

Complaint Report

Complaint Number: C20-0024

Customer Information

Customer Name: Schmidt, Jared

Other Contact Info: Symphony Homes

Email Address: jschmidt@symphonyhomes.com

Service Address: Cottonwood Rd & 600 North
Farmington, UT 84025

Account Number:

Phone Number: 8019153222

Cell Number: 8012988555

Mailing Address: 111S. Frontage Rd
Centerville, UT 84054

Complaint Information

Company Name: Dominion Energy

Date Received: 2/18/2020

Type of Call: Inquiry

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved: 3/2/2020

Complaint Type: Line Extension

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: DPU Web Server
Date: Mon, Feb 17, 2020 at 12:57 PM
Subject: Online Complaint Submission
To:

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: Symphony Homes

CONTACT: Jared Schmidt

PHONE: 8019153222

OTHER PHONE: 8012988555

EMAIL: jschmidt@symphonyhomes.com

SERVICE ADDRESS:

Cottonwood Rd & 600 NorthFarmington, UT 84025

MAILING ADDRESS:

111S. Frontage RdCENTERVILLE, UT 84054

INCIDENT DETAILS

UTILITY: Dominion Energy

ACCOUNT NUMBER: NA

COMPLAINT

TYPE: Other

COMPLAINT:

On April 22, 2019 Dominion Energy Agreed to relocate a section of their main line out of the back yards of our building lots and into the road. Symphony Homes would contribute \$22,352.02 for the work. They told us In April that they would write up the "Pipeline Relocation Agreement" and sent it to us for review and signatures. It has been about 10 months and i have received nothing from them and they have stopped responding to my emails and phone calls. I have been in to their office personally on several occasions and been told everything would be moved along but after i leave nothing happens. Until Dominion completes this work I can not complete the fence around the development and this is holding up sales among other things. We have been given no explanation and now are getting no response. We have been working with Dominion on this job for over a year now with only partial results that in our opinion shouldn't have taken more than a month. I had several verbal commitments that the work would at worst be 100% done by the end of last year. Because of all this we are being damaged and have no control in resolving the issue.

SUGGESTED RESOLUTION: My company needs the agreement from Dominion Energy for this work right away. Once we have it we can sign and pay but will then need this job to be a priority for them and would like to agree on a deadline for all work to be complete. At

this point given the history we propose Dominion pay damages if they can not meet a mutually agreed deadline.

Complaint Response:

From: CAPSC
Date: Tue, Feb 25, 2020 at 3:54 PM
Subject: RE: UT - Symphony Homes, Schmidt Jared Informal Inquiry
To: Cynthia Dumas

Cynthia,

Attached is a copy of the letter mailed to Mr. Schmidt. 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

From: Chris B Balling
Date: Thu, Feb 27, 2020 at 4:07 PM
Subject: RE: Rock Mill Estates Gas Pipeline Relocation
To: Jared Schmidt , Elia Lopez
Cc: Russell Wilson , Bruce Robinson , Kim M Garrick , Cdumas@utah.gov , Kurtis E Fredericks , Mark Wall , Cynthia Oakey

Jared,

Attached is the "Pipeline Relocation Agreement" for the Rock Mill Estates Project. Please look this over and let me know if you need additional corrections. I have also included the estimates that would be the exhibits to this agreement. These estimates are same estimates we have been using since last year. The amounts have not changed and the portion that Symphony Homes would pay for the pipeline relocation is the same as what we discussed last year.

Thanks

Chris B. Balling

Land Agent Consultant

Property & Right-of-Way Department

Dominion Energy Utah

1140 W. 200 S. Salt Lake City, UT 84104

Mailing Address; P.O. Box 45360,

Salt Lake City, Utah 84145-0360

O: (801) 324-3183, C: (801) 201-6945

Additional Info:

From: Jared Schmidt
Date: Wed, Feb 19, 2020 at 4:17 PM
Subject: RE: Online Complaint Submission
To: Cynthia Dumas

Cynthia,

Thank you for reaching out to Dominion Energy. I got a call from Chris Balling with Dominion today and sounds like things are starting to move again. I have included you on the email I sent Chris after our phone call to keep you in the loop. Let me know if you have any recommendations that might help the process.

