

Complaint Report

Complaint Number: C21-0102

Customer Information

Customer Name: Brooke, Amie

Account Number: [REDACTED]

Phone Number: 415.860.7896

Email Address: amiebrooke13@gmail.com

Service Address: 8450 Gambel Dr. #R-2
Park City, UT 84098

Complaint Information

Company Name: Dominion Energy

Date Received: 7/12/2021

Type of Call: Complaint

Complaint Received By: Stefanie Liebert

Gone Formal: NO

Date Resolved: 7/19/2021

Complaint Type: Repair

Utility Company Analyst:

Complaint Description:

The following complaint was received via email and has been copied and sent exactly as received.

From: DPU Web Server
Date: Mon, Jul 12, 2021 at 10:51 AM
Subject: Online Complaint Submission
To:

DPU ONLINE COMPLAINT

UTILITY CUSTOMER

FROM: Amie Brooke

CONTACT: Amie Brooke

PHONE: 4158607896

EMAIL: amiebrooke13@gmail.com

SERVICE ADDRESS:

8450 Gambel Drive, #R-2 Park City, UT 84098

INCIDENT DETAILS

UTILITY: Dominion Energy

ACCOUNT NUMBER: [REDACTED]

COMPLAINT TYPE: Repair

COMPLAINT:

On 5/31/21 I contacted Dominion Energy about a gas smell in our building and after 2 visits that same day it was determined there was a gas leak in one of the units main lines that run through the common wall near my unit. I have attempted 3 times to request the report of findings and also repair from Dominion's legal department and they are not returning my inquiries with the requested information (they are withholding the report). I need this information to determine liability for the medical damages I sustained from the gas exposure in my unit and Dominion is not providing. Can you please assist me with this process? Thank you.

SUGGESTED RESOLUTION: Dominion Energy should provide me a full report of findings from the gas leak on 5/31/21 at 8450 Gambel Drive, Park City, UT and also provide liability information for damages.

Additional Info:

From: Amie Brooke
Date: Mon, Jul 19, 2021 at 4:42 PM
Subject: Re: UT - Brooke, Amie
To: , Stefanie Liebert
Cc: Raegan Cottrell

Hello Stephanie,

This response below from Ms. Lopez is not adequate and requires your continued follow up.

My original call to Dominion was placed when Reagan Cottrell and I both smelled gas in our common area building hallway on 5/31/21, primarily in the area outside my front door. When the Dominion technician came out the first time he did not initially find the main gas line leak, so Ms. Cottrell called Dominion back a second time, less than one hour later.

Both service calls placed on 5/31/21 were related to the same exact issue with the gas leak and should be treated as such.

Ms. Cottrell's service report from Dominion should not be confidential as it contains information pertinent to all tenants of 8540 Gambel Drive, as the gas leak was found in our common wall. Ms. Cottrell is copied on this email and you may contact her directly to confirm these facts.

Thank you,

Amie Brooke

From: Stefanie Liebert
Date: Tue, Jul 20, 2021 at 12:40 PM
Subject: Re: UT - Brooke, Amie
To: Amie Brooke
Cc: CAPSC , Raegan Cottrell

Dear Ms. Brooke,

If you are unsatisfied with the response you received from Dominion Energy you have the option of requesting for a mediation with Dominion Energy or you can file a formal complaint.

I have attached the document outlining the process and the form to file a formal complaint if you should choose to do so.

Best Regards,

Stefanie Liebert
Office Specialist
Division of Public Utilities
(801)-530-6285
Business hours are 8:00 a.m. - 5:00 p.m., Monday-Friday

Dominion Energy Utah
333 South State Street, Salt Lake City, UT 84145
Mailing Address:
P.O. Box 45360, Salt Lake City, UT 84145
DominionEnergy.com



July 19, 2021

Amie Brooke
8450 Gambel Road, Unit R-2
Park City, UT 84098

RE: Informal Complaint filed with the Utah Division of Public Utilities on July 12, 2021

Dear Ms. Brooke:

Questar Gas Company dba Dominion Energy Utah (DEU) is in receipt of your informal Complaint filed with the Utah Division of Public Utilities. DEU would like to take this opportunity to respond to your concern.

We acknowledge that you have made requests for information relating to reports of a gas smell in your building on May 31, 2021. We have made every effort to respond to your requests. For your convenience, I have included copies of all of our correspondence on this issue as Attachment A. This documentation includes all emails sent or received by DEU, as well as the responsive information we previously provided to you relating to the May 31, 2021 service visit.

