As a customer, I was facing several issues with the gas utility service:

1. **Long Wait Times** – It took too long to get a response when I reported a service issue.
2. **Difficulty Tracking Requests** – There was no way to check the status of my service request.
3. **Poor Communication** – I didn't receive updates about when my problem would be resolved.
4. **Complicated Request Process** – Submitting a service request was confusing and time-consuming.
5. **Lack of Online Support** – There was no simple way to submit or track requests online.

These issues made it frustrating to get the support I needed in a timely manner.