FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor P.O. Box 45585
P.O. BUX 45585 Solt Lake City, Utali 84114
Rick
1 Name of Complainant: 12702 MANK
Address: 4541 WINDSON Mr. PNND VI 84604
Telephone No.: 801-822-8669
If represented by counsel, list:
Name:
Name.
Address:
Telephone No.:
2. The utility being complained against is: DOMINION ENERGY
3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.
SHOTT My gas No in the day the past due was
due, then changed me \$100 some day fee and
Then # 260 security deposit. They save me no worky
4. Why do you (the Complainant) think these activities are illegal, unjust or improper?
I received up 48 When maring on my door. I have
cameras they are lying 2 hours the shirt of the
Meners that we way I have the shit of the Meners the my and with the shit of the Mener what relief loes the complanant request? I what relief loes the complanant request? I want what relief loes the complanant request? I want way the man and to 250 security depost Back
I what remendes the compraction request. I what remendes the compraction request.
I want my \$10 mach and \$ 250 servets depost
6. Signature of Comptainant
Date: 3 16 16
Date: 3 19 19
- 6 -

* I WANT M # 100 SAME DAY TURN BARK NO PER BARK * I WANT MM # 250 SECTOUTY DEPOSIT BARREL

F WAS COUNDON 2/27 TO PAY - + THEY SHUT ME WAR ON MY PAST DUE MOINT DUE DAY -: STILL THEY DIDNY MAKE ME Questions, comments of mailing address corrections, AMAM Call Dominion Energy weekdays 7am-6pm (see back of pige for details) or visit our website, dominionenergy.com AM MONE Current Charges Past Due Total Amount Account Amoui Past Due After Amount Due Enclos Number 2/27/2019 \$331.34 \$555.49 X Dominion Energy 000009707 01 AV 0.38 PO Box 45841 **Ricky Frank** Salt Lake City, UT 84139-0001 4541 WINDSOR DR PROVO UT 84604-6303 769962562440000055849000004513400000220849

Dominion Energy Utah Dominion Energy Wyoming Dominion Energy Idatio Consumer Affairs 1140 Whist 200 South, Salt Lake City, UT 84104 Mailing Address: P.O. Box 45360, Salt Lake City, UT 84145 DominionEnergy.com



Ricky Frank 4541 Windsor Drive Provo, UT 84604

March 5, 2019

THIS WAS DUE 3/27/19 AND THEN

Dear Mr. Frank,

This letter is in response to your complaint filed with the Division of Public Utilities. Thank you for the opportunity to respond to your concerns.

Dominion Energy bills its customers monthly. When an account becomes delinquent, an urgent 10-day letter is mailed to the service address. A copy of your 10-day letter dated February 4, 2019, is enclosed. It requested a payment of \$331.34 or payment arrangements within 10 days to avoid termination of your natural gas service. The letter also stated, *"For customer security and employee safety, Dominion Energy does not accept natural gas service payments at customers' premises."* Our collectors are instructed not to knock.

An urgent 48-hour notice was left at your premises on February 15, 2019, followed by a credit termination on February 27, 2019. Your payment of \$453.00 was enough to restore your gas service and set up a payment arrangement on your remaining balance.

Our Customer Care Center is available at 1-800-323-5517 Monday through Friday, 7 a.m. to 6 p.m. Please call if you have any questions regarding your payment arrangement.

Sincerely,

Elia Lopez Customer Relations Specialist Western Gas Distribution

Enclosure

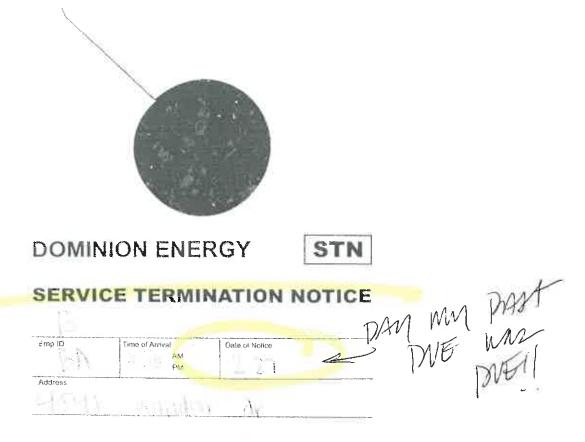
cc: Division of Public Utilities

*I HAVE THE FRUM OF THEM OMINO ON 2 E SHOT OPP NOTICE ON & PUNNING

HAVE A PRINT

ENTERANCE CAMERA

THIS IS A



Service Terminated: Your gas service has been shut off for nonpayment. A reconnection fee and a security deposit will be required before service can be reinstated.

For customer security and employee safety: Dominion Energy does not accept natural gas service payments at customers' premises.

Utility payment assistance may be available from other agencies. Information is listed on the back

🗋 Other: 🛛

MAKING A PAYMENT:

To pay online or to locate a pay station near you, visit:

DominionEnergy.com

Your account number and past-due amount will be required for automated payments.

NOTE: If any payment received by personal check is returned by bank (insufficient funds, etc.), gas service may be terminated without further notice.

Si necesita ayuda en Español, por favor llame a Dominion Energy al número 800-323-5517.