

Complaint Report

Complaint Number: C20-0015

Customer Information

Customer Name: Conger, Lynn

Other Contact Info: Michael Adams

Email Address:

Service Address: 3153 S 4400 W
West Valley City, UT 84120

Account Number: [REDACTED]

Phone Number: 801.965.8569

Cell Number: 801.706.4223

Complaint Information

Company Name: Dominion Energy

Date Received: 1/22/2020

Type of Call: Complaint

Complaint Received By: Stefanie Liebert

Gone Formal: NO

Date Resolved: 1/29/2020

Complaint Type: Estimated Bill

Utility Company Analyst:

Complaint Description:

Michael Adams and Lynn Conger visited the Division of Public Utilities as they are unable to resolve their concerns with Dominion Energy. Mr. Adams states that his trouble with Dominion Energy started in 2013. Mr. Adams explained that his home has a hard wire antenna for his television and that when Questar Gas installed a transponder on his gas meter he lost connection with his television. Mr. Adams contacted Questar Gas and when they removed the transponder from the gas meter his television started working again. At that time Questar Gas agreed that it did not work for the customer to have a transponder on his gas meter and agreed that Questar Gas would do a manual reads for the customer. Mr. Adams states that Dominion Energy has not kept up on the agreement for manual meter reads and that for the last 16 months his gas bill has been estimated, and even 3 of those months the customer states that his bills advised 'do not pay'. Mr. Adams and Ms. Conger advised that they are on a fixed income and cannot afford to catch up when Dominion Energy does not read their meter. Both Mr. Adams and Ms. Conger state that when they call Dominion Energy they receive poor customer service, no solutions for the customer only threats to install a transponder resulting in the customer losing television reception. The customers are asking for Dominion Energy to keep the agreement that Questar Gas made to read their meter monthly, additionally, they are requesting that they do not receive any estimated bills in the future.

Additional Info:

02/04/2020 Mr. Adams called the Division of Public Utilities to advise that he was unsatisfied with the response from Dominion Energy. I sent the customer the forms for a formal complaint. S Liebert

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



Lynn Conger
3153 S 4400 W
West Valley, UT 84120

January 29, 2020

Dear Ms. Conger,

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 reads gas meters every month. If a meter read is not obtained, our billing system will estimate the usage and generate a statement. You refused a transponder set years ago because it interfered with your television reception. In speaking to our new transponder experts, we have been reassured the new transponder will not interfere with your television reception. Your neighbors have transponders on their gas meters, and the electric company uses the same transponder product, so adding one more transponder to your home will not make an impact.

At this time, we are able to offer you two choices:

1. Continue manually reading your gas meter, including estimating your usage when reads are not obtained.
2. Installing a new transponder to ensure a meter read every month. We are confident your television reception will not be disturbed.

There are agencies that help with utilities. Please call the Utah State Referral Line at telephone number 211 to get contact information for these agencies in your area.

Please call me at 801-324-3557 to schedule the installation of a transponder, or if you have any questions.

Sincerely,

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

Elia Lopez
Customer Relations Specialist
Western Gas Distribution

cc: Division of Public Utilities