

August-2008
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	1	3	0	8	0	10	0	5	1	26
Billing Problems***	3	9	0	5	8	57	2	28	13	99
Collections	0	0	0	0	0	0	0	0	0	0
Cramming	0	0	0	0	1	8	1	9	2	17
Customer Service	5	19	0	3	3	16	1	13	9	51
Customer Guarantees	0	0	0	0	0	0	0	0	0	0
Deposit	0	1	0	0	0	0	0	0	0	1
Estimated Bill	0	1	0	0	0	0	0	0	0	1
High Bill	0	3	0	7	0	2	0	1	0	13
Initial Service	1	5	1	2	2	7	0	3	4	17
Inquiry **	6	40	16	71	4	27	0	9	26	147
Line Extension	0	8	0	0	0	0	0	0	0	8
Meter Problems/Reads	0	2	0	98	0	0	0	0	0	100
Non-Regulated **	0	1	0	0	2	14	0	2	2	17
Operations Other	0	0	0	0	0	0	0	0	0	0
Outage	6	24	0	0	0	0	0	1	6	25
Personnel issue	0	2	0	0	0	0	0	0	0	2
Rate Increases	0	1	7	18	0	2	0	0	7	21
Rate & Tariff	1	3	5	6	0	0	0	0	6	9
Repair	0	5	0	1	4	18	0	10	4	34
Shut Off or Notices	4	18	2	8	1	14	1	13	8	53
Slamming	0	0	0	0	1	4	0	15	1	19
Tree Trim	0	7	0	0	0	0	0	1	0	8
Voltage	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS	21	111	15	156	20	138	5	99	61	504

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

# This Mon.	Year To Date
534	5056

Other contacts not included above:

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