Jared W Schmidt
C 801.915.3222 | O 801.298.8555 | F 801.298.5768
111 S. Frontage Rd | CENTERVILLE, UT 84014
jschmidt@symphonyhomes.com

*** DPU's response to Mr. Schmidt ***

From: Cynthia Dumas
Date: Thu, Feb 20, 2020 at 8:32 AM
Subject: Re: Online Complaint Submission
To: Jared Schmidt
Cc: Elia Lopez

Good Morning Mr. Schmidt,

I hope all is well. I appreciate you keeping me in the loop. I will add that email thread to your complaint. As for now, all we can do is give the company the five business day with the response date being 2/25/2020. I do want to inform you that the company can request an additional 30 days to investigate I have included Elia Lopez, on this email since she's the one who got assigned to your complaint.

Thank you,
Cynthia Dumas

Previous email's between DEU & Mr Schmidt prior to informal complaint

From: Jared Schmidt
Date: Wed, Feb 19, 2020 at 4:18 PM
Subject: FW: Rock Mill Estates Gas Pipeline Relocation
To: Chris B Balling , Cdumas@utah.gov
Cc: Russell Wilson , Bruce Robinson , Kim M Garrick

Chris,

Thank you for your call today. The email you requested is the last one in this chain (see very bottom of this email) and it is highlighted in yellow (you also sent us the two attachments with that email). It outlines the contribution Symphony will be making to the work. We are happy to hear that you can get back to us Monday and we can get this agreement done by the end of next week. We understand you see things differently with the schedule but Symphony was told more than once that work would be started in September 2019 and completed before winter because it was a safety issue. Also we run into the problem of your pricing changing at the end of every year and having to get new contracts so we don't understand how in this situation you would have been able to give us pricing for this job in April of 2019 if you never intended to do the work that year. Our point is we still see this as a huge delay and would like written dates from you for construction along with the agreement. As you told us last summer, the relocation of the gas line is an important public safety issue. We have construction and sales scheduled on lots with the old gas line and we need to tell buyers something and schedule work for after the pipe is relocated.

Thank you

Jared W Schmidt

C 801.915.3222 | O 801.298.8555 | F 801.298.5768

111 S. Frontage Rd | CENTERVILLE, UT 84014

jschmidt@symphonyhomes.com

Chris: Can you please give us an update on the Pipeline Relocation Agreement? Attached is the email chain we had with you from back in April.

It's extremely frustrating that we've followed-up with your office every couple of weeks for 7 months and no progress has been made. Each time we've spoken on the phone or in person with someone from your office we are promised the agreement will be done soon, then no one follows through. The terms of the agreement were already agreed to back in April, it just needs to be drafted and sent out for signature. The pipeline relocation work should be scheduled as well.

We are very anxious to get this taken care of ASAP. In the time we have been waiting, we have now built and sold a home on the lot where the existing pipeline is located. We are still not able to complete the rear yard fencing and the new home owners are becoming very frustrated. I know this is probably low on the priority list for Dominion, but I am hopeful the commitments made can be kept. Can you please commit to a date that you'll have the agreement finished?

I appreciate your prompt reply to this email.

Thank you,

RUSSELL WILSON

Land Acquisition & Development

C 801.691.4843 | O 801.298.8555

111 SOUTH FRONTAGE ROAD | CENTERVILLE, UT 84014

rwilson@symphonyhomes.com

From: Jared Schmidt
Sent: Monday, October 14, 2019 12:25 PM
To: Chris B Balling
Cc: Paul L Swan ; Curtis Randall ; Russell Wilson ; Kim M Garrick
Subject: RE: Automatic reply: Rock Mill Estates Gas Pipeline Relocation

Chris,

Following up on this job has there been any progress?

Please let me know as soon as possible,
thank you.

Jared W Schmidt C 801.915.3222 | O 801.298.8555 | F 801.298.5768
111 S. Frontage Rd | CENTERVILLE, UT 84014
jschmidt@symphonyhomes.com

From: Jared Schmidt
Sent: Wednesday, October 9, 2019 11:23 AM
To: Chris B Balling
Cc: Paul L Swan ; Curtis Randall ; Russell Wilson ; Kim M Garrick
Subject: RE: Automatic reply: Rock Mill Estates Gas Pipeline Relocation

Chris, Glad to hear you are back and I hope you are doing well. Can you please give me an update on what is left to do on this job? Since we last talked in April we have sold the home with the section of fence missing and it has become even more critical to us that we get this moving forward. If there is an issue please let us know but we do not have any longer to wait and would like to get our agreement signed and the work scheduled.

