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*Attorney for Dominion Energy Utah*

**BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH**

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**IN THE MATTER OF THE FORMAL  
COMPLAINT OF S. KOYLE AGAIN  
AGAINST DOMINION ENERGY UTAH**

**DOCKET NO. 17-057-24**

**DOMINION ENERGY UTAH'S  
ANSWER**

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Questar Gas Company dba Dominion Energy Utah (Dominion Energy or Company) respectfully submits this response to the Formal Complaint of S. Koyle (Mr. Koyle) in the above-referenced docket.

The Company processes check payments via electronic funds transfer. The Company has notified customers of this practice on the reverse side of each bill which indicates that "Paying by check authorizes us to use the information from your check to make a one-time electronic funds transfer from your account. The funds may be withdrawn as early as the date we receive your payment, and you will not receive your check back from your financial institution." See DEU Exhibit A. The Company provides other options for payment including automatic bank draft, credit card, debit card, cashier check and online payments. .

On August 1, 2017, Mr. Koyle submitted a check for payment of his natural gas bill. That bill contained the statement set forth above. *Id.* Upon information and belief, sometime thereafter, Mr. Koyle noticed the check was processed as an electronic funds transfer. Mr. Koyle

indicated that he does not authorize electronic fund transfers and “requires” that an image of his cashed check to be returned to him.

The Company currently has a process that would allow the transmission of the check image to the Company’s financial institution. The Company cannot require a bank (its financial institution or Mr. Koyle’s) to provide customers with copies of digital images of checks that have been endorsed. The Company does not know if Mr. Koyle’s financial institution allows such process.

On August 15, 2017, Mr. Koyle contacted Company and Company representatives identified other available methods of payment. Nonetheless, Mr. Koyle declined.

On August 23, 2017, Mr. Koyle submitted a check payment for his natural gas bill containing a notation that “check void if electronically cashed.”

The Company offers a number of means of payment and cannot control financial institutions’ policies regarding return of endorsed checks. The Company has complied with all applicable statutes, rules, regulations and Tariff provisions and the Utah Public Service Commission should deny Mr. Koyle’s complaint.

Dated this 15<sup>th</sup> day of December 2017.

Respectfully Submitted



Jennifer Nelson Clark  
Attorney for Dominion Energy Utah

**CERTIFICATE OF SERVICE**

This is to certify that a true and correct copy of the Dominion Energy Utah's Answer was served upon the following persons by e-mail on December 13, 2017:

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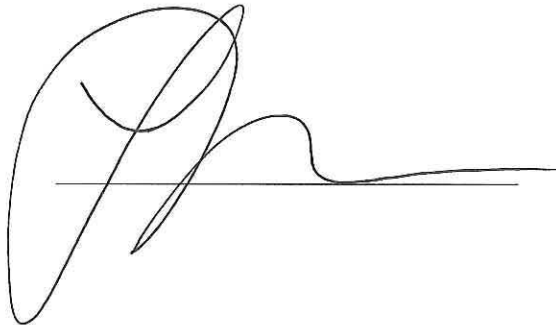
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VIA U.S. Mail and E-mail:

S. Koyle  
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P.O. Box 372  
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A handwritten signature in black ink, appearing to be 'S. Koyle', written over a horizontal line. The signature is stylized and cursive.

Go Paperless. Call us today or sign up online.

DominionEnergy.com

For Customer Service, please call 1-800-323-5517.

Para servicio de atención al cliente, llame al 1-800-323-5517.

To send an email, go to DominionEnergy.com or write to:

Dominion Energy  
P.O. Box 45380  
Salt Lake City, UT 84145-0380

#### Payment

Utah (Dominion Energy Utah), Wyoming (Dominion Energy Wyoming), and Idaho (Dominion Energy Idaho) residential customers should mail payments to Dominion Energy, P.O. Box 45341, Salt Lake City, UT 84139-0001 or visit DominionEnergy.com for more payment options.

#### Understanding Your Gas Bill

To help you better understand your gas bill, the following definitions are presented. Your bill may not include all of the items listed below.

**Adjustments:** These are refunds or additional charges related to your account.

**Basic Service Fee:** A charge to cover the costs associated with meter reading and billing, return on investment, property tax and depreciation for meters, regulators, and service lines.

**Budget Plan Amount:** An estimate based on a customer's annual gas usage, divided into 12 monthly payments.

**Budget Plan Balance:** A "credit" balance occurs when the cumulative billings, based on actual gas usage, are lower than the total budget amounts paid. A "debit" balance occurs when the cumulative billings, based on actual gas usage, are higher than the total budget amounts paid. Upon cancellation of service, the full debit balance will be due.

**CCF:** A unit of measurement equal to 100 cubic feet.

**Charitable Contributions:** A voluntary donation that helps disabled and elderly customers with low income pay a portion of their gas bill. These funds are distributed through Utah's REACH program and Energy Share of Wyoming—100 percent of all donations help those in need. (To sign up, contact Dominion Energy.)

**Dekatherm (Dth):** A standard measurement for heat, which is equal to 1 million Btu (British Thermal Units).

**DPA (Deferred Payment Agreement):** A payment arrangement where a past-due balance can be divided into smaller amounts and paid over a specified period of time.

**Electronic Check Conversion:** Paying by check authorizes us to use the information from your check to make a one-time electronic funds transfer from your account. The funds may be withdrawn as early as the date we receive your payment, and you will not receive your check back from your financial institution.

**Energy Assistance Fund:** A fee Dominion Energy is required to collect from all Utah customers to help assist people with low income pay a portion of their gas bill. Utah HEAT offices administer these funds.

**MCF:** A unit of measurement equal to 1,000 cubic feet.

**Rate Code:** This indicates the rate schedule used for billing. The current rate schedules are available at DominionEnergy.com.

**Volume Multiplier:** This is a factor used to convert gas volume into dekatherms. Included in the factor are a number of values including Btu, regulator pressure, elevation, etc.

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