

Informal Complaint Report

Index Number: 1503356659 **Company Name:** Dominion Energy

CUSTOMER INFORMATION

Customer Name: Evans, James **Account Number:** CONFIDENTIAL
Other Contact Info: Chek Line, Inc. **Phone Number:** (801) 949-0955
Customer Address: CONFIDENTIAL **Other Phone:**
Customer Address: **Email Address:**
City: Salt Lake City **State:** UT **Zip Code:** 84190

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Billing Problems
Date Received: 8/21/2017 **Date Resolved:** 8/29/2017
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:

Mr. Evans came into DPU to file a complaint against DEU. He's a business owner of Chek Line, Inc. and has several accounts with DEU. His complaint is over 4 accounts, which 3 have been closed and one which was still open until today.
On June 2016 he called DEU to close his account on 3762 W. 5400 S. Taylorsville UT 84129. The customer service representative told him that they would note that onto his account. Mr. Evans assumed that was all he had to do.
On Dec 2016 he called to cancel service to 3460 S Redwood Rd. West Valley City, UT 84119. Once again he got told that they would note this on his account.
On May 2017 he called to cancel service on 3950 S Highland Dr. SLC, UT 84124- once again he got told that they would note that to his account.
With the customer calling in to close his account he thought it would get taken care of automatically, however, DEU kept all 3 accounts open until the point of disconnection for nonpayment. While the accounts were still open they kept billing the customer and all of the balances for the 3 mentioned accounts were put into his opened account #: 6434840903 (3311 S. State St. SLC, UT 84190) with a balance of \$1,865.06. Today while he was disputing the balance with DEU for his State St. account he was told by DEU that his power wouldn't get shut off. Then he received a call from someone at his State St. store advising him that DEU had come to disconnect his gas. Mr. Evans found this to be very disturbing and confusing since he had been told that this wouldn't happen.
Mr. Evans resolution to his complaint would be to 1st turn on the power at his State St. store as soon as possible while the balance is being discussed. 2nd Mr. Evans is willing to pay the balance on the three accounts up to the day he called to cancel service on them. 3rd He would like to know why DEU left the service on his 3 previous accounts when he had called to turn them off. 4th- Not to pay any reconnection fees since it wasn't his fault why the gas got turned off. He's also very concern by the way DEU does business by how they were telling him one thing but doing the other.

Complaint Response:

From: CAPSC <CAPSC@dominionenergy.com>
Date: Tue, Aug 22, 2017 at 10:21 AM
Subject: RE: [External] UT - EVANS, TOM
To: Cynthia Dumas <cdumas@utah.gov>

Cynthia,
I spoke to James Evans (no Tom). Agreed to turn on the service at the 3311 S State St, SLC location only while we sort this out.

Thank you,
Elia Lopez
Consumer Affairs
Western Gas Distribution

Informal Complaint Report

From: CAPSC <CAPSC@dominionenergy.com>
Date: Mon, Aug 28, 2017 at 4:04 PM
Subject: RE: [External] UT - EVANS, TOM
To: Cynthia Dumas <cdumas@utah.gov>

Cynthia,
Attached is the letter and attachments mailed to Mr. Evans. Please let me know if you have any questions.

Thank you,
Elia Lopez
Consumer Affairs
Western Gas Distribution

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

August 28, 2017

Mr. James Evans
clo Chek Line Inc.
2099 W 3500 S
West Valley, UT 84119

Dear Mr. Evans,

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.

You state you called Dominion Energy in June 2016 to stop service at the address of 3762 W 5400 S, Salt Lake City, UT, #8522960000. The property manager confirmed you abandoned this location in March 2017 at which time they closed the unit. The enclosed itemization confirms his statement as the usage stopped after the March billing. This location was terminated for nonpayment on May 10, 2017.

At the address of 3460 S Redwood Rd #4, Salt Lake City, UT, #6668430000, you state you called Dominion Energy in December 2016 to stop this service. The property manager confirmed you were evicted around March 2017. We asked if they would be willing to assume the gas charges from April 2017 to June 7, 2017 (date service was terminated for nonpayment). The property manager declined.

The service address of 3950 Highland Drive, Millcreek, UT, account #4355040000 was terminated for nonpayment on March 7, 2017. This property manager confirmed you vacated in January 2017, but he refused to take responsibility for any of the balance owed.

All unpaid closed accounts are referred to a collection agency. You had another active account in the same name and class; therefore, the balances were transferred to your active account. Letters advising of the transfers were mailed to you. The service at 3311 S State Street, South Salt Lake, UT, #6434840903, was terminated for nonpayment before you filed this complaint, but service was restored on August 22, 2017. An itemization for each address is enclosed for your review.

You provided two telephone numbers (801-949-0955 or 801-973-0404) to help in our research. No calls were found from either number during the time frame you provided. If have more telephone numbers to be researched, please provide them as soon as possible.

Based on our investigation, we are not able to remove the transferred balances from your active account, but are willing to offer you a payment arrangement. If you pay one-half of your \$1,865.06 balance (\$933.00), we can divide the remaining balance into three monthly installments of \$311.00 to be paid with your current consumption, plus interest. If this arrangement will not work for you, please call me at 801-324-3557 to discuss other payment options. Please respond by September 8, 2017.

Thank you for your patience while we researched your account.

