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March 31, 2008

MEDIA ALERT

State Consumer Group asks Public Service Commission for full investigation into Questar's mistake
"Committee of Consumer Services files request with PSC on behalf of all Utah Questar customers"
(For immediate release...)

SALT LAKE CITY, Utah – The Committee of Consumer Services (CCS) announced today that a formal request for response was filed with the Public Service Commission (PSC) regarding Questar's transponder mistake which resulted in back billing requests reportedly totaling \$600,000 for 500 Utah consumers. The request asks the PSC to launch a full investigation into Questar's claims.

"Recent media reports suggested Questar customers may end up paying for the company's transponder mistake. We want the public to know that utilities are not automatically entitled to recover all costs from ratepayers for unjustified mistakes," said Michele Beck, Director of the Committee of Consumer Services, "We are getting involved to protect those who were hit with hefty back bills and all Utah consumers."

The Committee of Consumer Services filed the request March 28th with the Public Service Commission to ensure that the facts of this case are thoroughly investigated and scrutinized through the regulatory process. The Committee's formal request asks the PSC to investigate the following; to determine precisely when Questar knew about its transponder mistake, to determine when Questar should have been aware that it was receiving incorrect information from their transponders, to examine the full costs of gas that Questar did not bill customers for, as well as the precise accounting treatment to ensure that no other customers have or will pay for the costs of Questar's mistake.

About the Committee of Consumer Services

The Committee of Consumer Services is Utah's utility consumer advocate, representing residential, small commercial and agricultural consumers of natural gas, electric and telephone service before the Utah Public Service Commission. More information about the Committee of Consumer Services is available by logging on www.ccs.utah.gov

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