We have conducted a thorough review of the records related to your gas account and confirm that we have already provided all available responsive information. DEU has not conducted a liability analysis and does not create reports like the one you are requesting. We do, however, note that the leaks that appear to have been found in the area of your apartment were on equipment that is not owned or maintained by DEU.

You have requested documents related to Ms. Cottrell's account as well. We are unable to provide you with information related to any other customer's account because that information is considered private.

I hope this addresses your concerns. If you have additional questions, please feel free to contact me at abbie.magrane@dominionenergy.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Abbie Magrane", written over a horizontal line.

Abbie Magrane
Senior Counsel

Attachment "A"

Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Monday, June 14, 2021 3:38 PM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel Drive R2, Park City

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Hi Shalise,

Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

Best,

Amie Brooke
8450 Gambel Drive R2
Park City, UT 84098

415-860-7896

Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Friday, June 18, 2021 2:38 PM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive R2, Park City

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Hi Shalise,

I just wanted to verify that you received my request below.

Thank you,

Amie Brooke

> On Jun 14, 2021, at 3:37 PM, Amie Brooke <amiebrooke13@gmail.com> wrote:

>

> Hi Shalise,

>

> Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

>

> The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

>

> I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

>

> Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

>

> Best,

>

> Amie Brooke

> 8450 Gambel Drive R2

> Park City, UT 84098

>

> 415-860-7896

>

>

>

>

>

Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Monday, June 21, 2021 11:47 AM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive R2, Park City

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Shalise,

This does not appear to be the complete report of findings as your service agent was called out twice on the 31st and found a leak in the utility closet in the hallway and then subsequently found a leak in the mail gas line running through the wall of the first floor.

Please provide a full report of the second visit which indicates findings of the second visit and the repairs that were done to the mail line.

Thank you,

Amie Brooke

> On Jun 21, 2021, at 10:25 AM, Shalise.McKinlay@dominionenergy.com wrote:

>

> Good morning Ms. Brooke:

>

> In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.

>

> Thank you,

>

> Shalise McKinlay

> Paralegal II

>

> Dominion Energy Questar Corporation

> 333 South State Street, Salt Lake City, Utah 84111 Mailing Address:

> P.O. Box 45360, Salt Lake City, Utah 84145-0360

> O: 801-324-5820 C: 385-272-9459

>

>

>

>

>

>

> -----Original Message-----

> From: Amie Brooke <amiebrooke13@gmail.com>

> Sent: Monday, June 14, 2021 3:38 PM

> To: Shalise McKinlay (Services - 6)

> <Shalise.McKinlay@dominionenergy.com>
> Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel Drive
> R2, Park City
>
> ***This is an EXTERNAL email that was NOT sent from Dominion Energy.
> Are you expecting this message? Are you expecting a link or
> attachment? DO NOT click links or open attachments until you verify
> them***
>
>
>
> Hi Shalise,
>
> Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was
called in on 5/31/21 by myself. My account number is [REDACTED].
>
> The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this
was detected, what was done to fix it, and approximately how long the gas had been leaking.
>
> I also want to know what the technician said about the CO detectors in the building and units and if they were
operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people
using their appliances.
>
> Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this
information is important to me.
>
> Best,
>
> Amie Brooke
> 8450 Gambel Drive R2
> Park City, UT 84098
>
> 415-860-7896
>
>
>
>
>
> CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or
privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the
sender without an additional express written confirmation to that effect. The information is intended solely for the
individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any
disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you
have received this electronic transmission in error, please reply immediately to the sender that you have received the
message in error, and delete it. Thank you.
> <8450 Gambel Field Order.pdf>

Shalise McKinlay (Services - 6)

From: Shalise McKinlay (Services - 6)
Sent: Monday, June 21, 2021 10:26 AM
To: Amie Brooke
Subject: RE: [EXTERNAL] Report requested for gas leak at 8450 Gambel Drive R2, Park City
Attachments: 8450 Gambel Field Order.pdf

Good morning Ms. Brooke:

In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.

