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*Attorney for Questar Gas Company
dba Dominion Energy Utah*

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

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| IN THE MATTER OF THE FORMAL COMPLAINT OF NADRA HAFFAR AGAINST DOMINION ENERGY UTAH | Docket No. 19-057-08 DOMINION ENERGY’S RESPONSE TO COMPLAINT OF NADRA HAFFAR AND MOTION TO DISMISS |
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Respondent, Questar Gas Company dba Dominion Energy Utah (“Dominion Energy” or “Company”), respectfully answers the *Complaint of Nadra Haffar Against Dominion Energy Utah* (“Complaint”) and responds to the allegations of Nadra Haffar (“Complainant”) as follows:

BACKGROUND/DISCUSSION

1. On May 21, 2018, Complainant contacted Company indicating that a third party contractor identified a crossed meter condition between two fuel lines connected to a Dominion Energy remote meter set with one fuel line running a considerable distance to Complainant’s Property and a second line running to an adjacent property that was under common ownership with the Property when originally constructed (See Exhibit A).

2. On May 22, 2018, Dominion Energy technicians verified the contractor’s findings of a crossed meter at the Property. Verification of a crossed meter condition requires two technicians and physical access to both homes and/or structures that are suspected of having

crossed meters. The first employee accesses both properties and turns off all gas appliances in both locations, while the second employee remains at the meters. After all appliances in both locations are confirmed to not be drawing any gas, the first employee then fires up one appliance in one of the locations and the second employee monitors which meter registers the usage of that appliance and resulting location.

3. In accordance with the Tariff, Company credited a 24 month billing adjustment to Complainant's account in the amount of \$1,552.43.

4. On or around June 8, 2018, Company provided a letter notifying Complainant of the adjustment, including an itemization of the billing adjustment.

5. On or about September 25, 2018, Complainant filed an Informal Complaint with the Utah Division of Public Utilities stating that the Company i) negligently installed the remote meters connecting the fuel lines to the residence owned by the predecessor to the Complainant and ii) negligently failed to identify the crossed meter condition during the inspection of the remote meter in 2010.

6. On or about March 11, 2019, Complainants filed the instant Complaint against the Company requesting a refund for the amounts billed to accounts associated with the Property dating back to 1986.

7. Billing adjustments due to an error caused by crossed meters are governed by the Commission Rules R746-320-9 and the Dominion Energy Utah Natural Gas Tariff PSCU 500 ("Tariff"), Section 8.02.

8. R746-320-9 identifies that "billing based on a crossed meter condition where the customer is billed on the incorrect meter" is a condition that constitutes overbilling. The rule then states,

A utility shall not be required to make a refund of, or give a credit for, overpayments which occurred more than 24 months before the customer submitted a complaint to the utility or the Commission, or the utility actually became aware of an incorrect billing which resulted in an overpayment. For overbilling conditions specified in 746-320-9.A, except for crossed meter conditions specified in 746-320-9.A.4 not caused by the utility, an exception to the 24 month limitation period applies when the overbilling can be shown to be due to some cause.

9. Pursuant to this rule, Dominion Energy Utah Natural Gas Tariff PSCU 500 (“Tariff”), Section 8.02 at page 8-6, states “[w]hen incorrect billings occur, the Company will have the right to make billing corrections regardless of the cause of error. Corrections will be limited to the periods described in the following table. The periods relate to the time immediately preceding the date of discovery of the error.” The table then identifies “Crossed Meters” under causes of error, and specifies an adjustment limitation of 24 months.

10. Section 7.04, “Customer Obligations” of the Tariff states, “[a]ll pipes and appliances necessary to utilize service that are located beyond the Company’s point of delivery, must be installed and maintained by and at the expense of the customer.” The installation, including the route, of the customer fuel line located upstream of the Dominion Energy meter are the responsibility of the customer.

11. Therefore, at the time of construction of a service line and installation of a new delivery meter, the Company installs the service line and meter set to a designated location. In cases such as the instant case where a remote meter set is installed a substantial distance from the buildings receiving natural gas service¹, the Company requires for the customer, or its designated agent, to mark and identify each of the fuel lines for connection to the associated meters. The identification of the fuel lines, which are often buried pipelines or located within the walls of a

¹ Please see Exhibit A – Google Map identifying location of each residence and remote meter set.

multiple unit building, are the responsibility of the customer and cannot be visually traced to the end-use appliances. Following marking of such lines, the Company then installs the customer meter based upon such identification. The Company has no evidence to support the allegation that the meters were improperly connected to the fuel lines designated by the predecessor, or authorized representative of the predecessor, to the Property.

