

From: <nem3747@aol.com>
To: <mlivingston@utah.gov>
Date: 1/15/2009 5:26 PM
Subject: Mitchell Questar Back Bill Request
Attachments: 1-15-09Ltr.doc

CC: <jorchard@utah.gov>

Please see the attached request dated January 15, 2009, for an appeal of the Public Service Commission's decision in Nancy and George Mitchell's complaint against Questar Gas in our back bill of December 2007. Please advise us that you have received this request. A hard copy will be sent tomorrow.

Thank you,

Nancy and George Mitchell

278-3100

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2009 JAN 15 P 5:56
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160303

January 15, 2009

Ms. Julie Orchard
Commission Secretary
Utah Public Services Commission

UTAH PUBLIC
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2009 JAN 15 P 5:56

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Dear Ms. Orchard;

RECEIVED

Thank you for your letter of December 17, 2008 and for the opportunity to voice our opposition to our back bill from Questar Gas. Unfortunately, we went away for the holidays on December 19th and returned on January 4th, picking up armfuls of mail on January 5th. Not only were we faced with dealing with this backlog of correspondence, emails, and a calendar of commitments and activities, we also had some health issues to deal with that have preoccupied us since our return. This is the earliest we could possibly respond to your letter.

The January 2nd deadline for expressing this concern had passed before we were even aware of it. Furthermore, we were never informed that any cutoff date existed. On December 3rd the Commission said if our grievances were not resolved by its Order, we could pursue it through a separate complaint.

We were not, and are not, satisfied that being backbilled for six months is a fair outcome for an error that was entirely Questar's fault, especially since we did not have any opportunity to mitigate our consumption in the absence of accurate bills for so many months, actually years, four years, to be exact. I attended the hearing on October 22nd and explained to the Commission our position at that time. We feel like we have not been heard nor properly informed of how the Commission works.

As to the content of the December 3rd Order, the Commission said it didn't understand why any portion of the underbilling would be born by other customers, referring to the amount that Questar says was under billed. It doesn't say how the Commission was convinced that Nancy and George Mitchell should bear any part of it. Nothing we heard during the hearing or that we have read in the Order has persuaded us that we should be responsible for the underbilling.

It has been our understanding ever since the Commission issued its scheduled orders on April 21st and August 26th that it would be possible to have an individual hearing of our complaint if the Commission failed to satisfy us. Those orders said such a hearing would be scheduled at a later date with no suggestion that any deadline would be involved. If the Commission had planned to impose a time limit, we don't understand why it didn't say so sooner, rather than wait until two weeks after it issued its order.

Furthermore, the instructions provided with the Formal Complaint Form that we completed asked that the complaints be stated in simple, straightforward, non-technical language. The instructions included some Administration Rules, but again no mention of deadlines in the context of a complaint to the Commission. Your letter of December 17th

is the first indication we heard of the Utah Administrative Procedures Act or the intricate requirements for submitting requests to the Commission and further complications because your offices are closed on Fridays.

Contrary to the Formal complaint Form, it seems we are being treated in a way that is far from simple, straightforward, or non-technical, and that we are being informed much too late of complex legal requirements that we have never heard of before. We ask that the Commission treat us fairly.

Our complaint has not been resolved to our satisfaction and we want to pursue this matter further. Please advise how we can do that.

Sincerely,
Nancy and George Mitchell