

# Complaint Report

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**Complaint Number:** C21-0031

## Customer Information

**Customer Name:** Parsons , Kevin

**Account Number:**

**Phone Number:** 614-325-1295

**Email Address:** kevinparsons1@gmail.com

**Service** 259 Big Matter Horn Way

**Address:** Midway, UT 84049

## Complaint Information

**Company Name:** Dominion Energy

**Date Received:** 2/22/2021

**Type of Call:** Complaint

**Complaint Received By:** Cynthia Dumas

**Gone Formal:** NO

**Date Resolved:** 2/26/2021

**Complaint Type:** Meter Problems / Reads

**Utility Company Analyst:** Elia Lopez

**Complaint Description:**

The following complaint was received via e-mail and has been copied and sent exactly as received.

From: Kevin Parsons

Date: Thu, Feb 18, 2021 at 2:21 PM

Subject: Dispute on meter location 259 Big Matterhorn Way Midway Utah 84049

To: , kevin parsons

Synthia,

Thanks for taking my call today.

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 I'm 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 approx 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 can't 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 with no reply.

Thank You in advance for your help with this situation,

--

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

### Complaint Response:

From: CAPSC@dominionenergy.com  
Date: Fri, Feb 26, 2021 at 2:31 PM  
Subject: RE: UT - Parsons, Kevin Informal Complaint  
To: Cynthia Dumas

Cynthia,

Here is the information mailed to Mr. Parsons. 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:**

\*\*\* DPU & Mr. Parsons E-mail Chain \*\*\*

From: Kevin Parsons

Date: Fri, Feb 26, 2021 at 3:26 PM

Subject: Re: Dispute on meter location 259 Big Matterhorn Way Midway Utah 84049

To: Cynthia Dumas

Received

I will file a formal complaint this weekend

They moved it again.

Now it's next to the window.

Kevin Parsons

Sent from my iPad

On Feb 26, 2021, at 3:22 PM, Cynthia Dumas wrote:

Dear Mr. Parsons,

Dominion Energy did respond a little after your email. Attached is the response received.

If you are unsatisfied with the response received the next step is to file the Formal Complaint with the Public Service Commission. If you have any questions regarding the formal complaint please contact them at 801530-6716.

Thank you, Cynthia Dumas

Office Specialist IIDivision of Public Utilities Office (801) 530-7622

Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

On Fri, Feb 26, 2021 at 2:28 PM Kevin Parsons wrote:

Cynthia

Checking to see if the fas company has responded today?

Sent from my iPhone

On Feb 25, 2021, at 4:17 PM, Cynthia Dumas wrote:

Sounds good. They did inform me they would have a response by tomorrow.

Thank you,

Cynthia Dumas

Office Specialist IIDivision of Public Utilities Office (801) 530-7622

Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

On Thu, Feb 25, 2021 at 2:27 PM Kevin Parsons wrote:

Cynthia

I will wait for their response

Thanks

Sent from my iPhone

On Feb 25, 2021, at 9:46 AM, Cynthia Dumas wrote:

Dear Mr. Parsons,

I hope all is well. I have yet to hear from the company. Per state rule they have five business days to investigate and respond. I will ask them for an update today. Once I receive an update from the company I will ask one of the utility analysts to take a second look at your informal complaint.

I know time is of the essence, attached is the instructions for the formal complaint to be filled with the Public Service Commission. Typically, the company does need to respond to the informal complaint before filing a formal complaint, however it is your right to file a formal complaint.

If you have any questions regarding the formal complaint please contact the Public Service Commission at 801-530-6716.

Thank you, Cynthia Dumas

Office Specialist IIDivision of Public Utilities Office (801) 530-7622

Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

On Wed, Feb 24, 2021 at 2:48 PM Kevin Parsons wrote:

CynthiaIm not sure an unformal complaint is going to work. I have spoke with the supervisor over Brandon Wells he sent me some information that they follow and its kinda mixed and open to interpretation. They also just sent me another invoice for a price increase. I have already paid the invoice they sent me on feb 4th. Now they say that there was a price increase in 2021 and my invoice was from nov. they didnt bother to update it but im still responsible. I think we should file a formal complaint I am running out of time and this is going to start backing up the process.

Sent from my iPhone

On Feb 23, 2021, at 9:25 AM, Cynthia Dumas wrote:

Good Morning Mr. Parsons,

Your questions are completely valid. The informal complaint gets sent to a Consumer Specialist names Elia Lopez. She has received your complaint and will be in contact with you.

If you don't receive the response you are looking for from Dominion the next step is to file a Formal Complaint with the Public Service Commission (Commission). You will receive

the formal complaint instructions from me, which you will file with the Commission. The Commission will issue a public docket, will ask the Division for a copy of the Informal Complaint, ask the company to review and respond to your formal complaint, and you will get an opportunity to respond to Dominion's response to your formal complaint. Lastly, the Commissioners will gather all the information, deliberate and issue an order whether the complaint gets dismissed or if a telephonic hearing needs to be scheduled. Please let me know if this answers your questions.

Thank you,

Cynthia Dumas

Office Specialist II Division of Public Utilities Office (801) 530-7622

Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

On Tue, Feb 23, 2021 at 9:11 AM Kevin Parsons wrote:

Cynthia I fully expect them to say nothing different than what he has said in these emails. I expect them to produce code or regulations that they followed to pick this location. If they cant ,I expect them to put the meter where I want it. Who did you send the complaint to?What happens in a formal complaint. Does it get reviewed by a group at the commision and they rule? Any clarification you could give me would be appreciated.

Best Regards



I wanted to let you know my observations I made when we reviewed the new home site located at 25 Matterhorn on 2/22/2021 as requested. Ben Judd accompanied me when I reviewed the site.

