

Rep: Dominion Energy, this is Vince.

Customer: Hi Vince.

Rep: Good morning.

Customer: Good morning. Umm. Could you look up my account first of all.

Rep: OK. And who am I speaking with?

Customer: Uh, project manager.

Rep: And your name please.

Customer: I don't want to go through these hoops again and again. This is a business account.

Inaudible.

Rep: Before we go any farther we do like to identify who we are speaking with.

Customer: OK

Inaudible.

Customer: Hello?

Rep: I'm here.

Customer: Could you look up the account by the account number? Yes or no?

Rep: Yes I can.

Customer: [REDACTED].

Rep: OK.

Customer: I spent a half an hour on the phone the first time I called with a combative customer service representative and in retaliation she seems to have put the wrong name down on the account, so I want you to edit the account so it's the right name. Could you do that with me?

Rep: Well, ya, I'd be glad to. But it's interesting it looks like you did the same thing when you called in earlier. All you did was refer to yourself as the project manager.

Customer: That's right.

Rep: K. What name are we putting on the account for you?

Customer: So erase all that you have except the address. The address is correct. RE like real estate colon --- do you know what a colon is? Two dots standing on top of each other. Hello?

Rep: I'm here.

Customer: Do you know what a colon is?

Rep: You know, I really, I'm trying to help you as best I can. Umm.

Customer: We have a specific name that we have registered with the State.

Rep: OK, and first

Customer: And I'm trying to get you to transfer the exact name the way it reads

Rep: OK, first of all, first of all

Customer: corporation and so you

Rep: First of all before we go

Inaudible exchange

Customer: Is upsetting to me. I just want to

Rep: Before we go any further

Inaudible exchange

Customer: put it yes or no?

Rep: K. Before we go any further I do need your first name.

Customer: I want to go by it's project manager.

Inaudible exchange

Rep: Unfortunately I've got to you know I've got to do better than project manager.

Customer: Inaudible... within a trust so

Rep: K.

Customer: So a personal name isn't required. We went through this last Tuesday.

Rep: You know, I'm not going to go back and forth with you.

Customer: So what are you

Rep: OK

Customer: Inaudible... to the correct name on the account. Yes or no.

Rep: K. And what is your first name?

Customer: I'm not giving you a name. The name's in an LLC. So I'm not giving you a name. K. So don't keep asking me that. But I want you to put the correct name on the account. Can I give you that information and can you put that correct information on the account. Yes or no?

Rep: Yes I can.

Customer: OK. It is RE:

Rep: Can you explain to me what a colon is?

Customer: A colon is two dots that stand on top of each other.

Rep: Thank you.

Customer: OK. So RE like real estate : IM like investment management BD like brokerage development space LLC.

Rep: Can I get a phone number from you?

Customer: Inaudible. Excuse me.

Rep: Can I get a phone number from you?

Customer: 801-300-9640

Rep: Thank you.

Customer: And then can you put after the Re:IMBD LLC put c/o project manager.

Rep: You know what, I'd be glad to do that for you.

Customer: Thank you. And then nothing else. And then you can

Rep: Alright, is there anything else?

Customer: So could you resend this Gas Service Identification Agreement Request to inaudible the proper heading now that we've changed it.

Rep: I'd be glad to.

Customer: The other thing is we paid all these service fees about over \$1,300 and then when we called in and said there was some \$1,600 or \$16 balance. Do you see that and what is that for if you do see that.

Rep: Well the \$16 fee, let me look that up, my guess without looking at it is the cost setting the meter. But let me look that up for you.

Customer: We paid \$16, we paid \$16 ... inaudible...

Rep: Let me rephrase that, let me rephrase that, the cost of unlocking the meter. That's exactly what it is.

Customer: So that's what you see on there?

Rep: Yes sir, it's the cost of unlocking the meter. Yes sir.

Customer: OK. We'd like to dispute the charge. The meter was never unlocked it was just installed.

Rep: OK that's fine.

Customer: I'd like to I'd like to request that that's removed. They didn't do that work.

Rep: K. So any time any time we come out any time we come out and set a meter and we leave it unlocked there is a \$15 connect fee plus tax. If the meter's already been set and we unlock it there is still a \$15 connect fee.

Customer: What I'm saying is you just installed it.

Rep: I understand that.

Customer: OK. Let's forget about that issue. Alright, please rebill that and send it out and respond to it.

Rep: I'd be glad to do that for you.

Customer: K. Thank you very much.