

Abigail E. Magrane (7264)  
Dominion Energy Utah  
333 S. State Street  
P.O. Box 45360  
Salt Lake City, Utah 84145-0360  
Phone: (801) 324-5231  
Fax: (801) 324-5935  
*abbie.magrane@dominionenergy.com*

*Attorneys for Questar Gas Company  
dba Dominion Energy Utah*

**BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH**

IN THE MATTER OF THE FORMAL COMPLAINT OF DUSTIN LANCE AGAINST DOMINION ENERGY UTAH	Docket No. 18-057-12 <b>ANSWER OF DOMINION ENERGY UTAH TO COMPLAINT OF DUSTIN LANCE</b>
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Respondent, Questar Gas Company dba Dominion Energy Utah (“Dominion Energy” or “Company”), respectfully answers the *Formal Complaint of Dustin Lance Against Dominion Energy Utah* (“Complaint”) and responds to the allegations of Dustin Lance (“Mr. Lance”) as follows:

**INTRODUCTION AND BACKGROUND**

1. On or about June 20, 2018, Dominion Energy’s Leak Survey Department detected combustible gas near the address of 2003 S. 1640 West, Woods Cross, Utah (“Location”) and reported it to the supervisor for Gas Operations at Dominion Energy for further investigation.
2. Dominion Energy’s Lead employee went to the Location and found high levels of combustible gas and, contacted the South Davis Metro Fire Departments to respond to the Location to assist with evacuating Location and two adjacent buildings.

3. On June 20, 2016, Dominion Energy sampled the combustible gas and determined that it was not natural gas from Dominion Energy's system, but was naturally occurring Biogas. Dominion Energy tested its service line and determined that there were no leaks. Due to safety concerns with the Biogas in the ground, Dominion Energy disconnected service to Location until Mr. Lance could mitigate the Biogas issue.<sup>1</sup>

4. On June 21, 2018, Dominion Energy returned to Location with the South Davis Fire Department. The South Davis Fire Department would not lift the evacuation until Biogas detectors were installed at Location. Later that day, after Biogas detectors were installed, the evacuation was lifted.<sup>2</sup>

5. The City of Woods Cross hired a third party building inspector, Forsgren and Associates ("Forsgren"), to inspect the Location. On June 22, 2018, Forsgren reported that gas service could be reconnected for adjacent buildings located at 1983 S. and 2033 S. 1640 West. However, there was no clearance indicated in the report for the Location itself.

6. On June 25, 2018, Forsgren sent clearance for the Location<sup>3</sup>.

7. Dominion Energy returned to the Location on July 3, 2018, with the intention of reconnecting the natural gas service. Prior to reconnecting natural gas service, Dominion Energy tested the Location and found that there were still high levels of Biogas in the ground and against the foundation of the Location. Dominion Energy contacted the South Davis Fire Department regarding the Biogas readings<sup>4</sup>. South Davis Fire Department agreed with Dominion Energy that natural gas service to the Location should not be reinstated, and the building should remain unoccupied until the Biogas issue had been mitigated.

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<sup>1</sup> See DEU Exhibit 1 – Order Detail – June 20, 2018

<sup>2</sup> See DEU Exhibit 2 – Order Detail – June 21, 2018

<sup>3</sup> See DEU Exhibit 3 – Forsgren Building Inspection Report

<sup>4</sup> See DEU Exhibit 4 – Order Detail to Reinstate Service on July 3, 2018

8. On July 5, 2018, Dominion Energy removed the meters at the Location<sup>5</sup>. Section 7.05 of Dominion Energy’s Utah Natural Gas Tariff No. 500 (“Tariff”) requires customers to maintain rights-of-way “free and clear of any hazardous, *dangerous*, or toxic chemical, waste, byproduct, pollutant, contaminant, compound, product or substance, ... “ Section 7.05 of the Tariff further provides that

“if, in the Company’s reasonable judgment, a condition exists on Requestor’s premises, whether prior to or subsequent to the granting of a right-of-way or on the right-of-way itself, which is unsafe or hazardous, or presents an unacceptable environmental risk or liability, the Company may discontinue service or refuse to install facilities ... . Service will not be reinstated or commenced until the Requestor demonstrates, ... that the location is safe and free of any and all types of hazardous materials or any activity or hazardous condition on, under, above or related to the Requestor’s premises potentially giving rise to liability resulting from or based on any violations of any applicable environmental laws or the presence or migration of hazardous materials. ... The Company shall not be responsible for any costs, expenses or other liabilities, including but not limited to, liability associated with personal injury, death or property damage arising from the environmental remediation, cleanup, corrective action, abatement or removal of hazardous materials on the Requestor’s premises.”

