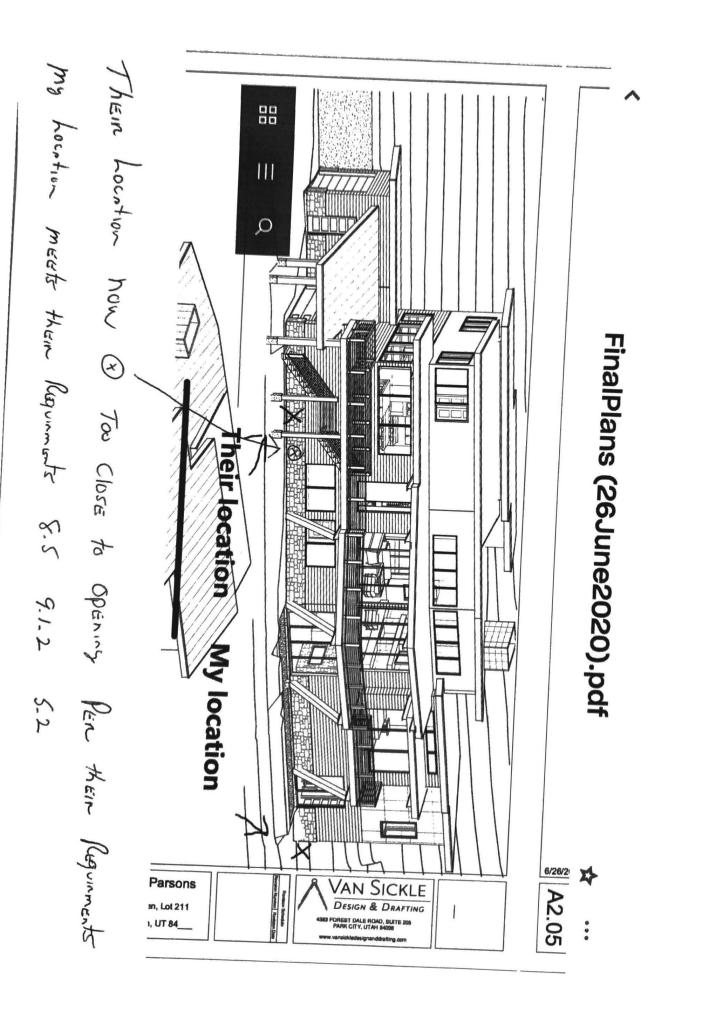
FORMAL COMPLAINT FORM PUBLIC SERVICE COMMISSION Heber M. Wells State Office Building 160 East 300 South, Fourth Floor P.O. Box 45585 Salt Lake City, Utah 84114

Complaints are public documents and are maintained on the Public Service Commission website. Further information on formal complaints is available at: <u>https://psc.utah.gov/complaint-process/</u>

1.	Name of Complainant: John Keun PARSons		
	Address: 259 MoHenhonn Way		
	Telephone No.: 614-325-1295		
	Email Address: KeunpArsons 10 6mpil. Com		
	Preferred method of contact: Email or U.S. Mail		
	If represented by counsel, list:		
	Name:		
	Address:		
	Telephone No.: Email Address:		
2.	The utility being complained against is: Dominion Energy		
3.	What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can.		
	SEL BHOW		
4.	Why do you (the Complainant) think these activities are illegal, unjust or improper?		
	1		
5.	What relief does the Complainant request? METER placed on Side of Nouse oppisite of Privilia ps		
	PER These Regulations		
6.	Signature of Complainant		
	Date: 2.27.2021		
NO	E: Submit complaint by email or U.S. mail. ( <u>https://psc.utah.gov/psc-filing-requirements/</u> )		



This is my statement for the informal complaint below.

I will add to this statement to bring this up to date.

### 2/18/2021 date of informal complaint

I will attach a PDF of the house and of the email chain from Dominion Energy rep Brandon Wells, He is the rep that visited the site, Marked the location they propose, and Is the only person with Dominion Energy that I have had correspondence with.

