

08-057-4

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114

UTAH PUBLIC
SERVICE COMMISSION

2008 APR -7 A 11: 46
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RECEIVED
DIVISION OF
UTILITIES

APR 08 -4 P 12: 45

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150296

RECEIVED
RECEIVED

Name of Complainant: RUSSELL N. LARSEN
Address: [REDACTED]

Telephone No.: [REDACTED]

2. The utility being complained against is: QUESTAR GAS

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can. THIS HAS TO DO WITH THE FAULTY

TRANSPONDERS ON METERS. OVER CHARGE OF \$175⁰⁰ STEMED FROM A FINAL METER READING ON JULY 2, 2007 AT A RENTAL ADDRESS ([REDACTED]) WE VACATED AS A RESULT OF PURCHASING A HOME (CURRENT ADDRESS, WHO REALY KNOWS WHETHER THE BILL OR ACTUAL USERGE WAS FROM THE PREVIOUS JENDANT ([REDACTED]) OR NOT.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper? I, LIKE RECENT OTHERS IN THIS CLASS COMPLAINT, FEEL QUESTAR SHOULD HONOR THE COMPLAINT AND NOT (DUE TO NO FAULT OF THE CONSUMER) STAB US WITH THE CHARGES. YES, WE PROBABLY USED THE PRODUCT, BUT, QUESTAR SHOULD ACCEPT THE ERRORS AND GO AFTER THE MAKERS OF THE TRANSPONDERS AND THEIR SOFTWARE THAT HAS CREATED THE PROBLEM.

5. What relief does the Complainant request? FORTUNATLY, THE HOME WE PURCHASEDS HAD VERY LITTLE USAGE HISTORY FROM LATE 2006 - ^{EARLY} 2007 WHEN WE PURCHASED AS THE HOME HAD BEEN VACANT. BASE ON AN EQUAL PAYMENT PLAN OF \$55⁰⁰/MO. (I THINK \$15⁰⁰ OF IT) THE \$175⁰⁰ IS STRETCHED OUT I BELIEVE OVER 15 MONTHS. QUESTAR WAS GO TO WORK WITH IN THAT WAY, THAT BEING SAID, I STILL THINK I AM A VICTOM HERE OF ANOTHER PERSONS USAGE AND FAULTY EQUIPT.

6. Signature of Complainant: [REDACTED]

Date: 04-03-08

INFORMAL COMPLAINT

Complaint # **787**

New



Add Company

Utility Company **Questar Gas**

CUSTOMER INFORMATION

Customer Name: [REDACTED] Phone Number: [REDACTED]
Other Contact Info: [REDACTED] Other Phone: [REDACTED]
Account Number: [REDACTED] Email Address: [REDACTED]
Customer Address: [REDACTED] OK to Release:
Customer Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

COMPLAINT INFORMATION

Complaint Type: **Inquiry** Date Received: **10/9/2007** Date Closed: **10/11/2007**
Complaint Received By: **Rea** DPU Analyst Assigned: [REDACTED]
Utility Company Analyst: [REDACTED] Company at Fault:
Complaint Description: Actual Slam Case: Actual Cram Case:

[REDACTED] stated he was renting a home in Logan then purchased a home in Smithfield. [REDACTED] received a final bill for the home in Logan in the amount of \$160. The bill was for service in June and 2 days in July. [REDACTED] thought they had misread the meter or something. He called Questar thinking they would fix it but was told the bill was correct. The transponder was not working. If he used the gas he will pay for it but he is upset if their equipment did not work because that is not his fault. [REDACTED] advised Questar that three people moved out of his home in April and they were not using the furnace because it was a warm spring. His bill would have been low with these changes.

Complaint Response:

Attached is the letter and itemization that I sent to [REDACTED]. It appears that the meter and transponder were working fine when he began service in Logan. Some time during the year that he had service, the transponder under recorded the gas usage. The meter, however, was recording the gas usage accurately. His beginning read was from the meter index, as was his final read, so he was billed for gas that he used. The transponder was replaced with a new one on 8/2/07, so there won't be a problem in the future at that residence. This was an equipment failure, beyond our control, so I'll request this changed to an inquiry. Completed by Linda Kizerian on 10/11/07.

October 10, 2007

RE: [REDACTED]

Dear [REDACTED]

This letter is in response to your recent call to the Division of Public Utilities regarding your final bill for [REDACTED]. I appreciate the opportunity to respond to your concerns.

I've enclosed an itemization for your gas usage at the Logan address. The gas meter had been shut off and sealed prior to your request for service. When our technician removed the lock on 7/2/06 he read the meter index at 6898. This was the same read that our previous technician noted when the meter was shut off. During the time that you lived at that address, your meter was read

each month by transponder and you were billed based on that read. When you requested service taken out of your name, the meter was shut off on 7/2/07 and the meter index read of 8205 was used on your closing bill.

On 8/2/07 our technician checked the meter and transponder at [REDACTED] and found that the meter index read 8227 and the transponder read was 8106. Even though the transponder did not record all of your gas usage, the meter was still recording accurately. The final bill that you received for \$99.23 included usage that was not recorded by the transponder during the year that you lived there. You can, however, be assured that you were billed from a beginning meter read to a final meter read.

Your \$60.00 payment was received today, leaving a balance of \$145.57. If you would like to set up a payment plan on the balance, you may contact me directly at 800-323-5517, ext. 3310.

Sincerely,

Linda Kizerian
Consumer Affairs

Cc: Division of Public Utilities
Enclosure

Additional Information:

[REDACTED] called again on 4/1/2008 and expressed an interest to be included in the transponder investigation so Formal Complaint papers were sent to him.

