

Informal Complaint Report

Index Number: 1498744256 **Company Name:** Dominion Energy

CUSTOMER INFORMATION

Customer Name: Bezyack, Kathy **Account Number:** 3405920000
Other Contact Info: **Phone Number:** (801) 277-5055
Customer Address: 5280 Cottonwood Club Drive **Other Phone:** (801) 599-7194
Customer Address: **Email Address:** bezyack@aol.com
City: Holladay **State:** UT **Zip Code:** 84117

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Billing Problems
Date Received: 6/29/2017 **Date Resolved:** 7/7/2017
Complaint Received By: Cynthia Dumas **DPU Analyst Assigned:** 0
Utility Company Analyst: Elia Lopez
Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

Mrs. Bezyack called the Division regarding having billing problems with DEU. Since she can remember her month to month bill was \$125, which made sense to her home is big. On Feb. 2017 she received a bill for \$22.00, she called to verify if this was the correct amount and the customer representative said yes, and that it would be \$22 until Aug. 2017 for re-assessment. Mrs. Bezyack said It seems as if DEU is having accounting problems since in there was a credit on her account; In Feb. for \$365, March \$259, April \$273, & in May \$288. She's wondering why she has a credit on her account and why that credit goes up instead of down. In May DEU placed a new gas meter in her home and in June her account now has a debit of \$614. She's wondering what is going on for her account. She feels that DEU has made several mistakes and that she shouldn't have to pay the price for it since she always makes her payments on time. Since it was DEU mistakes they should be held accountable. Please call the customer. She's willing to go to a hearing if her complaint isn't resolved.

Complaint Response:

From: CAPSC <CAPSC@dominionenergy.com>
Date: Fri, Jul 7, 2017 at 10:17 AM
Subject: RE: [External] UT- BEZYACK, KATHY
To: Cynthia Dumas <cdumas@utah.gov>

Cynthia,
Attached is a copy of the letter and information mailed to Ms. Bezyack. Please let me know if you have any questions.

Thank you,
Elia Lopez
Consumer Affairs
Dominion Energy Utah

ATTACHED LETTER #1

Dominion Energy Utah Dominion Energy Wyoming Dominion Energy Idaho
Consumer Affairs
1140 West 200 South, Salt Lake City, UT 84104
Mailing Address:
P.O. Box 45360, Salt Lake City, UT 84145
DominionEnergy.com

Informal Complaint Report

July 7, 2017

Kathy Bezyack
5280 Cottonwood Club Dr.
Holladay, UT 84117

Dear Ms. Bezyack,

This letter is in regards to the complaint filed with the Division of Public Utilities. Thank you for the opportunity to respond to your concerns.

Your Dominion Energy account was on budget billing. Your February 6, 2017 billing statement (copy enclosed) showed your budget plan was re-evaluated which dropped your monthly installment from \$125.00 to \$22.00. Your statement also showed a budget plan balance of (credit) \$345.55. You called our Customer Care Department on February 10, 2017 and our representative confirmed the re-evaluation. She also advised another re-evaluation would take place in August 2017. This information was correct.

Dominion Energy uses gas meters with indexes to record our customers' consumption. Our gas meters are read through a transponder; a small radio receiver/transmitter that sends reads to a radio-equipped vehicle. Both the gas meter index and the transponder record consumption—it is a double-check system.

All accounts have billing parameters based on consumption history. Your March usage was low and did not meet the parameters set for your account. An inspection of your gas meter and transponder was scheduled. On May 25, 2017, our technician visited your home. The gas meter was reported to be working accurately and an index read of 8093 was reported. Your transponder had stopped working; therefore, you had not been billed for the gas you actually used. A 6-month adjustment was completed to bill you for the gas that went through the gas meter as recorded by the gas meter index. A copy of the letter dated June 2, 2017 and the itemization showing you the adjustment is enclosed for your review.

A copy of Page 8-6 from the Utah Natural Gas Tariff shows a transponder-related billing error is limited to a back-bill of 6 months, and may be paid over 12 months on an interest-free payment arrangement. Based on our telephone conversation, budget billing has been dropped and your account set up on a 12-month interest-free Deferred Payment Agreement (DPA). I will call you in August to discuss the budget re-evaluation, and, if you are interested, to restore budget billing. Meanwhile, if you have any questions or concerns, please call me at 801-324-3557.

Sincerely,
Elia Lopez
Consumer Affairs Dominion Energy Utah

ATTACHED LETTER #2

Kathy Bezyack Account: 3405920000

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Thank you for your patronage. Your prompt payment assists us in providing our customers with high-quality natural gas service.

Account Summary as of: February 6, 2017

Previous Balance Due - 02/01/2017 \$125.00

Payment Received - 1/24/2017 \$125.00

Current Charges - Gas Service (Budget) \$22.00

Total Amount Due Upon Receipt \$ 22.00

1% monthly interest (12% annually) charged on balance on or after 02/28/2017.

Meter ID	Current Meter Read	Previous Meter Read	Days	Dial	Dial Difference	Volume	Multiplier	Billed	DTH
25900743	2/4/2017	6216	1/6/2017	6143	29	73	CCF	0.097280	7.1

In an effort to keep our budget plan customers on an accurate monthly payment schedule, installment amounts are periodically reviewed. As a result, your budget installment has been changed.

Questions, comments or mailing address corrections?

Call Dominion Energy weekdays 7am-6pm (see back of page for details) or visit our website: dominionenergy.com

Please write your account number on your check and return this portion with your payment.