It started with their visit, the foundation had only been poured and im sure they did not have a set of plans to look at, he marked the location on the left front corner of the house.

I spoke with my builder and brought to his attention that it was not a good location, it was in front of the entry stairs and to contact them and have it placed on the right side of the house as close to the front of the house as possible where the other utilities will be placed.

Brandon returned and visited the site and moved the location 5 feet to the right so now it's under the stairs but still on the front of the house.

We received a contract to sign and bill for over 1600 dollars to pay that covers the cost of running the line and setting the meter. so some of my thinking is if we have to pay for the work we should have some decision on where we have to place the meter.

So I emailed Brandon and asked why we were given no options as to where the meter is to be placed.

His response was there are many reasons one was police and fire want it on the front of the house and also techs need to be able to access the meter easily.

Then i ask If it could be put out by the road.

he said it needs to be a min of 300 feet before they could do that.

So then I contacted the Fire Inspector for wasatch county, went over the plans and he did not have a problem putting the meter on the south side of the home by the electric meter.

I asked him how I should approach the gas company and he said ask for codes they are following to determine the location, which I did, and did not receive an answer to that email for 2 business days.

so I replied to the email and explained why his decision had no Basis. especially the fire dept issue, after that he never brought up the fire dept again only for ease of servicing.

then he replies that he spoke with other employees and his supervisor and that their location was the best for them and mine was not going to work for them. this I take as totally their personal opinion and not a decision based on codes or regulations.

then i reply still asking for codes that back up the decision, you can read through the emails he never answers any of my questions. I even heard that it's their company policy to not put meters under stairs, decks or roofs.this came from my builder.

When I ask about that he evaded that question also. but on that thought, where they want it I'm worried that if the meter leaks at the location under the stairs and decks that it could possibly be a dangerous situation.

In closing, the location we have for the meter is appx 60 feet farther, across a concrete patio with no obstructions or retaining walls to the south corner of the house where the meter will be placed at ground level.

I don't feel that this creates a safety issue, or a situation where they cant access it. the electric company doesn't have any concerns as to this location. The fire dept does not have any concerns about this location.

But the only reason he keeps repeating to me is that it wouldn't be easily accessible.

I also feel that their decision is based on opinion, not codes or regulations, which I have asked for repeatedly.

2/16/2021 after informal complaint was filed.

I spoke Breifly With Brandon Wells and ask for his supervisors name and number as well as the 2 Dominion Energy reps the visited the site. Told him I was disappointed that he couldnt produce thier codes.

Called Nate Crouch that day and he returned my call. He explained their concerns for safety and snowfall. I explained mine.

His concern was snowfall and was holding us to their heavy snowfall guidlines.

He later emailed me the company requirements for meter installation.

I read through them.

And 3 times it says perfered location is side of house opposite of drive. That is the location the designer had in mind. The contractor planned for this by running conduit. The excavator ran the conduit for electric and gas.

So I emailed him and pointed that out as well as discussed the second invoice I received.

We received an invoice from Brandon on Feb 4th. We signed it and sent a check for over 1600 dollars to cover running the pipe and installing the meter. 2 weeks later we received another invoice with an over 400 balance.

Their explanation was there was a price increase for 2021. And Brandon missed it when he sent the invoice to us. He didn't apologize just said he tries to get his sales people to update the pending invoices at the start of each year. And thats what the cost is now. This is not fair or probably even legal but they are trying to get away with this.

I received no reply from that email.

I sent another email with 5 pictures of houses less than a 1/4 of mile from ours and built within the last year. All houses had the meter located on side of house opposite of the driveway. And none had any snow protection. I feel Im being held to a different standard. I ask how these houses are different than mine. Same location. Same weather. No response was received.