Thank you,

Shalise McKinlay
Paralegal II

Dominion Energy Questar Corporation
333 South State Street, Salt Lake City, Utah 84111 Mailing Address: P.O. Box 45360, Salt Lake City, Utah 84145-0360
O: 801-324-5820 C: 385-272-9459

-----Original Message-----

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Monday, June 14, 2021 3:38 PM
To: Shalise McKinlay (Services - 6) <Shalise.McKinlay@dominionenergy.com>
Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel Drive R2, Park City

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Hi Shalise,

Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

Best,

Amie Brooke
8450 Gambel Drive R2
Park City, UT 84098

415-860-7896



Order Detail

Name: Brooke,Amie
 Address: 8450 Gambel Dr R2
 City: Park City State: UT Zip: 84098
 Caller Phone:
 Contract Phone: 415-860-7896

Service Tech: GAVIN13 Richins, Gavin

Priority: 1 FA Type: AL FA ID: 4360171669

Instructions: LOW RISK answered no to all covid question amie an other tenants state Gas odors and possible CO symptoms

Meter Loc: OE Meter No: 760028239 New Meter No: 0 Old Regulator No: 899 New Regulator No:
 Meter Change Reason: Current/Remove Read: 7755 Meter Set New Read: Old Regular Pressure: 2 lb. New Regular Pressure:
 Disconnect Location: SP Cnct/DisCnct: Old Transponder No: 92571168 New Transponder No: 0

Read History for 12 Months

Date	Read	Type	Use on Bill	Date	Read	Type	Use on Bill
01-JUN-2021	7630	Regular	Y	01-FEB-2021	7393	Regular	Y
31-MAY-2021	7755	Regular	N	04-JAN-2021	7300	Regular	Y
03-MAY-2021	7607	Regular	Y	01-DEC-2020	7177	Regular	Y
01-APR-2021	7552	Regular	Y	04-NOV-2020	7087	Regular	Y
01-MAR-2021	7474	Regular	Y	05-OCT-2020	7037	Regular	Y
02-FEB-2021	7395	Regular	N	28-SEP-2020	7029	Regular	Y
02-FEB-2021	7495	Regular	N				

<input checked="" type="checkbox"/> Meter Registers	<input type="checkbox"/> Tags/Stickers	<input type="checkbox"/> Bar Sealed Meter	<input type="checkbox"/> Caused by 3rd Party
<input type="checkbox"/> Spot Test	<input checked="" type="checkbox"/> Leak Screened	<input type="checkbox"/> Zip Tied Meter Off	<input type="checkbox"/> Line Locate
<input checked="" type="checkbox"/> CGI Equipment Used	<input type="checkbox"/> Pressure Test Fuel Line	<input type="checkbox"/> Plugged Meter & Sealed Off	<input type="checkbox"/> Line Secure
<input checked="" type="checkbox"/> CGD Equipment Used	<input type="checkbox"/> Left Notes on Meter and Door	<input type="checkbox"/> Service Diversion	<input type="checkbox"/> Soil Ventilated
<input checked="" type="checkbox"/> Safety Checks	<input type="checkbox"/> Service Point Disconnect	<input type="checkbox"/> Hot Change Meter	<input type="checkbox"/> Repair & Replace
<input type="checkbox"/> Probe Test	<input checked="" type="checkbox"/> Odorant Detected	<input type="checkbox"/> Disconnected at Street	<input type="checkbox"/> Air Test Service/Main

Complete 2021-05-31 17:36:01
 Cancel
 Incomplete
 Onsite 2021-05-31 17:35:00

Pick Up Order

Comments:

Appliance Type	Condition1	Condition2
Gas % Inside: 0	Gas % Outside: 0	
Appliance Info		CO
Type	Brand	Air Free or w/Excess Air
	BTU's	Before
		After

Tech Comments

Multiple tenants complaining of odors in hallway at first floor no gas found in apartment building on first floor or second floor started checking utility closets located in hallway found small leak on flex connector going to furnace fixed leak completed checking other appliances No other gas found tenants did not want other safety is completed on meters.

There Are No Attachments

Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 22, 2021 12:41 PM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive R2, Park City

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Hello again Shalise,

I just read my email again and I meant Main line, not mail line. Sorry for the type. I look forward to getting the second report of findings.

Best,

Amie

> On Jun 21, 2021, at 11:46 AM, Amie Brooke <amiebrooke13@gmail.com> wrote:

>

> Shalise,

>

> This does not appear to be the complete report of findings as your service agent was called out twice on the 31st and found a leak in the utility closet in the hallway and then subsequently found a leak in the mail gas line running through the wall of the first floor.

>

> Please provide a full report of the second visit which indicates findings of the second visit and the repairs that were done to the mail line.

