

From: "George Smith"
 To: "Ron Allen" <rallen@utah.gov>, "Ric Campbell" <rcampbell@utah.gov>, "Ted...
 Date: 4/9/2008 11:35 AM
 Subject: Under-Billing Claims of Questar Gas Company(Questar)
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UTAH PUBLIC
 SERVICE COMMISSION

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To: Utah Public Service Commission(Commission)

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Ted Boyer, Chairman
 Ric Campbell, Commissioner
 Ron Allen, Commissioner

SUBJECT: Under-Billing Claims of Questar Gas Company(Questar)

As a resident and tax payer of The State of Utah and as an Electrical Engineer with almost 40 years of professional experience in the fields of RF Transmission(Transmitters and Receivers), Computer Systems Design and Software Programing, I would like to respectfully offer the following recommendations to assist the Commission in both resolving the subject adjudication and in rendering some thorough and competent final decisions:

1. Expand the investigation to be conducted under Docket No. 08-057-11 to include not only the volume and costs of Gas UNBILLED due to faulty transponder programing by Questar, but to also include an investigation into the very distinct possibility that Questar may, as a result of the same type of faulty transponder programing, have OVERBILLED some of its customers for the past 10 years as well.

2. Convene an appropriate Commission authorized Oversight Team to examine both the technical and administrative operations conducted by Questar related to their entire scope of business operations in The State of Utah.

3. Require the above Oversight Team to publish a full public report on their findings and the corrective actions being taken by the Commission as well as Questar's compliance with these corrective actions.

4. Publicly release all of Questar's customer names and addresses and the magnitude of adjustments and settlements involved over at least the past 10 years.

5. Include an official representative of The State of Utah Attorney General's office on the Oversight Team with the authority to initiate legal investigative actions when deemed necessary.

George H. Smith