Thank you

Jared W Schmidt
C 801.915.3222 | O 801.298.8555 | F 801.298.5768
111 S. Frontage Rd | CENTERVILLE, UT 84014
jschmidt@symphonyhomes.com

From: Paul L Swan [mailto:paul.swan@dominionenergy.com]
Sent: Monday, October 7, 2019 3:45 PM
To: Jared Schmidt
Subject: RE: Automatic reply: Rock Mill Estates Gas Pipeline Relocation

Jared,

I just got off the phone with Chris Balling and he said he would follow up with Kurtis Fredrickson to get this taken care of. I told him to please CC Jared on all emails to keep Jared in the loop of the progress on this project. If you have any questions please call Chris he will be able to help you.

Thanks for your patience.

Paul Swan Senior

Land Agent Property and Right of Way

Dominion Energy Utah

Dominion Energy Wyoming

Dominion Energy Idaho

1140 W 200 S., Salt Lake City, UT 84104

Mailing Address: P.O. Box 45360 Salt Lake City, UT 84145-0360

O: 801-324-3107 C: 801-201-0175

From: Jared Schmidt

Sent: Thursday, August 8, 2019 3:13 PM

To: Paul L Swan (GasInfrastructure - 5)

Cc: Kim M Garrick (GasInfrastructure - 5)

Subject: [External] RE: Automatic reply: Rock Mill Estates Gas Pipeline Relocation

Paul,

I just wanted to check in on this agreement and make sure you were able to find all the information you needed to move forward. Also would like to know if you have been able to gather any information regarding a time frame for us to have a completed agreement and or to start work.

Thank you for your help and please let me know if there is anything you need from us.

Jared W Schmidt

C 801.915.3222 | O 801.298.8555 | F 801.298.5768

111 S. Frontage Rd | CENTERVILLE, UT 84014

jschmidt@symphonyhomes.com

From: Kim M Garrick [mailto:Kim.M.Garrick@dominionenergy.com]

Sent: Tuesday, July 30, 2019 4:11 PM

To: Jared Schmidt

Cc: Paul L Swan

Subject: RE: Automatic reply: Rock Mill Estates Gas Pipeline Relocation

Jared,

Paul Swan from our office will work with you to complete this project. He will be contacting you.

Kim Garrick Property & Right-of-Way Manager-Western Gas Operations

Dominion Energy Utah

1140 West 200 South, Salt Lake City, UT 84104

Mailing Address: P.O. Box 45360, Salt Lake City, Utah 84145-0360

Phone: 801-324-5936

Mobile: 385-214-5569

From: Jared Schmidt
Sent: Tuesday, July 30, 2019 3:51 PM
To: Kim M Garrick (GasInfrastructure - 5)
Subject: [External] Fwd: Automatic reply: Rock Mill Estates Gas Pipeline Relocation Jared W SchmidtDevelopment C 801.915.3222 | O 801.298.8555 | F 801.298.5768 526 NORTH 400 WEST SALT LAKE, UT 84054jschmidt@symphonyhomes.com SYMPHONY HOMES | symphonyhomes.com
Begin forwarded message:From: Chris B Balling
Date: May 28, 2019 at 10:50:59 AM MDT
To: Jared Schmidt
Subject: Automatic reply: Rock Mill Estates Gas Pipeline Relocation

I will be out of the office from May 28 until June 3, 2019 on a family vacation. If you need assistance please contact Pauline Caraveo at (801) 324-3437 and she can direct you to a different Right of Way agent to help you. I will be checking my e-mails occasionally when I have cell phone coverage. I will try to respond to those e-mails that need immediate attention.

