

Complaint Report

Complaint Number: C19-0106

Customer Information

Customer Name: Baker, Frankie

Account Number:

Phone Number: 3852646504

Email Address: frankie.baker@icloud.com

Service 4642 S 1900 W #50
Address: Roy, UT 84067

Complaint Information

Company Name: Dominion Energy

Date Received: 5/6/2019

Type of Call: Complaint

Complaint Received By: Stefanie Liebert

Gone Formal: NO

Date Resolved: 5/9/2019

Complaint Type: Shut Off or Notice

Utility Company Analyst: Elia Lopez

Complaint Description:

Frankie Baker called the Division of Public Utilities as she has been unable to resolve her concerns with Dominion Energy. Ms. Baker states that she has been trying to get a medical letter faxed and signed by her doctor for the last 2 weeks. Ms. Baker states that Dominion Energy has been unable to get the fax to her Dr.'s office but that a supervisor was able to get it sent today. Ms. Baker states that she has spoke with her Dr.'s office and that the medical letter should be faxed back to Dominion Energy no later than tomorrow. Ms. Baker is trying to avoid termination and to have the medical letter sent to Dominion Energy as soon as possible.

Additional Info:

02/20/2020 Frankie Baker called to advise that her gas has been terminated and she does have a medical letter on file for her husband. I advised Ms. Baker that I would send her the forms for a formal complaint and in addition I would send an email to Elia Lopez with Dominion Energy requesting for a phone call to Ms. Baker.
S Liebert