

12/27/2018

DPU Complaint Database

# Complaint Report

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**Complaint Number:** C18-0026

## Customer Information

**Customer Name:** Defeudis, Tod

**Account Number:**

**Phone Number:** 8013009640

**Email Address:**

**Service Address:** 402 Aspen Road  
Francis, UT 84036

**Mailing Address:** 3534 E Wasatch Grove Lane  
Cottonwood Heights, UT 84121

## Complaint Information

**Company Name:** Dominion Energy

**Date Received:** 12/27/2018

**Type of Call:** Complaint

**Complaint Received By:** Cynthia Dumas

**Gone Formal:** NO

**Date Resolved:**

**Complaint Type:** Initial Service

**Utility Company Analyst:**

### Complaint Description:

The Division received a call from Mr. Defeudis regarding requesting his initial service to a new property with DEU. He explained when he requested to have services turned on they asked him to sign a standard service agreement contract. In Mr. Defeudis opinion he believes this is a way so DEU can charge all the fees they want & the customer can't dispute the fees. He told DEU he wouldn't sign the agreement and DEU told him if he didn't sign the agreement DEU would put a lien on the property. Mr. Defeudis signed the agreement and sent in his check. When DEU went to connect services they realized there was a problem with the gas line, and told Mr. Defeudis he had to pay for the repairs. Mr. Defeudis believes DEU is just doing this to get more money and it's illegal. He would like services turned on, & proof that DEU isn't doing anything illegal. Please contact the customer.