

Complaint Report

Complaint Number: C19-0052

Customer Information

Customer Name: Frank, Ricky

Account Number: [REDACTED]

Phone Number:

Email Address:

Service Address: 4541 Windsor Drive
Provo, UT 84604

Complaint Information

Company Name: Dominion Energy

Date Received: 2/28/2019

Type of Call: Complaint

Complaint Received By: Gwen Flores

Gone Formal: NO

Date Resolved: 3/5/2019

Complaint Type: Shut Off or Notice

Utility Company Analyst: Elia Lopez

Complaint Description:

Mr. Frank Ricky contacted our office today regarding his gas services being shut off today.

According to Mr. Frank he noticed a person at his front door as he opened it he met with an employee from Dominion Energy who was putting a notice on his entrance door stating that his gas service was shut off. Mr. Frank is very upset and states that he does not feel the company should be able to shut off services in the winter without giving any notice and before payment was even due.

After further discussion Mr. Frank admitted he did owe a past due amount but he is adamant that the past due charges are not due until today 2/27/2019. I advised Mr. Frank that if there were a past due amount then typically that would mean that he has a negative balance that was not paid on the due date. Meaning his previous balance would in fact become past due or overdue if not paid on or before the due date. I also advised Mr. Frank that it may be possible that the due date on the current statement may be the due date for the current charges only. Mr. Frank is certain and strongly believes the due date on his current statement is for the past due charges only, adding otherwise he would've received a past due notice.

Mr. Frank advised he did not receive any sort of shut off notice. Mr. Frank also advised he is angry that the company did not knock on the door and was just going to leave the notice hanging. Frank states he asked the DEU employee why he did not knock and he replied "because we don't know if your home". Apparently this upset Frank as he states that is the stupidest excuse he's ever heard of, adding that it what the doorbell is for.

Complaint Response:

Tue, Mar 5, 2019

Gwen,

Attached is a copy of the letter and attachment mailed to this customer. Let me know if you have any questions.

Sincerely,

Elia Lopez
Customer Relations Specialist
Consumer Affairs

Western Gas Distribution
1140 W 200 S, Salt Lake City, UT 84104

Mailing Address: PO Box 45360, DNR146
Salt Lake City, UT 84145
Office:801-324-3557

****Please see attachment for complete response****

Dominion Energy Utah Dominion Energy Wyoming Dominion Energy Idaho
Consumer Affairs
1140 West 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

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,

A handwritten signature in black ink, appearing to read "Elia".

Elia Lopez
Customer Relations Specialist
Western Gas Distribution

Enclosure

cc: Division of Public Utilities



Dominion Energy
 1140 West 200 South
 P.O. Box 45360
 Salt Lake City, UT 84145-0360
 Tel (801) 324-5111 or (800) 323-5517

02/04/2019

URGENT NOTICE (AVISO URGENTE)

Account: [REDACTED]

Service Address: 4541 Windsor Dr
 Provo, UT 84604-6303

Dear Ricky Frank:

One or more addresses associated with the above account has a past-due balance. If you do not pay the past-due amount of **\$331.34** or make credit arrangements **within 10 days** of the date on this notice, natural gas service may be terminated. If arrangements are made and not honored, service may be terminated without additional notice.

If the total past-due amount has been paid, please disregard this notice.

For customer security and employee safety, Dominion Energy does not accept natural gas service payments at customers' premises. If you have questions about this information, please call us at 1-800-323-5517, Monday through Friday, 7 a.m. to 6 p.m., or visit DominionEnergy.com.

Si necesita ayuda en Español, por favor llame a Dominion Energy al número 1-800-323-5517, de Lunes a Viernes de 7 a.m. a 6 p.m, o visite DominionEnergy.com.

Sincerely,
 Dominion Energy

10DayTerm

Rev: 11/2017

Please write your account number on your check and return this portion with your payment



Account	Total Amount Due	Amount Enclosed
[REDACTED]	331.34	

Dominion Energy
 PO Box 45841
 Salt Lake City, UT 84139-0001

Ricky Frank
 4541 Windsor Dr
 Provo, UT 84604



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