

Informal Complaint Report

Index Number: 1546652363 **Company Name:** Dominion Energy

CUSTOMER INFORMATION

Customer Name: Robinson, Brett **Account Number:**
Other Contact Info: **Phone Number:** (435) 757-2839
Customer Address: 1250 East 2500 North **Other Phone:** (435) 757-2839
Customer Address: **Email Address:** brettandlandree@hotmail.co
...
City: North Logan **State:** UT **Zip Code:** 84341

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Line Extension
Date Received: 8/27/2018 **Date Resolved:** 8/31/2018
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 following complaint was received via e-mail and has been copied and sent exactly as received.

From: DPU Web Server <utilcomp@utah.gov>
Date: Mon, Aug 27, 2018 at 2:49 PM
Subject: Online Complaint Submission
To: <utilcomp@utah.gov>

DPU ONLINE COMPLAINT

UTILITY CUSTOMER
FROM: Brett Robinson
PHONE: (435) 757 - 2839
OTHER PHONE: 4357572839
EMAIL: brettandlandree@hotmail.com
SERVICE ADDRESS:
1250 East 2500 North North Logan, UT 84341
MAILING ADDRESS:
1217 East 2500 North North Logan, Ut 84341

INCIDENT DETAILS
UTILITY: Dominion Energy
ACCOUNT NUMBER: NA
COMPLAINT TYPE: Line Extension

COMPLAINT:

To whom it may concern, We appreciate your help in helping us get an issue resolved hopefully just through an informal appeal! Dominion Energy is requiring that we run a gas line to the property line. We recognize that is typical but we believe that in this case it is too much and really not our responsibility? I would be happy to send a Final Plat and the Construction map of the Natural Gas Line proposal. The Dominion Energy proposal would require us to put in roughly 875 LF of Gas Line which far exceeds what we need for our lots. We understand the need for roughly 400 - 450 LF (330' plus crossing the 66' road to get to Lot 4) at the most. They are requiring at least double what we require which translates into their bid of just over \$8,400. In reality, we believe our costs should be between \$3,500 and \$4,000. We believe that this cost should be born by the next developer when they do their development. They will get 8 lots and have to put in at most 1,233 LF of Gas Line (154 LF per lot). The proposal of 875 for our 3 lot subdivision is

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roughly 292 LF per lot. They keep citing their policy which supposedly requires us to run the gas to the end of the property line. While that works 99% of the time. In this case that requirement is (way) too much. Dominion Energy has cited their policy as justification when in reality it is an over exaction on us. We have provided the Public Utility Easement already so we in no way have stopped the next development from getting gas in the future. It doesn't seem right that we also pay for what appears to be the infrastructure of the future development. Dominion Energy provided the verbage of their policy: 11.1 Main Extensions for New Developments, both Residential and Commercial A. Propose and contract IHP dead ends to the furthest property line of each property to be served I don't know the context or anything else surrounding this policy it seems to me that all that they are asking of their employees is that when working with developers they propose that the gas lines go to the end of the property line? So what happens when their proposal is an over exaction. Can't an alternative proposal be made? I don't think this was written with the intent to be a hard rule. I read this as much softer than the employee (Christi Fidel) up here in Logan does? If this is something your office can help us with please let us know! Thanks, Brett Robinson (435) 757 - 2839 Brad Crookston

SUGGESTED RESOLUTION: We believe roughly 400 - 450 LF of Gas line is sufficient and that any future development should shoulder the additional cost of bringing gas to their property. We would like a fast resolution if that is possible as the subdivision is nearly complete. Thanks, Brett Robinson (435) 757 - 2839

Complaint Response:

From: CAPSC <CAPSC@dominionenergy.com>
Date: Thu, Aug 30, 2018 at 4:52 PM
Subject: UT - Robinson, Brett Complaint
To: Cynthia Dumas

Cynthia,

Thank you for e-mailing Dominion Energy. Attached is a copy of the letter mailed to this customer. Please let me know if you have any questions.

Sincerely,
Elia Lopez
Customer Relations Specialist
Consumer Affairs
Western Gas Distribution
1140 W 200 S, Salt Lake City, UT 84104
Mailing Address: PO Box 45360, DNR146, Salt Lake City, UT 84145
O:801-324-3557

ATTACHED LETTER
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

Brett Robinson
1217 E 2500 N
North Logan, UT 84341

August 31, 2018

Dear Mr. Robinson,

Re: 1250 E 2500 N, North Logan, UT 84341

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 Logan Pre- construction Department. The enclosed response was provided by Cristi Fiedel, our Pre-construction Specialist.