The home is one of the highest in Interlaken and near the top of the dead-end street. The site sits higher in elevation than the street. The site has been graded significantly since it is being built into the side of the mountain. The main access to the structure is from the driveway side of the house. No other steps, stairs, or walkways exist from the street to the structure.

We met with an individual onsite who was associated with the home contractor. I believe his name was Toby and from what I understand he is the homebuilder. He showed us the location where Brandon had requested for the meter to be installed. He also showed us the location where he would like to install the meter on the south side near the southwest corner. He explained he felt like the standard meter location as described typically as opposite site of the garage should work in this location per his understanding of our policies. He then showed us there was an eve installed on the roof. I showed some photos from my phone to Toby showing examples of some deep snow areas we have meters installed. I explained to Toby that in these areas where deep snow or falling ice could be an issue the standard meter location is not applicable. Toby even mentioned that this is a low snowfall year and deeper snow would be expected. I also explained to him that just last week I had held a training with people in Brandon's job to understand the Company policy on meter location. We explained the Dominion Energy wants the meter to be in a location that is safe and easy to access location year-round.

We explained to Toby that since the main access to the structure is from the driveway having the meter where he wanted it is technically the backside of the structure. We also explained to Toby that unlike being in the valley, since this site was on a mountain side, that snow was a concern and the location that Brandon had indicated was the best place to set the meter.

Toby showed us the stakes marking the end of sleeves that they had installed for the power and gas lines. The two sleeves parallel each other, and he explained they were installed from the southwest corner of the building along the west side of the building underneath the deck. Both sleeves are installed less than 10 feet from the building which violates our policy and we did explain this to him. We also explained that we do allow variances for short distances alongside a structure, but not for the entire length of the structure and we couldn't use the sleeves he had installed.

The framing phase of the structure is not complete and the exterior main staircase access from the garage level to the main level of the building is not yet installed. Toby explained that there was a landing planned in the staircase and would be located above where the concrete footings were located. It sounds like the landing will be installed 3 to 4 feet above grade. This would make access to the meter in this location difficult and unsafe. We explained to Toby that the meter would need to be moved further south from the yellow markings towards the window. The best place in our opinion would be to set it on the backside of the landing. We explained they could build a decorative well-ventilated structure around the meter that would allow easy access to work on and make it more aesthetically pleasing to look at for the homeowners. We explained we have specifications

we could send him if he wanted them. We also showed him an example of one of these he could build with a photo I had on my phone.

We did review other locations like the northeast corner of the structure and the wing wall between the two-car garage and single car garage, but stated both of these locations wouldn't work either because of space and accessibility concerns.

It is in our opinion the best location to put the meter is located near where Brandon has indicated. We just need to slide a few feet south, so we are not in conflict with the landing on the staircase.

As we were leaving there are several other homes on the same street that have meters in similar locations to where Brandon is proposing this one. They too share the same situation where the "front side" of the home is the garage side and the meters are installed to the right or the left side of the garage. A few of these also are located underneath stairs or decks.

We would be more than happy to make another site visit or work with this contractor more to help find a solution that meets their concerns. We hope our visit to the site was helpful for the contractor to explain why the meter couldn't be placed where they wanted it.

Please see the pictures attached. I have added comments to some of them to help explain what we saw and talked about.

