

Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Monday, June 14, 2021 3:38 PM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel Drive [REDACTED], Park City

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

Hi Shalise,

Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

Best,

Amie Brooke
[REDACTED]
[REDACTED]

Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Friday, June 18, 2021 2:38 PM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive [REDACTED], Park City

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

Hi Shalise,

I just wanted to verify that you received my request below.

Thank you,

Amie Brooke

> On Jun 14, 2021, at 3:37 PM, Amie Brooke <amiebrooke13@gmail.com> wrote:

>
> Hi Shalise,
>
> Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

>
> The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

>
> I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

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> Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

>
> Best,

>
> Amie Brooke

> [REDACTED]
> [REDACTED]
> [REDACTED]

>
>
>
>
>

Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Monday, June 21, 2021 11:47 AM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive [REDACTED] Park City

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Shalise,

This does not appear to be the complete report of findings as your service agent was called out twice on the 31st and found a leak in the utility closet in the hallway and then subsequently found a leak in the mail gas line running through the wall of the first floor.

Please provide a full report of the second visit which indicates findings of the second visit and the repairs that were done to the mail line.

Thank you,

Amie Brooke

> On Jun 21, 2021, at 10:25 AM, Shalise.McKinlay@dominionenergy.com wrote:

>
> Good morning Ms. Brooke:
>
> In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.
>
> Thank you,
>
> Shalise McKinlay
> Paralegal II
>
> Dominion Energy Questar Corporation
> 333 South State Street, Salt Lake City, Utah 84111 Mailing Address:
> P.O. Box 45360, Salt Lake City, Utah 84145-0360
> O: 801-324-5820 C: 385-272-9459
>
>
>
>
>

> -----Original Message-----
> From: Amie Brooke <amiebrooke13@gmail.com>
> Sent: Monday, June 14, 2021 3:38 PM
> To: Shalise McKinlay (Services - 6)

> <Shalise.McKinlay@dominionenergy.com>
> Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel Drive
> [REDACTED], Park City
>
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was detected, what was done to fix it, and approximately how long the gas had been leaking.
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operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people
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> Amie Brooke
[REDACTED]
> [REDACTED]
>
> [REDACTED]
>
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> 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.
> <8450 Gambel Field Order.pdf>

Shalise McKinlay (Services - 6)

From: Shalise McKinlay (Services - 6)
Sent: Monday, June 21, 2021 10:26 AM
To: Amie Brooke
Subject: RE: [EXTERNAL] Report requested for gas leak at 8450 Gambel Drive [REDACTED], Park City
Attachments: 8450 Gambel Field Order.pdf

Good morning Ms. Brooke:

In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.

Thank you,

Shalise McKinlay
Paralegal II

Dominion Energy Questar Corporation
333 South State Street, Salt Lake City, Utah 84111 Mailing Address: P.O. Box 45360, Salt Lake City, Utah 84145-0360
O: 801-324-5820 C: 385-272-9459

-----Original Message-----

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Monday, June 14, 2021 3:38 PM
To: Shalise McKinlay (Services - 6) <Shalise.McKinlay@dominionenergy.com>
Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel Drive [REDACTED] Park City

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The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

Best,

Amie Brooke

[REDACTED]

[REDACTED]



Order Detail

Name: **Brooke,Amie** Caller Phone: [REDACTED]
 Address: [REDACTED] Contract Phone: [REDACTED]
 City: [REDACTED] State: UT Zip: 84098
 Service Tech: **GAVIN13** **Richins, Gavin**
 Priority: **1** FA Type: AL FA ID: 4360171669
 Instructions: **LOW RISK answered no to all covid question amie an other tenants state Gas odors and possible CO symptoms**

Meter Loc: OE	Meter Change Reason:	Disconnect Location:
Meter No: 760028239	Current/Remove Read: 7755	SP Cnct/DisCnct: <input type="checkbox"/>
New Meter No: 0	Meter Set New Read:	Old Transponder No: 92571168
Old Regulator No: 899	Old Regular Pressure: 2 lb.	New Transponder No: 0
New Regulator No:	New Regular Pressure:	

