

**From:** GAIL LARSEN  
**To:**  
**Date:** 10/22/2008 5:15 PM  
**Subject:** questar proposed rate increase

I AM VERY UPSET TO SEE QUESTAR ASKING FOR ANOTHER PAY INCREASE, ESPECIALLY WHEN IT WAS THERE FAULT, IT WAS NOT MINE I DIDN'T ORDER THE FAULTY TRANSPONDERS THEY DID. AND IF IT TOOK THEM AS LONG AS IT DID TO FIGURE THIS OUT OH WELL NOT MY PROBLEM. AND AS FAR AS MAKING THE SO CALLED 500 CUSTOMERS THAT WERE UNDERCHARGED PAY A PORTION I FEEL THIS WAY THEY SHOULD NOT HAVE TO IT, IS ABOUT TIME YOU AT THE PUBLIC UTILITIES COMMISSION MAKE THEM ACCOUNTABLE FOR THERE OWN MISTAKES. IF I MADE A MISTAKE LIKE THIS DO YOU THINK SOME MAGIC FAIRY LIKE YOU AT THE PUBLIC UTILITIES COMMISSION WOULD MAKE ME NOT ACCOUNTABLE FOR IT I THINK NOT IF I WAS STUPID ENOUGH TO BUY DEFECTIVE TRANSPONDERS THEN THAT WOULD BE MY FAULT BUT THEN AGAIN QUESTAR GAS IS REAL GOOD AT PLAYING THE WOUNDED COMPANY GAME AND YOU CONTINUALLY LET THEM GET AWAY WITH SO I THINK YOU GUYS DOWN THERE BETTER THINK REAL HARD ABOUT THIS ISSUE BEFORE YOU LET THEM HAVE THERE INCREASE, AND THINK ABOUT WHAT IS REALLY FAIR AND ITS NOT MAKING ME AND EVERY OTHER QUESTAR CUSTOMER ACCOUNTABLE FOR THERE MISTAKES. AND I AM SURE YOU WILL GET MORE EMAILS  
THANK YOU

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