



PublicService Commission <psc@utah.gov>

Docket NO. 17-057-19

1 message

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Cc: leora.price@dominionenergy.com

Tue, Nov 7, 2017 at 4:27 PM

I notified Dominion Energy in June 2016 we moved out of the location of [3762 W 5400 S, Taylorsville, Utah](#).

Dominion Energy has a practice of insisting the customer prove they made a phone call to terminate service even at the exclusion of other independent evidence they may have gathered. The two phone numbers Dominion referenced are the two phone numbers I gave them when I was asked what phone numbers you normally call from. I told them repeatedly during that time period, because of travel and other commitments, I could have called from many other phone numbers. When I would sit in a conference room after a business meeting to complete my to-do list there was a very good chance a phone call would have been made from there. Given the amount of travel and working on the road it could have been dozens of phone numbers of which I would not know.

A Dominion Energy representative stated in a phone conversation that they have notes on the account placed by one of their employees that mailed was returned undeliverable and another employee noted they visually inspected the unit a noted that it was empty. Even with that information Dominion Energy still continued to the service.

My final point regarding this issue is Dominion Energy's process does not account for human error on their part. When I told the customer service representative we moved out and they did not properly note the account then I have to prove they made the mistake, which is unduly onerous, especially since at least two of their employees provided supporting evidence in the notes on my account.

Because Dominion Energy did not review all available information, most notably, information provided by its on employees, it did not exercise due diligence to mitigate its losses, and I am requesting the hearing be granted.

Dated this 7th day of November 2017.

Respectfully Submitted

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