



Formal Complaint regarding Dominion Energy's closure of Natural Gas for Vehicles station in Sandy

1 message

smsoulier@reagan.com <smsoulier@reagan.com>
To: psc@utah.gov
Cc: smsoulier@reagan.com, smsoulier@gmail.com

Fri, Dec 7, 2018 at 2:20 PM

7 December 2018

Public Service Commission of Utah

Dear Honored Commissioners:

Pursuant to a previous informal complaint I filed with the Utah Division of Public Utilities and a (in my opinion) perfunctory and unsatisfactory written response from Dominion Energy on November 8, 2018, I hereby submit this formal complaint to the Utah Public Service Commission.

The event that prompts this formal complaint is the sudden and permanent closure, and quickly thereafter, demolition of the Natural Gas for Vehicles (NGV) filling station formerly located at [9150 South 500 West](#) in Sandy, Utah. Let me detail the issues that are of concern to me associated with this sudden closure of the only 24/7/365 NGV station in the south end of Salt Lake Valley that is close to the I-15 freeway. I hope my 5 issues will be considered independently.

First, my experience:

After having relied on this station as the primary source for natural gas for my dedicated NGV Honda Civic GX for most of 10 years, I drove to the station and saw a small notice that was taped to the station pumps approximately 2 weeks prior to closure of the station in October of 2018. This was the first time I was alerted of plans to close the station. I wish I had taken a photo of the brief, two line, announcement, but it very tersely stated something like, "Please be notified that this station will close permanently on (date of closure). We apologize for any inconvenience."

Now, the enumeration of my complaints:

1. The terseness of the notice left me to wonder if there was any opportunity for **public comment** prior to the irrevocable decision to close, and promptly thereafter, demolish the station. Indeed, is there a requirement for public comment, or is there any informal expectation, out of courtesy to the traveling public, for comments? If there was a forum in which Dominion Energy published any such notice and invitation for public comment, why

was it not posted on the pumps, where 100% of the public who relies on that station for fueling their NGV cars and trucks would be automatically notified when they came to fill their vehicles?

2. The terse notice on the pumps did apologize for "any inconvenience." This speaks loudly to me of a disconnect that might exist between Dominion Energy and their customers who use NGVs. Does Dominion Energy really have a clue what **inconvenience** is when it comes to closing an NGV station? Let me explain. I have, since the closing of this Sandy location, been forced to alter my patterns of driving to just get gas. Here's a table of what everyday life looks like when you use natural gas for a dedicated NGV when you live near 10400 S 1000 West in South Jordan. Please note the **aggravating factors** associated with 2 of the 3 closest NGV stations.

Other stations:	Round trip distance from my home:	Cost/Gal-Equiv:
200 E 9300 S Canyons School Dist.	6.4 miles <i>*only open 6 a.m. to 6 p.m.*</i>	\$2.36
8652 S 4000 W Clean N Green	11.2 miles	\$1.74
7953 S Airport Rd. Seven-Eleven	15.2 miles *compressor does not deliver 3600 psi as posted	\$1.67
4646 S 500 W Murray City	19.4 miles	\$1.67
590 N 1500 W Orem	46.8 miles	\$1.67
490 S. State Street Lindon - Alpine School Dist.	50.6 miles	\$?

The point I'm making is that NGV owners, who accepted the fact that NGV's are inconvenient to start with, yet for mostly concern over environmental protection, and other reasons, were willing to accept those inconveniences, are ***much more inconvenienced*** by the closing of just one NGV station than are owners of petroleum-fueled cars who can just go across the street and fill up when their favorite station closes. Dominion Energy seems to have casually disregarded this fact when suddenly closing the 90th South/I-15 NGV station a couple months ago without having at least a head-start on a new station nearby ergo point #4.

3. I was informed by an employee of the Seven-Eleven, when I went there (west of Jordan Landing) to fill up & I couldn't get a full tank, that several other customers have complained that those particular pumps don't give them a full tank either. I made a mental note that, of the 4 pumps, none of them registered more than 2600 psi on most recent fill up from the last

customer. It appears that Dominion Energy is behind on its maintenance of the compressors/sensors at that site.

4. In Dominion Energy's defense, they did mention, in their response to my informal complaint through the Division of Public Utilities process, that they are aiming at having another one built at a nearby location, but a definite location has yet to be selected. It will be announced as soon as a new one is built and operational. Even though that concession seemed lukewarm to me, it is simply a fact that **Dominion Energy failed pre-empt the inconvenience by their NOT proactively building and making operational** a new NGV station **prior** to the hurried closure and demolition of said station near 90th and I-15. I believe this may represent a **breach of Dominion Energy's obligation to the public** to make their product available to members of the public on an uninterrupted basis.

BREAKING NEWS! I literally just found, on my phone, while confirming in my mind whether this demolished station was in Sandy or West Jordan, a totally unexpected internet notice on Loop-Net.com that is apparently a real estate company, wherein **January 23, 2017** is reported as the listing date for selling the property on which the NGV station once was. It just popped up when I typed in the address. Hence, **Dominion Energy has known for nearly two years** that the property was up for sale. When did they get the ball rolling on the seeking of an alternate site that could service our needs 24/7/365 in the south end of the valley along the I-15 corridor? I hope they have not been dragging their feet. Can they be made to produce evidence of what has been done since 1/23/2017?

5. Finally, looking at the statewide infrastructure for NGV stations, it is obvious that Salt Lake Valley contains the highest and most dense population anywhere in the state. This closure leaves an unfortunate and disproportionate gap in facilities between SL and Utah counties along I-15 of 31 miles between the 45th South station and the Orem station. (I'm not counting the expensive, closed-for-50%-of-every-day station at Canyons School District).

Further south, in the longer stretches of I-15, it is egregious that the prior station in Fillmore has been closed, leaving another large gap between the Cedar City and Scipio stations. Utah's public deserves greater diligence by our corporate entities that provide needed services and products to the public.

It appears that Dominion Energy is not looking forward to supplying those needs as fervently as the public, and our environment, deserves it to be provided. I desire to have Dominion Energy explain why I and other members of the public who desire to use clean, less-polluting natural gas for vehicles, should not view the sudden closure and demolition of the NGV station at 9150 South 500 West as, at least, inconsiderate, if not even cynical and possibly out of compliance with whatever obligations are theirs as basically the only entity that provides this valuable product to the public.

Thank you for your consideration of my sincere opinions in this regard. I look forward to your response and further conversation on how to improve these circumstances soon.

Respectfully,

Scott M. Soulier
10281 S. 1000 West
South Jordan, UT 84095

smsoulier@reagan.com & smsoulier@gmail.com (preferred method of response)

801-708-1531