>

> Thank you,

>

> Amie Brooke

>

>> On Jun 21, 2021, at 10:25 AM, Shalise.McKinlay@dominionenergy.com wrote:

>>

>> Good morning Ms. Brooke:

>>

>> In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.

>>

>> Thank you,

>>

>> Shalise McKinlay

>> Paralegal II

>>

>> Dominion Energy Questar Corporation

>> 333 South State Street, Salt Lake City, Utah 84111 Mailing Address:

>> P.O. Box 45360, Salt Lake City, Utah 84145-0360

>> O: 801-324-5820 C: 385-272-9459

>>
>>
>>
>>
>>
>>
>>

>> -----Original Message-----

>> From: Amie Brooke <amiebrooke13@gmail.com>

>> Sent: Monday, June 14, 2021 3:38 PM

>> To: Shalise McKinlay (Services - 6)

>> <Shalise.McKinlay@dominionenergy.com>

>> Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel

>> Drive R2, Park City

>>

>> ***This is an EXTERNAL email that was NOT sent from Dominion Energy.

>> Are you expecting this message? Are you expecting a link or

>> attachment? DO NOT click links or open attachments until you verify

>> them***

>>

>>

>>

>> Hi Shalise,

>>

>> Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

>>

>> The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

>>

>> I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

>>

>> Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

>>

>> Best,

>>

>> Amie Brooke

>> 8450 Gambel Drive R2

>> Park City, UT 84098

>>

>> 415-860-7896

>>

>>

>>

>>

>>

>> CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the

individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.

>> <8450 Gambel Field Order.pdf>

>

Shalise McKinlay (Services - 6)

From: Raegan Cottrell <raegancottrell@hotmail.com>
Sent: Wednesday, June 23, 2021 11:28 AM
To: Shalise McKinlay (Services - 6); Amiebrooke13@gmail.com
Subject: [EXTERNAL] Fw: Report requested for gas leak at 8450 Gambel Drive R2, Park City

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Hi Shalise. Can you please also provide a field order report for the second report of a gas leak that occurred at 8450 Gambel Drive on Memorial Day, 5-31-2021, that was reported by myself in the early evening hours? This would be for the second time that Gavin had to come to our address that day. I have copied Amie Brooke on this request as she is also a resident in this building.

Thank you very much.

Raegan Cottrell
8450 Gambel Drive, Unit R21

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 22, 2021 6:24 PM
To: Raegan Cottrell <raegancottrell@hotmail.com>
Subject: Fwd: Report requested for gas leak at 8450 Gambel Drive R2, Park City

Here's the report Dominion sent, but it's not complete because it doesn't report the findings after they came out a second time and found a leak in the main line in the wall.

Would you mind sending an email to the woman below to request the full report as they may only release it to the caller...?

Many thanks, Amie

Begin forwarded message:

From: "Shalise.McKinlay@dominionenergy.com" <Shalise.McKinlay@dominionenergy.com>
Subject: RE: Report requested for gas leak at 8450 Gambel Drive R2, Park City
Date: June 21, 2021 at 10:25:59 AM MDT
To: Amie Brooke <amiebrooke13@gmail.com>

Good morning Ms. Brooke:

In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.

Thank you,

Shalise McKinlay
Paralegal II

Dominion Energy Questar Corporation
333 South State Street, Salt Lake City, Utah 84111
Mailing Address: P.O. Box 45360, Salt Lake City, Utah 84145-0360
O: 801-324-5820 C: 385-272-9459

-----Original Message-----

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Monday, June 14, 2021 3:38 PM
To: Shalise McKinlay (Services - 6) <Shalise.McKinlay@dominionenergy.com>
Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel Drive R2, Park City

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Hi Shalise,

Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

Best,

Amie Brooke
8450 Gambel Drive R2
Park City, UT 84098

415-860-7896

CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.

Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 29, 2021 11:52 AM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive R2, Park City

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Shalise,

Did you receive this request below that was also asked by another resident of the building?

The building residents are legally required to receive a full report of findings and actions taken by the gas company. If I don't hear from you by end of today this matter will be handed over to legal counsel and escalated to the full extent.

Thank you,

Amie Brooke

> On Jun 21, 2021, at 11:46 AM, Amie Brooke <amiebrooke13@gmail.com> wrote:

>

> Shalise,

>

> This does not appear to be the complete report of findings as your service agent was called out twice on the 31st and found a leak in the utility closet in the hallway and then subsequently found a leak in the mail gas line running through the wall of the first floor.