### 2/26/2012

In the informal complaint response they claim we are far up the mountain. This is far from the truth we are 200 feet higher in elevation than the valley. They also claim that the garages are the front of the house and we want the meter on the back of the house. I dont understand this. Look at the picture of our house and you decide what is the front and the sides are. I would think the front door is on the front of the house. They also have moved the meter again. This is the 3rd time. First it was in front of the steps on corner of house. 2nd located under landing of steps. now its less than a foot from the windows. This is in voilation of rule 8.3. Meters should be placed no less than 3 feet from any opening.

### So in closing

My chosen location meets their guidlines. 8.5. 9.1.2. 5.2. Perfered location side of house opposite the driveway and garage. It is more than 3 feet from any opening. It is accessible which is a Utah State code. The roof is pitched away from meter location so no snow and ice will fall on meter.

Now their position is its in a heavy snowfall area. All references to problems they have had are in the Park city area. Alta and locations higher than 8600 feet. We are at 6200 feet as well as all of Midway and Heber City. Our location is facing south. As everybody in the mountains know the south side with direct sunlight the snow melts very quickly and doesn't accumulate all winter long. If my location was on the north side I could see their concerns. I have taken pictures of many houses within a 1/4 mile of us. All new builds. All have meter opposite the drive and garage. None are covered for heavy snowfall. Our house if they park In the drive the walk to the meter it is covered the whole way except for the last 10 feet. Most houses close to us they would have to walk from street or driveway across the yard to the meter. So I dont feel holding us to heavy snowfall regulations and not houses located close to us is fair. I ask that this complaint be expedited as we are in the process next week of plumbing the gas lines in the house.

**Best Regards** 

**Kevin Parsons** 



Kevin Parsons <kevinparsons1@gmail.com>

## Gas meter location 259 Big Matterhorn Way

18 messages

Kevin Parsons <kevinparsons1@gmail.com> To: brandon.wells@dominionenergy.com Cc: Toby Kershaw <tobykershaw@hotmail.com>

Brandon

I have had few discussions with Toby about your decision on where the meter needs to be placed. I don't understand why the meter needs to be placed on the front of our house. I ask if there were any options and none were given. The electric company doesn't have an issue with placement of their meter on the right front side of the house. It's not an inaccessible location. It's at ground level. No obstructions for service. The house was designed to have the utilities come in on that corner.

I would appreciate the opportunity to discuss this further.

Kevin Parsons Sent from my IPad

**brandon.wells@dominionenergy.com** <br/>
brandon.wells@dominionenergy.com><br/>
To: Kevin Parsons <kevinparsons1@gmail.com>

Sun, Feb 7, 2021 at 11:46 AM

Fri, Feb 5, 2021 at 5:11 PM

Kevin, as I have mentioned to Toby I absolutely cannot have the gas meter on the south side of the home due to many reasons. One the reasons is because the police and fire have requested all meters be located on the front of the house. This is done because if there were an emergency they need to be able to locate the gas meter quickly. Also our technicians need to be able to access the meter easily. The meter is not easily accessible on the south side of the home. I have been onsite to review different locations for this meter and each time have discovered the current location is the best location.

-----Original Message-----From: Kevin Parsons <kevinparsons1@gmail.com> Sent: Friday, February 5, 2021 3:11 PM To: Brandon Wells (Gas Distribution - 5) <brandon.wells@dominionenergy.com> Cc: Toby Kershaw <tobykershaw@hotmail.com> Subject: [EXTERNAL] Gas meter location 259 Big Matterhorn Way

\*\*\*This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them\*\*\* [Quoted text hidden]

CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.

Kevin Parsons <kevinparsons1@gmail.com> To: brandon.wells@dominionenergy.com

Mon, Feb 8, 2021 at 10:13 AM

Brandon

Can we put it out by the road? We had our house in ohio switched to gas and they located the meter by the road. And is there approved covers?

