

# Complaint Report

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**Complaint Number:** C19-0189

## Customer Information

**Customer Name:** Skougard, Tim

**Account Number:**

**Phone Number:** [REDACTED]

**Email Address:**

**Service Address:** 4490 West 3100 South  
West Valley City, UT 84120

## Complaint Information

**Company Name:** Dominion Energy

**Date Received:** 9/3/2019

**Type of Call:** Complaint

**Complaint Received By:** Cynthia Dumas

**Gone Formal:** NO

**Date Resolved:** 9/10/2019

**Complaint Type:** Shut Off or Notice

**Utility Company Analyst:** Elia Lopez

### Complaint Description:

Mr. Skougard called furious with the way DEU is treating him. He explained he made a payment to Western Union on the 16th to pay his services, and on that same day DEU shut his services off. Mr. Skougard called Western Union to do some investigating as to why his payment didn't go through. They explained since the payment was paid at 9:32 pm that the payment wouldn't have gotten processed until the 18th. Mr. Skougard argument is he shouldn't have been shut off on the 16th since Western Union didn't process the payment. DEU states they shut off his services for non payment since he paid from an account that was not longer active. Mr. Skougard argues that he's account was/is open and can have his bank draft a letter proving that his account was opened. Mr. Skougard states DEU is making him pay a reconnection fee plus tampering with a meter and plug fee to turn on his services. He is willing to pay what he owes, \$680 but nothing less or more than that. He advised if his services weren't going to get restored that he would turn them on. Mr. Skougard resolution to his complaint is to for DEU to accept his payment of \$680 and turn on his services. Please contact the customer.

**Complaint Response:**

From: CAPSC  
Date: Tue, Sep 10, 2019 at 3:47 PM  
Subject: RE: UT - Skougard, Tim Informal Complaint  
To: Cynthia Dumas

Cynthia,

Attached is a copy of the letter and information mailed to this customer. Please 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

O:801-324-3557

**Additional Info:**

9/10/19 - I thanked Elia for her response and marked the complaint as resolved. - C. Dumas

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



Tim A Skougard  
4490 W 3100 S  
West Valley, UT 84120

September 10, 2019

Dear Mr. Skougard,

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.

Enclosed is an itemization of your account. Your gas meter was already plugged on August 16, 2019, when you made a payment of \$300.00 through Western Union. Your gas meter was unplugged based on receipt of this payment; however, the payment was returned as "ACCOUNT CLOSED" (see attached). Any questions regarding the return of this payment should be directed to Western Union. On August 26, 2019, our technician, security department personnel, and West Valley Police met at your home to install a new plug.

Your July 23, 2019, statement showed a balance owing of \$667.85. You agreed you owe this amount. The line dated August 22, 2019, of your account itemization shows the previous balance of \$667.85, plus \$32.21 unauthorized gas, \$6.33 late fee, \$20.00 returned-payment fee, \$16.56 self-turn on connection fee, a \$55.00 plug (\$50.00) and seal (\$5.00) fee, and \$45.00 replacement part charge. These fees increased your balance to \$842.95. Your September 4, 2019 payment of \$700.00 reduced it to \$142.95, and allowed your gas meter to be unplugged. These fees were charged to your account and Dominion Energy is requiring payment in full.

For the safety of our customers, only Dominion Energy employees are authorized to touch our gas meters. Enclosed is a copy of **Page 7-2** and **7-3** from the **Utah Natural Gas Tariff, Theft of Gas**, showing the fees associated with theft of gas. I have also enclosed **Page 8-3** regarding **Meter Access**, and **Page 8-11** showing **Miscellaneous Charges**. Please call me at 801-324-3557 if I may be of assistance.

Sincerely,

A handwritten signature in black ink that appears to read "Elia".

Elia Lopez  
Customer Relations Specialist  
Western Gas Distribution

Enclosures

cc: Division of Public Utilities

Negative Results exist for this account:

**ACCOUNT CLOSED** 8/15/2019

This payment was processed on 8/16/2019 4:43:16 PM

This payment was exported on 8/16/2019 4:43:45 PM

<b>Account To Credit</b>		Payment Type: ACH	<b>Payment Info</b>		Total Amount: \$ 300.00		
Dominion Energy Account # [REDACTED]			Payment Amt.	300.00	Payment Date	8/15/2019	
			Fee Amt.	0.00			
<b>Customer Information</b>		Customer Type: Personal		<b>Account To Debit</b>			
Cust. Name	Tim A Skougard	Routing Number	[REDACTED]	Confirmation # [REDACTED]			
Address 1	4490 W 3100 S	Checking #	[REDACTED]				
		Bank Name, Phone	KeyBank National Association	(216) 889-5590			
ZIP, City, State	84120 West Valley UT	Address	127 PUBLIC SQ				
Phone Number	Alternate Phone	City, State, ZIP	CLEVELAND OH	44114			
Email Address	rattle_recer@yahoo.com	Debit Name	Tim A Skougard				
		Joint Name	[REDACTED]				
<b>User Info</b>		Payee Code: MOBI		Balance	674.18	ML #	[REDACTED]
User Id	MOBI	Smart Conf. #	227219228	Cash Only	[REDACTED]		
User Group	MOBI	Auto Pay	[REDACTED]	Store Pmt Info	[REDACTED]		
Payment Entered On	8/15/2019 9:32:31 PM	Due Date	09/25/2019	SL #	[REDACTED]		
Payment Entered By	MOBILE	Disabled Reason	[REDACTED]	Cust #	[REDACTED]		
Print Site	MOBI	Result:	ACCOUNT CLOSED				

