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**BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH**

IN THE MATTER OF THE FORMAL COMPLAINT OF CHECK LINE, INC. and JAMES EVANS AGAINST DOMINION ENERGY UTAH	DOCKET NO. 17-057-19  DOMINION ENERGY UTAH'S ANSWER TO FORMAL COMPLAINT OF CHECK LINE, INC. and JAMES EVANS
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**ANSWER**

Questar Gas Company dba Dominion Energy Utah (Dominion Energy or Company) respectfully submits this response to the Formal Complaint of Check Line, Inc. ("Check Line") and James Evans ("Complainants") in the above-referenced docket.

**INTRODUCTION AND BACKGROUND**

Complainants operated a business located at 3762 W. 5400 S., Taylorsville, Utah ("Business"). Natural Gas service commenced at the Business prior to May of 2003.

Mr. Evans claims that he contacted Dominion Energy in June of 2016 to have service terminated at the Business and that charges for usage after that time are inappropriate. Company records do not reflect any request for termination of service in June of 2016. Mr. Evans provided two telephone numbers from which he might have made such a call, and a search of Company records revealed no calls during June of 2016.

In fact, the Company terminated natural gas service to the Business for non-payment in accordance with applicable statutes, rules and regulations, and seeks recovery of due amounts of \$710.85 for natural gas usage up to and including May 10, 2017. See *Exhibit 1 – Customer Account Itemization*.

Section 9.07 of Dominion Energy’s Utah Natural Gas Tariff No. 500 (Tariff) states “[t]he customer will be held responsible for all gas consumed until notice to discontinue service is given....” Section 9.07 also states that “[a] customer shall provide notice to the Company at least three days in advance of the day service is to be disconnected. ...”

While the Company has no evidence supporting the notion that Mr. Evans sought to terminate Check Line’s service at the Business in June of 2016, the Company did locate a telephone call from October 24, 2016, that provides further information. During that telephone call, Company representatives contacted Mr. Evans about the past-due amounts, including the amount at issue in this matter. Mr. Evans indicated that Check Line would be remitting payment. He further stated that Check Line was closing several locations. The Company representative asked if the Company should terminate service at the referenced locations and Mr. Evans declined. See *Exhibit 2 – Telephone call*.

The Company properly terminated service to the Business in accordance with the applicable statutes, rules, regulations and Tariff Provisions.

## CONCLUSION

As more fully set forth herein, the evidence shows that Dominion Energy acted in accordance with Tariff requirements and Commission rules with respect to natural gas service at the Business. Dominion Energy respectfully requests that the complaint of Complainants be dismissed because it fails to state a claim upon which relief can be granted.

Dated this <sup>th</sup>10 day of October 2017.

Respectfully Submitted

  
Jennifer Nelson Clark  
Attorney for Questar Gas Company dba  
Dominion Energy Utah

**CERTIFICATE OF SERVICE**

This is to certify that a true and correct copy of Dominion Energy Utah's Answer to Formal Complaint of Chek Line, Inc. and James Evans was served upon the following persons by e-mail on October 10, 2017:

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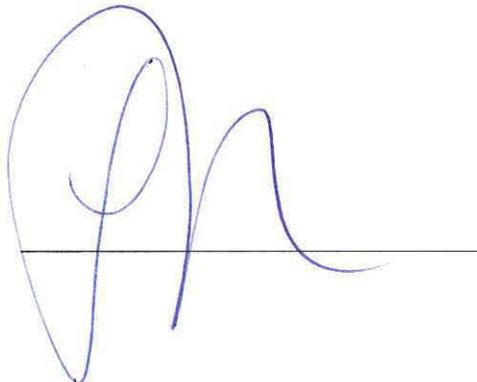


EXHIBIT 2

CONFIDENTIAL – OCTOBER 24, 2016  
CUSTOMER PHONE CALL

CONFIDENTIAL – SUBJECT TO UTAH  
PUBLIC SERVICE COMMISSION RULES  
R746-1-602 AND 603