9. On July 23, 2018, Dominion Energy sent a letter to Mr. Lance advising him that there were still high levels of Biogas in the ground at the Location and that therefore Dominion Energy could not reconnect the service line until the problem has been abated or sufficiently controlled.<sup>6</sup>

10. On July 31, 2018, a Dominion Energy representative met with the Woods Cross City Manager, South Davis Metro Fire Department and the Director of the Davis County Health Department to discuss the Biogas issue at the Location. The City Officials were working with the EPA, the Utah DEQ and other organizations to address the issue.

11. Mr. Lance requested a copy of Dominion Energy’s policies and procedures regarding reconnection of service. Dominion Energy responded to Mr. Lance on August 8,

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<sup>5</sup> See DEU Exhibit 5 – Order Detail – July 5, 2018

<sup>6</sup> See DEU Exhibit 6 – July 23, 2018, letter to Mr. Lance.

2018, stating “Please keep in mind that our policies are written for natural gas and based on a situation where the leak source can be identified and either isolated (e.g. by closing a valve) or repaired.” The letter further stated that “[y]our situation is unique in that the source of the methane is unknown which creates more of a challenge and is why we want to exercise caution as we evaluate the situation from a safety perspective....”

12. Because the level of Biogas at the Location is still well above safe levels, Dominion Energy declines to reinstate natural gas service. The building at the location is unsafe to occupy, and to reinstate gas service would enable Mr. Lance to invite occupants into this unsafe environment, and cause Dominion Energy employees to work in an unsafe environment. Dominion Energy continued to monitor the Location with the intent of restoring service when conditions are safe. Dominion Energy’s last inspection of the Location was on September 4, 2018, and found high (unsafe) levels of Biogas at the Location.

#### **ANSWER**

13. Dominion Energy admits the allegations contained in paragraph 1 of the Complaint.

14. Dominion Energy admits the allegations paragraph 2 of the Complaint..

15. Dominion Energy admits in part and denies in part the allegations contained in paragraph 3 of the Complaint. Dominion Energy admits that it detected a combustible gas leak which was later determined to be Biogas. Dominion Energy admits that buildings 1983 and 2033 were lifted from evacuation on June 21, 2018. Dominion Energy admits that it, and various officials, went to the Location on several occasions to monitor the levels of combustible gas as the Location was still testing positive for Biogas. Dominion Energy denies the statement that there were no safety risks. Dominion Energy denies Mr. Lance’s statement that Company has no rule, Regulation, or Standard that applies to this case.

16. Dominion Energy admits in part and denies in part the allegations contained in paragraph 4 of the Complaint. Dominion Energy admits that it has complied with the applicable Rules, Regulations and Standards. Dominion Energy cannot admit or deny the alleged damages for lack of information.

17. Dominion Energy denies the allegations contained in paragraph 5 of the Complaint.

WHEREFORE, Dominion Energy requests the following:

1. An order denying and dismissing Mr. Lance's Complaint;
2. Such other relief as the Commission deems just and appropriate.

DATED: October 11, 2018

/s/Abigail E. Magrane  
Abigail E. Magrane  
*Attorney for Respondent Dominion Energy  
Utah*

**CERTIFICATE OF SERVICE**

This is to certify that on October 11, 2018 a true and exact copy of the foregoing

**ANSWER OF DOMINION ENERGY UTAH TO COMPLAINT OF DUSTIN LANCE** was

emailed to the following:

Division of Public Utilities

Patricia Schmid

[pschmid@agutah.gov](mailto:pschmid@agutah.gov)

Justin Jetter

[jjetter@agutah.gov](mailto:jjetter@agutah.gov)

Chris Parker

[chrisparker@utah.gov](mailto:chrisparker@utah.gov)

William Powell

[wpowell@utah.gov](mailto:wpowell@utah.gov)

Office of Consumer Services

Steven Snarr

[stevensnarr@agutah.gov](mailto:stevensnarr@agutah.gov)

Robert Moore

[rmoore@agutah.gov](mailto:rmoore@agutah.gov)

Michele Beck

[mbeck@utah.gov](mailto:mbeck@utah.gov)

Cheryl Murray

[cmurray@utah.gov](mailto:cmurray@utah.gov)

Complainant

Dustin Lance

4811 Hidden Lake Drive

Bountiful, UT 84010

Dustin Lance

Lance Andrew PC

15 West South Temple, Suite 1650

Salt Lake City, UT 84101

[dlance@lanceandrewlaw.com](mailto:dlance@lanceandrewlaw.com)

/s/Leora Price \_\_\_\_\_

**Docket 18-057-12**  
**DEU Exhibit 1**  
**Response to Formal Complaint**



Order Detail

Name: BDL Holdings LLC  
 Address: 2003 S 1640 W 1  
 City: Woods Cross State: UT Zip: 84010  
 Caller Phone: [REDACTED]  
 Contract Phone: [REDACTED]

