

From: Julie Orchard
To: Petersen, Rea
Date: 10/22/2008 3:20 PM
Subject: Fwd: FW: QUESTAR

CC:
Oh, here is one more. JPO

>>> "Doug Duncan" 10/22/2008 11:27 AM >>>

I read in the paper today, that you were interested in my opinion concerning an agreement between the PSC and Questar. For what it's worth here it is.

If I got their story right; Questar unknowingly sold gas to some people and businesses at half price over a period of years. Now they want us, the customers, to pay it back. ThePSC reminds me of Solomon and the baby that two women claimed as theirs.

The company has not lost any money! During that period, didn't Questar request and receive several increases in their prices? Any fool can figure out that the calculations used to bill customers are based on actual usage of what is coming into the system, not what is going out (no matter how well the system is built, there is going to be some leakage and loss and there is no way Questar is going to eat that cost, it's just a part of doing business and known as overhead and is included in the customers price). The revenue losses due to faulty meters had to have been compensated for during the calculation of those price increases even if unknowingly by the fuel company.

Though not fair to those not getting the discount, the full costs of the fuel have been accounted for. Why do customers have to pay twice? I believe it's unfair to customers and that Questar is being deceptive. I also think that Public Service Commission members associated with this agreement have either been duped, deceived or are being deceptive as well.

So what's fair? All I can say is that I paid my fair share and more, as did the majority of Questars customers.

A very tired, overtaxed, and upset Questar Customer.
Doug Duncan