Thanks
Chris Balling

From: Chris B Balling [mailto:chris.balling@dominionenergy.com]
Sent: Monday, April 22, 2019 4:44 PM
To: Jared Schmidt ; Bruce Robinson
Subject: RE: Rock Mill Estates Gas Pipeline Relocation

Jared,

Thanks for the reminder e-mail. I was out of the office on Friday, but I did receive and updated estimate from our engineer.

I want you and Bruce to know that we had a lot of discussion with our engineers about your concerns regarding the anticipated fence cost and landscaping. These discussions went all the way up to our corporate management. The end result is that we are willing to allow for some of the cost if we were to replace the anticipated fence if we were to locate our pipe in the same place it currently is located, however; our original estimated already accounted for replacing any landscaping.

With the adjustments to our estimates the breakdown is as follows:

Total cost to "Relocate" the IHP Gas Pipeline: \$58,920.00
Total cost to "Replace" the IHP Gas In
place: \$36,567.80

Difference: \$22,352.020

The difference between these two amounts is what we will expect Symphony Homes to cover before Dominion will agree to relocate the IHP Gas Pipeline or allow any more work to be done on the concrete pillars or fence. This would be a lump sum payment since Dominion will be contributing the majority of the cost to relocate the pipeline. A "Pipeline Relocation Agreement" will also need to be signed by both parties.

Please let me know if you have any additional questions. I want to make sure that the terms are fully understood before we move forward with the Pipeline Relocation Agreement.

Thanks

Chris B. Balling
Land Agent Consultant
Property & Right-of-Way Department
Dominion Energy Utah
1140 W. 200 S. Salt Lake City, UT 84104
Mailing Address; P.O. Box 45360,
Salt Lake City, Utah 84145-0360
O: (801) 324-3183, C: (801) 201-6945

From: Jared Schmidt
Date: Mon, Feb 24, 2020 at 4:14 PM
Subject: RE: Rock Mill Estates Gas Pipeline Relocation
To: Chris B Balling , elia.lopez@dominionenergy.com
Cc: Russell Wilson , Bruce Robinson , Kim M Garrick , Cdumas@utah.gov

Chris,

We didn't hear from you today but hope to hear from you tomorrow. Let me know if you need help with something to get the agreement done this week.

Thank you
Jared W Schmidt
C 801.915.3222 | O 801.298.8555 | F 801.298.5768
111 S. Frontage Rd | CENTERVILLE, UT 84014
jschmidt@symphonyhomes.com

*** DEU's Response to Mr. Schmidt ***

From: Chris B Balling
Date: Tue, Feb 25, 2020 at 7:56 AM
Subject: RE: Rock Mill Estates Gas Pipeline Relocation
To: Jared Schmidt , Elia Lopez
Cc: Russell Wilson , Bruce Robinson , Kim M Garrick , Cdumas@utah.gov , Kurtis E

Fredericks , Mark Wall

Jared

I was back in the office yesterday and did work on the relocation agreement. I have the agreement about done as I said I would on our phone call last Wednesday.

As you asked we are trying to get a date for completion of the work to put into our Relocation agreement. I am waiting to get this date from our Project Engineer and Construction Forman. I expect to have this date sometime today. Once I have a draft of the relocation agreement I will want to have our attorney review the document before I can send it to you. I expect this may take a day or two. I still expect that I can send you the final agreement by the end of the week. I will keep you informed.

Thanks Chris B.

BallingLand Agent ConsultantProperty & Right-of-Way Department

Dominion Energy Utah

1140 W. 200 S. Salt Lake City, UT 84104

Mailing Address; P.O. Box 45360, Salt Lake City, Utah 84145-0360

O: (801) 324-3183, C: (801) 201-6945

*** Mr. Schmidt's reply to DEU ***

From: Jared Schmidt

Date: Tue, Feb 25, 2020 at 9:50 AM

Subject: RE: Rock Mill Estates Gas Pipeline Relocation

To: Chris B Balling , Elia Lopez

Cc: Russell Wilson , Bruce Robinson , Kim M Garrick , Cdumas@utah.gov , Kurtis E Fredericks , Mark Wall

Chris,

Thank you for the update, we will wait to hear back from you.