Sent from my iPhone

> On Feb 7, 2021, at 9:46 AM, brandon.wells@dominionenergy.com wrote:

>

8/2021	Gmail - Gas meter location 259 Big Matterhorn	Gmail - Gas meter location 259 Big Matterhorn Way		
reasons. One the reasons is becau This is done because if there were technicians need to be able to acc	I have mentioned to Toby I absolutely cannot have the gas meter on the south side of the home due to many the the reasons is because the police and fire have requested all meters be located on the front of the house. The because if there were an emergency they need to be able to locate the gas meter quickly. Also our need to be able to access the meter easily. The meter is not easily accessible on the south side of the home. I onsite to review different locations for this meter and each time have discovered the current location is the best idden]			
<b>brandon.wells@dominionenergy.c</b> To: Kevin Parsons <kevinparsons1@< th=""><th>com <brandon.wells@dominionenergy.com> Ogmail.com&gt;</brandon.wells@dominionenergy.com></th><th>Mon, Feb 8, 2021 at 11:12 AM</th></kevinparsons1@<>	com <brandon.wells@dominionenergy.com> Ogmail.com&gt;</brandon.wells@dominionenergy.com>	Mon, Feb 8, 2021 at 11:12 AM		
	not be placed out by the road. In order to qualify for In line. Therefor the meter will need to be placed on			
<b>Kevin Parsons</b> <kevinparsons1@g To: brandon.wells@dominionenergy</kevinparsons1@g 	mail.com> com	Mon, Feb 8, 2021 at 11:42 AM		
So do we have any options to cov	er it?			
Sent from my iPhone				
	ndon.wells@dominionenergy.com wrote:			
	annot be placed out by the road. In order to qualify the normal to be placed on the meter will need to be placed on the neter will need to			
<b>brandon.wells@dominionenergy.c</b> To: Kevin Parsons <kevinparsons1@< th=""><th>com <brandon.wells@dominionenergy.com> @gmail.com&gt;</brandon.wells@dominionenergy.com></th><th>Mon, Feb 8, 2021 at 12:15 P</th></kevinparsons1@<>	com <brandon.wells@dominionenergy.com> @gmail.com&gt;</brandon.wells@dominionenergy.com>	Mon, Feb 8, 2021 at 12:15 P		
Kevin, I would be glad to meet you know. [Quoted text hidden]	onsite to review the options if that is something you	u would like to do. Just let me		
Kevin Parsons <kevinparsons1@gi To: brandon.wells@dominionenergy.</kevinparsons1@gi 		Mon, Feb 8, 2021 at 6:27 PI		
Brandon If there are options for meter place But we leave tomorrow for 2 week				
Sent from my iPhone				
and the second	andon.wells@dominionenergy.com wrote:			
> > Kevin, I would be glad to meet yo know. [Quoted text hidden]	ou onsite to review the options if that is something y	you would like to do. Just let me		
<b>brandon.wells@dominionenergy.c</b> To: Kevin Parsons <kevinparsons1@< td=""><td><b>om</b> <brandon.wells@dominionenergy.com> gmail.com&gt;</brandon.wells@dominionenergy.com></td><td>Tue, Feb 9, 2021 at 9:21 Al</td></kevinparsons1@<>	<b>om</b> <brandon.wells@dominionenergy.com> gmail.com&gt;</brandon.wells@dominionenergy.com>	Tue, Feb 9, 2021 at 9:21 Al		
Kevin, other than moving the mete [Quoted text hidden]	r back a few feet the location I specified is the best	location.		
Kevin Parsons <kevinparsons1@gn fo: brandon.wells@dominionenergy.</kevinparsons1@gn 		Tue, Feb 9, 2021 at 9:37 A		

### 2/18/2021

Ok

### Sent from my iPhone

> On Feb 9, 2021, at 7:22 AM, brandon.wells@dominionenergy.com wrote:

>

> Kevin, other than moving the meter back a few feet the location I specified is the best location. [Quoted text hidden]

Kevin Parsons <kevinparsons1@gmail.com> To: brandon.wells@dominionenergy.com Cc: Toby Kershaw <tobykershaw@hotmail.com> Thu, Feb 11, 2021 at 1:52 PM

Brandon

Could you send me the code references( state and local)that you follow to determine the meter location for our house?