Thanks,

**Seth Plaizier, PE**

Supervisor Region Operations  
Park City Operations

Western Gas Distribution

6445 Silver Creek Drive, Park City, UT 84098

Mailing Address: 6445 Silver Creek Drive, Park City, UT 84098

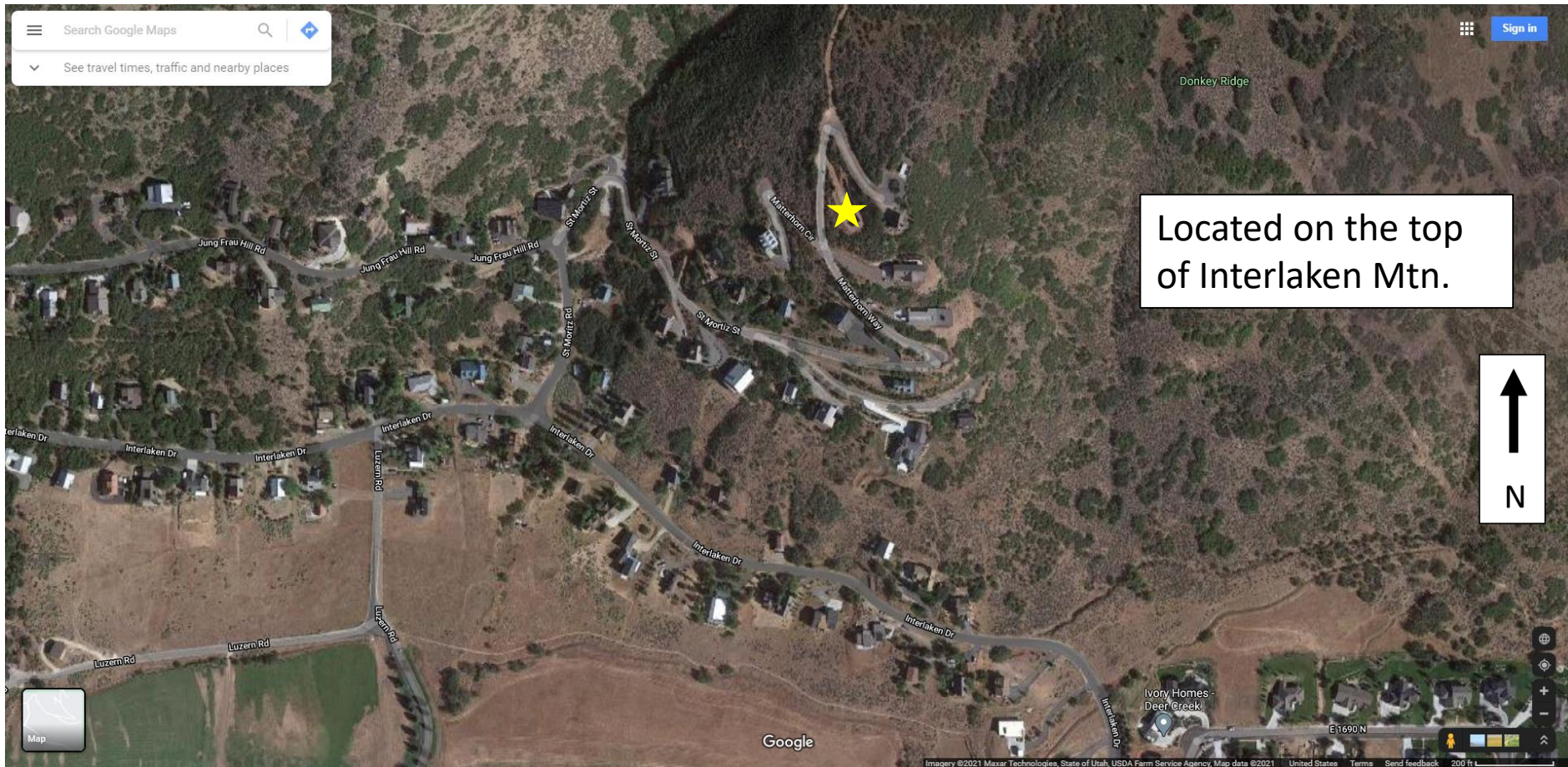
O: 435-645-4880 C: 801-556-5375



# 259 Matterhorn Way

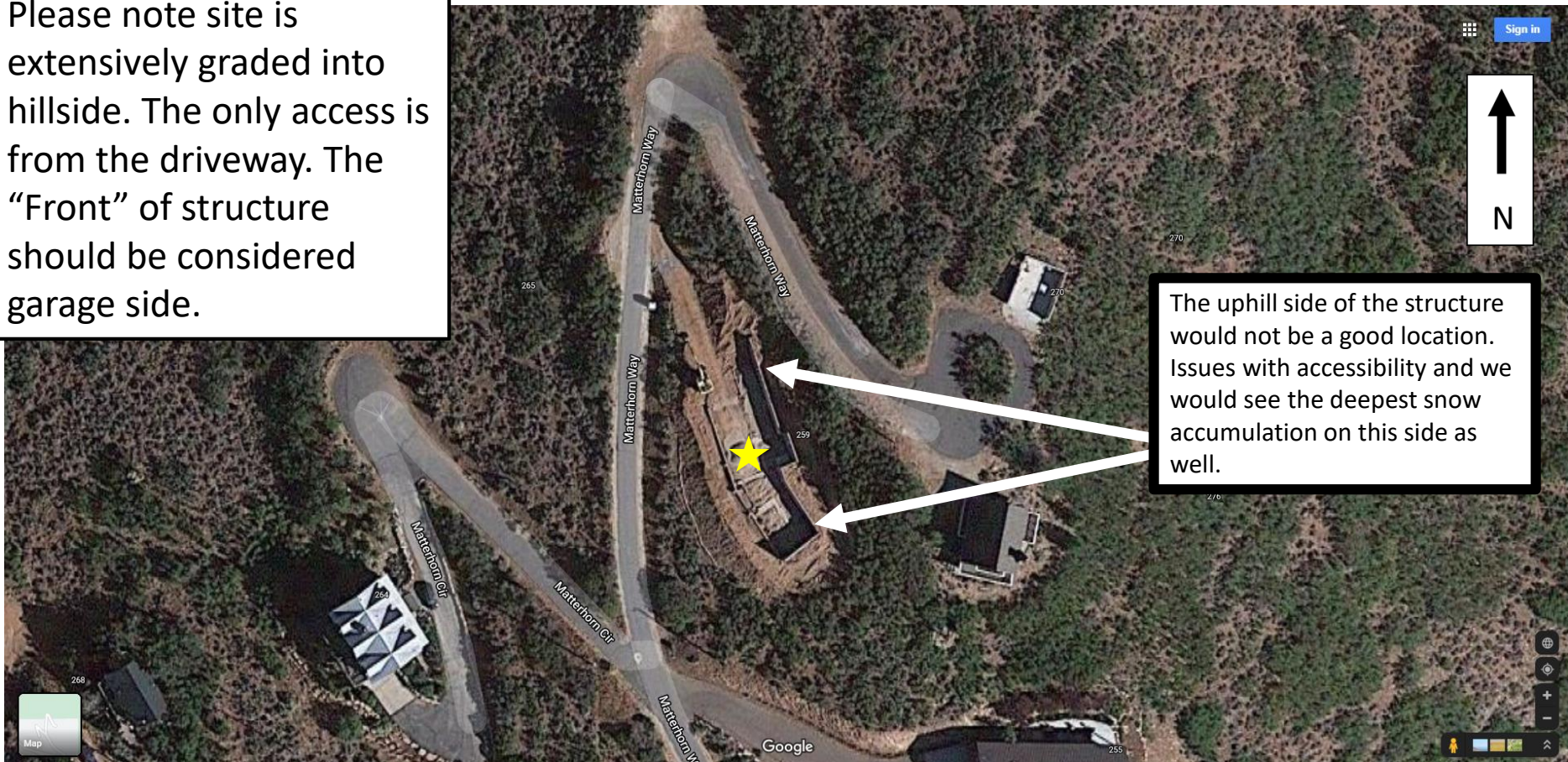
- Nate, this is a summary of what I found. I compiled photos I took along with ones Brandon took.
- Please note all the different locations we have looked at in order to try to accommodate this customer.
- We would like to work with and find a location that meets our standards and one that we can make sure we safely can service this customer.
- Please let us know if there is anything we can do to help work with this customer more.
- Thanks, Seth