12. Upon review of the Company's records, the Company is unable to identify any contact from Complainant identifying a concern of high gas bills or any request from Complainant for an energy efficiency audit of the Property. The Company has no records indicating the Company accessed the Complainant's property in 2010. Upon review of Dominion Energy's records, prior to 2018, Complainant contacted the Company on the following dates: on or around September 24, 2008, to request budget billing, on or around May 28, 2010, to modify the monthly account billing due date to the fifth of the month; on or around March 15, 2013, for questions related to the auto pay; and, on or around October 14, 2014, relating to the budget balance and to override the payment due date that month. However, the Company has no evidence to support that Complainant notified the Company of a concern of a high bill.

13. Instead, the Company records indicate that on or around April 13, 2010, a Dominion Energy employee initiated a service call to the remote meter set, which serves the Property though it is located on adjacent property owned by a third party, to inspect the transponder connected to the meter associated with the Property. The transponder is an electronic device that allows the Company to read the meter remotely, or automated meter read, and does not affect the actual usage of natural gas flowing through the meter.

14. During the April 15 service call, the Company identified that the transponder on the meter was not working properly and replaced such transponder. On or around June 11, 2010, the Company initiated a second service call due to a transponder failure, identified a second failure, and replaced the transponder on June 15, 2010. On or around July 15, 2010, the Company initiated a third service call due to a transponder failure and found a third transponder failure. Due to repeated transponder failures, on August 12, 2010, the Company replaced both the transponder and the meter associated with the Property. Upon review of the Company's records, none of the service calls between April and August 2010 were initiated by the Complainant.

15. During the service calls between April and August 2010, Dominion Energy inspected the Company facilities to determine whether the facilities were working in proper order. When completing the 2010 service calls, the Company had no cause to inspect the buried fuel line owned by the Complainant as Company was not aware of a crossed meter issue. Further, Company would not be able to identify a crossed meter condition by solely visually inspecting the meter and transponder. In 2010, due to the considerable distance from the meter, the Company did not access the Property, inspect any pipes, facilities, or appliances upstream of the delivery point, nor suspend use of natural gas service by the appliances to test for the receipt of gas at the Property. Therefore, in 2010, the Company has identified no evidence to suggest Dominion Energy negligently failed to identify the crossed meter condition based solely on the visual inspection of the meter associated with the Property.

16. Therefore, prior to May 21, 2018, the Company had no knowledge of a crossed meter condition and relied upon the predecessor to the Complainant and/or its designated agent to properly mark and identify the location of each buried fuel line owned by the customer.

17. The Company has found no evidence to support the allegation that the Company caused the crossed meter condition by negligently failing to properly connect the remote meter sets to fuel lines that were properly identified at the time of installation. Moreover, the services requested during the 2010 service call were performed in entirety at the remote meter set located a considerable distance away from the Property and did not include the opportunity for the Company to inspect the buried fuel lines or access the Property. Furthermore, pursuant to the Tariff, the installation and maintenance of all pipes and appurtenant facilities installed upstream of the Company delivery point fall under the obligation and responsibility of the Complainant.

18. As discussed above, crossed meter conditions are governed by Section 8.02 of the Tariff and the rules and regulations of the Utah Public Service Commission Rule, Utah Admin. Code. R746-320-9 (2017). Under such rules and regulations, in the event of a crossed meter condition not caused by the utility, the customer is entitled to a billing adjustment of 24 months. Such billing adjustment has been applied to Complainant's account, and the Company has satisfied its obligations under its Tariff and the Utah regulations promulgated by the Public Service Commission.

19. In conclusion, Dominion Energy has found no evidence to support that the Company acted negligently through its inspection of the Company owned facilities. Dominion Energy has not violated any of its Tariff provisions or Commission rules or regulations regarding the billing adjustment to Complainant.


MOTION TO DISMISS

20. Dominion Energy respectfully requests that the Complaint be dismissed because it fails to state a claim upon which relief can be granted.

21. Dominion Energy has established that it has acted in accordance with Tariff requirements and Commission rules with respect to giving Complainant a 24 month credit adjustment to her account.

WHEREFORE, Dominion Energy submits its Answer and respectfully moves that the Formal Complaint of Nadra Haffar be dismissed.

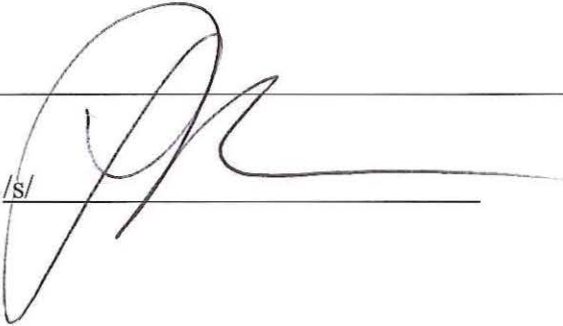
DATED: April 11, 2019



Arminda L. Spencer
*Attorney for Respondent Dominion Energy
Utah*

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing **QUESTAR GAS COMPANY dba DOMINION ENERGY UTAH'S ANSWER AND MOTION TO DISMISS FORMAL COMPLAINT OF NADRA HAFFAR** was served by email upon the following as set forth below on April 11, 2019:

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