

Complaint Report

Complaint Number: 1541548052

Customer Information

Customer Name: Soulier, Scott

Account Number:

Phone Number: 8017081531

Email Address:

Service Address: 10281 South 1000 West
West Jordan, UT 84095

Complaint Information

Company Name: Dominion Energy

Date Received: 11/6/2018

Type of Call: Inquiry

Complaint Received By: Gwen Flores

Gone Formal: NO

Date Resolved: 11/8/2018

Complaint Type: Inquiry

Utility Company Analyst: Elia Lopez

Complaint Description:

Mr. Scott Soulier contacted our office regarding the Natural gas station that was located near 9150 South 500 West. West Jordan, Utah.

Mr. Soulier is upset that the gas station has been closed and torn down. According to Mr. Soulier he is a owner of a natural gas vehicle and the closure of the gas station is very distressing and although Utah has approximately 50 natural gas stations total, the closure of just one station has a very large impact.

Mr. Soulier states he was told simply to go to the nearest station which is located and owned by the local school district and because it is owned by the district the cost is .50 cents higher than other stations.

Mr. Soulier would like to know if there was any input by customers or if a public notice was offered and or any information on the approval and decision to close the gas station.

Complaint Response:

Dominion Energy Utah Dominion Energy W1•oming Dominion Energy Idaho

Consumer Affairs

1140 West 200 South, Salt Lake City, UT 84104

Mailing Address:

P.O. Box 45360, Salt Lake City, UT 841 45

Dominion Energy.com

Scott Soulier

10281 S 1000 W

South Jordan, UT 84095

November 8, 2018

Dear Mr. Soulier,

~ Dominion

~ Energy®

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 natural gas station located at 9150 South 500 West, West Jordan, UT was on private property not owned by Dominion Energy. The property was sold and the decision was made to demolish the natural gas station.

Dominion Energy is aware of the inconvenience caused by the elimination of this natural gas station and is aiming at having another one built at a nearby location. This issue is being worked on, but a definite location has yet to be selected.

We apologize for the inconvenience. As soon as the new natural gas station is built and operational, we will announce it.

Elia Lopez

Customer Relations Specialist

Western Gas Distribution

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cc: Division of Public Utilities