# 259 Matterhorn Way

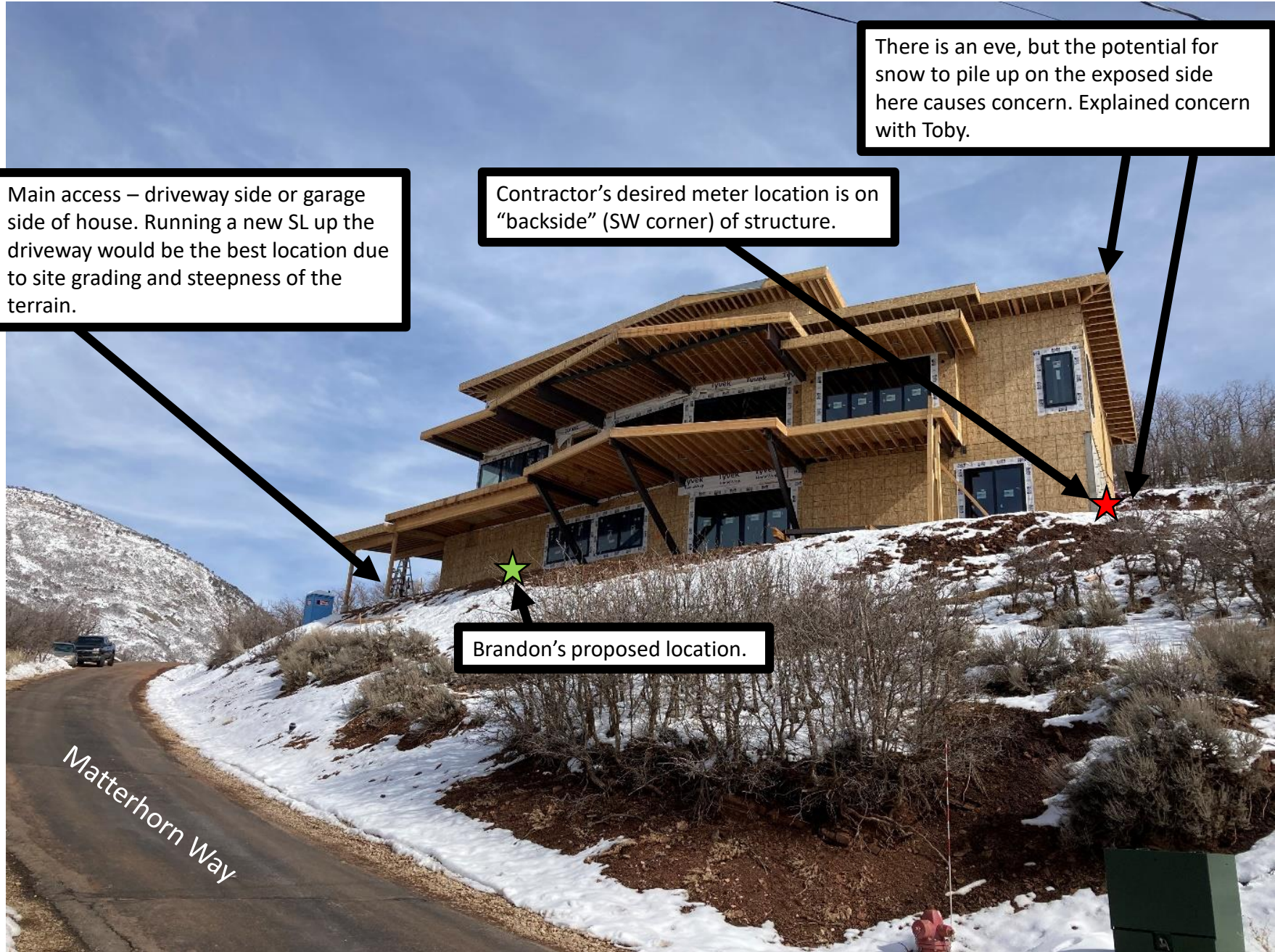


# 259 Matterhorn Way

Please note site is extensively graded into hillside. The only access is from the driveway. The “Front” of structure should be considered garage side.



The uphill side of the structure would not be a good location. Issues with accessibility and we would see the deepest snow accumulation on this side as well.



Main access – driveway side or garage side of house. Running a new SL up the driveway would be the best location due to site grading and steepness of the terrain.

Contractor’s desired meter location is on “backside” (SW corner) of structure.

There is an eve, but the potential for snow to pile up on the exposed side here causes concern. Explained concern with Toby.

