
Formal Complaint of Frankie and Rusty Baker
against Dominion Energy Utah

DOCKET NO. 20-057-04
ORDER DISMISSING COMPLAINT

ISSUED: March 30, 2020

BACKGROUND

On February 20, 2020, Frankie and Rusty Baker (“Complainant”) filed a complaint with the Public Service Commission of Utah (PSC) against Dominion Energy Utah (DEU) for terminating her service. Complainant alleges that when she called to get her service reconnected, DEU quoted an amount that was higher than the amount she thought she owed, including a steep security deposit. On February 21, 2020, the PSC issued a Notice of Filing and Comment Period. On March 16, 2020, in response to an Action Request, the Division of Public Utilities filed a “no recommendation” letter indicating it did not have a recommendation in the docket. On March 23, 2020, DEU filed its response indicating that (1) DEU reinstated service to Complainant on February 21, 2020; and (2) Complainant entered into a deferred payment agreement with DEU to address amounts that are still due (“DEU’s Response”).

FINDINGS, CONCLUSIONS, AND ORDER

According to DEU’s Response, service to Complainant was reinstated on February 21, 2020. The issue raised in the Complaint no longer exists and has been resolved. We dismiss the Complaint accordingly.

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DATED at Salt Lake City, Utah, March 30, 2020.

/s/ Thad LeVar, Chair

/s/ David R. Clark, Commissioner

/s/ Jordan A. White, Commissioner

Attest:

/s/ Gary L. Widerburg

PSC Secretary

DW#312875

Notice of Opportunity for Agency Review or Rehearing

Pursuant to Utah Code Ann. §§ 63G-4-301 and 54-7-15, a party may seek agency review or rehearing of this written order by filing a request for review or rehearing with the PSC within 30 days after the issuance of the order. Responses to a request for agency review or rehearing must be filed within 15 days of the filing of the request for review or rehearing. If the PSC fails to grant a request for review or rehearing within 20 days after the filing of a request for review or rehearing, it is deemed denied. Judicial review of the PSC's final agency action may be obtained by filing a Petition for Review with the Utah Supreme Court within 30 days after final agency action. Any Petition for Review must comply with the requirements of Utah Code Ann. §§ 63G-4-401, 63G-4-403, and the Utah Rules of Appellate Procedure.

CERTIFICATE OF SERVICE

I CERTIFY that on March 30, 2020, a true and correct copy of the foregoing was served upon the following as indicated below:

By U.S. Mail:

Frankie Baker and Rusty Baker
4642 S. 1900 W. # 50
Roy, Utah 84067

By Email:

Jennifer Nelson Clark (jennifer.clark@dominionenergy.com)
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