

Informal Complaint Report

Index Number: -1339424296 **Company Name:** Dominion Energy

CUSTOMER INFORMATION

Customer Name: Lance, Dustin **Account Number:** 5589054904
Other Contact Info: **Phone Number:** (801) 808-0770
Customer Address: 2003 ThunderBird Dr. **Other Phone:**
Customer Address: **Email Address:**
City: Woods Cross **State:** UT **Zip Code:** 84087

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Meter Problems / Reads
Date Received: 7/17/2018 **Date Resolved:** 7/25/2018
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:

The Division received a call from Mr. Lance regarding DEU removing gas meters from MGM Executive Hangars. He explained DEU removed his meters due to Woods Cross City Fire Department, Davis County, & State Marshall contacting him there was a gas leak near a hangar. DEU cut the services line and determined the gas leak was naturally occurring methane gas. They came to the conclusion the gas leak was do to the heat of that day, and very low amounts were leaking. Woods Cross City Fire Department, Davis County, & State Marshall agreed to install gas detection devices in each unit, since again the leak is so small. Since then people have moved back into the hangar. One week ago DEU took gas meters off the hangars instead of reconnecting service. Mr. Lance was told by DEU the meters won't be reconnected until there's zero readings of gas. Mr. Lance, Woods Cross City Fire Department, Davis County, & State Marshall are surprised of the response from DEU. His resolution is to reconnect and reinstall the meter as soon as possible since people are utilizing the hangar. Please contact the customer.

Complaint Response:

From: CAPSC <CAPSC@dominionenergy.com>
Date: Tue, Jul 24, 2018 at 9:42 AM
Subject: UT - Lance, Dustin
To: Cynthia Dumas

Cynthia,

Attached is a copy of the letter mailed to Mr. Lance. Please let me know if you have any questions.

ATTACHED LETTERS
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

Dustin Lance
4811 Hidden Lake Drive
Bountiful, UT 84010

July 24, 2018

Informal Complaint Report

Dear Mr. Lane,

Re: Service Line at 2003 S 1640 W, Woods Cross, Utah 84010

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.

The nature of this complaint required the involvement of our management. The enclosed response was provided by Jeff Hansen, Director, Region Operations.

If you have any questions regarding this letter, please contact Greg Lowder, Dominion Energy Operations Supervisor at 801-324-3687.

Sincerely,
Elia Lopez
Customer Relations Specialist
Western Gas Distribution
Enclosure
cc: Division of Public Utilities

2ND ATTACHED LETTER
Dominion Energy Utah Dominion Energy Wyoming Dominion Energy Idaho
1140 West 200 South , Salt Lake City, UT 84104
Mailing Address:
P.P. Box 46360, Salt Lake City, UT 84140-0360
DominionEnergy.com

July 23, 2018

Mr. Dustin Lance
4811 Hidden Lake Dr
Bountiful, UT 84010

Re: Service Line at 2003 S 1640 W, Woods Cross, Utah 84010 Dear Mr. Lance:

This letter is to formally notify you that Dominion Energy Utah currently has the natural gas service line disconnected to the building located at 2003 S 1640 W, Woods Cross, and is unable to reconnect it due to the presence of significant amounts of methane near the building. Methane is a highly combustible and potentially explosive gas when mixed with the oxygen in the air Dominion Energy will not risk the safety of its employees, the building's occupants, or the public by performing activities that may involve or result in an ignition source reaching that methane, such as using electricity, or igniting a pilot light. Dominion Energy has turned the issue over to the South Davis Metro Fire Department, but strongly recommends that you continue to keep people out of the building until such time as the methane levels are eliminated or acceptably controlled.

Dominion Energy employees were at the building on June 20, 2018 as part of a standard leak survey. They found methane, but upon investigation discovered that it was not coming from any Dominion Energy facilities. The measured concentration of the methane in some areas was at levels that exceeded the explosive limit and what we consider to be safe. Finding the situation unsafe, Dominion Energy employees disconnected the service line. When Dominion Energy employees were sent on July 3, 2018 to reconnect the service line, methane levels were still unacceptably high. Therefore, they did not reconnect the service line.

Although Dominion Energy appreciates the circumstances of not having natural gas service to the 2003 building and we do want to resume service as soon as reasonably possible after the issue is resolved, it cannot safely or prudently reconnect the service line until the methane problem is abated or sufficiently controlled. Dominion Energy also strongly urges you to continue to keep people out of the building until the methane problem is under control.

If you have any questions regarding this letter, please contact Greg Lowder, Dominion Energy Operations Supervisor (801-324-3687).

Sincerely,
Jeff Hansen
Director, Region Operations

Additional Information:

7/25/2018 - I thanked Elia for her response and marked the complaint as resolved. -Cynthia D.

9/10/2018 - Mr. Lance called me directly on Sept. 7, 2018 at 2:35 p.m., however I was off that day and unable to take his call. In his voicemail he stated he wanted to know how to file a Formal complaint with the PSC. I called him back on Monday and left a voicemail instructing me to give me a call back so I could send him the instructions for a Formal complaint. -Cynthia D.