Read History for 12 Months

Date	Read	Type	Use on Bill	Date	Read	Type	Use on Bill
01-JUN-2021	7630	Regular	Y	01-FEB-2021	7393	Regular	Y
31-MAY-2021	7755	Regular	N	04-JAN-2021	7300	Regular	Y
03-MAY-2021	7607	Regular	Y	01-DEC-2020	7177	Regular	Y
01-APR-2021	7552	Regular	Y	04-NOV-2020	7087	Regular	Y
01-MAR-2021	7474	Regular	Y	05-OCT-2020	7037	Regular	Y
02-FEB-2021	7395	Regular	N	28-SEP-2020	7029	Regular	Y
02-FEB-2021	7495	Regular	N				

<input checked="" type="checkbox"/> Meter Registers	<input type="checkbox"/> Tags/Stickers	<input type="checkbox"/> Bar Sealed Meter	<input type="checkbox"/> Caused by 3rd Party
<input type="checkbox"/> Spot Test	<input checked="" type="checkbox"/> Leak Screened	<input type="checkbox"/> Zip Tied Meter Off	<input type="checkbox"/> Line Locate
<input checked="" type="checkbox"/> CGI Equipment Used	<input type="checkbox"/> Pressure Test Fuel Line	<input type="checkbox"/> Plugged Meter & Sealed Off	<input type="checkbox"/> Line Secure
<input checked="" type="checkbox"/> CGD Equipment Used	<input type="checkbox"/> Left Notes on Meter and Door	<input type="checkbox"/> Service Diversion	<input type="checkbox"/> Soil Ventilated
<input checked="" type="checkbox"/> Safety Checks	<input type="checkbox"/> Service Point Disconnect	<input type="checkbox"/> Hot Change Meter	<input type="checkbox"/> Repair & Replace
<input type="checkbox"/> Probe Test	<input checked="" type="checkbox"/> Odorant Delected	<input type="checkbox"/> Disconnected at Street	<input type="checkbox"/> Air Test Service/Main

Complete 2021-05-31 17:36:01
 Cancel [REDACTED]
 Incomplete [REDACTED]
 Onsite 2021-05-31 17:35:00

Pick Up Order

Comments: [REDACTED]

Appliance Type	Condition1	Condition2
Gas % Inside: 0	Gas % Outside: 0	
Appliance Info		CO
Type	Brand	BTU's
		Before
		After
		Air Free or w/Excess Air

Tech Comments

Multiple tenants complaining of odors in hallway at first floor no gas found in apartment building on first floor or second floor started checking utility closets located in hallway found small leak on flex connector going to furnace fixed leak completed checking other appliances No other gas found tenants did not want other safety is completed on meters.

There Are No Attachments

Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 22, 2021 12:41 PM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive [REDACTED] Park City

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

Hello again Shalise,

I just read my email again and I meant Main line, not mail line. Sorry for the type. I look forward to getting the second report of findings.

Best,

Amie

> On Jun 21, 2021, at 11:46 AM, Amie Brooke <amiebrooke13@gmail.com> wrote:

>

> Shalise,

>

> This does not appear to be the complete report of findings as your service agent was called out twice on the 31st and found a leak in the utility closet in the hallway and then subsequently found a leak in the mail gas line running through the wall of the first floor.

>

> Please provide a full report of the second visit which indicates findings of the second visit and the repairs that were done to the mail line.

>

> Thank you,

>

> Amie Brooke

>

>> On Jun 21, 2021, at 10:25 AM, Shalise.McKinlay@dominionenergy.com wrote:

>>

>> Good morning Ms. Brooke:

>>

>> In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.

>>

>> Thank you,

>>

>> Shalise McKinlay

>> Paralegal II

>>

>> Dominion Energy Questar Corporation

>> 333 South State Street, Salt Lake City, Utah 84111 Mailing Address:

>> P.O. Box 45360, Salt Lake City, Utah 84145-0360

>> O: 801-324-5820 C: 385-272-9459

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>> -----Original Message-----

>> From: Amie Brooke <amiebrooke13@gmail.com>
>> Sent: Monday, June 14, 2021 3:38 PM
>> To: Shalise McKinlay (Services - 6)
>> <Shalise.McKinlay@dominionenergy.com>
>> Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel
>> Drive [REDACTED] Park City

>>
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>>
>>

>> Hi Shalise,

>>

>> Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED]