A copy of your contract showing the amount quoted for your installation is enclosed for your review. If you have any questions, please contact Ms. Fiedel at 435-755-2206.

Sincerely,
Elia Lopez
Customer Relations Specialist Western Gas Distribution
Enclosures

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cc:Division of Public Utilities

2ND ATTACHED LETTER:

Dominion Energy Utah
Consumer Affairs
1140 West 200 South, Salt Lake City, UT 84104
Mailing Address:
P.O. Box 45360, Salt Lake City, UT 84145
DominionEnergy.com

In an effort to treat all customers and developers fairly and equally, Dominion Energy follows their policy when contracting with the customer and developer to install new natural gas mains and service lines. Dominion Energy policy governing the installation of new natural gas mains in a new development states:

11. Main Extension Dead End

11.1. Main Extensions for New Developments, both Residential and Commercial

Propose and contract IHP (Intermediate High Pressure — i.e. natural gas mains) dead ends to the furthest property line of each property to be served.

It is Dominion Energy's policy and practice to extend new natural gas main to the property lines of each lot being served within the development. This policy and practice ensures that all developers and customers are paying for the new main within their respective developments. Deviating from this policy may result in another customer or developer having to pay for additional natural gas main outside of their development.

Dominion Energy has proposed new main be installed within the Public Utility Easement (PUE) to the property line extents of each lot being served within the Elk Ridge Farms development. Comparable proposals and contracts is what Dominion Energy presents to all new developers and customers. This creates a level and fair request for each developer and customer to pay for the new natural gas main within their development and eliminates the situation where a future neighboring developer is required to pay for additional new natural gas main outside of their development.

DEU'S 2ND RESPONSE TO MR. ROBINSON'S EMAIL ON 9/10/2018

From: CAPSC <CAPSC@dominionenergy.com>
Date: Fri, Sep 14, 2018 at 10:07 AM
Subject: Online Complaint Submission
To: Cynthia Dumas

Cynthia,

Attached is the information provided by Cristi Fiedel, Pre-construction Specialist, for Mr. Robinson. Please let me know if you have any questions.

Sincerely,
Elia Lopez
Customer Relations Specialist
Consumer Affairs
Western Gas Distribution
1140 W 200 S, Salt Lake City, UT 84104
Mailing Address: PO Box 45360, DNR146, Salt Lake City, UT 84145
O:801-324-3557

ATTACHED LETTER

Dominion Energy Utah
Consumer Affairs
1140 West 200 South, Salt Lake City, UT 84104
Mailing Address:
P.O. Box 45360, Salt Lake City, UT 84145
DominionEnergy.com

Dominion Energy strives to treat all customers fairly and equally. In order to achieve this goal a standard policy for installing new natural gas main was developed and is followed in all cases. As a reminder of our policy:

11. Main Extension Dead End

11.1 Main Extensions for New Developments, both Residential and Commercial Propose and contract IHP (Intermediate High Pressure - i.e. natural gas mains) dead ends to the furthest property line of each property to be served.

In regards to the Elk Ridge Farms Subdivision (Subdivision), Dominion Energy has been asked to serve natural gas to Lot 2, 3 and Lot 4. The recorded plat shows a public utility easement (PUE) available in all of these lots as well as Lot 1 (Jarrett Property). It is common for Dominion Energy to install new natural gas main in PUE's when available. There are many advantages to installing in a PUE benefiting both the customer and Dominion Energy.

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1. A city permit fee is not assessed in order to install the service lines
2. Reduced cost on service line installation due to the shorter length required
3. Risk of natural gas main and service line damage is reduced

Dominion Energy has the right to install new natural gas main in the PUE (reference Utah State Code 54-3-27: Public Utility Easement) and per policy will run the new natural gas main in the PUE to the property line extents of the lots being served (i.e. Lot 3 and Lot 4) within the subdivision. It is understood that Parcel "A" per the recorded plat will not be developed at this time and will be sold in the future as development continues eastward. It is also understood that 2500 North terminates at Parcel "A" until such future development continues eastward (i.e. extend 2500 North), but that the property lines of Lot 3 and Lot 4 extend to the eastern most extent of the Subdivision (per the recorded subdivision plat).

Dominion Energy is aware of the concern of potential damage to existing landscape in Lot 1 (Jarrett property). Dominion Energy and its contractors make every effort to protect and minimize damage to existing landscaping within rights-of-way and PUE's. Please refer to Utah State Code 54-3-27: Public Utility Easement for the responsibilities of both utility companies and property owners as pertaining to PUE's.

