

**From:** "val kagie" ·  
**To:** ·  
**Date:** 10/23/2008 11:45 AM  
**Subject:** NO TO QUESTAR \$ 0.43 CHARGE

DEAR PUBLIC SERVICE COMMISSION

10-23-08

I'M VERY UPSET THAT QUESTAR GAS IS TRYING TO BILL ME FOR GAS THAT OTHER PEOPLE USED.

MY HOUSE WAS BUILT IN 1939 AND IT HAD NO INSULATION IN IT. IN 2000 I REMODELED THE UPSTAIRS AND PUT INSULATION IN THE WALLS AND ATTIC, AND PUT IN NEW DOUBLE PAIN WINDOWS. OUR GAS USAGE DROPPED AND OUR BILL WAS LOWER AS WELL. WITHIN A VERY SHORT TIME (ABOUT ONE MONTH) QUESTAR GAS CALLED US TWICE AND ASKED, WHY WE WERE NOT USING AS MUCH GAS AS WE USED TO? WE TOLD THEM ABOUT THE REMODEL. WITHIN A MONTH THEY CAME OUT AND INSTALLED A NEW GAS METER. MY GAS BILL DID NOT CHANGE, AFTER THE NEW METER. IF QUESTAR COULD CATCH ONE CUSTOMER GAS USE AND BILLING CHANGES, WHY COULD THEY NOT CATCH OVER 500 CUSTOMER GAS USE AND BILLING CHANGES? WHY DID IT TAKE THEM OVER TWO YEARS TO FIND THERE MISTAKE?

QUESTAR SHOULD NOT BE ALLOWED TO BILL EVERYONE FOR THERE MISTAKE, OR INCREASE THE COST OF GAS.

THANKS.

VAL KAGIE