>>

>> The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

>>

>> I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

>>

>> Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

>>

>> Best,

>>

>> Amie Brooke

[REDACTED]

>>
>>
>>
>>
>>

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>> <8450 Gambel Field Order.pdf>

>

Shalise McKinlay (Services - 6)

From: Raegan Cottrell <raegancottrell@hotmail.com>
Sent: Wednesday, June 23, 2021 11:28 AM
To: Shalise McKinlay (Services - 6); Amiebrooke13@gmail.com
Subject: [EXTERNAL] Fw: Report requested for gas leak at 8450 Gambel Drive [REDACTED], Park City

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

Hi Shalise. Can you please also provide a field order report for the second report of a gas leak that occurred at 8450 Gambel Drive on Memorial Day, 5-31-2021, that was reported by myself in the early evening hours? This would be for the second time that Gavin had to come to our address that day. I have copied Amie Brooke on this request as she is also a resident in this building.

Thank you very much.

Raegan Cottrell
[REDACTED]

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 22, 2021 6:24 PM
To: Raegan Cottrell <raegancottrell@hotmail.com>
Subject: Fwd: Report requested for gas leak at 8450 Gambel Drive [REDACTED], Park City

Here's the report Dominion sent, but it's not complete because it doesn't report the findings after they came out a second time and found a leak in the main line in the wall.

Would you mind sending an email to the woman below to request the full report as they may only release it to the caller...?

Many thanks, Amie

Begin forwarded message:

From: "Shalise.McKinlay@dominionenergy.com" <Shalise.McKinlay@dominionenergy.com>
Subject: RE: Report requested for gas leak at 8450 Gambel Drive [REDACTED], Park City
Date: June 21, 2021 at 10:25:59 AM MDT
To: Amie Brooke <amiebrooke13@gmail.com>

Good morning Ms. Brooke:

In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.

Thank you,

Shalise McKinlay
Paralegal II

Dominion Energy Questar Corporation
333 South State Street, Salt Lake City, Utah 84111
Mailing Address: P.O. Box 45360, Salt Lake City, Utah 84145-0360
O: 801-324-5820 C: 385-272-9459

-----Original Message-----

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Monday, June 14, 2021 3:38 PM
To: Shalise McKinlay (Services - 6) <Shalise.McKinlay@dominionenergy.com>
Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel Drive [REDACTED] Park City

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Hi Shalise,

Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

Best,

Amie Brooke
[REDACTED]
[REDACTED]

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Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 29, 2021 11:52 AM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive [REDACTED] Park City

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Shalise,

Did you receive this request below that was also asked by another resident of the building?

The building residents are legally required to receive a full report of findings and actions taken by the gas company. If I don't hear from you by end of today this matter will be handed over to legal counsel and escalated to the full extent.

Thank you,

Amie Brooke

> On Jun 21, 2021, at 11:46 AM, Amie Brooke <amiebrooke13@gmail.com> wrote:

>
> Shalise,
>
> This does not appear to be the complete report of findings as your service agent was called out twice on the 31st and found a leak in the utility closet in the hallway and then subsequently found a leak in the mail gas line running through the wall of the first floor.

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> Please provide a full report of the second visit which indicates findings of the second visit and the repairs that were done to the mail line.

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> Thank you,
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>> Paralegal II
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>> From: Amie Brooke <amiebrooke13@gmail.com>
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>> To: Shalise McKinlay (Services - 6)
>> <Shalise.McKinlay@dominionenergy.com>
>> Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel
>> Drive [REDACTED], Park City

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[REDACTED]

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>> <8450 Gambel Field Order.pdf>

>

Shalise McKinlay (Services - 6)

From: Shalise McKinlay (Services - 6)
Sent: Tuesday, June 29, 2021 12:03 PM
To: Amie Brooke
Subject: RE: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive [REDACTED] Park City

Amie:

Thank you for following up. I am in the process of researching this. Based on the information obtained thus far, the only record for the date you indicated has been produced. I am looking to see if it is possibly associated with the other account which was requested last week for your neighbor.