Service Tech: 07379 Moyes, Ashton  
 Priority: 2 FA Type: ET FA ID: 6759374258

Instructions: Attn: Ashton Moyes

Meter Loc: OS Meter Change Reason: Disconnect Location:  
 Meter No: 26172569 Current/Remove Read: 0267 SP Cnct/DisCnct:   
 New Meter No: 0 Meter Set New Read:  
 Old Regulator No: 628 Old Regular Pressure: 2 lb. Old Transponder No: 12239762  
 New Regulator No: New Regular Pressure: New Transponder No: 0

Read History for 12 Months

Date	Read	Type	Use on Bill	Date	Read	Type	Use on Bill
24-AUG-2018	267	Regular	N	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	06-JUN-2018	267	Regular	Y
05-JUL-2018	267	Regular	Y	04-MAY-2018	267	Regular	Y
21-JUN-2018	267	Regular	N	06-APR-2018	261	Regular	Y
21-JUN-2018	267	Regular	N	05-MAR-2018	229	Regular	Y
20-JUN-2018	267	Regular	N				

<input type="checkbox"/> Meter Registers	<input type="checkbox"/> Tags/Stickers	<input checked="" type="checkbox"/> Bar Sealed Meter	<input type="checkbox"/> Caused by 3rd Party
<input type="checkbox"/> Spot Test	<input checked="" type="checkbox"/> Leak Screened	<input type="checkbox"/> Zip Tied Meter Off	<input type="checkbox"/> Line Locate
<input checked="" type="checkbox"/> CGI Equipment Used	<input type="checkbox"/> Pressure Test Fuel Line	<input type="checkbox"/> Plugged Meter & Sealed Off	<input type="checkbox"/> Line Secure
<input checked="" type="checkbox"/> CGD Equipment Used	<input type="checkbox"/> Left Notes on Meter and Door	<input type="checkbox"/> Service Diversion	<input type="checkbox"/> Soil Ventilated
<input type="checkbox"/> Safety Checks	<input type="checkbox"/> Service Point Disconnect	<input type="checkbox"/> Hot Change Meter	<input type="checkbox"/> Repair & Replace
<input checked="" type="checkbox"/> Probe Test	<input checked="" type="checkbox"/> Odorant Detected	<input type="checkbox"/> Disconnected at Street	<input type="checkbox"/> Air Test Service/Main

Complete 2018-06-20 22:09:39  
 Cancel  
 Incomplete  
 Onsite 2018-06-20 20:30:00

Pick Up Order  
 Comments: [REDACTED]

Appliance Type	Condition1	Condition2
Gas % Inside:	Gas % Outside	
Type	Appliance Info	CO
	Brand	BTU's Before After Air Free or w/Excess Air

Tech Comments

Found 42% gas up against building 2003 S.1640 W. Called out gas lab to verify and found it to be Bio Gas not Nat Gas. Called Davis Metro Fire Dept. and spoke with Captain Steve Duffield and truned seceen over to him. Could not clear buildings No access. Left meter off and sealed per ecac. Waiting for clearances from Davis County to approve meter to be turned on. Contact GLO(Greg Lowder) SL operations supervisor before issueing ET orders. GLO spoke with Abby Mc. and Jeff Hansen. Killed service to Building 2003 South 1640 West at main installed Cap on both ends will not reinstate service until issue has been mitigated. See Core

There Are No Attachments



- Complete 2018-06-20 22:09:39
- Cancel
- Incomplete
- Onsite 2018-06-20 20:30:00

Pick Up Order

Comments:

Appliance Type	Condition1	Condition2
Gas % Inside:	Gas % Outside	
Tech Comments		
Appliance Info	CO	
Type      Brand	BTU's	Before      After      Air Free or w/Excess Air

**Nat Gas. Called Davis Metro Fire Dept. and spoke with Captain Steve Duffield and truned secen over to him. Could not clear buildings No access. Left meter off and sealed per ecac. Waiting for clearences from Davis County to approve meter to be turned on. Contact GLO(Greg Lowder) SL operations supervisor before issueing ET orders. GLO spoke with Abby Mc. and Jeff Hansen. Killed service to Building 2003 South 1640 West at main installed Cap on both ends will not reinstate service until issue has been mitigated. See Core order 64263**



Order Detail

Name: BDL Holdings LLC		City: Woods Cross		State: UT	Zip: 84010	Caller Phone:	Contract Phone: [REDACTED]
Address: 2003 S 1640 W 1		Service Tech: 07379 Moyes, Ashton		Priority: 1		FA Type: OL	
Instructions: Per Carson -- grade one leak		FA ID: 6754227161					

Meter Loc: OS	Meter Change Reason:	Disconnect Location:
Meter No: 26172569	Current/Remove Read: 0267	SP Cnct/DisCnct: <input type="checkbox"/>
New Meter No: 0	Meter Set New Read:	Old Transponder No: 12239762
Old Regulator No: 628	Old Regular Pressure: 2 lb.	New Transponder No: 0
New Regulator No:	New Regular Pressure:	

Read History for 12 Months							
Date	Read	Type	Use on Bill	Date	Read	Type	Use on Bill
24-AUG-2018	267	Regular	N	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	06-JUN-2018	267	Regular	Y
05-JUL-2018	267	Regular	Y	04-MAY-2018	267	Regular	Y
21-JUN-2018	267	Regular	N	06-APR-2018	261	Regular	Y
21-JUN-2018	267	Regular	N	05-MAR-2018	229	Regular	Y
20-JUN-2018	267	Regular	N				

<input checked="" type="checkbox"/> Meter Registers	<input type="checkbox"/> Tags/Stickers	<input checked="" type="checkbox"/> Bar Sealed Meter	<input type="checkbox"/> Caused by 3rd Party
<input type="checkbox"/> Spot Test	<input checked="" type="checkbox"/> Leak Screened	<input type="checkbox"/> Zip Tied Meter Off	<input type="checkbox"/> Line Locate
<input checked="" type="checkbox"/> CGI Equipment Used	<input type="checkbox"/> Pressure Test Fuel Line	<input type="checkbox"/> Plugged Meter & Sealed Off	<input type="checkbox"/> Line Secure
<input type="checkbox"/> CGD Equipment Used	<input checked="" type="checkbox"/> Left Notes on Meter and Door	<input type="checkbox"/> Service Diversion	<input type="checkbox"/> Soil Ventilated
<input type="checkbox"/> Safety Checks	<input type="checkbox"/> Service Point Disconnect	<input type="checkbox"/> Hot Change Meter	<input type="checkbox"/> Repair & Replace
<input checked="" type="checkbox"/> Probe Test	<input checked="" type="checkbox"/> Odorant Detected	<input type="checkbox"/> Disconnected at Street	<input type="checkbox"/> Air Test Service/Main

<input checked="" type="radio"/> Complete 2018-06-20 20:08:12 <input type="radio"/> Cancel <input type="radio"/> Incomplete <input type="radio"/> Onsite 2018-06-20 19:52:00	<input type="checkbox"/> Pick Up Order Comments:
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Appliance Type	Condition1	Condition2
Gas % Inside:	Gas % Outside	
Type	Brand	BTU's Before After CO Air Free or w/Excess Air

Tech Comments
Onsite Time 10:50. On OL Order found 42% Sust. at riser. Evac 3 buildings Total of 10 meters. Had Gas Lab Test reading and found to be Bio-Gas (Shane Dollor) Exposed Service and tested from tap to riser 100psi 30 min found ok. Killed service at tap with 2ft stub for future tie in. Turned site over to South Davis Metro Fire Department. Captin Steve Duffield 801-589-0678. Buildings evac are 2033, 2003 and 1983 South 1640 West. Leak Survery suroding mains and services found ok no gas detected. See Core Order#64263

<input type="checkbox"/> There Are No Attachments
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Order Detail

Name: BDL Holdings LLC	City: Woods Cross		State: UT	Zip: 84010	Caller Phone:
Address: 2003 S 1640 W 1					Contract Phone: [REDACTED]
Service Tech: 09231	Leary, Austin				
Priority: 1	FA Type: ES	FA ID: 6756208946			
Instructions:	Per Carson M - read is 0267				

Meter Loc: OS	Meter Change Reason:	Disconnect Location:
Meter No: 26172569	Current/Remove Read: 0267	SP Cnct/DisCnct: <input type="checkbox"/>
New Meter No: 0	Meter Set New Read:	
Old Regulator No: 628	Old Regular Pressure: 2 lb.	Old Transponder No: 12239762
New Regulator No:	New Regular Pressure:	New Transponder No: 0

Read History for 12 Months

Date	Read	Type	Use on Bill	Date	Read	Type	Use on Bill
24-AUG-2018	267	Regular	N	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	06-JUN-2018	267	Regular	Y
05-JUL-2018	267	Regular	Y	04-MAY-2018	267	Regular	Y
21-JUN-2018	267	Regular	N	06-APR-2018	261	Regular	Y
21-JUN-2018	267	Regular	N	05-MAR-2018	229	Regular	Y
20-JUN-2018	267	Regular	N				

<input type="checkbox"/> Meter Registers	<input type="checkbox"/> Tags/Stickers	<input type="checkbox"/> Bar Sealed Meter	<input type="checkbox"/> Caused by 3rd Party
<input type="checkbox"/> Spot Test	<input type="checkbox"/> Leak Screened	<input checked="" type="checkbox"/> Zip Tied Meter Off	<input type="checkbox"/> Line Locate
<input checked="" type="checkbox"/> CGI Equipment Used	<input type="checkbox"/> Pressure Test Fuel Line	<input type="checkbox"/> Plugged Meter & Sealed Off	<input type="checkbox"/> Line Secure
<input type="checkbox"/> CGD Equipment Used	<input type="checkbox"/> Left Notes on Meter and Door	<input type="checkbox"/> Service Diversion	<input type="checkbox"/> Soil Ventilated
<input type="checkbox"/> Safety Checks	<input type="checkbox"/> Service Point Disconnect	<input type="checkbox"/> Hot Change Meter	<input type="checkbox"/> Repair & Replace
<input checked="" type="checkbox"/> Probe Test	<input checked="" type="checkbox"/> Odorant Detected	<input type="checkbox"/> Disconnected at Street	<input type="checkbox"/> Air Test Service/Main

