

October-2009
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	6	0	16	1	11	1	33
Billing Problems	1	18	2	19	3	78	0	32	6	147
Collections	0	0	0	0	0	0	0	0	0	0
Cramming	0	0	0	0	1	8	1	14	2	22
Customer Service	1	10	0	7	0	30	0	7	1	54
Customer Guarantees	0	0	0	0	0	0	0	0	0	0
Deposit	1	8	0	0	0	1	0	2	1	11
Estimated Bill	0	0	0	3	0	0	0	0	0	3
High Bill	1	4	0	8	0	3	0	0	1	15
Initial Service	1	6	3	9	0	10	1	3	5	28
Inquiry **	3	45	10	83	1	35	0	13	14	176
Line Extension	1	9	0	1	0	0	0	0	1	10
Meter Problems/Reads	0	2	1	9	0	0	0	1	1	12
Non-Regulated **	0	0	0	0	2	8	1	11	3	19
Operations Other	0	0	0	0	0	0	0	0	0	0
Outage	1	9	0	0	0	1	0	2	1	12
Personnel issue	0	0	0	1	0	0	0	0	0	1
Rate Increases	1	2	0	2	0	0	2	10	3	14
Rate & Tariff	3	6	1	2	0	0	0	1	4	9
Repair	2	9	0	1	0	25	1	5	3	40
Shut Off or Notices	5	19	3	16	2	20	2	13	12	68
Slamming	0	0	0	0	0	1	5	34	5	35
Tree Trim	0	7	0	0	0	0	1	1	1	8
Voltage	0	1	0	0	0	0	0	0	0	1
TOTAL COMPLAINTS	18	110	10	84	6	193	14	136	48	523

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

# This Mon.	Year To Date
533	5694

Other contacts not included above:

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