The agreement to extend the main into the Subdivision was sent to Brett Robinson on July 30th, 2018. Six weeks have now passed and Dominion Energy is concerned with the timing of the installation of the new natural gas main within the Subdivision. Our contractors are currently very busy with the demand for new natural gas mains. As we get later into the year, additional costs may be assessed due to weather (see Main Extension Agreement and Service Line Agreement 2a, b and c). As of August 27, 2018 asphalt had not been installed. However, if asphalt has been installed and Dominion Energy has to cut asphalt to tap the existing natural gas main in 1250 East there will be an additional cost assessed to the customer for the permit from North Logan City. All other conditions can be found on the agreement.

E-MAIL REGARDING MEDIATION FROM DEU

From: Amy Allen
Date: Mon, Sep 24, 2018 at 1:57 PM
Subject: UT - Robinson, Brett Complaint
To: Cynthia Dumas

Good afternoon! This is what has happened since our last email. Cristi, our preconstruction rep, called him and he didn't answer. What he wants is against policy. Also his demand will cause issue with tying into the main. She advised him this today and advised he could call her with questions. It sounds like they have been talking to this customer in person, a lot. He defiantly is not lacking in attention from our company on this issue.

Basically what he wants won't work. Cristi advised him this before, and again today. He needs to understand that they are 5 weeks out on these type of requests, he is wasting time, and pushing himself into frost season, which adds to the overall cost. (Digging into frozen ground has an added cost.) He also needs to understand that prolonging this will only prolong how long it takes to get this project completed. We have to treat all customers the same. We decline mediation.

Sincerely,
Amy Allen
Customer Relations Specialist
Consumer Affairs
Western Gas Distribution
1140 W 200 S, Salt Lake City, UT 84104
Mailing Address: PO Box 45360, DNR146, Salt Lake City, UT 84145
O:801-324-3098

Additional Information:

8/31/2018 - I thanked Elia for her response and marked the complaint as resolved. - Cynthia D.

From: Brett Robinson
Date: Wed, Sep 5, 2018 at 8:30 AM
Subject: Online Complaint Submission
To: Utility Complaints <utilcomp@utah.gov>
Cc: Brad Crookston

The Division of Public Utilities,

We appreciate the chance to come to a resolution on our small development in North Logan. Dominion Energy responded at the very end of the fifth business day and it appears that we will need to continue to address this in hopefully an informal appeal. We request that the Division will move forward expeditiously in arranging a meeting where we can present the facts. It was stated in the opening paragraph of the response that it is Dominion Energy's desire "to treat all customers and developers fairly and equally". This is our desire as well! We welcome the chance to explore the policy that Dominion Energy sites. Please let me know what we need to do to move this forward as quickly as possible?

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Thank You!
Brett Robinson
(435) 757 - 2839

*** DPU's reply to Mr. Robinson ***
From: Utility Complaints <utilcomp@utah.gov>
Date: Wed, Sep 5, 2018 at 8:41 AM
Subject: Re: Online Complaint Submission
To: Brett Robinson

Good Morning Mr. Robinson,

I hope all is well. The Division of Public Utilities role in the complaint process is only to facilitate complaints between customers and the Company. The UT Public Service Commission (Commission) is the one vested with authority to resolve a complaint when the company and customer are unable to work it out. Our interest is in making sure the complaint is taken, the company responds, and the customer is informed of the right to file a Formal complaint with the Commission in the event the Informal process does not resolve the issue. Prior to filling a Formal complaint with the Commission, we can ask Dominion Energy if they're willing to entertain mediation, however, they do have the right to reject. Is that something you'd like to ask of Dominion Energy? Then, the final step would be to file the Formal complaint with the Public Service Commission.

If you disagree with Dominion Energy's suggested resolution, and don't want to entertain mediation, you have the right to file a Formal Complaint with the Commission. For your convenience attached are the Formal complaint instructions. Should you have any questions concerning the Formal complaint process, please contact the Commission at 801-530-6716.

Thank you,
The Division of Public Utilities

MR. ROBINSON'S 2ND COMPLAINT

From: Brett Robinson
Date: Mon, Sep 10, 2018 at 9:02 AM
Subject: Re: Online Complaint Submission
To: Utility Complaints <utilcomp@utah.gov>
Cc: Brad Crookston

The Division of Public Utilities,

We have attached an additional letter requesting Dominion Energy address some of our concerns that were not addressed in their first response. We are hoping to avoid a formal complaint because of the time requirements.