<input checked="" type="radio"/> Complete 2018-06-20 12:23:08 <input type="radio"/> Cancel <input type="radio"/> Incomplete <input type="radio"/> Onsite 2018-06-20 12:03:00	<input type="checkbox"/> Pick Up Order Comments: <input type="text"/>
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Appliance Type	Condition1	Condition2
Gas % Inside:	Gas % Outside	
Type	Appliance Info	CO
	Brand	BTU's Before After Air Free or w/Excess Air

Tech Comments

Shut meter off and evacuated to find and repair leak.

There Are No Attachments

**Docket 18-057-12**  
**DEU Exhibit 2**  
**Response to Formal Complaint**



**Order Detail**

Name: BDL Holdings LLC		City: Woods Cross		State: UT	Zip: 84010	Caller Phone:	Contract Phone: <span style="background-color: black; color: black;">XXXXXXXXXX</span>
Address: 2003 S 1640 W 1		Service Tech: Braden3 Stephenson, Braden		Priority: 5		FA Type: MISC	
Instructions: Evac clearances given at airport hanger woodsross		FA ID: 6755567104					

Meter Loc: OS	Meter Change Reason:	Disconnect Location:
Meter No: 26172569	Current/Remove Read: 0267	SP Cnct/DisCnct: <input type="checkbox"/>
New Meter No: 0	Meter Set New Read:	Old Transponder No: 12239762
Old Regulator No: 628	Old Regular Pressure: 2 lb.	New Transponder No: 0
New Regulator No:	New Regular Pressure:	

Read History for 12 Months							
Date	Read	Type	Use on Bill	Date	Read	Type	Use on Bill
24-AUG-2018	267	Regular	N	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	06-JUN-2018	267	Regular	Y
05-JUL-2018	267	Regular	Y	04-MAY-2018	267	Regular	Y
21-JUN-2018	267	Regular	N	06-APR-2018	261	Regular	Y
21-JUN-2018	267	Regular	N	05-MAR-2018	229	Regular	Y
20-JUN-2018	267	Regular	N				

<input type="checkbox"/> Meter Registers	<input type="checkbox"/> Tags/Stickers	<input type="checkbox"/> Bar Sealed Meter	<input type="checkbox"/> Caused by 3rd Party
<input type="checkbox"/> Spot Test	<input type="checkbox"/> Leak Screened	<input type="checkbox"/> Zip Tied Meter Off	<input type="checkbox"/> Line Locate
<input type="checkbox"/> CGI Equipment Used	<input type="checkbox"/> Pressure Test Fuel Line	<input type="checkbox"/> Plugged Meter & Sealed Off	<input type="checkbox"/> Line Secure
<input type="checkbox"/> CGD Equipment Used	<input type="checkbox"/> Left Notes on Meter and Door	<input type="checkbox"/> Service Diversion	<input type="checkbox"/> Soil Ventilated
<input type="checkbox"/> Safety Checks	<input type="checkbox"/> Service Point Disconnect	<input type="checkbox"/> Hot Change Meter	<input type="checkbox"/> Repair & Replace
<input type="checkbox"/> Probe Test	<input type="checkbox"/> Odorant Detected	<input type="checkbox"/> Disconnected at Street	<input type="checkbox"/> Air Test Service/Main

<input checked="" type="radio"/> Complete 2018-06-21 15:47:44 <input type="radio"/> Cancel <input type="radio"/> Incomplete <input type="radio"/> Onsite 2018-06-21 15:27:00	<input type="checkbox"/> Pick Up Order Comments: <div style="border: 1px solid black; height: 30px; width: 100%;"></div>
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Appliance Type	Condition1	Condition2
Gas % Inside:	Gas % Outside	
Type	Brand	BTU's
		CO
	Before	After
	Air Free or w/Excess Air	

Tech Comments
Met with Davis County Fire and city official Dennis Chart. Cleared ground with CGI for BIO GAS Methane-found 0.5% gas. Ground also cleared by fire.Cleared units with CGI to buildings 1983, 2003, and 2033-ok. Units also cleared by Davis Fire. Spoke with Dennis and Davis Fire about current situation. Informed the city official that there is still a BIO GAS methane hazard possible even though readings have dropped since the start of the Evac on 6/20/18. informed him that Dominion would need a letter giving approval to reinstate gas service back to the customer and that he is fully aware of the possible hazard that exists and may occur

<input type="checkbox"/> There Are No Attachments
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Complete 2018-06-21 15:47:44

Cancel

Incomplete

Onsite 2018-06-21 15:27:00

Pick Up Order

Comments:

Appliance Type	Condition1	Condition2
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Gas % Inside:	Gas % Outside
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Type	Appliance Info		CO		Air Free or w/Excess Air
	Brand	BTU's	Before	After	

Tech Comments

again and the liability that is being taken with it. For safety measure he is having customer install methane detectors in each hanger unit and requiring an outside checks to be preformed at their agreed time frames. Davis Fire will not lift evac until methane detectors are on site for install. Removed evac tape ok per fire. Left all meters in the off postion until clearance ok to turn back on. Off site prior to evac being removed by Davis Fire. Spoke with Greg Lowder by phone about findings and steps being taken by city offical and Davis Fire. PPY on site.



