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IDAHO PUBLIC
UTILITIES COMMISSION

April 13, 2007

Idaho Public Utilities Commission
472 West Washington Street
Boise, Id. 83702

INT-5-07-01

RE: Formal Complaint against Intermountain Gas Company

Dear Commissioners,

Upon receipt of the February 2007 payment statement, my mother called Intermountain Gas Company to inquire about the current charge of \$157.78, which was much higher than it had been from the previous month. She was told that there was an outstanding bill in the amount of \$496.76 (which was not listed on the February billing) and that a letter would be sent explaining the reason and charges. He indicated that they would estimate the monthly charges to compensate for a malfunctioning meter. In mid January someone from Intermountain Gas Company came and replaced the gas meter stating that it was malfunctioning.

We received the letter approximately February 12th to 14th (see enclosed copies). On February 14th I contacted the Idaho Public Utilities Commission and Tammie Estberg called me back. I wanted to know if Intermountain Gas Company could actually retroactively bill for a malfunctioning meter. Tammie Estberg told me she would investigate and get back to me. When Tammie Estberg called back she indicated that the Company is allowed to correct billing errors.

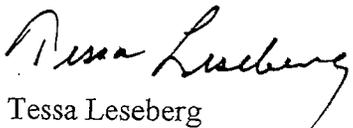
However, everything should be done in a timely period. Their failure to react quickly is irresponsible and unacceptable. Its incomprehensive to allow anyone 12 months, not only to discover a malfunction, but then to be able to estimate and bill for it. How is it possible for them to know if the home was occupied every single day of every month and how much they used the furnace during that entire 12 month period. Instead they used the same Therm calculations from the previous year and heating degree data (see enclosed copies).

To further complicate the whole issue, now it seems that Intermountain Gas Company did

not have a malfunctioning meter but instead it was broken wrigglers when the CT metering software was installed on the meters (see enclosed copies).

Therefore, I submit that the CT metering software company should absorb the cost since they provided faulty equipment and Intermountain Gas Company should collect the disputed bill from them. The responsibility needs to be assumed by the above two parties and not the consumer who can only trust that they are being billed with accurate equipment and timely maintenance.

Sincerely,



Tessa Leseberg
For Ralph W. Leseberg
Wanda H. Leseberg
111 E. 2nd North
St. Anthony, Id 83445