

1. Name of Complainant: Frankie Baker and Rusty Baker

Address: 46425 1900 W #50 Roy Utah 84067

Telephone No.: 385-264-6504

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.

2-20-2020 I called to make my \$191.00 gas bill to get my service turned back on after they shut it off 2-18-2020. I was informed via automated system that the Bill is now \$204.00 I have not received no letter regarding this amount. The agent said I can not turn my service back on without \$204.00 and a very high security deposit and connection fee which they do not have it is 25 degrees today and I am ill. This Bill amount is not even from this address its from 7 yrs ago in another city.


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

as far as I know. They did not tell me.
I feel this is illegal because we have been given no notice just a shut off for that amount and it the middle of February and 25 degree people can die. And I have been fighting them regarding them bouncing past resident bills since 2004 which are not all our or mine.

5. What relief does the Complainant request?

I need gas so we can have heat and hot water it is freezing outside. I need a logical plan that we could even pay the turn it back on.

6. Signature of Complainant

Frankie Baker 

Date:

2-20-2020