

Complaint Report

Complaint Number: C19-0124

Customer Information

Customer Name: Allen Kruckenberg
Construction

Account Number:

Other Contact Info: Jeff Kruckenberg

Phone Number: 801.792.6250

Email Address: akhomes@yahoo.com

Service Address: 5411 S Vine St
Murray, UT 84107

Complaint Information

Company Name: Dominion Energy

Date Received: 5/29/2019

Date Resolved: 6/4/2019

Type of Call: Complaint

Complaint Type: Customer Service

Complaint Received By: Stefanie Liebert

Utility Company Analyst:

Gone Formal: NO

Complaint Description:

Jeff Kruckenberg called the Division of Public Utilities as he has been unable to resolve his concerns with Dominion Energy. Mr. Kruckenberg states that he is a contractor and that an area he is developing Dominion Energy installed gas lines contrary to what was in the plans. Mr. Kruckenberg states that he has tried to contact the Dominion Energy employee who was overseeing the project and that he is no longer employed with the company. Additionally, Mr. Kruckenberg states the trench where the gas line is located was not properly compacted and is collapsing. The name of the development is South Cottonwood Heights Amended - 5343 S Kenwood Dr. Murray, UT.

Additional Info:

I thanked Elia and closed the complaint. S Liebert

06/05/2019

Jeff Kruckenberg called our office to advise that his complaint has escalated as he has buyers who are refusing to close the loan on their home until the gas line situation is resolved. I emailed Mr. Kruckenberg Dominion's response, Mr Kruckenberg requested for the formal complaint form and instructions. S Liebert

From: Stefanie Liebert
Date: Wed, Jun 5, 2019 at 8:38 AM
Subject: Re: KRUCKENBERG - KENWOOD
To: ALAN KRUCKENBERG

Dear Mr. Kruckenberg,

Attached please find the instructions and form that is required for a formal complaint. Should you have any questions or concerns, please do not hesitate to contact me.

Thank you,

Stefanie Liebert
Office Specialist
Division of Public Utilities
(801)-530-6285
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

From: ALAN KRUCKENBERG
Date: Wed, Jun 5, 2019 at 8:21 AM
Subject: KRUCKENBERG - KENWOOD
To: sliebert@utah.gov

Ms. Liebert -

Thank you for your efforts regarding the Dominion Energy Gas Lateral servicing 5343 South Kenwood Drive, Murray, Utah, 84107.

In receipt of Ms. Lopez's of Dominion Energy's response to the informal complaint.

The trench has subsided and the asphalt right of way for this home is compromised.

The Property in under contract and the Buyer has refused to complete the purchase due to the unsafe condition resulting from the improper gas line installation.

At this time, would you please begin Formal Complaint proceedings regarding this matter.

Would you please advise on steps required for escalation of this issue ?

Thank you,

Jeff Kruckenberg

Alan Kruckenberg Construction, Inc.

801-352-1511

801-792-6250