Thanks,
Brett Robinson
Brad Crookston

ATTACHED LETTER:

While Dominion energy did provide a response they failed to answer the real question and perhaps we need to better explain the layout of the subdivision. Parcel "A" is a Remainder Parcel, which will be able to be used as part of the next development and count towards the density of any joining property. Parcel "A" is not a part of this development and the property boundary is where the road meets parcel "A". Parcel "A" remains in separate ownership from the subdivision.

Our first complaint is the fact that Dominion energy is asking us to pay to run the gas 163 feet on each side past the end of the property. The second complaint is the fact that they are wanting to run it in the PUE rather than the road easement. The standard has typically been that the gas is run in the road easement between the curb and the side walk. This road provides 7' between the curb and the sidewalk, plenty of width for the gas line. Dominion energy is suggesting to put it in the PUE only so they can justify running it 163' farther to the East on each side.

It should be noted that we meet with Kurtis Fredericks (Operations Engineer at Dominion Energy) at the site to discuss these items. He has been the only person willing to meet at the property. At that meeting Kurtis suggested that the gas should be run in the road easement and he seemed to see that the end of the development is the end of the road. This is what we are requesting. While this is an issue of cost it is also an issue of causing unnecessary damage to yard and trees on the Jarrett's property (Lot 1) which is an existing residence. Running the line in the road easement would eliminate this damage.

-IMAGE OF LOTS-

*** Division's Response to Mr. Robinson ***
From: Cynthia Dumas
Date: Mon, Sep 10, 2018 at 12:16 PM
Subject: Online Complaint Submission
To: Brett Robinson

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Good Afternoon Mr. Robinson,

I hope all is well. I sent your additional concerns to Dominion Energy. They have five business days to respond.

Thank you,
Cynthia Dumas

From: Cynthia Dumas
Date: Mon, Sep 10, 2018 at 12:14 PM
Subject: Fwd: Online Complaint Submission
To: CAPSC <CAPSC@dominionenergy.com>

Good Afternoon Elia,

I hope all is well. Mr. Robinson has emailed the attached letter to add to his Informal complaint. Can you please address his concerns?

Thank you,
Cynthia Dumas

*** DEU's Response to Cynthia ***
From: CAPSC <CAPSC@dominionenergy.com>
Date: Mon, Sep 10, 2018 at 12:36 PM
Subject: Online Complaint Submission
To: Cynthia Dumas

Cynthia,

I received your e-mail and will respond to this customer.

Sincerely,
Elia Lopez
Customer Relations Specialist
Consumer Affairs
Western Gas Distribution
1140 W 200 S, Salt Lake City, UT 84104
Mailing Address: PO Box 45360, DNR146, Salt Lake City, UT 84145
O:801-324-3557

From: Cynthia Dumas
Date: Thu, Sep 20, 2018 at 9:10 AM
Subject: Fwd: Online Complaint Submission
To: Brett Robinson

Good Morning Brett,

Attached is the second response from Dominion energy regarding your second letter to them. Please let me know if I should ask DEU if they're willing to entertain mediation or if needed I can resend you the instructions to file a Formal complaint with the Commission.

Thank you,
Cynthia Dumas

From: Cynthia Dumas
Date: Thu, Sep 20, 2018 at 10:13 AM
Subject: UT - Robinson, Brett Complaint
To: CAPSC <CAPSC@dominionenergy.com>

Good Morning Elia,

I hope all is well. I received a call from Mr. Robinson stating he never received your second response to his letter he sent on Sept. 10, 2018, I forwarded him your response. He's still unsatisfied with the response and is wondering if Dominion Energy is willing to entertain mediation regarding his complaint. If so, he would like to expedite the process since this is already taking too long. Please let me know as soon as you can if this is something Dominion is willing to do. If not, I'll send him the Formal complaint instructions.

Thank you,

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Cynthia Dumas

From: Cynthia Dumas
Date: Mon, Sep 24, 2018 at 2:31 PM
Subject: Formal Complaint Instructions
To: Brett Robinson

Good Afternoon Brett,

I hope all is well. Once again, Dominion Energy has declined mediation, your next step is to file a complaint with the Commission. They're the ones with jurisdiction over Dominion Energy and they'll decide whether this complaint gets dismissed or if a hearing gets scheduled.

Attached are the instructions to file a Formal complaint, should you have any questions please contact the Commission at 801-530-6716.

Thank you,
Cynthia Dumas
Office Specialist II
Division of Public Utilities
Office (801) 530-7622
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday