

Complaint Report

Complaint Number: C21-0033

Customer Information

Customer Name: Waddell, Charles

Account Number:

Phone Number: 907 252-1365

Email Address:

Service Address: 1352 North 7100 West
Cedar City, UT 84721

Complaint Information

Company Name: Dominion Energy

Date Received: 2/25/2021

Type of Call: Complaint

Complaint Received By: Gwen Flores

Gone Formal: NO

Date Resolved: 3/4/2021

Complaint Type: Initial Service

Utility Company Analyst: Elia Lopez

Complaint Description:

Mr. Charles Waddell contacted the Division of Public Utilities today regarding the cost to hook up gas. According to Mr. Waddell it is going to cost him \$13,000 to get gas service to his property. Mr. Waddell is upset that price is so high and feels it is unfair that he is being charged for the initial lines to be installed yet future customers may hook up to it for free with no compensation to him even if he pays for the lines initially.

Complaint Response:

From: CAPSC@dominionenergy.com

To: Gwen Flores

March 4, 2021

Attachments

Gwen,

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

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



Mr. Charles Waddell
1352 N 7100 W
Cedar City, UT 84721

March 4, 2021

Dear Mr. Waddell,

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.

Dominion Energy is a regulated utility that adheres to the Utah Natural Gas Tariff, PSCU 500. The information below is located on **Page 9-6**.



DOMINION ENERGY UTAH
UTAH NATURAL GAS TARIFF
PSCU 500

Page 9-6

9.03 MAIN EXTENSIONS – COMPANY INSTALLED

APPLICABILITY

This Section 9.03 applies to facilities to be installed by the Company and/or a Company-retained contractor.

MAIN EXTENSION COSTS

The costs for extending a main shall include, but are not limited to the following: pipe, trenching, asphalt and cement cuts; asphalt and cement replacement; fill and compaction; permit fees; use of special equipment and facilities; accelerated work schedules, special crews or overtime wages to meet the applicant's request; or difficult construction problems due to rock, frost, etc. The customer will be given written notice of the main extension costs, which shall be due and payable prior to commencement of construction. If excess costs are incurred after commencement of construction, the costs will be paid by the customer.

Some communities offer financial aid to get natural gas service to occupants in their community. Please call the Utah State Referral Line at telephone number 211 to get contact information from these agencies in your area. Otherwise, you would be required to pay the quoted amount before gas service could be installed to your property. And, as you stated, your neighbors will be able to request service later for a lower cost. To continue with the installation, please contact Keily Hiatt, Gas Account Support Representative, at 385-499-4518.

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