Thank you,

Shalise McKinlay
Paralegal II

Dominion Energy Questar Corporation
333 South State Street, Salt Lake City, Utah 84111 Mailing Address: P.O. Box 45360, Salt Lake City, Utah 84145-0360
O: 801-324-5820 C: 385-272-9459

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From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 29, 2021 11:52 AM
To: Shalise McKinlay (Services - 6) <Shalise.McKinlay@dominionenergy.com>
Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive [REDACTED] Park City

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>> To: Shalise McKinlay (Services - 6)
>> <Shalise.McKinlay@dominionenergy.com>
>> Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel
>> Drive ██████ Park City
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>>

>> Best,

>>

>> Amie Brooke

[REDACTED]

>>

[REDACTED]

>>

>>

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>> <8450 Gambel Field Order.pdf>

>

Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 29, 2021 12:07 PM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Re: Re: Report requested for gas leak at 8450 Gambel Drive [REDACTED] Park City

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

Possibly associated? The call was made less than an hour later same day- as we went back into the building and smelled gas in the hallway. The entire building was evacuated twice!

> On Jun 29, 2021, at 12:03 PM, Shalise.McKinlay@dominionenergy.com wrote:
>
> Amie:
>
> Thank you for following up. I am in the process of researching this. Based on the information obtained thus far, the only record for the date you indicated has been produced. I am looking to see if it is possibly associated with the other account which was requested last week for your neighbor.
>
> Thank you,
>
> Shalise McKinlay
> Paralegal II
>
> Dominion Energy Questar Corporation
> 333 South State Street, Salt Lake City, Utah 84111 Mailing Address:
> P.O. Box 45360, Salt Lake City, Utah 84145-0360
> O: 801-324-5820 C: 385-272-9459
>
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>
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>
>
> -----Original Message-----
> From: Amie Brooke <amiebrooke13@gmail.com>
> Sent: Tuesday, June 29, 2021 11:52 AM
> To: Shalise McKinlay (Services - 6)
> <Shalise.McKinlay@dominionenergy.com>
> Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel
> Drive [REDACTED], Park City
>
> ***This is an EXTERNAL email that was NOT sent from Dominion Energy.
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> Shalise,

>

> Did you receive this request below that was also asked by another resident of the building?

>

> The building residents are legally required to receive a full report of findings and actions taken by the gas company. If I don't hear from you by end of today this matter will be handed over to legal counsel and escalated to the full extent.

>

> Thank you,

>

> Amie Brooke

>

>> On Jun 21, 2021, at 11:46 AM, Amie Brooke <amiebrooke13@gmail.com> wrote:

>>

>> Shalise,

>>

>> This does not appear to be the complete report of findings as your service agent was called out twice on the 31st and found a leak in the utility closet in the hallway and then subsequently found a leak in the mail gas line running through the wall of the first floor.

>>

>> Please provide a full report of the second visit which indicates findings of the second visit and the repairs that were done to the mail line.

>>

>> Thank you,

>>

>> Amie Brooke

>>

>>> On Jun 21, 2021, at 10:25 AM, Shalise.McKinlay@dominionenergy.com wrote:

>>>

>>> Good morning Ms. Brooke:

>>>

>>> In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.

>>>

>>> Thank you,

>>>

>>> Shalise McKinlay

>>> Paralegal II

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>>> 333 South State Street, Salt Lake City, Utah 84111 Mailing Address:

>>> P.O. Box 45360, Salt Lake City, Utah 84145-0360

>>> O: 801-324-5820 C: 385-272-9459

>>>

>>>

>>>

>>>

>>>

>>>

>>> -----Original Message-----

>>> From: Amie Brooke <amiebrooke13@gmail.com>

>>> Sent: Monday, June 14, 2021 3:38 PM

>>> To: Shalise McKinlay (Services - 6)

>>> <Shalise.McKinlay@dominionenergy.com>

>>> Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel

>>> Drive [REDACTED] Park City

>>>

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>>>

>>> Hi Shalise,

>>>

>>> Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

>>>

>>> The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

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>>> I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

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>>> Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

>>>

>>> Best,

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>>> Amie Brooke

[REDACTED]

>>>

>>>

>>>

>>>

>>>

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>>> <8450 Gambel Field Order.pdf>

>>

>

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Shalise McKinlay (Services - 6)

From: Shalise McKinlay (Services - 6)
Sent: Tuesday, June 29, 2021 12:24 PM
To: Amie Brooke
Subject: RE: [EXTERNAL] Re: Re: Report requested for gas leak at 8450 Gambel Drive [REDACTED] Park City

Good afternoon Ms. Brooke:

We have produced the only note recorded to your account for the service date requested. I am researching the request received from your neighbor.

