreements and she has defaulted on those. Once collections began to recover arrearages owed by Ms. Brennan, the Company identified Ms. Brennan and Ms. Reeves as the same person, transferring the Reeves balance to Ms. Brennan. Ms. Brennan again called the Company alleging that she was not responsible for various arrearages and claiming she had been a victim of identify theft, apparently a victim of her mother's fraudulent use of her

identity. She was asked by both the Company and the Division of Public Utilities (Division) to provide a copy of the police report she claims she filed, but she provided no such report.

Her current arrearages are \$1,739.43 for the various accounts under which she obtained service.

The Division made a recommendation to the Commission on August 30, 2010, recommending dismissal. It too attempted to verify Ms. Brennan's claims, but she never provided any verification for claims of identity theft or any other evidence to rebut the Company's claims the arrearages owing belonged to her. It found the Company violated no Rule, Company tariff or law.

The Commission finds no basis upon which to find the Company violated any Rule, Company tariff or law and finds the complaint should be dismissed.

ORDER

1. Ms. Brennan's formal complaint is dismissed with prejudice;
2. The Company is free to pursue any legal means of collection against Ms. Brennan for amounts owing;
3. 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 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

DOCKET NO. 10-057-13

- 4 -

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 Utah Rules of Appellate Procedure.

DATED at Salt Lake City, Utah, this 14th day of September, 2010.

/s/ Ruben H. Arredondo
Administrative Law Judge

Approved and confirmed this 14th day of September, 2010, as the Order of Dismissal 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#68572