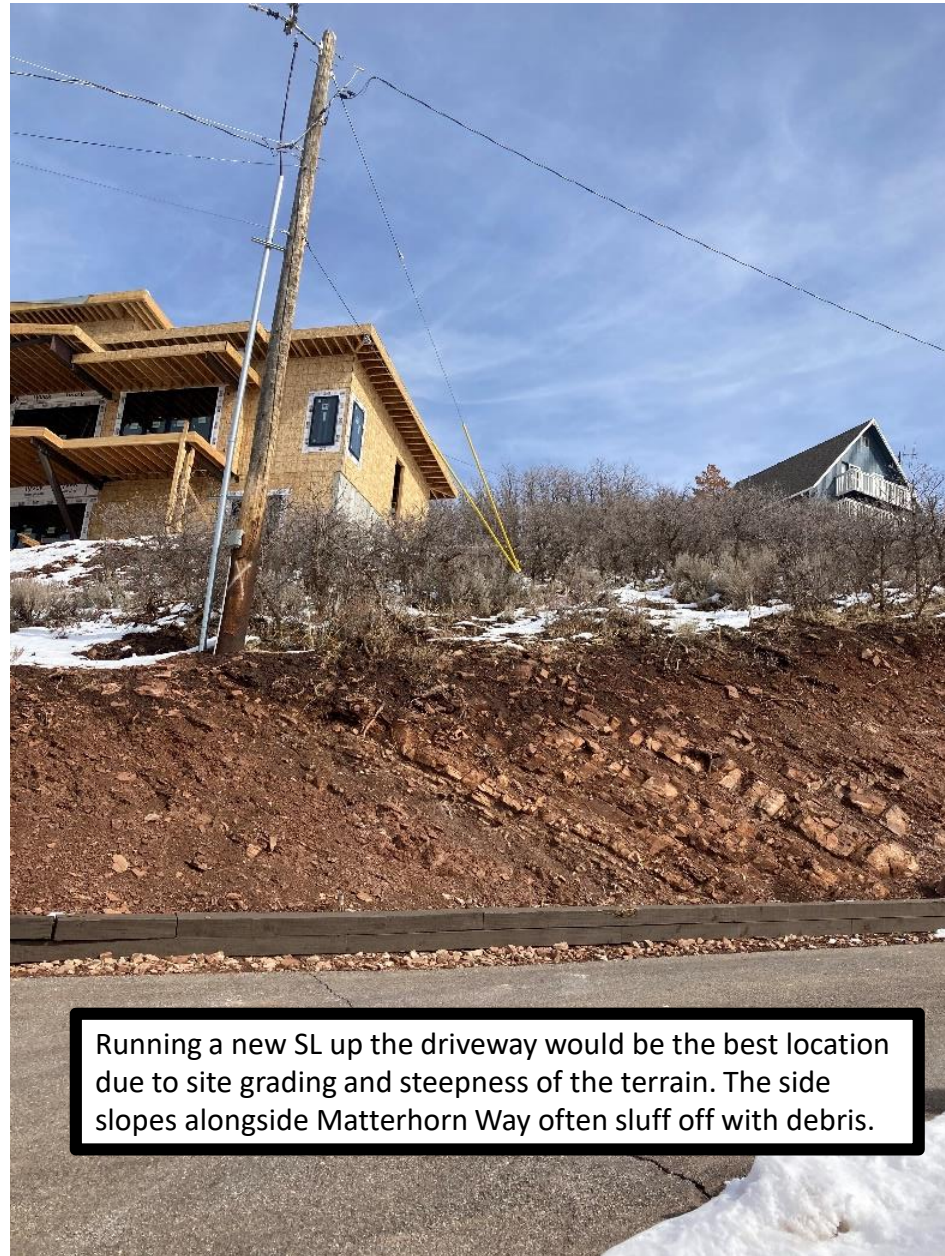
Brandon’s proposed location.

Matterhorn Way

Looking South from  
NW side of 259.



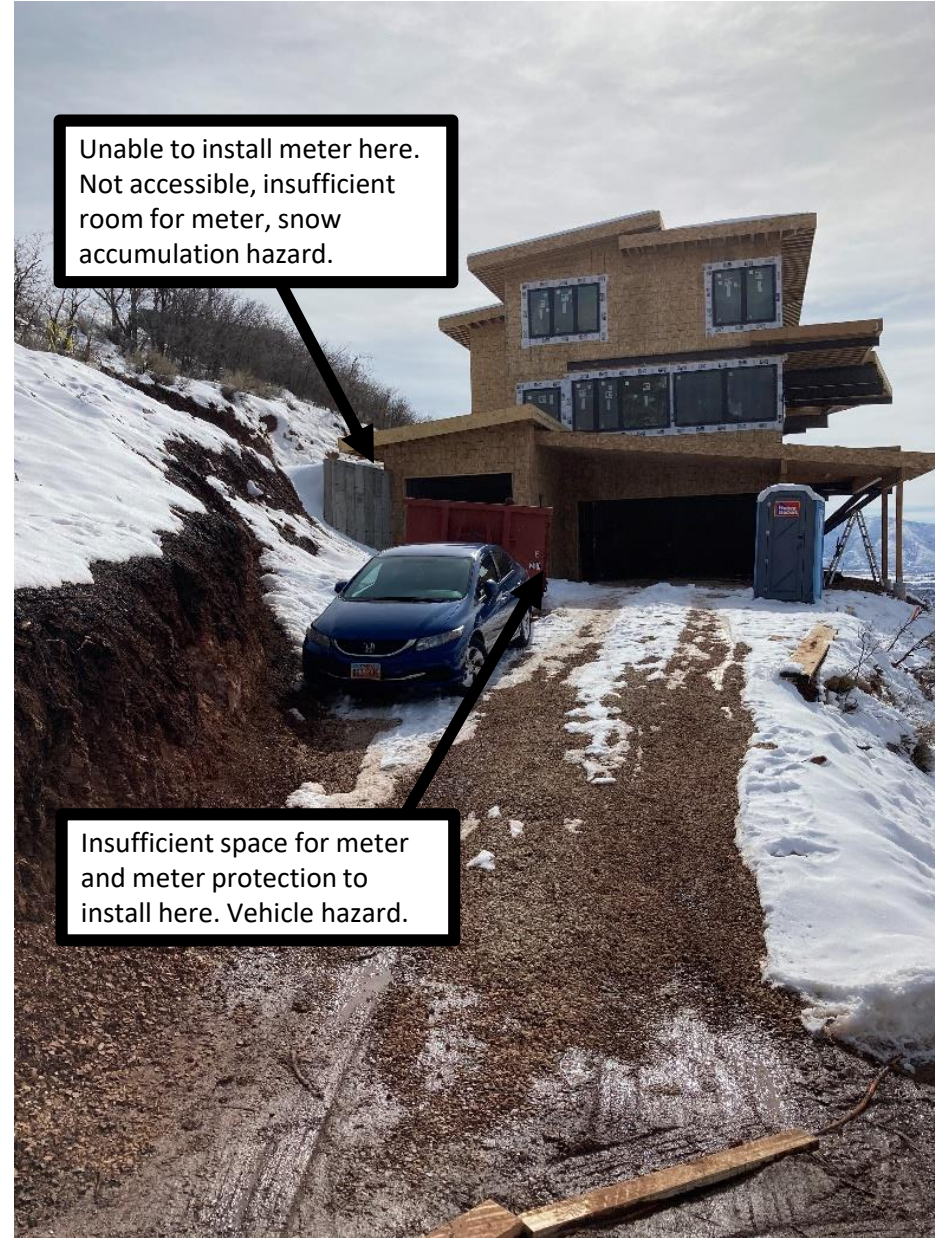
Looking East from  
SW side of 259.



