

# Complaint Report

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**Complaint Number:** C20-0052

## Customer Information

**Customer Name:** Lyon, Michael

**Account Number:** 1582001000

**Phone Number:** 435-3135531

**Email Address:**

**Service Address:** 2771 Tonaquint Dr  
St. George , UT 84790

## Complaint Information

**Company Name:** Dominion Energy

**Date Received:** 4/27/2020

**Type of Call:** Complaint

**Complaint Received By:** Cynthia Dumas

**Gone Formal:** NO

**Date Resolved:** 4/30/2020

**Complaint Type:** Billing Problems

**Utility Company Analyst:** Elia Lopez

## Complaint Description:

The Division received a call from Mr. Lyon with concerns about DEU. He explained, he moved into his house in August of last year. This will be his first summer at home, since it gets so hot in St. George he wants to temporarily turn off services until August. When Mr. Lyon called DEU they told him he would still need to pay \$6.75 plus taxes a month. He's confused as to why he would have to pay since he's not using services. Also, Mr. Lyon expressed concerns when he moved in he was being charged .50 cents for service he wasn't using. When he called DEU to come check the meter. Mr. Lyon was told he would have to pay for and is wondering if that's true. Mr. Lyon resolution is to not charge him for services he's not going to use. Please contact the customer.

**Complaint Response:**

From: CAPSC  
Date: Thu, Apr 30, 2020 at 3:45 PM  
Subject: RE: UT - Lyon, Michael  
To: Cynthia Dumas

Cynthia,

Attached is a copy of the letter mailed to Mr. Lyons. 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:**

4/30/2020 - I thanked Elia for her response and marked as resolved. - C.Dumas.

Dominion Energy Utah  
Consumer Affairs  
1140 West 200 South, Salt Lake City, UT 84104  
Mailing Address:  
P.O. Box 45360, Salt Lake City, UT 84145  
DominionEnergy.com



Michael Lyons  
2771 Tonaquint Dr.  
St. George, UT 84790

April 30, 2020

Dear Mr. Lyons,

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.

The Basic Service Fee (BSF) is a fixed charge, determined by the applicable BSF category (the capacity of your gas meter), that is charged periodically to a customer without regard to consumption. Customers who temporarily stop service, are billed a BSF for the months of temporary disconnect.

Dominion Energy is a regulated utility. You can access our [Dominion Energy Utah, Utah Natural Gas Tariff, PSCU 500](http://www.Dominionenergy.com) by going to [www.Dominionenergy.com](http://www.Dominionenergy.com). The location in the upper left corner should show as Utah. Place the cursor on the **Home & Small Business** tab, slide down and click on **Gas Rates and Tariffs**. Just below the picture, select the Utah Tariff, and, once it opens, scroll to page 8-7. Under the **Basic Service Fee (BSF)** it states, ***"Customers taking service on rate schedules GS, FS, TBF, MT, TS, and IS will be billed an annual BSF on a monthly basis for each meter installed. In no event will a customer be billed more than one BSF for each meter. A customer will be required to pay the BSF for each month during a temporary discontinuance of service."***

In our telephone call on April 27, 2020, we discussed the BSF and our billing practices. You made it clear you did not agree with them and have chosen to stop your service as of April 30, 2020.

If you have any questions, please call me at 801-324-3557.

Sincerely,

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

Elia Lopez  
Customer Relations Specialist  
Western Gas Distribution

cc: Division of Public Utilities