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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

ANSWER OF DOMINION ENERGY UTAH TO COMPLAINT OF DUSTIN LANCE

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.¹
- 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.²
- 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 Location³.
- 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 readings⁴. 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.

¹ See DEU Exhibit 1 – Order Detail – June 20, 2018

² See DEU Exhibit 2 – Order Detail – June 21, 2018

³ See DEU Exhibit 3 – Forsgren Building Inspection Report

⁴ 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 Location⁵. 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.⁶
- 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,

⁵ See DEU Exhibit 5 – Order Detail – July 5, 2018

⁶ 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...."

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 2of 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
Justin Jetter
jjetter@agutah.gov
Chris Parker
chrisparker@utah.gov
William Powell
wpowell@utah.gov

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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

/s/Leora	Price		
/5/ LCU14			

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



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



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

FORSGI	FORSGREN Associates Tric. 2003 3. Building Inspection Report 370 East 500 South, Suite 200 Salt Lake City, Utah 84111 Phone: (801) 364-1468										
Property Address	250	Pa)	2003 5. Phone: (801) 364-1465							
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Clearances 1. Temporary Occupancy 2. Power to Panel 3. Temporary Rower 4. Gas Meler 5. Bond Release 6. Other	DECEMBER APPROVED	COLLECTO CORRECTION	CICICION REQUESTED	Comments: Notural oscuring thathouse was absterded local according to aurono of this proplem. The bast (2) readings							
Land Use 7. Sido Setback 8. Front Setback 9. Rear Selback 10. Right of Way 11. Building Height/FFE 12. Other	000000		000000	The owners have installed delectors in the A (each)							
Sub-rough: 13. Excavation 14. Footings 15. Foundation 16. Electrical 17. Mechanical 18. Plumbing 19. Other			0000000	tratalled a smith sipe for fitting and winter Sounds The City Ross regulated periods Sampling							
Rough: 20. Building 21. Shear Walls 22. Weather Berrier 23. Electrical	30000		30000	Of to ne-Connect							
Jorry, the	· fr	3	4								
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	, ——r	 1	·	Signed Dans Charle							
				Page of							

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



Name: BDL Holdings LLC Address: 2003 S 1640 W 1 City: Woods Cross	State: UT		aller Phone: tract Phone:
Service Tech: 07379 Moyes,	shton		
Priority: 5 FA Type:	NI	FA ID: 6758177424	
Instructions:		The state of the s	Ô
Meter Loc: OS	Meter Change Reason:	Disconnect Locati	on:
Meter No: 26172569 New Meter No: 0 Old Regulator No: 628	Current/Remove Read: 02 Meter Set New Read: Old Regular Pressure: 2 l	b. Old Transponder I	No: 12239762
New Regulator No:	New Regular Pressure:	New Transponder I	No: 0
Read History for 12 Months Date	Type Use on Bill Regular N Regular Y Regular Y Regular Y Regular N Regular N Regular N Regular N	Date Read 20-JUN-2018 267 20-JUN-2018 267 06-JUN-2018 267 04-MAY-2018 267 06-APR-2018 261 05-MAR-2018 229	Type Use on Bill Regular N Regular N Regular Y Regular Y Regular Y Regular Y Regular Y Regular Y
		TD	
	☐ Tags/Stickers ☐ Leak Screened ☐ Pressure Test Fuel Line ☐ Left Notes on Meter and Door ☐ Service Point Disconnect	□ Bar Sealed Meter □ Zip Tied Meter Off □ Plugged Meter & Sealed Off □ Service Diversion □ Hot Change Meter	
☐ Probe Test	Odorant Detected	☐ Disconnected at Street	Air Test Service/Main
© Complete 2018-07-03 21:27:31	☐ Pick Up O	rder	
O Cancel O Incomplete Onsite 2018-07-03 17:01:00	Comments:	All the second s	^
Appliance Type	Condition1	Condition2	
Gas % Inside:	Gas %	6 Outside	
Applance Info Type Brand	BTU's Befo	CO ore After	Air Free or w/Excess Air
	Tec	h Comments	
over to south d ground. Issue	vis metro fire department. Found we	e service from mitigation company after s still have 36% peak down to 5% sustaine ivis metro fire department and meet with epartment. GLO onsite	d bio gas in \land
☐ There Are No Attachments			

Docket 18-057-12 DEU Exhibit 5 Response to Formal Complaint



	t Dog Aviation LLC								Caller Phone		
Address: 2003 5								Co	ntract Phone	9:	
City:	Woods Cross		Sta	ate: UT			Zip: 84010				1
Contra Took	00007 D-1	D!-									1
Service Tech:	09327 Robisor	, Devin									
Priority:	3 FA Type:	MR			FA	ID:	6697518800				
Instructions:	09327							***************************************	***************************************	Ç	
	er Loc: OS		Meter Change							nnected at street	
	er No: 26074420 er No: 0		Current/Remov Meter Set Ne		7083		SP	Cnnct/DisCi	nnct: 🔽		
Old Regulat			Old Regular P		2 lb.		Old T	ransponder	No: 95351	1196	
New Regulat			New Regular P		E-20/541		New T	ransponder	r No: 0		
Read History for 12		T		Hee on D			Date	Dood	Tuno	Use on Dill	
	Date Read 05-JUL-2018 7083			<u>Use on Bi</u> Y	m		17-APR-2018	<u>Read</u> 7079	Type Regular	Use on Bill Y	
0	15-JUL-2018 7083		gular '	Y			06-APR-2018	7079	Regular	Y	
	5-JUL-2018 7083			Y			05-MAR-2018	7058	Regular	Y	
	20-JUN-2018 7086 20-JUN-2018 7083			N N			06-FEB-2018 09-JAN-2018	7044 7042	Regular Regular	Y	
	6-JUN-2018 7082		gular	Y			09-JAN-2018	123	Regular	Ý	
0	4-MAY-2018 7080	Reg	gular '	Y							
—									10		
Meter Regist	ters	(A) (7.35)	gs/Stickers				Bar Sealed Meter			Caused by 3rd Party	
☐ Spot Test		The same of the sa	ak Screened				Zip Tied Meter Off			Line Locate	
☐ CGI Equipme			essure Test Fuel L				Plugged Meter & Se	aled Off	- Louis	Line Secure	
☐ CGD Equipm	nent Used	1000 F	ft Notes on Meter	and Door			Service Diversion			Soil Ventilated	1
☐ Safety Check	ks	☑ Se	rvice Point Discon	nect	- 1		Hot Change Meter			Repair & Replace	1
☐ Probe Test		☐ Oc	forant Detected				Disconnected at Stre	eet		Air Test Service/Main	
Complete	2018-07-05 18:02:42			Pick Up	Order						
O Cancel			Г				With the second second second				
_			Comments:							^	
O Incomplete			O O I I I I I I I I I I I I I I I I I I							~	
Onsite	2018-07-05 17:51:00		L.			_					
Particular (1975)											
Appliance Type			Condition1			_		Condition	2		
Gas % Inside:				Ga	s % Out	side					
	Applance Info				W/41/2004/00/2015		CO	i.	200		
Туре	Brand		BTU's	В	efore		After		Air Fr	ee or w/Excess Air	
					Tech Co	mmo	nte				
	removed 4 met	er heade	r due to bio gas i				ina				
	,,,,,,,, .		STATE OF STREET							^	
											4
										V	
☐ 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

Sincerely.

Jeff Hansen

Director, Region Operations