Jared W Schmidt

C 801.915.3222 | O 801.298.8555 | F 801.298.5768

111 S. Frontage Rd | CENTERVILLE, UT 84014

jschmidt@symphonyhomes.com

From: Cynthia Dumas

Date: Thu, Feb 27, 2020 at 11:20 AM

Subject: Re: Rock Mill Estates Gas Pipeline Relocation

To: Jared Schmidt

Cc: Chris B Balling , Elia Lopez , Russell Wilson , Bruce Robinson , Kim M Garrick , Kurtis E Fredericks , Mark Wall

Good Afternoon,

I hope all is well. The complaint will remain unresolved since Mr. Schmidt complaint

concerns are still unresolved. Could get an update regarding the relocation agreement?

Please advise,

Thank you, Cynthia Dumas

3/2/2020 - I reached out to Mr. Schmidt to confirm his complaint was resolved, he said yes but that all he needed was a map of the relocation for visual purpose. I will email DEU for that map and mark the complaint as resolved. - C. Dumas

From: Jared Schmidt

Date: Mon, Mar 9, 2020 at 11:14 AM

Subject: RE: Rock Mill Estates Gas Pipeline Relocation

To: Cynthia Dumas , Chris B Balling

Cc: Elia Lopez , Russell Wilson , Bruce Robinson , Kim M Garrick , Kurtis E Fredericks , Mark Wall , Cynthia Oakey

Chris,

Thank you for the call this last week and for checking in. We discussed you sending me a map and you agreed that you could do that but I haven't seen one yet. Should I be expecting this soon or will it take you some time?

Let me know,

thank you

Jared W Schmidt

From: Jared Schmidt

Date: Wed, Mar 18, 2020 at 12:55 PM

Subject: RE: Rock Mill Estates Gas Pipeline Relocation

To: Chris B Balling , Cynthia Dumas

Cc: Elia Lopez , Russell Wilson , Bruce Robinson , Kim M Garrick , Kurtis E Fredericks , Mark Wall , Cynthia Oakey

Chris,

I dropped off the signed contract and check yesterday to your office. Please keep me updated as things move forward. I never heard back from you on the last email I sent you regarding the new line being in the park strip. As far as Symphony is concerned Dominion is fully aware and planning to cover the cost to re-landscape and work around the existing utilities and we will not be charged additionally for work related to those items.

Thank you for all your help in finally getting this put together, we look forward to having the work complete.

7/6/2020 4:5 PM

The Division received a call from Mr. Schmidt regarding DEU communicating to him that they are now going to abide by the contract deadline to have the work completed by the end of the month 7/31/2020. DEU stated due to COVID Mr. Schmidts project is not priority and at this time they will not be moving forward on the project. Mr. Schmidt would like to have an amended contract for a new deadline. Mr. Schmidts biggest concern is that they job will not be completed and he'll be back to the very beginning.

Emails from Mr. Schmidt and DEU

From: Jared Schmidt

Sent: Thursday, June 25, 2020 10:33 AM

To: Chris B Balling (Gas Distribution - 5)

Cc: Kurtis E Fredericks (Gas Distribution - 5) ; Russell Wilson

Subject: [EXTERNAL] RE: Rock Mill Estates Gas Pipeline Relocation

Chris,

We haven't seen any work started on this job or heard from Dominion so we wanted to check in and see how its coming. Dominion has until July 31st of this year to complete the work and I can only assume is mobilizing soon and can still complete the work by then. Let me know when that work will start and if you need anything from us.

Thank you,

Jared Schmidt

*** DEU's response to Schmidt ***

From: Kurtis E Fredericks

Sent: Thursday, June 25, 2020 10:41 AM

To: Jared Schmidt ; Chris B Balling

Cc: Russell Wilson ; Mark Wall

Subject: RE: Rock Mill Estates Gas Pipeline Relocation

Jared,

We have not begun work on the Rock Mill Estates relocation work. With the current COVID-19 issues and restrictions, our management has instructed us to work on critical projects only, to which this one has not been deemed critical. As we slowly start getting back to "normal" this project will be added back to the list. I cannot say right now when that will be. When planning the schedule for this project we could not have foreseen the issues revolving around COVID-19. With that said, we have worked with the property owner who has been affected by this and have accommodated him to the best of our ability. We thank you for your patience.

Kurtis E. Fredericks, P.E.