Sincerely,
Elia Lopez
Customer Relations Specialist
Western Gas Distribution
elo
Enclosures

Informal Complaint Report

cc:Division of Public Utilities

ATTACHED LETTER #2

Customer Account Itemization for all four accounts. Can't attach them to complaint.

Additional Information:

From: Cynthia Dumas <cdumas@utah.gov>
Date: Tue, Aug 29, 2017 at 8:32 AM
Subject: Re: [External] UT - EVANS, TOM
To: CAPSC <CAPSC@dominionenergy.com>

Good Morning Elia,

I hope you're having a good start to your day so far. Thank you so much for your detailed response, I really appreciate it. I have updated the complaint with this information and will mark it as resolved.

Have an amazing day,

Thank you,
Cynthia Dumas
Office Specialist
Division of Public Utilities

9/8/2017- Email from Stefanie L. to Cynthia

From: Stefanie Liebert <sliebert@utah.gov>
Date: Fri, Sep 8, 2017 at 1:44 PM
Subject: James Evans
To: Cynthia Dumas <cdumas@utah.gov>

Hi Cynthia,

Mr. Evans visited our office on Friday and stated that he is unsatisfied with the response from Dominion Energy. He requested for a Mediation with Dominion Energy, I did send an e-mail to Dominion Energy and CC'd you on it. I wanted to update the complaint with the steps that have been taken but I wasn't able to find it... I tried by both the customer's name and the company name. (James Evans/Chekline)

Mr. Evans stated that he will be out of town next week but would be available for mediation after September 20th.

Let me know if you have any questions.

Thanks!

Stefanie Liebert
Office Specialist
Division of Public Utilities
(801)-530-6285
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

9/8/2017 - Stefanie L e-mail to Dominion Energy regarding mediation

From: Stefanie Liebert <sliebert@utah.gov>
Date: Fri, Sep 8, 2017 at 4:45 PM
Subject: Fwd: [External] Mediation
To: Cynthia Dumas <cdumas@utah.gov>

FYI

Stefanie Liebert
Office Specialist
Division of Public Utilities
(801)-530-6285
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

Informal Complaint Report

----- Forwarded message -----

From: CAPSC <CAPSC@dominionenergy.com>
Date: Fri, Sep 8, 2017 at 4:38 PM
Subject: RE: [External] Mediation
To: Stefanie Liebert <sliebert@utah.gov>

Good afternoon Stefanie,
I received your e-mail and will get back to you as soon as possible.

Thank you,
Elia Lopez
Consumer Affairs
Western Gas Distribution
https://www.dom.com/library/domcom/images/dominion_energy_120w.png

From: Stefanie Liebert [mailto:sliebert@utah.gov]
Sent: Friday, September 08, 2017 12:56 PM
To: CAPSC <CAPSC@dominionenergy.com>
Cc: Cynthia Dumas <cdumas@utah.gov>
Subject: [External] Mediation

Good afternoon,

James Evans visited our office and advised that is unsatisfied with the response from Dominion Energy and would like to request for a mediation with the company. Is Dominion Energy willing to entertain a meditation?

Thank you,

Stefanie Liebert
Office Specialist
Division of Public Utilities
(801)-530-6285
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

E-mail from DEU regarding mediation.

From: CAPSC <CAPSC@dominionenergy.com>
Date: Mon, Sep 11, 2017 at 3:29 PM
Subject: RE: [External] Mediation
To: Cynthia Dumas <cdumas@utah.gov>

Cynthia,
Thank you for your patience while we discussed this account. I have spoken to Mr. Evans. He willing assumes responsibility for two of the three account balances, but wants us to forgive \$710.86 for service to the property at 3762 W 5400 S, Salt Lake City, UT 84129.

The property owner has confirmed Chek Line (James Evans owner) was at this address until March, 2017. We cannot find a record of Mr. Evans calling for a shut off of service in 2016 and cannot find a reason to forgive this amount. We would mediate if there was something we could remove, but in this case we have nothing to offer. At this time, we are declining his request to mediate.

Thank you,
Elia Lopez
Consumer Affairs
Western Gas Distribution

E-mail to Mr. Evans regarding mediation.

From: Cynthia Dumas <cdumas@utah.gov>
Date: Mon, Sep 11, 2017 at 4:14 PM
Subject: Re: Mediation
To: jameschekline@gmail.com

Dear Mr. Evans,

I hope all is well. I'm sorry I missed you on Friday, I had the day off. First, thank you so much for your patience while we wait on a decision to be made. Second, I have receive the response from Dominion Energy Utah and they're unwilling to entertain mediation at this time.

Informal Complaint Report

If you're still unsatisfied with your response the last step would be to file a Formal Complaint with the Public Service Commission. I have attached the form should you want to start that process.

Lastly, I want to inform you that the Division of Public Utilities (Division) role in the complaint process is only to facilitate the informal complaint between a utility and its customer. The Public Service Commission (Commission) is the one vested with authority to resolve a complaint when the company and customer are unable to work it out. Our interest is in making sure the customer's complaint is taken, the company responds, and the customer is informed of its right to file a formal complaint with the Commission in the event the informal process does not resolve the issue.

Thank you,
Cynthia Dumas
Office Specialist
Division of Public Utilities

9/19/2017- Call from Mr. Evans

Mr. Evans called advising me that his turning in his Formal Complaint to the PSC today.