Account	Current Charges	Past Due	After	Total Amount Due	Amount Enclosed
3405920000	2/28/2017			\$22.00	

Dominion Energy

PO Box 45841

Salt Lake City, UT 84139-0001

Kathy Bezyack

5280 Cottonwood Club Dr

Holladay UT 84117-7610

Informal Complaint Report

ATTACHED LETTER #3

Kathy Bezyack
5280 Cottonwood Club Dr
Holladay, UT 84117

Re: Account #3405920000

Dear Customer,

We have discovered an error in the way your gas usage was being reported. The meter located at 5280 Cottonwood Club Dr, Holladay, UT is operating properly and recording the correct gas usage; however, the radio transponder attached to the meter didn't report your actual usage. The problem has been corrected.

*The problem caused an under-collection on your account. As a result, a debit has been made on your bill to reflect the correct billing for the natural gas used.

We apologize for any inconvenience this may have caused, and appreciate the opportunity to serve you. The Budget Billing plan is based on your prior year's usage. Since your actual gas usage was different than what was used to compute your budget amount, I have changed your Budget Billing to \$170.00. I can be reached at (801) 324-3395 or (800) 323-5517, ext 3395.

Sincerely,
Sabrina
Billing Analyst
Enclosure

This billing adjustment is in accordance with Questar Gas's tariff and Utah Public Service Commission rules.

Kathy Bezyack
5280 Cottonwood Club Dr
Holladay, UT 84117

ATTACHED LETTER #4

QUESTAR GAS COMPANY
CUSTOMER ACCOUNT ITEMIZATION

NAME: Kathy Bezyack
ACCOUNT: 3405920000

Originally Billed

Date	Read	CCF	Amount
12/05/16	5970	17	\$21.19
01/06/17	6143	173	\$151.18
02/04/17	6216	73	\$69.37
03/06/17	6332	116	\$108.52
04/06/17	6332	0	\$7.44
05/04/17	6332	0	\$7.44
TOTAL		379	\$365.14

Corrected Billing

Date	Read	CCF	Amount
12/05/16	6242	289	\$265.77
01/06/17	6601	359	\$305.44
02/04/17	6924	323	\$281.49
03/06/17	7139	215	\$195.56
04/06/17	7288	149	\$140.79
05/04/17	7372	84	\$64.26
TOTAL		1419	\$1,253.31

Difference 12/05/16 = \$244.58 1/06/17 = \$154.26 2/4/17 = \$212.12 3/06/17 = \$87.04 4/06/17 = \$133.35 5/04/17 = \$56.82
TOTAL:\$888.17

ATTACHED LETTER #5

Dominion Energy Utah

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Informal Complaint Report

UTAH NATURAL GAS TARIFF
PSCU 500

are more than two approved rates in effect during the customer's billing period. The above procedure also applies to proration between winter and summer rates, where applicable.

Fixed charges will be assessed each billing period and will be based on the fee in effect at the time of billing.

BILLING ADJUSTMENTS

The Company will make every effort to ensure accuracy at the time new meter sets are completed.

When incorrect billings occur, the Company will have the right to make billing corrections regardless of the cause of error. Corrections will be limited to the periods described in the following table. The periods relate to the time immediately preceding the date of discovery of the error. The limitations described in this section do not apply to instances of customer fraud, theft of gas (see § 7.02), where access to meter has been denied (see § 8.01), or to sales taxes which are separately itemized when billed. A customer will be allowed to pay the amount due on a billing adjustment in equal payments without interest over a period equal to the time period over which the account has been adjusted.

Cause of Error	Adjustment	Limitation
Non-registering meters		3 months
Slow registering meters		One-half the period since the last meter test, or 6 months, whichever is less
Fast registering meters		Same as slow registering meters or back to the date of the cause of the error, if date can be determined
Crossed Meters		24 months
All other errors (e.g., incorrect billing factors, incorrect service or rate class classification, incorrect meter reading or recording)		24 months
Transponder-related billing errors	6 months	Back-billed amount may be paid over twelve months without interest

LOCAL CHARGES

Many municipalities have imposed a Municipal Energy Sales and Use Tax (MET), or a contractual franchise fee, or a combination of both on natural gas service. These local charges cannot exceed 6%, either separately or combined. Monthly bills for customers within the corporate limits of a municipality imposing any local charges will show a separately itemized line for each applicable local charge. The franchise fee is calculated by applying the franchise fee percentage to the total customer charges for gas service. The MET is calculated by applying the MET percentage to the total customer charges for gas service, including any franchise fee. In municipalities with both a franchise fee and an MET, the franchise fee percentage is allowed as a credit against the MET percentage. To reflect the credit of the franchise fee against the MET, the customer's bill will show a "net MET"

Additional Information:

7/3/2017

Mrs. Bezyack called DPU to just let us know that she will be making her payment to DEU for July in the amount of \$22.00 since that's what she was quoted in Feb. She doesn't want her account to go delinquent through the informal complaint process and wanted to let me know.

Cynthia D.

7/7/2017

Spoke with Mrs. Bezyack regarding the response to her complaint which she was unsatisfied with. She feels that DEU should take accountability that it was their machinery that failed so they should be held accountable. She feels that she does her part and they should do theirs. I explained to Ms. Bezyack that DEU has approved tariffs and they're not breaking any regulations. She knew the company would get away with it just due to the approved tariffs. She asked what her next step would be since she's doesn't feel her complaint has been resolved. I email her The Formal Complaint instruction to her.
- Cynthia