

January-2012
REPORT OF COMPLAINTS
Received by the Utah Division of Public Utilities
For the Utah Public Service Commission

Please note that this is NOT a count of ALL complaints. It is the count of those complaints which were not handled within the companies and escalated to the Public Service Commission for handling.

| Complaint Categories | RMP | | Questar Gas | | Qwest | | All Others | | State Totals | |
|-------------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|
| | # This Month | Total Year to Date | # This Month | Total Year to Date | # This Month | Total Year to Date | # This Month | Total Year to Date | # This Month | Total Year to Date |
| Additional Charges | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 |
| Billing Problems | 0 | 0 | 3 | 3 | 2 | 2 | 1 | 1 | 6 | 6 |
| Collections | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Cramming | 0 | 0 | 0 | 0 | 1 | 1 | 3 | 3 | 4 | 4 |
| Customer Service | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 1 | 6 | 6 |
| Customer Guarantees | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Deposit | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 |
| Estimated Bill | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| High Bill | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 |
| Initial Service | 1 | 1 | 2 | 2 | 0 | 0 | 1 | 1 | 4 | 4 |
| Inquiry ** | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 4 | 4 |
| Line Extension | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Meter Problems/Reads | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-Regulated ** | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 |
| Operations Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Outage | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Personnel issue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Rate Increases | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Rate & Tariff | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2 | 2 |
| Repair | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 3 | 3 |
| Shut Off or Notices | 5 | 5 | 8 | 8 | 0 | 0 | 1 | 1 | 14 | 14 |
| Slamming | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 |
| Tree Trim | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Voltage | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| TOTAL COMPLAINTS | 12 | 12 | 18 | 18 | 10 | 10 | 8 | 8 | 48 | 48 |

** These "non-complaint" categories are excluded from the Total Complaints

| # This Mon. | Year To Date |
|-------------|--------------|
| 400 | 400 |

Other contacts not included above:

Click Back to return to the Monthly Complaint Report Title Page and view other pages of this report.