

Complaint Report

Complaint Number: C19-0064

Customer Information

Customer Name: Musumeci, Joseph A

Account Number:

Phone Number: 8566254331

Email Address: Musumeci7825@comcast.net

Service Address: 797 E Pioneer Bend
Monticello, UT 84535

Mailing Address: 1215 Durfor St
Philadelphia, PA 19148

Complaint Information

Company Name: Empire Electric Assn.

Date Received: 3/6/2019

Type of Call: Complaint

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved: 3/11/2019

Complaint Type: Meter Problems / Reads

Utility Company Analyst: Shawna McLaughlin

Complaint Description:

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

From: DPU Web Server
Date: Wed, Mar 6, 2019 at 10:41 AM
Subject: Online Complaint Submission
To:

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: Joseph A Musumeci
PHONE: 8566254331
EMAIL: Musumeci7825@comcast.net
SERVICE ADDRESS:
797 E Pioneer Bend Monticello , UT 84535
MAILING ADDRESS:
1215 durfor st Philadelphia , Pa 19148

INCIDENT DETAILS

UTILITY: Empire electric assoc inc
ACCOUNT NUMBER: XXXXXXXXXX
COMPLAINT TYPE: Other

COMPLAINT:

I am being charged two grid access fees on my property. One is for house and other for well. For the house I am paying 25.60 per billing period and for well I am paying 32.00 per billing period . The power was stubbed and was recently put on meter. It cost me 4,431.53 get this done by empire electric . I was under impression the well and house would be on one meter.

SUGGESTED RESOLUTION: I would like the well and household on one meter so I don't have to pay two grid access charges for one household . I can mail documents if need.

Complaint Response:

From: Shawna McLaughlin
Date: Mon, Mar 11, 2019 at 12:41 PM
Subject: UT - Musumeci, Joseph A
To: Cynthia Dumas
Cc: Josh Dellinger

Cynthia,

Attached is the response to Mr. Musumeci's complaint. Mr. Musumeci was called by our General Manager, Josh Dellinger and I am also emailing him the attached letter. Please let me know if I need to do anything else.

Thanks

Shawna

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From: Josh Dellinger
Sent: Monday, March 11, 2019 12:26 PM
To: Shawna McLaughlin
Subject: UT - Musumeci, Joseph A

Here is the response. Please send to Mr. Musumeci and the UT DPU.

Thanks,

Josh

Additional Info:

From: Shawna McLaughlin
Date: Mon, Mar 11, 2019 at 12:16 PM
Subject: UT - Musumeci, Joseph A
To: Cynthia Dumas

Cynthia,

We have reached out to the gentleman and have a response to this complaint. Do you want me to sent you the response or is there somewhere else that I need to send this?

Thanks
Shawna

*** DPU's Response to Empire Electric ***

From: Cynthia Dumas
Date: Mon, Mar 11, 2019 at 12:19 PM
Subject: UT - Musumeci, Joseph A
To: Shawna McLaughlin

Hi Shawna,

I appreciate how quick you responded to him! Yes please send me a copy of the response.

Thank you,
Cynthia Dumas

From: Cynthia Dumas
Date: Mon, Mar 11, 2019 at 12:18 PM
Subject: Formal Complaint Instructions
To: Joseph A Musumeci

Good Afternoon Joseph,

I hope you're having a good start to the week so far. As explained on the phone attached are the Formal complaint instructions. This is to be filed with the Public Service Commission, if you have any questions regarding the Formal Complaint please don't hesitate to contact them at 801-530-6796.

Thank you,
Cynthia Dumas
Office Specialist II
Division of Public Utilities
Office (801) 530-7622

From: Cynthia Dumas
Date: Mon, Mar 11, 2019 at 3:32 PM
Subject: UT - Musumeci, Joseph A
To: Shawna McLaughlin
Cc: Josh Dellinger

Hi Shawna & Josh,

I appreciate you responding and speaking with Mr. Musumeci, I'm sure he appreciates it. This is just FYI he did give me a call to say he was unsatisfied with his response and wanted to know what he can do next. I informed him of his right to file a formal complaint with the Public Service Commission. He asked for those instructions, which I have sent to him.

I updated the complaint with your response and marked this complaint as resolved.

Have a great day,

Thank you,

Cynthia Dumas

Office Specialist II

Division of Public Utilities

Office (801) 530-7622