Thank You

Sent from my iPhone

> On Feb 9, 2021, at 9:37 AM, Kevin Parsons <kevinparsons1@gmail.com> wrote:

>

> Ok

[Quoted text hidden]

Kevin Parsons <kevinparsons1@gmail.com> To: brandon.wells@dominionenergy.com

Cc: Toby Kershaw <tobykershaw@hotmail.com>

Brandon

You didn't reply to my last email so I am writing another.

You gave me 2 reasons why the meter needed to be placed on the front of our house.

Fire and police have ask

And easily serviced by the gas company personel.

So you know I have contacted the fire inspector, sent him our plans and discussed. He has no issue with the meter on the right side of the house where the electric meter will be located.

As far as its needs to be easily serviced. An extra 60 feet in flat ground with no obstructions should not be an issue.

We are going to send the contract in with a check. I am going to change the location because.

1. Its not an issue with the Fire Dept.

2. Its not in violation of any codes

3. If the electric company can service there meter at that location the gas company can too.

If you still disagree and insist that the meter has to be on the front of our house and refuse to start our service unless it is placed in the only location you offered us than a meeting with your supervisor should be arranged.

### **Best Regards**

Sent from my iPhone

> On Feb 9, 2021, at 9:37 AM, Kevin Parsons <kevinparsons1@gmail.com> wrote:

>

> Ok

[Quoted text hidden]

**brandon.wells@dominionenergy.com** <brandon.wells@dominionenergy.com> To: Kevin Parsons <kevinparsons1@gmail.com> Tue, Feb 16, 2021 at 3:36 PM

Kevin, as I have mentioned many times we will not place the meter on the south side of the home. This is something that I have told you or Toby since the first time I went onsite. I have mentioned this house to several other co- workers and supervisors here and each one has agreed with me that the location you're requesting is not going to work for us. I

Mon, Feb 15, 2021 at 5:25 PM

### 2/18/2021

# Gmail - Gas meter location 259 Big Matterhorn Way

understand this is not your desired location but, this is where the meter needs to be located in order Dominion to be able to work on this meter easily. [Quoted text hidden]

Kevin Parsons <kevinparsons1@gmail.com> To: brandon.wells@dominionenergy.com Cc: Toby Kershaw <tobykershaw@hotmail.com> Tue, Feb 16, 2021 at 5:55 PM

### Brandon

Your reason that it works best for us is not a valid reason. If that is it I guess its time to contact the utilities commission.

Sent from my iPhone

> On Feb 16, 2021, at 3:36 PM, brandon.wells@dominionenergy.com wrote:

>

> Kevin, as I have mentioned many times we will not place the meter on the south side of the home. This is something that I have told you or Toby since the first time I went onsite. I have mentioned this house to several other co- workers and supervisors here and each one has agreed with me that the location you're requesting is not going to work for us. I understand this is not your desired location but, this is where the meter needs to be located in order Dominion to be able to work on this meter easily.

[Quoted text hidden]

brandon.wells@dominionenergy.com <brandon.wells@dominionenergy.com> To: Kevin Parsons <kevinparsons1@gmail.com> Wed, Feb 17, 2021 at 9:58 AM

Wed, Feb 17, 2021 at 11:50 AM

Kevin, I am sorry that you feel like my reasons are not valid but, we are the ones who will be working on this meter over the next 50 plus years. It is very important to us to have a location that we can access easily and our technicians can find it quickly. As I have explained numerous other times the location you are requesting absolutely will not work for us. I have tried to work with you repeatedly with no success. You continue to want to argue with me about the meter location and you don't want to listen to any of my reasons. I have repeatedly told you and Toby from day one that the meter location you requested simply will not work for us. From this point I have done everything I can do for you and I will not be able to serve gas to your residence if you do not comply. If you feel like you need to contact the utilities commission then have them contact me so I can explain my reasoning behind needing the meter in the location I specified. [Quoted text hidden]

Kevin Parsons <kevinparsons1@gmail.com> To: brandon.wells@dominionenergy.com Cc: Toby Kershaw <tobykershaw@hotmail.com>

Brandon You have not given any valid reasons.

