

8.08 BILLING FOR OTHER ENTITIES

ELIGIBILITY

~~The billing services offered hereunder for Dominion Energy customers who contracted for third party services on or before October 4, 2018 may continue. No third party billings services may be made available to third party billers or their customers who contracted for services after that date.~~

Dominion Energy Utah may contract with other entities to utilize the Dominion Energy Utah utility bill to charge customers for non-utility goods or services, subject to the provisions set forth in this Section 8.08. Only entities that are authorized by and maintain authorization from the Utah Insurance Department (Department) to operate as a “service contract provider” pursuant to Utah Code Ann. § 31A-6a-101 et seq. and the applicable administrative rules in Utah, and that provide service contract programs directly or indirectly related to utility services including electrical service, natural gas service, water service, sewer service, or household appliances (third party services) may be eligible to contract with Dominion Energy Utah for the use of third party billing services. Dominion Energy Utah will only contract with third parties if it determines, in its reasonable discretion that allowing the entity to utilize the Dominion Energy Utah bill is not likely to adversely impact Dominion Energy Utah’s customers.

An eligible third party must receive either written or verbal permission from the Dominion Energy Utah customer to include the billing for third party services on the customer’s Dominion Energy Utah utility bill. An eligible third party must retain proof that a customer gave such permission for a minimum of two (2) years. ~~Additionally, t~~The third party must have a toll-free call center to handle customer inquiries related to the third party service. ~~Further, t~~The third party must allow the customer to cancel service at any time, including before the first payment is made.

~~An eligible third party must allow and provide a method for customers to opt-out of receiving any future marketing materials at any time.~~

THIRD PARTY COMMUNICATIONS WITH DOMINION ENERGY CUSTOMERS

~~Dominion Energy Utah will provide third-party billing services to a third-party biller only if all of the third-party biller’s promotional materials for such service include a clear and prominent statement that:~~

- ~~(1) The product or service is not being offered by Dominion Energy Utah;~~
- ~~(2) The entity offering the product or service is separate from Dominion Energy Utah;~~
~~and~~
- ~~(3) The decision to purchase or not purchase the product or service will not impact natural gas service.~~

~~Failure to comply with this requirement will result in revocation of third party billing services, and future ineligibility for such services.~~

INITIAL COSTS

An eligible third party seeking to utilize the Dominion Energy Utah utility bill to charge customers must pay all initial costs required to enable Dominion Energy Utah to conduct such billing including, but not limited to, costs associated with programming for billing and IT system, equipment costs, legal costs, project management costs, and contracting costs. Additionally, if costs are necessary in the future in order to provide this service, the eligible third party seeking to utilize the utility bill will be required to pay for these costs.

RATE

An eligible third party seeking to utilize the Dominion Energy Utah utility bill to charge customers must pay a per-line rate based on the total cost to produce a bill divided by the minimum number of lines on a bill to calculate the cost per line. The total cost to produce a bill includes depreciation, operation and maintenance, supplies, postage, and return on investment. Eligible third parties will be charged for a minimum of eleven (11) lines per bill.

The current effective minimum charge per bill is \$0.16414.

The current effective charge per line, above 11 lines, is \$0.01492.

On or before March 1 of each year, ~~the Company~~ Dominion Energy Utah shall calculate the per-line rate and file a letter with the Commission reflecting the rate, to be effective on April 1 of each year.

APPLICATION OF PAYMENT

If a payment received from a customer is less than the amount owing for the utility service and the amount owing for the third-party service, then all monies received from the customer will first be applied to pay for the utility service with the remainder applied to the third-party service. Dominion Energy Utah will not provide any collection services for third party billing charges that are unpaid.

CUSTOMER RIGHT TO TERMINATE THIRD PARTY BILLING

A customer may contact Dominion Energy Utah at any time to terminate the billing for third party service on the customer's Dominion Energy Utah utility bill. After such request is made Dominion Energy Utah shall notify the third party of the termination of the third party billing for the customer and will cease billing the customer for the third party as soon as practicable.

DISPUTE RESOLUTION

Any customer complaint regarding enrollment in a third party program will be resolved by Dominion Energy Utah based on evidence provided by the customer and the third party. In the event that a customer raises any other complaint, including amounts owed to the third party service provider or payment of claims, Dominion Energy Utah will refer the customer to the third party service provider for resolution based upon the agreement between the customer and the third party service provider.



DOMINION ENERGY UTAH
UTAH NATURAL GAS TARIFF
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