

**FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114
Email: psc@utah.gov**

**Complaints are public documents and are maintained on the Public Service Commission website. Further information on formal complaints is available at:
<https://psc.utah.gov/complaint-process/>**

1. Name of Complainant: S. Koyle

Address: 383 East 1090 North, Orem, UT MAILING P.O. Box 372, Orem, UT 84059

Telephone No.: NONE

If represented by counsel, list:

Name: NONE

Address: _____

Telephone No.: _____

2. The utility being complained against is: Dominion Energy

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?

Include exact dates, times, locations and persons involved, as closely as you can.

From the first billing after they acquired Questar, their policy was to electronically cash checks and adopted that policy without giving customers any other option. I, like some others, require a digital copy of ALL utility payments on my bank statement for bookkeeping purposes. After issuing a first payment after acquisition, I called a Customer Service Supervisor who told me that Dominion Energy always provides a digital copy to my bank and it was my bank's fault for not showing it on my statement. I filed a complaint with the Division of Public Utilities. Dominion responded and said that their supervisor was wrong and no digital copy would be provided. Second payment after acquisition I wrote "cashing of check guarantees a digital image on my bank account." That check #11632, was returned uncashed.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

Dominion Energy is in breach of a verbal contract that I had with the Customer Service Supervisor referenced above.

5. What relief does the Complainant request?

Certainly in this modern technologically advanced age, Dominion Energy can find a way to accommodate my request.

The Public Utilities Division said that they have had similar complaints from business owners that also require digitised images of processed checks on their bank statements for accounting purposes. Dominion has a one size fits all policy.

6. Signature of Complainant s/ S. Koyle

Date: 10 November 2017

Sent via. email to: psc@utah.gov