

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

Complaints are public documents and are maintained on the Public Service Commission website.  
Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: MICHAEL LYONS  
Address: 2771 TONAQUINT DR. ST. GEORGE, UT. 84797  
Telephone No.: 435-313-5531  
Email Address: MOUNTAINLYONS1@GMAIL.COM  
Preferred method of contact:  Email or  U.S. Mail

*If represented by counsel, list:*

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone No.: \_\_\_\_\_ Email Address: \_\_\_\_\_

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.

SEE ATTACHED FORM

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?  
DOMINION ENERGY MIGHT HAVE THE LEGAL RIGHT TO CHARGE  
CUSTOMERS FOR SERVICE THEY DONT PROVIDE BUT IT IS UNETHICAL  
5. What relief does the Complainant request?  
DO NOT CHARGE SERVICE FEE FOR SERVICES NOT GIVEN

6. Signature of Complainant Michael Lyons  
Date: 4-29-20

**NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)**

I live in Saint George, Utah. My gas company here is Dominion Energy. My home is all electric except for heating. For six months out of the year I use no heat therefore I have no need for gas service. I am a retired low income senior citizen living on social security. I try to cut expenses any way I can. I want to shut off my gas service for six months and restart it in the Fall. I understand that I would be charged a reconnection fee of \$16.45 and I have no problem with that. But Dominion Energy wants to charge me a service fee of \$6.75 per month for six months plus taxes. I would be paying for service that I would not get. I have been told that Dominion Energy has the legal right to do this. This may be so but it is unethical if not dishonest and needs to be changed.

My electric company is Dixie Power and they have told me that if I were to temporarily discontinue service (which I do not have plans to do) they would not charge me a monthly service fee while I have no service, only a reconnection fee. The person I spoke to at Dixie Power agreed that would be wrong.

Dominion Energy would not like if a customer stole gas from them so why should a customer like it when Dominion Energy steals money from the customer even if they have the legal right to do it?

It seems that Dixie power is not a customer friendly company. When I first moved into my home I asked if they would send someone out to my home because to this day I think I may have a very small gas leak somewhere or else a faulty gas meter. They would not send someone out without charging me a service call. (Maybe this is why there are so many gas explosions in this country). I discussed this with someone at Dominion Energy and she called me back and sent someone to look over the electrical things around my house even though I did not ask her to and I was not charged anything. I have to say that Dixie Power is much more customer friendly than Dominion Energy is. But that is another matter.

I am sure that I am wasting my time filing this complaint and nothing will change but it is my right to do so.