Informal Complaint Report

From: Cynthia Dumas
Date: Mon, Sep 10, 2018 at 9:50 AM
Subject: Formal Complaint Instructions
To: Dustin Lance

Good Morning Mr. Lance,

I hope you're having a good start to your day so far. As spoken on the phone attached are the Formal complaint instructions to be filed with the Public Service Commission (PSC). If you have any questions regarding the instructions please contact the PSC at 801-530-6716.

Thank you,
Cynthia Dumas

From: Dustin Lance <dlance@lanceandrewlaw.com>
Date: Tue, Sep 11, 2018 at 3:08 PM
Subject: RE: Service Line at 2003 S. 1640 W. Woods Cross Utah
To: Jeff Hansen <jeff.hansen@dominionenergy.com>
Cc: Lance Weekley <lanceweekley@comcast.net>, deedecharlton@icloud.com <deedecharlton@icloud.com>, Deedee Christiansen <deedecharlton@aol.com>, Gregory S Lowder <greg.lowder@dominionenergy.com>, Al Zadeh <azadeh@utah.gov>, Dustin Lance <dlance@lanceandrewlaw.com>, cdumas@utah.gov <cdumas@utah.gov>

The attached was filed with the Public Service Commission today.

I await your response.

Dustin Lance
15 West South Temple, Suite 1650
Salt Lake City, UT 84101
dlance@LanceAndrewLaw.com
<https://www.LanceAndrewLaw.com>
Phone: (801) 869-6800
Fax: (801) 869-6801

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Thank you.

From: Jeff Hansen <jeff.hansen@dominionenergy.com>
Sent: Wednesday, August 8, 2018 9:38 AM
To: Dustin Lance <dlance@lanceandrewlaw.com>
Cc: Lance Weekley <lanceweekley@comcast.net>; deedecharlton@icloud.com; Deedee Christiansen <deedecharlton@aol.com>; Gregory S Lowder <greg.lowder@dominionenergy.com>; 'Al Zadeh' <azadeh@utah.gov>
Subject: RE: Service Line at 2003 S. 1640 W. Woods Cross Utah

Good Morning Mr. Lance:

Please confirm receipt of attached letter. The attached letter contains the information that you have requested. I look forward to talking to you soon.

Regards,
Jeff Hansen

From: Dustin Lance [mailto:dlance@lanceandrewlaw.com]
Sent: Tuesday, August 07, 2018 5:00 PM
To: Jeff Hansen (GasInfrastructure - 5)
Cc: Lance Weekley; deedecharlton@icloud.com; Deedee Christiansen
Subject: [External] Re: Service Line at 2003 S. 1640 W. Woods Cross Utah

I'd like to work this out soon as well but I need to know what rules, regulations or standards Dominion is relying on.

Sent from my iPhone
Dustin Lance
LANCE ANDREW, P.C.
15 West South Temple, Suite 1650

Informal Complaint Report

Salt Lake City, UT 84101
Phone: (801) 869-6800
Fax: (801) 869-6801
dlance@LanceAndrewLaw.com
www.LanceAndrewLaw.com

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Thank you.

On Aug 7, 2018, at 4:19 PM, Jeff Hansen <jeff.hansen@dominionenergy.com> wrote:

Dear Mr. Lance,

I will send the information to you no later than COB tomorrow. I will send it via e-mail and to your fax so you will have it immediately. I want to work with you on this and get this resolved as soon as possible. Thank you again for your understanding.

Sincerely,
Jeff Hansen

From: Dustin Lance [mailto:dlance@lanceandrewlaw.com]
Sent: Tuesday, August 07, 2018 2:37 PM
To: Jeff Hansen (GasInfrastructure - 5)
Cc: Lance Weekley; deedecharlton@icloud.com; Deedee Christiansen; Dustin Lance
Subject: [External] Re: Service Line at 2003 S. 1640 W. Woods Cross Utah

Have you sent the requested information yet? I'm holding off on further involving the Public Service Commission if I get this soon. However, I can't wait indefinitely. This matter needs prompt attention and resolution.

Sent from my iPhone
Dustin Lance
LANCE ANDREW, P.C.
15 West South Temple, Suite 1650
Salt Lake City, UT 84101
Phone: (801) 869-6800
Fax: (801) 869-6801
dlance@LanceAndrewLaw.com
www.LanceAndrewLaw.com

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Thank you.

On Aug 3, 2018, at 5:33 AM, Jeff Hansen <jeff.hansen@dominionenergy.com> wrote:

Dear Mr. Lance:

I have received your letter and I will provide you the information that you have requested next week.

I appreciate your patience and I do understand your frustration. We are anxious to have your service restored as soon as it is safe to do so.

Respectfully,
Jeff Hansen

From: Dustin Lance [mailto:dlance@lanceandrewlaw.com]
Sent: Thursday, July 26, 2018 2:23 PM
To: Jeff Hansen (GasInfrastructure - 5)
Cc: Lance Weekley; deedecharlton@icloud.com; Deedee Christiansen; Dustin Lance
Subject: [External] Service Line at 2003 S. 1640 W. Woods Cross Utah

Please confirm receipt of the attached letter.

Informal Complaint Report

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Salt Lake City, UT 84101
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