

From: Michele Beck
To:
Date: 10/28/2008 4:46 PM
Subject: Fwd: Resubmittal of my Questar Transponder issue comments

Mr. Wall asked me to forward the following letter for inclusion in the PSC public comments relative to the transponder docket.

Dear Ms. Beck:
As agreed, here is a copy of the letter we discussed.
August 11, 2008

Michele Beck
Director, Committee of Consumer Services
Department of Commerce
PO Box 146782
Salt Lake City, UT 84114-67822

Dear Ms Beck:

Thank you for your update on the Questar transponder issue. I am writing this letter to summarize the comments I have already made in conversations with Linda Kizerian of Questar and Ross Hudson of the Utah Division of Public Utilities.

In my conversations with both of them, I stated I did not feel that Questar was willfully trying to deceive us, its customers, but that they displayed gross negligence in

1. not properly overseeing the work of their employees (or the work of those with whom they contracted to have work done on their behalf)
2. not properly reviewing the work done by their contracted installers before totally depending upon the accuracy of the transponders
3. not judiciously reviewing customer accounts as they made annual adjustments to budget amounts charged to customers - Questar is the professional who supposedly knows the details that go into making the annual budget assessments.

Further, when we as customers sign up for and adhere religiously to a payment plan, we have every right to expect that what we are asked to pay and agree to pay are consistent. My wife and I were out of the country (serving 2-yr missions in Africa and South America between February 2002 and September 2007) during the time in question. Arranging payment for the budget plan was part of planning the taking care of our financial obligations while we were gone and during the year between those two missions. We accepted and took care of our responsibilities and certainly had the right to expect that Questar would do the same.

Both Ms Kizerian and Mr. Hudson informed me of the clause wherein the legislature allows utility companies to back charge for errors. However, as I explained to them, I am sure the legislature was not giving them license to act irresponsibly, but rather to recoup honest errors. Covering for the inadequacy or poor workmanship of someone contracted to do work for them does not strike me as being an honest error. As a business owner, when one of my employees makes a mistake, or when someone with whom I contracted does not perform up to standard, I assume the responsibility; I do not try to pass the responsibility and payment for damages on to my customers. As with laws in general, they are made to protect the innocent, not to provide escape measures

through interpretation.

As for my item three, above, I received copies of adjustments made to my budget account by Questar. One item in particular stands out: Prior to June 1, 2005 my budgeted amount was \$99.00 per month. On June 1, 2005 Questar put in place a rate increase and re-calculated my Budget Plan amount. With the rate increase, they reduced my budgeted amount from \$99.00 to \$25.00 per month. If, indeed, Questar employees were reviewing annual budgets, this should have been a major red flag.

Again. Not a case of deception, but gross negligence. Thank you for letting me respond.

Respectfully submitted,

Richard V. Wall