Order Detail

Name: BDL Holdings LLC		City: Woods Cross		State: UT	Zip: 84010	Caller Phone:	Contract Phone: [REDACTED]
Address: 2003 S 1640 W 1		Service Tech: 09325		Arellano, Anthony			
Priority: 2	FA Type: MISCEM	FA ID: 6759924294					
Instructions:	Attn Anthony A - per fire dept						

Meter Loc: OS	Meter Change Reason:	Disconnect Location:
Meter No: 26172569	Current/Remove Read: 0267	SP Cnct/DisCnct: <input type="checkbox"/>
New Meter No: 0	Meter Set New Read:	
Old Regulator No: 628	Old Regular Pressure: 2 lb.	Old Transponder No: 12239762
New Regulator No:	New Regular Pressure:	New Transponder No: 0

Read History for 12 Months

Date	Read	Type	Use on Bill	Date	Read	Type	Use on Bill
24-AUG-2018	267	Regular	N	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	06-JUN-2018	267	Regular	Y
05-JUL-2018	267	Regular	Y	04-MAY-2018	267	Regular	Y
21-JUN-2018	267	Regular	N	06-APR-2018	261	Regular	Y
21-JUN-2018	267	Regular	N	05-MAR-2018	229	Regular	Y
20-JUN-2018	267	Regular	N				

<input type="checkbox"/> Meter Registers	<input type="checkbox"/> Tags/Stickers	<input checked="" type="checkbox"/> Bar Sealed Meter	<input type="checkbox"/> Caused by 3rd Party
<input type="checkbox"/> Spot Test	<input type="checkbox"/> Leak Screened	<input type="checkbox"/> Zip Tied Meter Off	<input type="checkbox"/> Line Locate
<input checked="" type="checkbox"/> CGI Equipment Used	<input type="checkbox"/> Pressure Test Fuel Line	<input type="checkbox"/> Plugged Meter & Sealed Off	<input type="checkbox"/> Line Secure
<input type="checkbox"/> CGD Equipment Used	<input type="checkbox"/> Left Notes on Meter and Door	<input type="checkbox"/> Service Diversion	<input type="checkbox"/> Soil Ventilated
<input type="checkbox"/> Safety Checks	<input type="checkbox"/> Service Point Disconnect	<input type="checkbox"/> Hot Change Meter	<input type="checkbox"/> Repair & Replace
<input type="checkbox"/> Probe Test	<input type="checkbox"/> Odorant Detected	<input type="checkbox"/> Disconnected at Street	<input type="checkbox"/> Air Test Service/Main

<input checked="" type="radio"/> Complete 2018-06-21 10:26:21 <input type="radio"/> Cancel <input type="radio"/> Incomplete <input type="radio"/> Onsite 2018-06-21 10:19:00	<input type="checkbox"/> Pick Up Order Comments: <input type="text"/>
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Appliance Type	Condition1	Condition2
Gas % Inside:	Gas % Outside	
Type	Brand	BTU's
	Before	After
	CO	Air Free or w/Excess Air

Tech Comments

Fire department on site. Bar holed area and was still finding small readings of methane in ground. Chief said they would recheck bar holes around 2:00pm(6/21/18). PPY will meet chief there. Did not remove meters. PPY on site.

There Are No Attachments

**Docket 18-057-12**  
**DEU Exhibit 3**  
**Response to Formal Complaint**



Property Address 1640 N 2022 S Date 6/25/13 Permit No. N/A  
 Subdivision \_\_\_\_\_ Lot No. \_\_\_\_\_ Time \_\_\_\_\_  
 Name Dustin Lanza Phone [REDACTED]  
 Initial Inspection     Reinspection     Complaint     Consultation

INSPECTIONS	RESULT			Comments:
	APPROVED	CORRECTION REQUESTED	REINSPECTION REQUESTED	
<b>Clearances</b> 1. Temporary Occupancy 2. Power to Panel 3. Temporary Power 4. Gas Meter 5. Bond Release 6. Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Naturally occurring methane was detected. Last week the city is aware of this problem.  The last (2) readings were at zero.  The owners have installed detectors in the 4 (each) unit. They have also installed a sniff pipe for future and winter samples. The city has requested periodic sampling from the owners.  OK to re-connect Gas Service
<b>Land Use</b> 7. Side Setback 8. Front Setback 9. Rear Setback 10. Right of Way 11. Building Height/FFE 12. Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Sub-rough:</b> 13. Excavation 14. Footings 15. Foundation 16. Electrical 17. Mechanical 18. Plumbing 19. Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Rough:</b> 20. Building 21. Shear Walls 22. Weather Barrier 23. Electrical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Sorry, the first fax had the wrong address. This one has the correct address.  
 MMeeks

