

INT-6-06-02

FAX: (208) 334-3762

April 13, 2006

Idaho Public Utilities Commission
 Commission Secretary, Jean Jewell

Dear Ms. Jewell:

I am requesting to file a formal complaint against Intermountain Gas Company.

Last fall (2004) and winter (2005) I heated my house with electricity, instead of gas heat. I notified Intermountain Gas Company in advance, of this matter. My bills properly reflected my tiny usage of gas: my bills were in the range of \$7, \$9, \$24, \$8, etc.

This fall and winter I decided to heat my house with firewood, so that I wouldn't have gigantic heating bills from Intermountain Gas Company. I did not give them advance notice because I believed it was not necessary, because it would be obvious to them that I had an alternate heating source (when they saw how few therms of gas I was using).

I purchase four cords of hardwood at a cost of \$565.00 (I have signed receipts I will copy and send to you). I burned this wood day and night every day from Nov. 15, 2005 - Feb., 2006 and for the first week of March, 2006.

(2)

1. Intermountain Gas Co. ~~has~~ billed me, as if I had used huge quantities of gas. - their bills to me are huge and completely unwarranted.

The free-standing fireplace I use has a blower that blows out the heat automatically - so the doors are always closed, except for adding wood to the fire. It is very efficient and effective and heats the entire house.

2. Intermountain Gas ignores my proof and claims their "remote" readings are accurate. I do not believe these readings are accurate due to the extreme conservation of gas usage by me. Also, due to the use of wood day & night, I only used gas heat for 20-30 minutes first thing in the morning (until I built up the fire).

3. Intermountain Gas has not shown a shred of interest in my receipts for firewood either. Intermountain Gas implies that wood puts out very little heat and most of the heat goes up the chimney. My fireplace is efficient and the automatic, electrically-operated blower blows the heat out into the house, not up the chimney.

4. After grudgingly paying the Sept. 21, '05 - Oct. 20, '05 bill, the Oct. 20 - Nov. 18, 2005 bill, the Nov. 18 - Dec. 20, 2005 bill (all far too large because of previously discussed reasons), I did not pay any of the following bills. I did call and tell Intermountain Gas (Ms. Needs in particular) that I could not possibly owe any amount remotely approaching any of these bills to me because I had used wood heat.

Ms. Needs, like all Intermountain Gas personnel to whom I've complained and disputed the bills "tuned me out" and would simply say, "You'll have to pay the bills." There is no reasoning with them.

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- * I would have verbally and in writing disputed these bills sooner but was delayed because of a number of simultaneous, on-going, time-consuming matters I have to deal with.
5. A technician (Curt Mahan) came out & replaced my old meter. Instead of setting the new meter at "0", he added 6492 therms to the never-used-by-me meter. This is not proper nor fair. I'll be billed for 492 therms right off that I did not use. This is clearly unethical and outrageous!
6. This same tech changed the setting on my water heater from the lowest setting I had it on, to the very highest setting (he snuck around and did this without telling me) -
- * I'd have an even higher gas bill thanks to Curt Mahan. More unethical and outrageous underhanded conduct.
- He finally, after being asked five times by me, admitted he'd changed the setting - he would not have on his own ^{admitted} it, however!
7. This technician declared my old furnace to be working just fine - no leaks, no clogged jets, etc. I hope he was at least honest in this area.
8. Regarding my disputing the gas bills, I told Gas Company personnel at least five times I had written a letter disputing their bills and would hand-deliver it. It had to be clear to them that I believed this was the correct procedure - yet no one there ever corrected my incorrect impression. Only today at the "eleventh hour" did I find out that I filed only one letter of dispute to the P.U.C. and not the Gas Company. They could have enlightened me two weeks ago, but they just did not feel like helping me out, since I was challenging their billing.

(4)

- I have compiled a side-by-side comparison chart for 2003, 2004, and 2005 and may include prior years 1999, 2000, 2001, and 2002 also. I have discovered some rather questionable figures that do not match weather conditions.

I will send pertinent information to you for your investigation.

1. I want the Gas Company to give me proper credit for heating with four cords of firewood - they should be able to do the math.
2. Then, I want a refund on the bills I have paid because I could not owe but only a tiny percentage of those bills (Sept-Oct), (Oct-Nov 18), (Nov. 18 - Dec 20, 2005).
3. I believe the Gas Company should not be checking their own meters for accuracy. This creates an automatic "Conflict of Interest".
4. An independent third party (totally disconnected with the Gas Co.) should check out meters.
5. I want the outstanding bills adjusted way down because they are wrong for all the prior seasons stated. Only the last March - April bill is a bill during which I burned about the first week of March - through I could pay heat - but not in the amount they claim, in my belief -

Sincerely,
Jane Robinson
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