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**7.02 LIABILITY AND LEGAL REMEDIES****LIABILITY**

The Company will endeavor at all times to provide steady and continuous service but will not be liable to the customer for failure, fluctuations or interruption of service.

The customer will indemnify the Company against all claims, demands, cost or expense for loss, damage, or injury to persons or property in any manner directly or indirectly connected with or growing out of the serving or use of gas service by the customer, at or on the customer's side of the point of delivery.

Neither the Company nor the customer will be liable to the other for any act or omission caused directly or indirectly by strikes, labor troubles, accidents, litigation, federal, state or municipal interference, or other causes not due to neglect, but the cause producing such act or omission will, when possible, be removed with all reasonable diligence.

**COMPANY'S REMEDIES**

The Company, in addition to all other legal remedies, may terminate service for any default or breach of the provisions of this tariff for the use of gas by the customer. No such termination or suspension will be made by the Company without written notice to the customer, stating how the tariff was violated, except in cases of theft of gas by the customer, dangerous leakage on the customer's side of point of delivery, or utilization by the customer of service in such a manner as to cause danger to persons or property.

Failure of the Company at any time to suspend or terminate service or to resort to any legal remedy, will not affect the Company's right to resort to any such remedies for the same or any future default or breach by the customer.

If service to the customer is terminated as provided in this section, the Company will charge a connection fee, as set forth in § 8.03.

**THEFT OF GAS**

Theft of gas occurs when a person obtains gas utility services, which are available only for compensation, by deception, tampering or other means designed to avoid the payment due for such utility services. Persons who obtain gas utility services through such means may be subject to civil suit or criminal prosecution.

To minimize and prevent the unlawful use of gas utility services, the Company will use the following procedures in cases dealing with customers who have discontinued gas service or who have had service terminated.

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- (1) If the customer breaks or removes the seal placed on the valve following a meter shut-off and restores service, a plug will be placed in the service line.
  - (2) If the customer restores service by removing or tampering with the plug, then the meter and regulator will be removed and/or the service will be cut at the main.

In cases where danger to residents or property is present as a result of tampering with Company property, or in cases where customer denies reasonable access to Company facilities, immediate termination will be accomplished by the procedure outlined in paragraph (2) above.

- (1) Before service will be restored, the customer must pay
- (2) For all gas consumed during the period of unauthorized gas use.
- (3) A connection fee as set forth in § 8.03.
- (4) For associated construction and repair costs.

Issued by C. L. Bell, VP & General Manager	Advice No.	Section Revision No.	Effective Date
	17-04	1	June 1, 2017

**METER ACCESS**

The Company has the right of access to the customer's premises at all reasonable times, and the customer will permit and make provision for unobstructed access for the purposes of reading, inspecting, relocating or removing the meter, or for any other purpose pertaining to natural gas service as may be necessary for the protection of the Company, its facilities and/or the customer.

**METER RELOCATION AND/OR SERVICE LINE CHANGE AT CUSTOMER REQUEST**

If the customer requests that the meter or service line be relocated, the Company will determine the feasibility of the move and provide a cost estimate for the work. The estimate will be based upon, but not limited to, the current cost of service line installation, meter resetting, permit fees and service deactivation if required. Upon acceptance of the estimate and payment by the customer, the work will be scheduled and completed.

**METER SIZING**

The sizing and design of meter sets will be established by Company personnel on the basis of the expected deliverability requirements of the customer.

At a customer's request, the Company will review the deliverability requirements. If a meter set change is warranted, any such change will be made at the Company's convenience. A meter set change may require a different Basic Service Fee (BSF) as set forth in § 8.03.

If a meter set change is required, the customer will be charged for the meter set change on the basis of equipment, labor, material and supplies utilized, except when the change is due to Company error.

**AVERAGE HEAT CONTENT**

The average heat content of gas deliveries in the State of Utah will be approximately 1,020 Btu/cubic foot of gas measured at 14.73 psia and 60° F on a dry basis. However, the actual heat content may vary from location to location and will be determined and billed as indicated below. In any event, actual heat content will not vary outside the limits of 980 to 1,170 Btu per cubic foot.