Supervisor
Distribution Engineering

*** Mr. Schmidt to DEU ***

From: Jared Schmidt
Date: Mon, Jul 6, 2020 at 5:38 PM
Subject: RE: Rock Mill Estates Gas Pipeline Relocation
To: Kurtis E Fredericks , Chris B Balling
Cc: Russell Wilson , Mark Wall , Cynthia Dumas

Kurtis, Seeing that we have already paid the \$22,352.00 for this project and are at risk of being charged more based on prices going up over time we are very invested in this project getting done in a timely manner. We are very disappointed that after we agreed on everything 15 months ago Dominion is now unable to meet the deadline set in our Agreement of completing all work on or by July 31, 2020. This has been a very drawn out project that we have both been working on for more than 15 months and we want to find a solution. Given the COVID-19 situation we would be open to and request that Dominion Energy provide an amendment to our agreement to formally extend the deadline. We ask that this deadline extension be no longer than 2 additional months and that Symphony not be charged any additional cost due to material or labor cost increases, if those extra costs arise. We thank you for working with the property owner and allowing them to install their fence but doesn't this only make the serious safety concern that Dominion expressed early on even more critical? Given the safety concerns, money already invested and agreement already in place we still see this as a critical project and ask that it be put back on your schedules.

Thank you
Jared Schmidt

*** DEU to Mr. Schmidt ***

From: Kurtis E Fredericks
Date: Mon, Jul 6, 2020 at 5:51 PM
Subject: RE: Rock Mill Estates Gas Pipeline Relocation
To: Jared Schmidt , Chris B Balling
Cc: Russell Wilson , Mark Wall , Cynthia Dumas

Jared,

Thank you for your email. You have some valid concerns, and while I can't guarantee anything at this point I will bring this up with my management to discuss further. What I can say at this point is we would not hold Symphony Homes liable for any additional costs incurred because of the time delay of this project. Dominion Energy solely made the decision to postpone the start and completion of this project to accommodate the COVID-19 situation and the impact it had on our company. I will work with Chris Balling to amend the contract to reflect a new end date for the project, but I cannot at this time indicate when that date will be. Again, I will bring this up with my management and with

our operations group to discuss, and I will get back with you as soon as I can.

Kurtis E. Fredericks, P.E.
Supervisor
Distribution Engineering

*** Mr. Schmidt to DEU ***

From: Jared Schmidt
Sent: Thursday, July 16, 2020 12:18 PM
To: Kurtis E Fredericks ; Chris B Balling
Cc: Russell Wilson ; Mark Wall ; Cynthia Dumas
Subject: RE: Rock Mill Estates Gas Pipeline Relocation

Kurtis,

Any update you can give us in regards to our contract amendment at this time? It is critical to us that we have a reasonable amount of time to review the amendment once you have completed it before the deadline passes. Hopefully that can be early this next week, please keep me updated.

Thank you,
Jared

*** Mr. Schmidt to Division ***

From: Jared Schmidt
Date: Mon, Aug 3, 2020 at 3:37 PM
Subject: RE: Rock Mill Estates Gas Pipeline Relocation
To: Cynthia Dumas
Cc: Russell Wilson , Mark Wall , Cynthia Dumas , Chris B Balling , Kurtis E Fredericks

Cynthia,

We having been trying to work with Dominion on this project but have had no luck, this is now the second time we have had to get the state involved since we started around two years ago and still no work has been completed. In the latest agreement we paid \$22,353.00 for our work to be completed based on a signed contract that it would be complete by July, 31th 2020, it was not. We have tried to follow up and work with the situation but Dominion has not shown any indication that they are worried about communicating with us or keeping to any type of schedule. We offered an extension of the contracted date and they never got back to us and simply let the original contract expire. Can you please let me know how best to proceed with the state in getting Dominion to complete their work?

Thank you,
Jared

*** Division to DEU & Schmidt ***

From: Cynthia Dumas

Date: Tue, Aug 4, 2020 at 10:34 AM

Subject: Re: Rock Mill Estates Gas Pipeline Relocation

To: Jared Schmidt

Cc: Russell Wilson , Mark Wall , Chris B Balling , Kurtis E Fredericks

Hi Jared,

So sorry to hear you haven't been contacted by Dominion Energy.