Signed Dennis Clark  
 Inspector

**Docket 18-057-12**  
**DEU Exhibit 4**  
**Response to Formal Complaint**



**Order Detail**

Name: BDL Holdings LLC		City: Woods Cross		State: UT	Zip: 84010	Caller Phone:	Contract Phone: [REDACTED]
Address: 2003 S 1640 W 1		Service Tech: 07379		Moyes, Ashton			
Priority: 5	FA Type: NI	FA ID: 6758177424					
Instructions: <input style="width: 80%; height: 20px;" type="text"/>							

Meter Loc: OS	Meter Change Reason:	Disconnect Location:
Meter No: 26172569	Current/Remove Read: 0267	SP Cnnct/DisCnnct: <input type="checkbox"/>
New Meter No: 0	Meter Set New Read:	
Old Regulator No: 628	Old Regular Pressure: 2 lb.	Old Transponder No: 12239762
New Regulator No:	New Regular Pressure:	New Transponder No: 0

Read History for 12 Months

Date	Read	Type	Use on Bill	Date	Read	Type	Use on Bill
24-AUG-2018	267	Regular	N	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	20-JUN-2018	267	Regular	N
05-JUL-2018	267	Regular	Y	06-JUN-2018	267	Regular	Y
05-JUL-2018	267	Regular	Y	04-MAY-2018	267	Regular	Y
21-JUN-2018	267	Regular	N	06-APR-2018	261	Regular	Y
21-JUN-2018	267	Regular	N	05-MAR-2018	229	Regular	Y
20-JUN-2018	267	Regular	N				

<input type="checkbox"/> Meter Registers	<input type="checkbox"/> Tags/Stickers	<input type="checkbox"/> Bar Sealed Meter	<input type="checkbox"/> Caused by 3rd Party
<input type="checkbox"/> Spot Test	<input type="checkbox"/> Leak Screened	<input type="checkbox"/> Zip Tied Meter Off	<input type="checkbox"/> Line Locate
<input type="checkbox"/> CGI Equipment Used	<input type="checkbox"/> Pressure Test Fuel Line	<input type="checkbox"/> Plugged Meter & Sealed Off	<input type="checkbox"/> Line Secure
<input type="checkbox"/> CGD Equipment Used	<input type="checkbox"/> Left Notes on Meter and Door	<input type="checkbox"/> Service Diversion	<input type="checkbox"/> Soil Ventilated
<input type="checkbox"/> Safety Checks	<input type="checkbox"/> Service Point Disconnect	<input type="checkbox"/> Hot Change Meter	<input type="checkbox"/> Repair & Replace
<input type="checkbox"/> Probe Test	<input type="checkbox"/> Odorant Detected	<input type="checkbox"/> Disconnected at Street	<input type="checkbox"/> Air Test Service/Main

<input checked="" type="radio"/> Complete 2018-07-03 21:27:31 <input type="radio"/> Cancel <input type="radio"/> Incomplete <input type="radio"/> Onsite 2018-07-03 17:01:00	<input type="checkbox"/> Pick Up Order Comments: <input style="width: 80%; height: 20px;" type="text"/>
---	--

Appliance Type	Condition1	Condition2
Gas % Inside:	Gas % Outside	
Type	Appliance Info	CO
Brand	BTU's	Before After Air Free or w/Excess Air

Tech Comments
Resurvey ground per obtained clearances to reinsate service from mitigation company after site was turned over to south davis metro fire department. Found we still have 36% peak down to 5% sustained bio gas in ground. Issue was not mitigated and called south davis metro fire department and meet with Captin Chad Willey(801-677-2400) Onsite to trun site over to fire department. GLO onsite

<input type="checkbox"/> There Are No Attachments
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**Docket 18-057-12**  
**DEU Exhibit 5**  
**Response to Formal Complaint**



**Order Detail**

Name: Desert Dog Aviation LLC		City: Woods Cross		State: UT	Zip: 84010	Caller Phone:	Contract Phone: [REDACTED]
Address: 2003 S 1640 W 2		Service Tech: 09327		Robison, Devin			
Priority: 3		FA Type: MR		FA ID: 6697518800			
Instructions: 09327							

Meter Loc: OS	Meter Change Reason:	Disconnect Location: Disconnected at street
Meter No: 26074420	Current/Remove Read: 7083	SP Cnct/DisCnct: <input checked="" type="checkbox"/>
New Meter No: 0	Meter Set New Read:	
Old Regulator No: 899	Old Regular Pressure: 2 lb.	Old Transponder No: 95351196
New Regulator No:	New Regular Pressure:	New Transponder No: 0

