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BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

FORMAL COMPLAINT OF AMIE BROOKE AGAINST DOMINION ENERGY UTAH	Docket No. 21-057-16 DOMINION ENERGY UTAH'S RESPONSE TO COMPLAINT
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Pursuant to the Utah Public Service Commission's (Commission) Notice of Filing and Comment Period issued on July 22, 2021 in this docket, Questar Gas Company dba Dominion Energy Utah (Dominion Energy or Company) respectfully submits this written response.

DOMINION ENERGY'S RESPONSE

On May 31, 2021, Dominion Energy received multiple reports of a smell of natural gas from tenants located at the condominium building located at 8450 Gambel Drive in Park City, Utah (the Building). The Building has multiple units, each of which is serviced by a separate gas meter and each has a separate account. The Company sent a service technician to the Building to investigate the reports of gas relating to each unit, and prepared an Order

Detail for each separate account. Complainant is the resident and account holder for one of those units. During the visit, the Company's technician found a small leak on a flex connector attached to another customer's appliance and repaired the leak before he left. There were no leaks on Company-owned facilities.

On June 14, 2021, Complainant made a written request for a full report of findings on the gas leak at the Building. On June 21, 2021, Dominion Energy provided Complainant with the field order relating to the May 31, 2021 service visit to her unit. On the same date, Complainant made a second request for information, indicating that the information provided did not appear to be complete. Dominion Energy conducted a subsequent search and verified that the order detail previously provided was the only information available pertaining to the May 31, 2021 visit to Ms. Brooke's unit. Any additional information in the Company's possession related to other accounts and other units in the Building. A copy of the complete correspondence between Complainant and the Company, including the documentation provided to Ms. Brooke, is attached as DEU Exhibit A.

Complainant has indicated that she would like a "FULL REPORT OF FINDINGS on the 5/31/21 gas leak at 8450 Gambel Drive, Park City. . . This should include all notes from Dominion service agents, exact location of the gas line leak detected in the common walls from unit R24 or other units, and also any repairs and recommendations made by Dominion or its agents." Complaint at paragraph 5.

Dominion Energy does not, in the ordinary course of business, create full reports of findings related to gas leaks on customer-owned facilities. The requested document simply does not exist. In this instance, the Company is aware of three documents related to the May

31st calls—the document previously provided to Complainant, and similar documents related to two other units at the Building.

Ms. Brooke claims that “Title R746” requires Dominion Energy to “report in full detection of gas leaks to consumers impacted by faulty lines, particularly in a multi-unit building where multiple residents were impacted by gas in a common area.” *Id.* It is important to note that the only leak identified was minor, and was related to customer-owned equipment, not Dominion Energy-owned facilities. Presumably Ms. Brooke is referring to Utah Admin. Code R746, which contains no requirement for the Company to report on leaks on customer-owned facilities.

Utah Administrative Code R746-460-3 does, however, prohibit Dominion Energy from sharing neighboring customer account information with Ms. Brooke. It states: “a Large Scale Utility may share its Utility Customer Information . . . only if the customer provides Express Consent for such sharing.” Utah Admin. Code § R746-460-3(2)(a). “Utility Customer Information” is defined to include “a customer’s name, address, telephone number email address, or utility account number. . . .” Utah Admin. Code § R746-460-2(5). Dominion Energy could not provide Ms. Brooke with “the exact location of the gas line leak detected” without providing another customer’s address in violation of this provision. Moreover, Dominion Energy treats all customer-specific information as confidential and does not release information about one customer’s account to another customer, without the consent of the customer whose information is sought. The Company therefore will not provide Complainant with information about her neighbor’s account without the neighbor’s consent.

Dominion Energy has, at all times, acted in accordance with all applicable statutes, rules, regulations, Commission orders, and Tariff provisions. It has provided Ms. Brooke with the documentation noted on her own account relating to the May 31, 2021 service visit and is prohibited from providing documentation relating to other tenants within the Building. Accordingly, Ms. Brooke's Complaint should be denied.

RESPECTFULLY SUBMITTED this 19th day of August, 2021.

DOMINION ENERGY UTAH

/s/ Jenniffer N. Clark
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Attorney for Dominion Energy Utah

CERTIFICATE OF SERVICE

This is to certify that a true and correct copy of the foregoing **DOMINION ENERGY WRITTEN RESPONSE TO COMPLAINT** was served upon the following persons by e-mail on the 19th day of August, 2021:

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