Northside 259,  
looking South



Northside 259,  
looking South





Toby explained this retaining wall would be extended further down the driveway. Very steep through this space where the snow is shown.

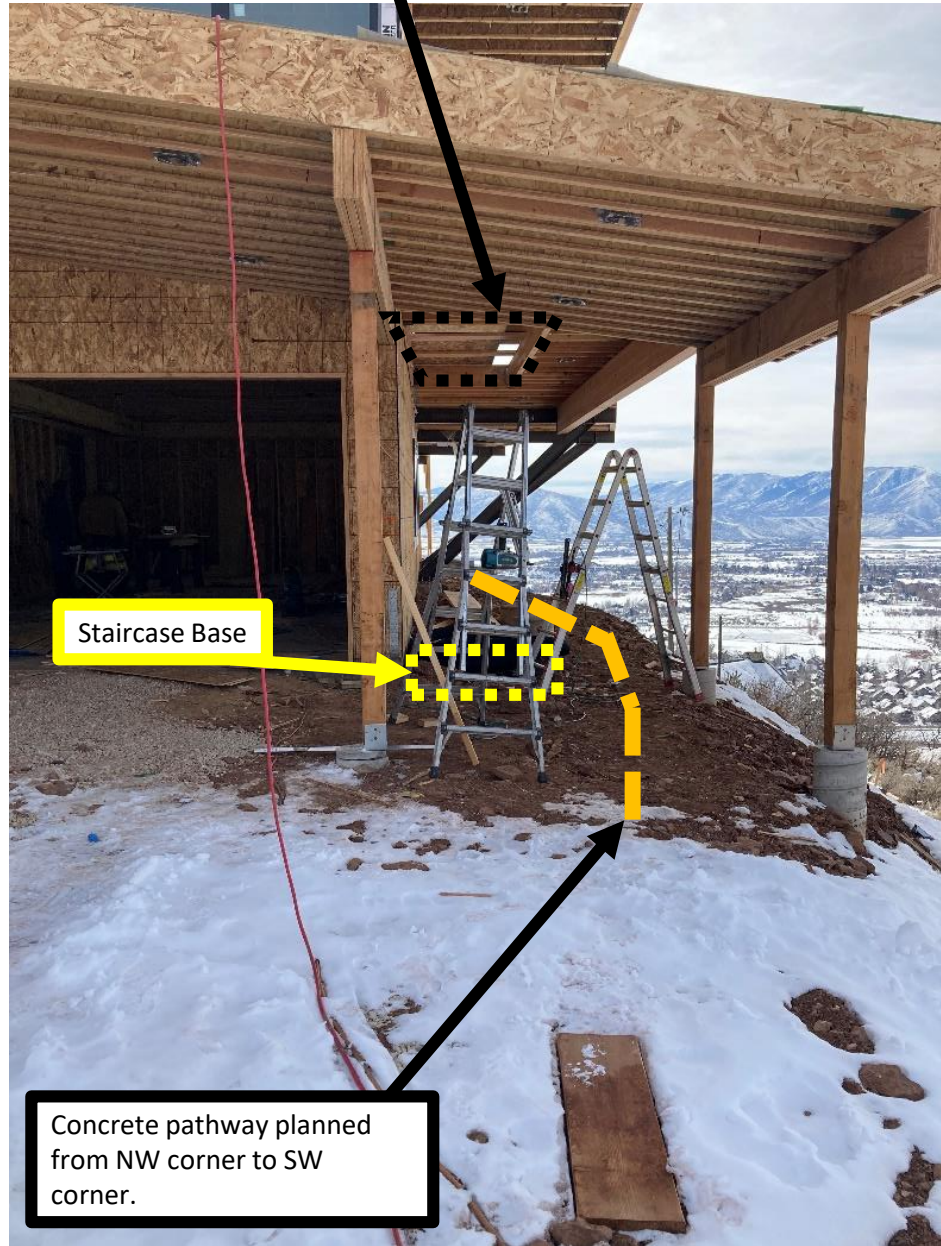
Unable to install meter here on the backside of the wall on garage. It would be inaccessible, have insufficient room for meter, and a snow accumulation hazard.