Read History for 12 Months

Date	Read	Type	Use on Bill	Date	Read	Type	Use on Bill
05-JUL-2018	7083	Regular	Y	17-APR-2018	7079	Regular	Y
05-JUL-2018	7083	Regular	Y	06-APR-2018	7079	Regular	Y
05-JUL-2018	7083	Regular	Y	05-MAR-2018	7058	Regular	Y
20-JUN-2018	7086	Regular	N	06-FEB-2018	7044	Regular	Y
20-JUN-2018	7083	Regular	N	09-JAN-2018	7042	Regular	Y
06-JUN-2018	7082	Regular	Y	09-JAN-2018	123	Regular	Y
04-MAY-2018	7080	Regular	Y				

<input type="checkbox"/> Meter Registers	<input type="checkbox"/> Tags/Stickers	<input type="checkbox"/> Bar Sealed Meter	<input type="checkbox"/> Caused by 3rd Party
<input type="checkbox"/> Spot Test	<input type="checkbox"/> Leak Screened	<input type="checkbox"/> Zip Tied Meter Off	<input type="checkbox"/> Line Locate
<input type="checkbox"/> CGI Equipment Used	<input type="checkbox"/> Pressure Test Fuel Line	<input type="checkbox"/> Plugged Meter & Sealed Off	<input type="checkbox"/> Line Secure
<input type="checkbox"/> CGD Equipment Used	<input type="checkbox"/> Left Notes on Meter and Door	<input type="checkbox"/> Service Diversion	<input type="checkbox"/> Soil Ventilated
<input type="checkbox"/> Safety Checks	<input checked="" type="checkbox"/> Service Point Disconnect	<input type="checkbox"/> Hot Change Meter	<input type="checkbox"/> Repair & Replace
<input type="checkbox"/> Probe Test	<input type="checkbox"/> Odorant Detected	<input type="checkbox"/> Disconnected at Street	<input type="checkbox"/> Air Test Service/Main

<input checked="" type="radio"/> Complete 2018-07-05 18:02:42 <input type="radio"/> Cancel <input type="radio"/> Incomplete Onsite 2018-07-05 17:51:00	<input type="checkbox"/> Pick Up Order Comments:
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Appliance Type	Condition1	Condition2
Gas % Inside:	Gas % Outside	
Type	Appliance Info	CO
Brand	BTU's	Before After Air Free or w/Excess Air

Tech Comments

removed 4 meter header due to bio gas in ground per GLO

There Are No Attachments

**Docket 18-057-12**  
**DEU Exhibit 6**  
**Response to Formal Complaint**

Dominion Energy Utah Dominion Energy Wyoming Dominion Energy Idaho  
1140 West 200 South , Salt Lake City, UT 84104  
Mailing Address:  
P.O. Box 45360, Salt Lake City, UT 84145-0360  
DominionEnergy.com



July 23, 2018

Mr. Dustin Lance  
4811 Hidden Lake Dr  
Bountiful, UT 84010

**Re: Service Line at 2003 S 1640 W, Woods Cross, Utah 84010**

Dear Mr. Lance:

This letter is to formally notify you that Dominion Energy Utah currently has the natural gas service line disconnected to the building located at 2003 S 1640 W, Woods Cross, and is unable to reconnect it due to the presence of significant amounts of methane near the building. Methane is a highly combustible and potentially explosive gas when mixed with the oxygen in the air. Dominion Energy will not risk the safety of its employees, the building's occupants, or the public by performing activities that may involve or result in an ignition source reaching that methane, such as using electricity, or igniting a pilot light. Dominion Energy has turned the issue over to the South Davis Metro Fire Department, but strongly recommends that you continue to keep people out of the building until such time as the methane levels are eliminated or acceptably controlled.

Dominion Energy employees were at the building on June 20, 2018 as part of a standard leak survey. They found methane, but upon investigation discovered that it was not coming from any Dominion Energy facilities. The measured concentration of the methane in some areas was at levels that exceeded the explosive limit and what we consider to be safe. Finding the situation unsafe, Dominion Energy employees disconnected the service line. When Dominion Energy employees were sent on July 3, 2018 to reconnect the service line, methane levels were still unacceptably high. Therefore, they did not reconnect the service line.

Although Dominion Energy appreciates the circumstances of not having natural gas service to the 2003 building and we do want to resume service as soon as reasonably possible after the issue is resolved, it cannot safely or prudently reconnect the service line until the methane problem is abated or sufficiently controlled. Dominion Energy also strongly urges you to continue to keep people out of the building until the methane problem is under control.

If you have any questions regarding this letter, please contact Greg Lowder, Dominion Energy Operations Supervisor [REDACTED]

Sincerely,

A handwritten signature in blue ink that reads "J. Hansen".

Jeff Hansen  
Director, Region Operations