



**DOMINION ENERGY UTAH  
UTAH NATURAL GAS TARIFF  
PSCU 500**

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## **8.08 BILLING FOR OTHER ENTITIES**

### **ELIGIBILITY**

The billing services offered hereunder for Dominion Energy customers who contracted for third-party services on or before October 4, 2018 may continue. No third-party billings services may be made available to third-party billers or their customers who contracted for services after that date.

Dominion Energy may contract with other entities to utilize the Dominion Energy utility bill to charge customers for non-utility goods or services, subject to the provisions set forth in this Section 8.08. Only entities that are authorized by and maintain authorization from the Utah Insurance Department (Department) to operate as a “service contract provider” pursuant to Utah Code Ann. § 31A-6a-101 et seq. and the applicable administrative rules in Utah, and that provide service contract programs directly or indirectly related to utility services including electrical service, natural gas service, water service, sewer service, or household appliances (third party services) may be eligible to contract with Dominion Energy for the use of third party billing services. Dominion Energy will only contract with third parties if it determines, in its reasonable discretion that allowing the entity to utilize the Dominion Energy bill is not likely to adversely impact Dominion Energy’s customers.

An eligible third party must receive either written or verbal permission from the Dominion Energy customer to include the billing for third party services on the customer’s Dominion Energy utility bill. An eligible third party must retain proof that a customer gave such permission for a minimum of two (2) years. Additionally, the third party must have a toll-free call center to handle customer inquiries related to the third party service. Further, the third party must allow the customer to cancel service at any time, including before the first payment is made.

### **INITIAL COSTS**

An eligible third party seeking to utilize the Dominion Energy utility bill to charge customers must pay all initial costs required to enable Dominion Energy to conduct such billing including, but not limited to, costs associated with programming for billing and IT system, equipment costs, legal costs, project management costs, and contracting costs. Additionally, if costs are necessary in the future in order to provide this service, the eligible third party seeking to utilize the utility bill will be required to pay for these costs.

### **RATE**

An eligible third party seeking to utilize the Dominion Energy utility bill to charge customers must pay a per-line rate based on the total cost to produce a bill divided by the minimum number of lines on a bill to calculate the cost per line. The total cost to produce a bill includes depreciation, operation and maintenance, supplies, postage, and return on investment. Eligible third parties will be charged for a minimum of eleven (11) lines per bill.

The current effective minimum charge per bill is \$0.~~1641416219~~.  
The current effective charge per line, above 11 lines, is \$0.~~0149201474~~.



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On or before March 1 of each year, the Company shall calculate the per-line rate and file a letter with the Commission reflecting the rate, to be effective on April 1 of each year.

**APPLICATION OF PAYMENT**

If a payment received from a customer is less than the amount owing for the utility service and the amount owing for the third-party service, then all monies received from the customer will first be applied to pay for the utility service with the remainder applied to the third-party service. Dominion Energy Utah will not provide any collection services for third party billing charges that are unpaid.

**DISPUTE RESOLUTION**

Any customer complaint regarding enrollment in a third party program will be resolved by Dominion Energy Utah based on evidence provided by the customer and the third party. In the event that a customer raises any other complaint, including amounts owed to the third party service provider or payment of claims, Dominion Energy will refer the customer to the third party service provider for resolution based upon the agreement between the customer and the third party service provider.

Issued by C. L. Bell, VP & General Manager	Advice No.	Section Revision No.	Effective Date
	<del>198-0411</del>	<del>43</del>	<del>May 1, 2019</del> <del>October 5, 2018</del>