Staircase opening.

Staircase Base

Concrete pathway planned from NW corner to SW corner.

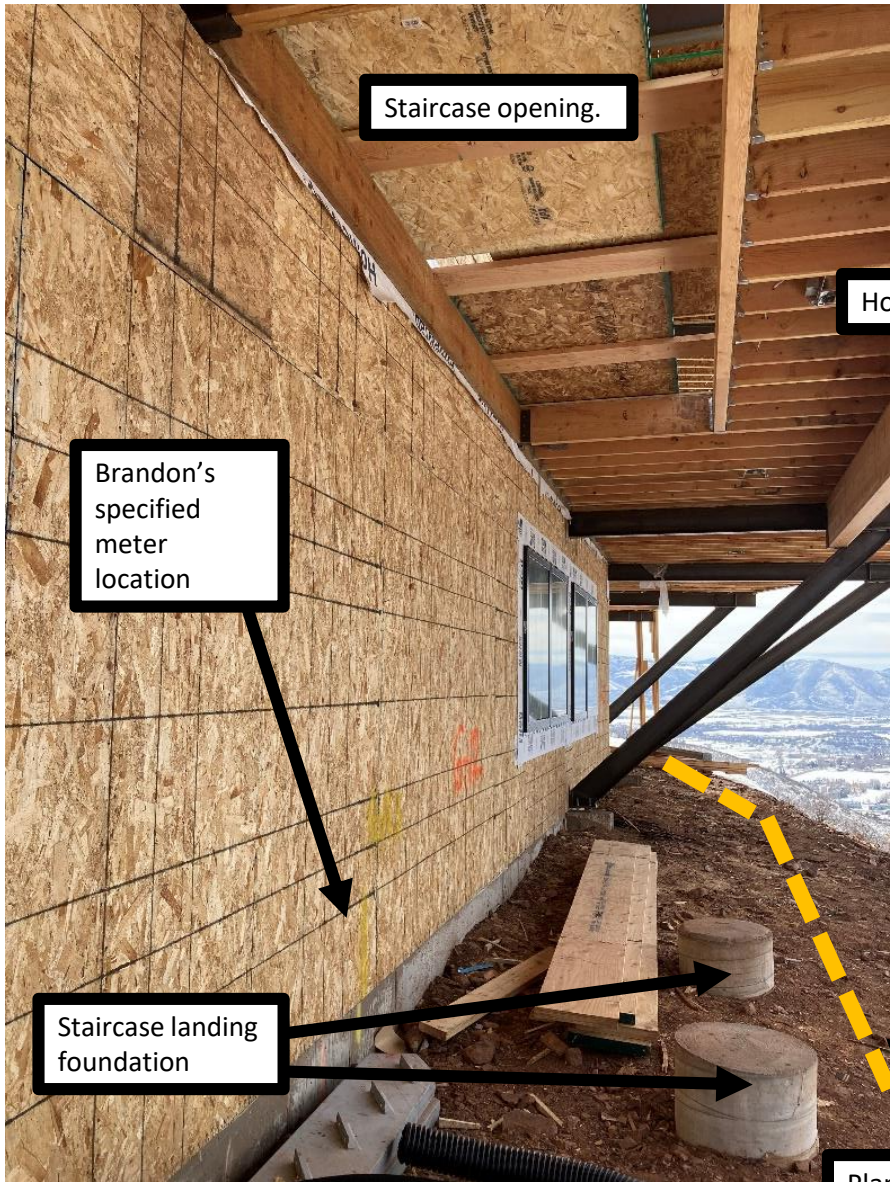




Garage wing wall

Insufficient space for meter and meter protection to install here. Vehicle hazard.

NW Corner of 259 looking South.



Staircase opening.

Brandon's specified meter location

Staircase landing foundation

Home Access Doors

Planned concrete pathway

SW Corner of 259 looking North.



Contractor's desired meter location. I would consider this location to be the "backside" of structure. Snow hazard is my biggest concern, second is accessibility issues and all the reasons why we don't install meters on the backside of structures (aka safety).