Thank you,

Shalise McKinlay
Paralegal II

Dominion Energy Questar Corporation
333 South State Street, Salt Lake City, Utah 84111 Mailing Address: P.O. Box 45360, Salt Lake City, Utah 84145-0360
O: 801-324-5820 C: 385-272-9459

-----Original Message-----

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 29, 2021 12:07 PM
To: Shalise McKinlay (Services - 6) <Shalise.McKinlay@dominionenergy.com>
Subject: [EXTERNAL] Re: Re: Report requested for gas leak at 8450 Gambel Drive [REDACTED] Park City

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

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>>> <Shalise.McKinlay@dominionenergy.com>

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>>> <8450 Gambel Field Order.pdf>

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7/12/2021

DPU Complaint Database

Complaint Report

Complaint Number: C21-0102

Customer Information

Customer Name: Brooke, Amie

Account Number: [REDACTED]

Email Address: [REDACTED]
Service Address: [REDACTED]

Phone Number: [REDACTED]

Complaint Information

Company Name: Dominion Energy

Date Received: 7/12/2021

Type of Call: Complaint

Complaint Received By: Stefanie Liebert

Gone Formal: NO

Date Resolved:

Complaint Type: Repair

Utility Company Analyst:

Complaint Description:

The following complaint was received via email and has been copied and sent exactly as received.

From: DPU Web Server
Date: Mon, Jul 12, 2021 at 10:51 AM
Subject: Online Complaint Submission
To:

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: Amie Brooke

CONTACT: Amie Brooke

PHONE: [REDACTED]

EMAIL: [REDACTED]

SERVICE ADDRESS:
[REDACTED]

INCIDENT DETAILS

UTILITY: Dominion Energy

ACCOUNT NUMBER: [REDACTED]

COMPLAINT TYPE: Repair

COMPLAINT:

On 5/31/21 I contacted Dominion Energy about a gas smell in our building and after 2 visits that same day it was determined there was a gas leak in one of the units main lines that run through the common wall near my unit. I have attempted 3 times to request the report of findings and also repair from Dominion's legal department and they are not returning my inquiries with the requested information (they are withholding the report). I need this information to determine liability for the medical damages I sustained from the gas exposure in my unit and Dominion is not providing. Can you please assist me with this process? Thank you.

SUGGESTED RESOLUTION: Dominion Energy should provide me a full report of findings from the gas leak on 5/31/21 at 8450 Gambel Drive, Park City, UT and also provide liability information for damages.

Dominion Energy Utah
333 South State Street, Salt Lake City, UT 84145
Mailing Address:
P.O. Box 45360, Salt Lake City, UT 84145
DominionEnergy.com



July 19, 2021

Amie Brooke
[REDACTED]

RE: Informal Complaint filed with the Utah Division of Public Utilities on July 12, 2021

Dear Ms. Brooke:

Questar Gas Company dba Dominion Energy Utah (DEU) is in receipt of your informal Complaint filed with the Utah Division of Public Utilities. DEU would like to take this opportunity to respond to your concern.

We acknowledge that you have made requests for information relating to reports of a gas smell in your building on May 31, 2021. We have made every effort to respond to your requests. For your convenience, I have included copies of all of our correspondence on this issue as Attachment A. This documentation includes all emails sent or received by DEU, as well as the responsive information we previously provided to you relating to the May 31, 2021 service visit.

We have conducted a thorough review of the records related to your gas account and confirm that we have already provided all available responsive information. DEU has not conducted a liability analysis and does not create reports like the one you are requesting. We do, however, note that the leaks that appear to have been found in the area of your apartment were on equipment that is not owned or maintained by DEU.

You have requested documents related to Ms. Cottrell's account as well. We are unable to provide you with information related to any other customer's account because that information is considered private.

I hope this addresses your concerns. If you have additional questions, please feel free to contact me at abbie.magrane@dominionenergy.com.

Sincerely,

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

Abbie Magrane
Senior Counsel