

Complaint Report

Complaint Number: C20-0052

Customer Information

Customer Name: Lyon, Michael

Account Number: 1582001000

Phone Number: 435-3135531

Email Address:

Service Address: 2771 Tonaquint Dr
St. George , UT 84790

Complaint Information

Company Name: Dominion Energy

Date Received: 4/27/2020

Type of Call: Complaint

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved:

Complaint Type: Billing Problems

Utility Company Analyst: Elia Lopez

Complaint Description:

The Division received a call from Mr. Lyon with concerns about DEU. He explained, he moved into his house in August of last year. This will be his first summer at home, since it gets so hot in St. George he wants to temporarily turn off services until August. When Mr. Lyon called DEU they told him he would still need to pay \$6.75 plus taxes a month. He's confused as to why he would have to pay since he's not using services. Also, Mr. Lyon expressed concerns when he moved in he was being charged .50 cents for service he wasn't using. When he called DEU to come check the meater. My Lyon was told he would have to pay for and is wondering if that's true. Mr. Lyon resolution is to not charge him for services he's not going to use. Please contact the customer.

Complaint Response:

Emailed to the PSC on 4/30/2020