Only that it is as close to the drive as you can get it for servicing. Another 60 feet on flat ground shouldn't be an issue for the maybe 2 times in the next 50 years you will need to service it.

You have furnished no codes that warrant your decision.

Nothing other than your opinion and you offered us no options.

How often does a meter need serviced in the next 50 years? The cabin we own in Interlakin probably has the same meter from 1982 when it was built.

Were the ones building the house that we will use everyday. Were the ones paying you to run the lines and install the meter.

We are your customer and have no options as to the gas company we use.

The fire dept says they can find the meter just fine in the location we have for it.

The electric company can find and service their meter in that location.

What makes the gas company different than the other utilities?

So unless you can come up with a reason better than it suits us best I will file a complaint.

Sent from my iPhone

>

> On Feb 17, 2021, at 9:58 AM, brandon.wells@dominionenergy.com wrote:

### 2/18/2021

## Gmail - Gas meter location 259 Big Matterhorn Way

> Kevin, I am sorry that you feel like my reasons are not valid but, we are the ones who will be working on this meter over the next 50 plus years. It is very important to us to have a location that we can access easily and our technicians can find it quickly. As I have explained numerous other times the location you are requesting absolutely will not work for us. I have tried to work with you repeatedly with no success. You continue to want to argue with me about the meter location and you don't want to listen to any of my reasons. I have repeatedly told you and Toby from day one that the meter location you requested simply will not work for us. From this point I have done everything I can do for you and I will not be able to serve gas to your residence if you do not comply. If you feel like you need to contact the utilities commission then have them contact me so I can explain my reasoning behind needing the meter in the location I specified. [Quoted text hidden]

brandon.wells@dominionenergy.com <brandon.wells@dominionenergy.com> To: Kevin Parsons <kevinparsons1@gmail.com> Wed, Feb 17, 2021 at 1:16 PM

Kevin, I am not sure why you say I have not given you any valid reasons as to the meter location. I have given you several reasons and you want none of them. I have instructed you from day one that due to the odd entry to this house that the meter must be placed on the front corner near the garage. I have even moved the meter location several times and each time you are not satisfied. I have told you and Toby multiple times that this is a safety issue for us. All meter locations are chosen due to safety of our meters, safety of our technicians and convenience to be able to work on it. This does not seem to matter to you but, it matters greatly to us.

As for the meters, they are worked on often times without the customer even knowing we have been there. We understand there is no telling how many times we may need to work on any meter. However we frequently have to work on each meter.

I completely understand you are the ones paying to run the lines and install the meter but, we are the ones who are responsible for the meter should anything happen to it. I don't know the rules on how the power company chooses their locations. I only know how Dominion Energy chooses our locations. [Quoted text hidden]

## Kevin Parsons <kevinparsons1@gmail.com>

To: "brandon.wells@dominionenergy.com" <brandon.wells@dominionenergy.com>

Brandon

you have given me 2 reasons and both are not valid. Here's Why.

1. In this chain of emails you said police and fire recommend it to be in the front of the house. False. I called the fire inspector and they don't care where it is.

2. You talk about being easy to locate and service. in my eyes 60 extra feet on level ground does not make it any harder to service. There are no retaining walls to climb like there are at some houses I've seen. There are no codes that require it to be seen from the road or driveway. only that it's accessible. The safety of your employees are not at risk. The electric company does not deem it an unsafe location. Their product is as dangerous as yours.