**MISCELLANEOUS CHARGES**

	Amount Of Charge
Returned check	\$ 20.00
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Connection Fee	
Full Connection Fee	\$ 30.00
Limited Connection Fee	\$ 15.00
Read-only Connection Fee	\$ 8.00
After-hours Reconnection Fee	\$100.00
Additional charges where applicable	
Line plugged	\$ 50.00
Meter removed, and/or service disconnected at the main (plus street permit fee)	\$300.00
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Special test of meter at customer's written request. See § 8.01 as to when this charge is applicable.	Minimum of \$25.00
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Meter relocation at customer request. See § 8.01.	Labor & materials minimum of \$100.00

**ENERGY ASSISTANCE FUND**

The Energy Assistance Fund is intended to help qualified low-income customers pay for their natural gas utility bills.

Energy Assistance Funding

The Energy Assistance funding will be accomplished through a rate assessed to all customers on all rate schedules except qualified customers receiving Energy Assistance. The Energy Assistance rate is calculated based on an equal percentage for each rate class. A customer's Energy Assistance charge may not exceed \$50 per month.

Energy Assistance Eligibility

1. A customer must qualify annually through the Utah Department of Community and Culture or equivalent agency, to receive the Energy Assistance credit.
2. Eligible customers will receive a one-time credit on their monthly bill after the Company receives notification of their qualification.
3. Customers that receive HEAT assistance during a heating season will be exempt from the Energy Assistance rate in that same heating season.
4. Customers who receive the credit will not be assessed the Energy Assistance charge for 12 months following qualification.



**DOMINION ENERGY CUSTOMER ACCOUNT ITEMIZATION**



<b>NAME</b> Tim A Skougard	<b>DATE</b> September 10, 2019	<b>PREPARED BY</b> Elia 801-324-3557
<b>SERVICE ADDRESS</b> 4490 W 3100 S, West Valley, UT 84120	<b>ACCOUNT NO.</b> [REDACTED]	<b>TURN ON DATE:</b> November 4, 2014
<b>MAILING ADDRESS</b> 4490 W 3100 S, West Valley, UT 84120	<b>METER NO.</b> [REDACTED]	<b>SHUT OFF DATE</b>

Usage Information				Billing Information							Transaction Information								
Service To Date	Meter Read	*	Usage		Budget Amount	Gas Service	+	Int	+	Previous Balance	+	** Misc.	=	Total Bill	Payments / Adjustments			=	Balance
			CCF	DTH											Date	-	Payment		
1/24/2019	1979		188	18.1		\$148.66		\$3.62		\$362.87				\$515.15	2/21/2019	\$100.00			\$415.15
2/22/2019	2131		152	14.6		\$120.09		\$5.32		\$415.15				\$540.56					\$540.56
3/22/2019	2219		88	8.4		\$71.23		\$3.76		\$540.56				\$615.55	4/22/2019	\$130.00			\$485.55
4/23/2019	2291		312	6.7		\$55.36		\$7.01		\$485.55				\$547.92	4/29/2019			SONP	\$547.92
										\$547.92				\$547.92	4/30/2019			MO	\$547.92
5/23/2019	2341		50	4.6		\$37.70		\$4.32		\$547.92	CF	\$16.58		\$606.52					\$606.52
										\$606.35	MS	\$5.00		\$611.52					\$611.52
6/21/2019	2374		33	3		\$26.51		\$5.25		\$611.52				\$643.28					\$643.28
7/23/2019	2403		29	2.6		\$23.98		\$0.59		\$643.28				\$667.85					\$667.85
8/7/2019	2441		38							\$667.85				\$667.85	8/7/2019			SONP	\$667.85
										\$667.85				\$667.85	8/14/2019			PLUG	\$667.85
										\$667.85				\$667.85	8/16/2019	\$300.00		MO	\$367.85
										\$367.85				\$367.85	8/22/2019			\$300.00	\$667.85
8/22/2019	2446		43	3.8		\$32.21		\$6.33		\$667.85	CK	\$20.00		\$726.39	8/26/2019			PLUG	\$726.39
										\$726.39	CF	\$16.56		\$742.95					\$742.95
										\$742.95	PS	\$55.00		\$797.95					\$797.95
										\$797.95	**	\$45.00		\$842.95	9/4/2019	\$700.00		MO	\$142.95

**REMARKS:**

SONP: Service shut off for nonpayment. PLUG: Service plugged to stop theft of service.

MO: Service turn on. \*\*: Replacement part.

\* R=Read, C=Calculation, P=Post Card, X=Meter Change, F=Final Bill  
 \*\* Misc: CF=Connection Fee, CK=Returned Check Fee, SD=Security Deposit, MS=Meter Seal, MP=Meter Plug, DM=Damaged Meter  
 \*\*\* See adjustment explanation under remarks