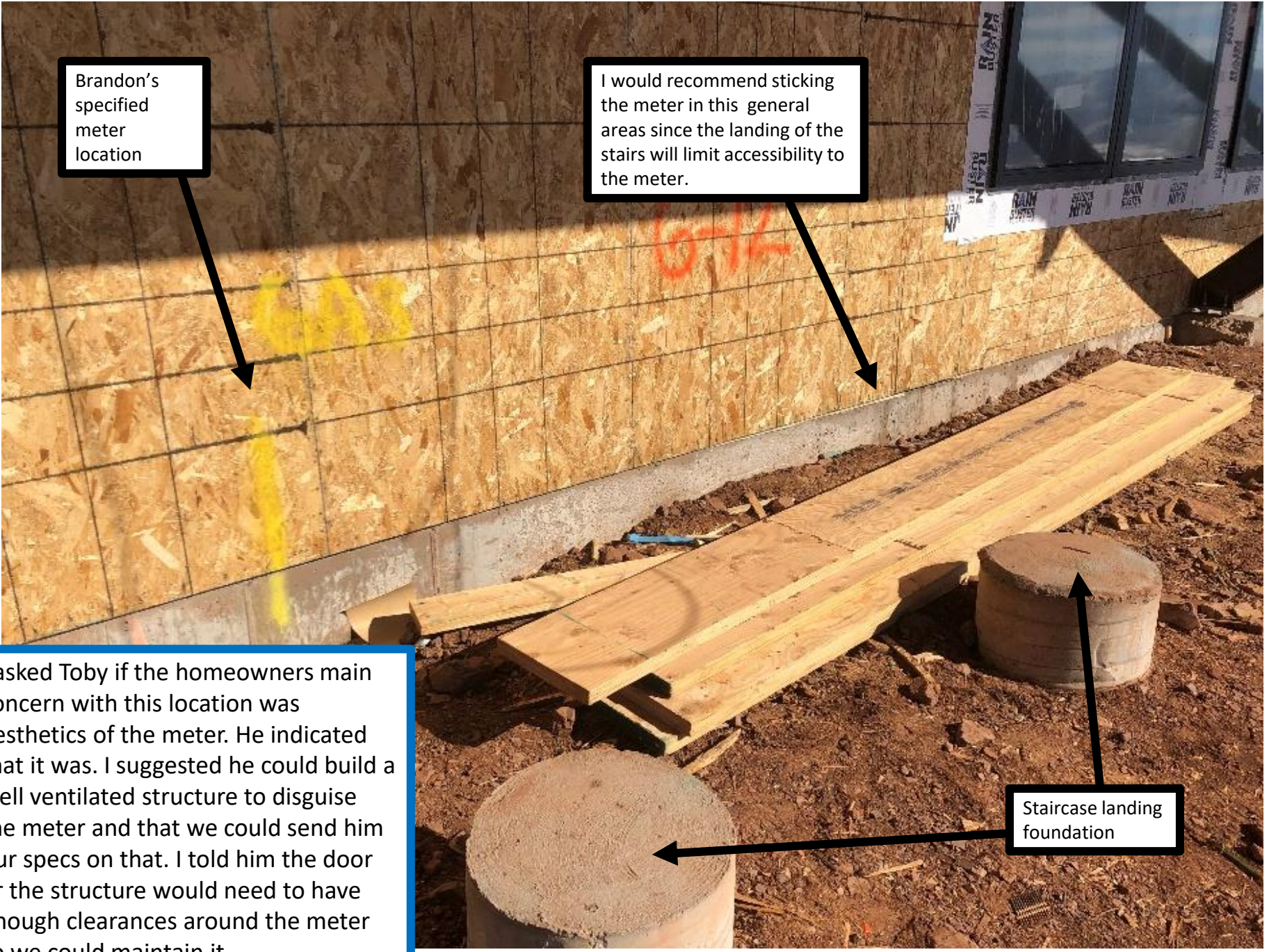


SW Corner of 259  
looking East



Brandon has spoken with the Contractor previously about not being able to install a meter at this location. It is located on the backside of the structure. There is also snow accumulation hazards, accessibility concerns with deep snow and the terrain.

Brandon has spoken with the Contractor previously about not being able to install a meter at this location. Same concerns as noted above.



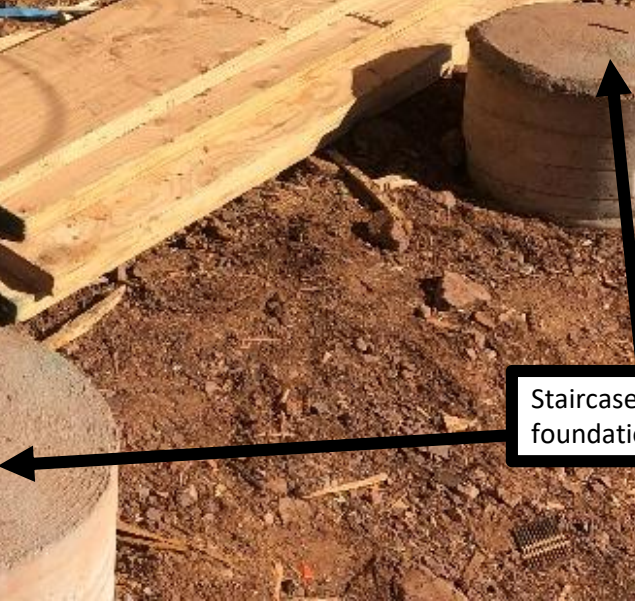
Brandon's specified meter location



I would recommend sticking the meter in this general areas since the landing of the stairs will limit accessibility to the meter.



Staircase landing foundation



I asked Toby if the homeowners main concern with this location was aesthetics of the meter. He indicated that it was. I suggested he could build a well ventilated structure to disguise the meter and that we could send him our specs on that. I told him the door or the structure would need to have enough clearances around the meter so we could maintain it.

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



Kevin Parsons  
Hospitality Silver Threads, Inc.  
7710 Corporate Blvd  
Plain City, OH 43064

February 26, 2021

Dear Mr. Parsons,

Re: 259 Big Matter Horn Way, Interlaken, UT 84049

This letter is in response to your complaint filed with the Division of Public Utilities regarding the location of our gas meter for service to the address noted above.

We understand your frustration and can appreciate your desire to be able to delegate where your gas meter is installed on your new home.

Attached are the results of an evaluation conducted by Seth Plaizier, Supervisor Region Operations. The pictures are also attached.

Nate Crouch, Supervisor Gas Operations, had previously contacted you and provided information from Dominion Energy's standard practices for review. Nate had the following statement in reference to the attached evaluation, ***"I agree with Seth's evaluation of this home and where he feels the safest location for the meter set is. Dominion Energy's 1<sup>st</sup> priority is the safety of their customers and employees, we need to plan for the worst-case scenario for snow load and ensure that the meter set is in a safe accessible location."***

For further questions, please contact Mr. Crouch directly at 801-395-6771.

Sincerely,

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

Elia Lopez  
Customer Relations Specialist  
Western Gas Distribution

cc: Division of Public Utilities  
Enclosures