So no, I don't see valid reasoning behind your decision, You have produced no codes, no rules, just your opinion. I cant build a house with just an opinion, we have to follow codes set forth.

As far as moving it several times, you moved it once because the first time you placed it in front of the steps that lead to our main entry.now its under the steps which by the way are an open design that will make the meter visible to all that enter.

Something I haven't mentioned. In a discussion with our builder when you first marked the location. He told me that the gas company had rules that prohibit a meter to be located under a roof structure, Deck or stairs. Is there any validity to this? My guess there is.Where you want it is definitely under a roof. Which I see as Safety Concern and could possibly lead to a dangerous problem if it starts leaking and gas accumulates under the roof structure. So I'm concerned for our safety.

The Utilities Commission will receive this complete chain of emails. You have explained where you stand, Without any documents or codes, (that I ask for) that guides you to your decision, It seems to me that it's your sole discretion and yours alone.

As a utility company you should welcome new customers with open arms. Building a new house is no small investment. We shouldn't have to accept decisions during this process that involve not following any codes.

I have to have all the gas and electric lines run per code and inspected in the house. But the gas company can tell me where I am putting the meter and where gas comes into my house without following any guidelines or codes. This is what I'm not happy with.

[Quoted text hidden]

Kevin Parsons Director Hospitality Wed, Feb 17, 2021 at 5:11 PM

Silver Threads Inc 7710 Corporate Blvd Plain City Ohio 43064 614-733-0099 614-733-0499 fax www.silverthreadsinc.com

brandon.wells@dominionenergy.com <brandon.wells@dominionenergy.com> To: Kevin Parsons <kevinparsons1@gmail.com> Wed, Feb 17, 2021 at 5:26 PM

Kevin, I am not going to keep arguing this same issue.

[Quoted text hidden] [Quoted text hidden]



To Whom It May Concern;

Dominion energy rep., Brandon Wells, was contacted in September 2020 requesting a new line of service for a new residential construction. Brandon visited the job site with the foundation in place and indicated a location he'd like to have the meter. I later explained that the location he indicated was under a flight of stairs and that I had been told in the past that a meter could not be located under stairs. I suggested a meter location as per the written directive of Dominion which is, the opposite side of the garage and 3' back from the front of the home. Brandon stated this location would not work but gave no supporting information as to why. The local fire Marshall, Clint, was contacted and he had no objection to the location. We have not received any code and write explanation as to why we

could not have the meter in the desired location (south west corner of the home).

A contract was received from Brandon on 2/4/21 with the amount owed for installation. The contract was received by the property owners and the amount indicated was paid. A second contract was received via email on 2/23/21 in which the amount owed had increased \$414.78 resulting in a balance due of the increased amount.

On 2/22/21 additional representations visited the job site. I was present and reviewed the locations with the 2 representatives. They explained Dominion's concerns of having meters in a safe, accessible location. They reviewed other jobs with me in which snow and ice caused problems with the meters. It was discussed and

determined that the location to the south east corner of the home did not violate any of Dominion's policies, nor did it cause any major concerns, yet they verbally expressed that Brandon may still continue to insist on the location he had indicated near the stairs. They explained that if it was determined to have the meter near the stairs that it could be concealed with some kind of more decorative structure immediately surround the meter. They stated they would report their finding to a Supervisor and left the job site.

One 2/23/21 the new contract with the increased amount was received via email along with the correspondence stating that the meter location shall remain, "WEST SIDE OF HOME BEHIND STAIRWELL AND WINDOW". Brandon has been asked several times to provide some

documentation supporting his decision to decline the desired location on the southwest corn, as well as, a reason why he wants the meter located by the stairs. To date has been unable provide any supporting documentation, only stating, the location works best for Dominion.

**Toby Kershaw** General Contractor - Western Pride Construction

<u>(801)-808-4411</u> I tobykershaw@hotmail.com P.O. Box 307 Coalville, UT 84017