

FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114

1. Name of Complainant: Ricky Frank
Address: 4541 WINDSON DR. PROVO, UT 84604
Telephone No.: 801-822-8669

If represented by counsel, list:

Name: _____
Address: _____
Telephone No.: _____

2. The utility being complained against is: DOMINION ENERGY

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.

~~shut~~ my gas off on the day the past due was due, then charged me \$100 same day fee and then \$250 security deposit. They gave me no warning.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

I received no 48 hr warning in my door. I have cameras that are lying, I have the shot of the gas meter to my door with the shut off - and running away!!

5. What relief does the Complainant request?

I want my \$100 back and \$250 security deposit back

6. Signature of Complainant 

Date: 3/19/19

* I WANT MY \$100 SAME DAY TURN BACK
OR PER BACK

* I WANT MY \$250 SECURITY DEPOSIT
BACK!!

I WAS COUNTING ON 2/27
TO PAY - & THEY SHUT ME
OFF ON MY PAST DUE
AMOUNT DUE DAY - & STILL
ON 2/29 THEY DIDNT MAKE ME
PAY ANY MORE

Questions, comments or mailing address corrections?

Call Dominion Energy weekdays 7am-6pm (see back of page for details) or visit our website. dominionenergy.com

#253

2/27/19

058105818

Account Number	Current Charges Past Due After	Past Due Amount	Total Amount Due	Amount Enclosed
██████████4	2/27/2019	\$331.34	\$555.49	

Dominion Energy
PO Box 45841
Salt Lake City, UT 84139-0001



*****AUTO**5-DIGIT 84604
000009707 01 AV 0.38
Ricky Frank
4541 WINDSOR DR
PROVO UT 84604-6303



058111713

769962562440000055549000004513400000220849

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



Ricky Frank
4541 Windsor Drive
Provo, UT 84604

March 5, 2019

THIS WAS DUE 2/27/19
AND THEN SHOT ME
UP

Dear Mr. Frank,

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.

Dominion Energy bills its customers monthly. When an account becomes delinquent, an urgent 10-day letter is mailed to the service address. A copy of your 10-day letter dated February 4, 2019, is enclosed. It requested a payment of \$331.34 or payment arrangements within 10 days to avoid termination of your natural gas service. The letter also stated, "**For customer security and employee safety, Dominion Energy does not accept natural gas service payments at customers' premises.**" Our collectors are instructed not to knock.

An urgent 48-hour notice was left at your premises on February 15, 2019, followed by a credit termination on February 27, 2019. Your payment of \$453.00 was enough to restore your gas service and set up a payment arrangement on your remaining balance.

Our Customer Care Center is available at 1-800-323-5517 Monday through Friday, 7 a.m. to 6 p.m. Please call if you have any questions regarding your payment arrangement.

Sincerely,

Elia Lopez
Customer Relations Specialist
Western Gas Distribution

Enclosure

cc: Division of Public Utilities

DID NOT RECEIVE!!

*I HAVE A FRONT
ENTRANCE CAMERA
THIS IS A LIE!!

*I HAVE THE FILM OF
THEM COMING ON 2/27 TOTTING
THE SHOT OFF NOTICE ON & RUNNING



DOMINION ENERGY

STN

SERVICE TERMINATION NOTICE

Emp ID 13 10A	Time of Arrival 12:00 AM PM	Date of Notice 1/27
Address 41501 ...		

DAM MY PAST
DUE WAS
DUE!!

Service Terminated: Your gas service has been shut off for nonpayment. A reconnection fee and a security deposit will be required before service can be reinstated.

For customer security and employee safety: Dominion Energy does not accept natural gas service payments at customers' premises.

Utility payment assistance may be available from other agencies. Information is listed on the back

Other: _____

MAKING A PAYMENT:

To pay online or to locate a pay station near you, visit:

DominionEnergy.com

To pay by phone, please call 800-323-5517

Your account number and past-due amount will be required for automated payments.

NOTE: If any payment received by personal check is returned by bank (insufficient funds, etc.), gas service may be terminated without further notice.

Si necesita ayuda en Español, por favor llame a Dominion Energy al número 800-323-5517.