

Rep: DE, this is Makayla, how can I help you?

Customer: I would like to open a new account for gas service.

Rep: Is this a business or residential?

Customer: It's a residence, but it's managed by a business.

Rep: Have you had service in your business name before?

Customer: No.

Rep: OK. What's the Federal tax ID?

Customer: I'll have to get that. Um. Actually, I can get that. Just a minute. Inaudible. It's [REDACTED].

Rep: OK. And the name of the Company?

Customer: Real Estate: Investment, Management, Brokerage, Development LLC.

Rep: OK. So Real

Customer: If you want you can abbreviate

Rep: The next one was Investment,

Customer: Investment, Management, Brokerage

Rep: LLC?

Customer: , Development LLC. Let's just make sure we got it right. Could you read it back to me what you have?

Rep: Yep. I have Real Estate Investment Management

Customer: Wait wait. Wait a minute. Wait a minute. Wait a minute. Real Estate: do you know what a colon is?

Rep: Yes, I know what a colon is.

Customer: So could you read it back to me again.

Rep: Real Estate: Investment, Management, Brokerage, Development, LLC.

Customer: After Development it's a space LLC not a comma.

Rep: And what's a good phone number to have on file?

Customer [REDACTED]

Rep: OK. And the address where you're starting service?

Customer: 402 Aspen Road, Francis, UT 84036

Rep: OK. What's your first and last name?

Customer: I would just leaving it in the LLC. Inaudible

Rep: For their information they need first and last name since you're the one starting service.

Customer: No, we're leaving it in the LLC and the property is not owned by a person. It's owned by a trust. You could have the trust information if you want.

Rep: But I need your first and last name cuz you are the one calling in to start service.

Customer: We are doing it through the LLC.

Rep: It is doing the LLC. It will be in the LLC's name, but I need the information.

Customer: OK. I'm giving you the information of the LLC. But no personal names.

Rep: I know.

Customer: But no personal names.

Rep: I just need to know your name sir so I can let them know who know who called in to start service.

Customer: Project manager. You can put that. It's a business. It's like asking Amazon

Rep: Right, but they need the business information. So that's what I'm trying to ask.

Customer: You can put project manager.

Rep: Great. And his is Francis so let me place you on a brief hold so I can see who your representative is so I can transfer you over to them. Looks like they still need the service lines and the city clearances.

Customer: Actually, they don't. The service lines have been brought in. Anyway ...

Rep: Do you have the City clearance confirmation number?

Customer: No I don't.

Rep: Then we've got, then they'll also need I don't show the service lines are in I can let them know you've said they have been completed but I would still speak to your pre-construction person but I can put there's been a will call to have the meter set and once they have all the information in they can set the meter.

Customer: Sure.

Rep: OK.

Customer: We already did that. It's already been paid.

Rep: OK. Ya. So they might just not have processed the paperwork yet. So when the information comes in they can release it.

Customer: OK.

Rep: OK. Give me just a second while I place it in a will call for you.

Customer: OK. Do I need anything else or can I be on my way?

Rep: I need more information but it doesn't sound like you're willing to give me the business information. So if you'd like to ...

Customer: I am willing to give you the I am willing to give you the information.

Rep: I would need name your phone number. I would need the owner's name.

Customer: I am willing to give ... Stop asking me the same question I told you I'm not ... I'll give you the business information but not a personal name. You don't have to ...

Rep: They need personal name so if you're not give that I can give you the account number so you can be on your way.

Customer: OK. So what I want you to do is ask me all the other information except the personal name. Can you do that?

Rep: Do you have the owner's phone number?

Customer: You've been given .. inaudible .. the property is owned by a trust, not a person.

Rep: I understand that. These are just the questions I'm supposed to ask. So, the rest of them are ...

Customer: OK so there's going to be I'm not going to convey any personal information. I can convey business information. Business telephone number, EIN numbers, the name of the trust which is on the deed with the county registry ... inaudible

Rep: Then I don't need to ask you those questions then. We'll just send a letter because their gonna have to fill it out anyways so we'll send that out. So what should the mailing address be?

Customer: RE.IMBD.LLC. That's who you going to address it to. The address is 3534 East Wasatch Grove Lane, Cottonwood Heights, UT 84036, oh, I'm sorry, 84021

Rep: Cottonwood?

Customer: What?

Rep: You said care of?

Customer: Care of project manager

Rep: OK. Did you want auto pay set up on the account?

Customer: No.

Rep: OK. Then we're finished. Would you like the account number?

Customer: Yes.

Rep: Let me know when you're ready.

Customer: OK. Go ahead.

Rep: It's [REDACTED]

Customer: So tell me what your going to send out to me.

Rep: The one's a signature identification letter that is going over the LLC information and your starting business as a new person with Dominion. Ummm. That's the only one you will get. And then they are just waiting on the service inst paperwork and City clearance and then they will set your meter for you.

Customer: Sounds good. Thank you. Have nice day.

Rep: Have a good day.