

October 20, 2008

Utah State Public Service Commission
Heber Wells Building 4th Floor.
P.O. Box 45585
160 East 300 South
Salt Lake City, Utah 84111

2008 OCT 22 P 3:44

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Please refer to the public dispute with Questar and the recent panel decision that will require customers to pay for six months of underbilling by Questar because of faulty equipment used to read the gas meters.

I am sure that you must be aware of the fact that Questar charges each of their customers a \$ 5.00 basic service fee each and every month, simply for reading their meters. In all the states that I have resided, this is the only one that has this service charge. To make things worse the newspaper article that explains your decision, states that it costs more than \$5.2 million annually to pay people to read the meters the old fashioned way of walking through the private yards.

Do you realize that the two million customers being charged this \$ 5.00 fee for reading the meter, actually results in \$120,000,000.00 annually? Nobody talks about this 120 million dollar gratuity we donate to Questar, but it would seem appropriate that they eat their mistakes simply because we have already paid them to read the meters correctly, regardless of how they do it.

I have been out of the city for 10 days and could not respond in a more timely manner, but you should receive this letter prior to your Oct 22 decision.

Very truly yours
George H. Maxwell