

**FORMAL COMPLAINT TO THE
PUBLIC SERVICE COMMISSION**

Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
Salt Lake City, Utah 84114-45585
February 14, 2020

D. Lynn Conger, and Michael Paul Adams, Complainants,
3153 South 4400 West Street,
Salt Lake City, Utah 84120-1823
Telephone: 801-706-4223

Complainants request to be represented by Counsel, to wit, Michael Paul Adams, Pro Se, in this matter. Contact Information is the same as above.

2.

The Utility being complained against is: **DOMINION ENERGY.**

3.

During the period from February 20, 2019, up to and including December 30, 2019, Dominion Energy, was using a combination of "meter reads," simply "wild" guesses, and possibly, another method to ascertain an "amount to bill us for a "Monthly Bill." Total Amount billed to Complainants during this period of time above mentioned was the amount of \$837.34. This total represents eleven (11) Billing periods. Many of these periods were marked as "estimated." Dividing this total amount by eleven, (11), which is the number of periods this number represents, gives a figure of \$76.12, (rounded to the nearest penny). This should represent a estimated monthly bill to the complainants.

However, shortly after December 31, 2019, Complainants received an "Estimated bill for the period to December 31, 2019, in the amount of \$223.71, which was some 2-1/3 larger than any other month in the past year. Again,. The method of "estimating" failed us as customers and seemed to provide a way for Dominion to "overcharge the complainants.

Complainants called Dominion Energy's billing Department and brought this to the attention of the Clerk that had answered the phone. She suggested we go out and read the meter while she waited on the phone. We went and took a cell phone picture of the meter's dial and brought it in and the Clerk helped us read the meter picture to her. She said that would work fine and she would make the adjustments. At that point, we ended the call expecting something to happen. We brought to the attention that this was the fourth month in a row where a "estimate" was used to provide a billing statement to us. Up to this moment, the meter reading of "9091" has

not been used in any correspondence or billing from Dominion Energy. We had filed an Informal Complaint regarding excessive use of what we describe as "guesstimates."

On February 4, 2020, we received a letter from Elia Lopez, Customer Relations Specialist for Dominion Energy. At this time, I wish to make it exceedingly clear. Complainants are **NOT** Paupers, Indigent or without funds to pay our bills. No mention of any problem with paying any of Dominion Energy's bills for Gas Service were included with our Informal Complaint. Yet such an issue including a pamphlet were included to address our need for help. We are NOT in need and are Not ELIGIBLE for such help. We made No Request for any information regarding such an issue. This is taken as an insult and an affront to our integrity, is immaterial and has absolutely no relevance to this Action. Further, comparing us to our neighbors, which was also done in Elia Lopez's Answer to our Informal Complaint has no bearing to our Informal Complaint and is also Irrelevant, immaterial, and has no bearing on any point of this Action.

4.

More than three, (3) years ago, **Questar Gas** changed their method of "reading Gas Meters" to some sort of "transponder" and one was installed on our gas meter without our knowledge and without our consent. At that time, our television service was blanked out. Only a lack of signal without sound, (other than a grinding noise), was able to be received. Investigation and a visit from a "Supervisor" from Questar Gas confirmed the problem. The Transponder destroyed the signal to our TV antenna or TV and removed any useable signal to our TV's throughout our home. We do NOT subscribe to satellite or cable services and get our Reception from a roof mounted Antenna. This has been in place for many years without any problem until this transponder was installed on the Gas meter, which is located against our Living Room Wall outside of the house, but within a short distance, about 6 feet from the main Television in our Living Room, and our Roof Antenna controls. The Supervisor removed the Transponder from the Gas Meter and the TV's worked and reception was back. The Supervisor stated the Transponder would be left off, the Driver who gathered the Transponder Date could simply "read" the meter by stopping and doing so on his driveby. He passed within Forty Feet of the Gas Meter and it should only take him a minute. It was also Agreed by the Complainants and the Supervisor that the Supervisor would request a "fix" for the problem with the TV interference or a different model Transponder. It was agreed between the Complainants and the Questar Gas Supervisor when necessary to try an updated or new model Transponder was available to test it. Apparently there is No such "Fix" or different Model that doesn't cause this problem with the TV Reception as we have never been contacted by anyone from Questar Gas or Dominion Energy with any "fix" or new model or modified model of the Transponder. This has worked very well since this agreement with Questar Gas and only has become an Issue with Dominion Energy's acquisition of Questar and whatever change in operations Dominion Energy has invoked. The Complainants will allow a test of any Transponder at a reasonable requested

time. However, we do not wish to be told to "Call and request a Transponder to be installed" and relinquish our TV signal because we "called."

5.

This matter could easily be solved to all parties' interests if a "read" of the meter as in the past was continued to be done monthly as has been the case up to the recent changes. If there is a Transponder that does NOT "kill" my TV Signal or disrupt the TV signal and cause objectionable interference after being demonstrated to be operating in such manner, then a Transponder would be a possible option. This is subject to satisfactory operation of the Transponder and without any interference with our TV Signal caused by the Transponder.



Complainant

D. Lynn Conger



Complainant

Michael Paul Adams

Date:

2-18-2020