

May 22, 2006

Idaho Public Utilities Commission  
P.O. Box 83720  
Boise, Idaho 83720-0074

RECEIVED  
2007 MAY 24 AM 8:21  
IDAHO PUBLIC  
UTILITIES COMMISSION

INT-6-07-02

To Whom It May Concern:

I am writing requesting a formal hearing regarding monetary charges made to me by Intermountain Gas Company in Pocatello, Idaho for monies they say that I owe to them due to an improperly programmed gas meter, programmed and installed by IMGC on my property at 1222 Wilson Avenue, Pocatello, Idaho approximately three years ago in 2004.

Each bill that was received from IMGC since the date of installation has been paid in full monthly with no remaining balance due, each month in a timely fashion.

In January 2007, IMGC notified me of their error stating that the meter was programmed incorrectly by their employees in 2004 and that I now owed them an additional two thousand ninety two dollars due to their programming error that was done by them through no fault of mine.

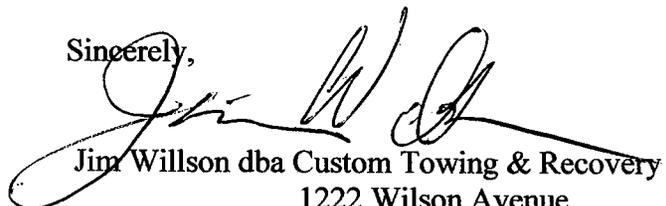
Had I been aware at the time of use what the rate of use was I would have at that time changed my heating source, which I have done since notification of the extra balance. I have also discontinued my account with IMGC as I am not able to afford the increase in gas fees.

I feel that I do not owe the gas company any additional monies due to their incompetency in programming their meters.

They continue to charge me interest on a balance that I feel I have been unjustly charged. If I am required to seek legal counsel regarding this matter I would expect that IMGC will cover legal fees as well since it is indeed their error. I had no knowledge of any problem that went unrepaired for three years.

Thank you for your attention regarding this matter.

Sincerely,

  
Jim Willson dba Custom Towing & Recovery  
1222 Wilson Avenue  
Pocatello, Idaho 83201

Custom Towing and Recovery  
1220 Wilson Ave  
Pocatello, ID 83201-4358

May 24, 2007

RE: 1222 Wilson Ave

Dear Customer:

In the process of working a routine service call at the above referenced address, our service technician discovered that the meter's index was programmed improperly. Research of activity at this address reveals that this occurred during the billing month of December 2003. The result of this error is that your meter has been reporting one-half (1/2) the *actual* usage and you have subsequently been being billed for one- half of the actual energy consumed. This error has been corrected at the meter and the usage history on the account has also been corrected to reflect actual energy consumption for the premise.

A charge of \$2,000.92 for the therms you used but were not billed for will appear on your next billing statement. We value you as a customer and apologize for any inconvenience this may cause and are happy to make payment arrangements with you.

Please contact our Customer Service Center at 1-800-548-3679 to make needed payment arrangements or to answer any questions you may have. Thank you in advance for your understanding.

Cordially,

Billing Technician  
Intermountain Gas Company