Chris, Mark, or Kurtis, could you please give us an update as to what is going on?

Thank you,

Cynthia Dumas

*** Division to Schmidt ***

From: Cynthia Dumas

Date: Tue, Aug 4, 2020 at 10:37 AM

Subject: Re: Rock Mill Estates Gas Pipeline Relocation

To: Jared Schmidt

Hi Jared,

At this time. If the company doesn't respond it's best to file a Formal Complaint with the Public Service Commission. Attached is the Formal Complaint instructions. If you have any questions regarding the Formal Complaint please contact the Public Service Commission at 801-530-6716.

Thank you,

Cynthia Dumas

*** Mr. Schmidt to Division ***

From: Jared Schmidt

Date: Tue, Aug 4, 2020 at 11:31 AM

Subject: RE: Rock Mill Estates Gas Pipeline Relocation

To: Cynthia Dumas

Cynthia, Thank you. Ill give them a another day or two and then move forward with the formal complaint.

Jared

*** DEU to Division and Mr. Schmidt ***

From: Kurtis E Fredericks

Date: Wed, Aug 5, 2020 at 10:48 AM

Subject: RE: Re: Rock Mill Estates Gas Pipeline Relocation

To: Cynthia Dumas , Jared Schmidt
Cc: Russell Wilson , Mark Wall , Chris B Balling

Good morning Cynthia,

Thank you for your email. I understand Symphony Homes concerns and have done my best to accommodate those concerns. With the current issues revolving around COVID-19 we have had to limit our projects this year. This was communicated to Symphony Homes in an email dated June 25, 2020 and is a part of this email chain. I also informed Symphony Homes in an email dated July 6, 2020, also a part of this email chain, that Dominion Energy would not seek additional reimbursement from Symphony Homes for this project. We have made accommodations for the property owner who has been affected most by this project. We allowed the fencing over our pipeline to be installed so the property owner could use his backyard. Having the fence installed over our pipeline for a temporary time until we can get a crew there to relocate the main is the best we can offer at this time. I have also communicated to Symphony Homes by email, a part of this email chain, that I am not able at this time to give another firm commitment date to have this project completed.

It seems the concern that Symphony Homes has is they do not want to be charged an additional amount of money, which has been communicated that they will not be. I do understand that the date on the original contract has lapsed. No organization could have planned for what COVID-19 would bring this year, and I certainly could not have planned on having crews reduced. We have other critical projects in our system with higher priorities that we need to focus on before completing this project. If the need to put a date on an amended contract is required at this time, then we can do that, but the knowledge that the date will be fluid needs to be understood. While we are operating with less than full capacity crews for the time being, this is what we are able to offer. This has also been communicated to Symphony Homes as previously mentioned. Please let me know if you have any questions or additional concerns.

Thank you.

Kurtis E. Fredericks, P.E.
SupervisorDistribution Engineering

From: Jared Schmidt
Date: Mon, Aug 17, 2020 at 2:12 PM
Subject: RE: Re: Rock Mill Estates Gas Pipeline Relocation
To: Kurtis E Fredericks , Cynthia Dumas
Cc: Russell Wilson , Mark Wall , Chris B Balling

Cynthia,

The issue of potentially being charged extra money at the time of completion was only one of our concerns with Dominion's inability to follow through with our signed agreement. We were told by Dominion that the fence over their gas line was a major safety concern and

this is why we held off building it and decided to enter into this agreement in the first place. Now they have decided to allow the fence to be built over the existing gas line without moving it but we are having a hard time understand how it is no longer dangerous. We are also not ok with just letting our agreement expire after having given them our money. We are requesting that dominion at the very least send us a formal amendment to extend the job completion deadline but we do expect that they actually intend to complete the job by the new date as agreed previously at the time of payment. We understand the complications of COVID-19 and are also dealing with the repercussions. However we do not see this as valid reason to disregard an agreement, remove us from your schedule and not put us back on. At some point we still have to be able to rely on Dominion to do what we paid them to do and due it in a reasonable amount of time. Our request at this time is to have Dominion give us a signed amendment to our agreement giving a new deadline to complete this work and we simply ask that it still be completed this year.

Thank you

Jared