>

> Please provide a full report of the second visit which indicates findings of the second visit and the repairs that were done to the mail line.

>

> Thank you,

>

> Amie Brooke

>

>> On Jun 21, 2021, at 10:25 AM, Shalise.McKinlay@dominionenergy.com wrote:

>>

>> Good morning Ms. Brooke:

>>

>> In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.

>>

>> Thank you,

>>

>> Shalise McKinlay

>> Paralegal II

>>

>> Dominion Energy Questar Corporation

>> 333 South State Street, Salt Lake City, Utah 84111 Mailing Address:

>> P.O. Box 45360, Salt Lake City, Utah 84145-0360

>> O: 801-324-5820 C: 385-272-9459

>>

>>

>>

>>

>>

>>

>> -----Original Message-----

>> From: Amie Brooke <amiebrooke13@gmail.com>

>> Sent: Monday, June 14, 2021 3:38 PM

>> To: Shalise McKinlay (Services - 6)

>> <Shalise.McKinlay@dominionenergy.com>

>> Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel

>> Drive R2, Park City

>>

>> ***This is an EXTERNAL email that was NOT sent from Dominion Energy.

>> Are you expecting this message? Are you expecting a link or

>> attachment? DO NOT click links or open attachments until you verify

>> them***

>>

>>

>>

>> Hi Shalise,

>>

>> Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

>>

>> The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

>>

>> I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

>>

>> Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

>>

>> Best,

>>

>> Amie Brooke

>> 8450 Gambel Drive R2

>> Park City, UT 84098

>>

>> 415-860-7896

>>

>>

>>

>>

>>

>> CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.

>> <8450 Gambel Field Order.pdf>

>

Shalise McKinlay (Services - 6)

From: Shalise McKinlay (Services - 6)
Sent: Tuesday, June 29, 2021 12:03 PM
To: Amie Brooke
Subject: RE: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive R2, Park City

Amie:

Thank you for following up. I am in the process of researching this. Based on the information obtained thus far, the only record for the date you indicated has been produced. I am looking to see if it is possibly associated with the other account which was requested last week for your neighbor.

Thank you,

Shalise McKinlay
Paralegal II

Dominion Energy Questar Corporation
333 South State Street, Salt Lake City, Utah 84111 Mailing Address: P.O. Box 45360, Salt Lake City, Utah 84145-0360
O: 801-324-5820 C: 385-272-9459

-----Original Message-----

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 29, 2021 11:52 AM
To: Shalise McKinlay (Services - 6) <Shalise.McKinlay@dominionenergy.com>
Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel Drive R2, Park City

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Shalise,

Did you receive this request below that was also asked by another resident of the building?

The building residents are legally required to receive a full report of findings and actions taken by the gas company. If I don't hear from you by end of today this matter will be handed over to legal counsel and escalated to the full extent.

Thank you,

Amie Brooke

> On Jun 21, 2021, at 11:46 AM, Amie Brooke <amiebrooke13@gmail.com> wrote:

>> Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

>>

>> The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

>>

>> I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

>>

>> Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

>>

>> Best,

>>

>> Amie Brooke

>> 8450 Gambel Drive R2

>> Park City, UT 84098

>>

>> 415-860-7896

>>

>>

>>

>>

>>

>> CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.

>> <8450 Gambel Field Order.pdf>

>

Shalise McKinlay (Services - 6)

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 29, 2021 12:07 PM
To: Shalise McKinlay (Services - 6)
Subject: [EXTERNAL] Re: Re: Report requested for gas leak at 8450 Gambel Drive R2, Park City

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Possibly associated? The call was made less than an hour later same day- as we went back into the building and smelled gas in the hallway. The entire building was evacuated twice!

> On Jun 29, 2021, at 12:03 PM, Shalise.McKinlay@dominionenergy.com wrote:

>

> Amie:

>

> Thank you for following up. I am in the process of researching this. Based on the information obtained thus far, the only record for the date you indicated has been produced. I am looking to see if it is possibly associated with the other account which was requested last week for your neighbor.

>

> Thank you,

>

> Shalise McKinlay

> Paralegal II

>

> Dominion Energy Questar Corporation

> 333 South State Street, Salt Lake City, Utah 84111 Mailing Address:

> P.O. Box 45360, Salt Lake City, Utah 84145-0360

> O: 801-324-5820 C: 385-272-9459

>

>

>

>

>

>

> -----Original Message-----

> From: Amie Brooke <amiebrooke13@gmail.com>

> Sent: Tuesday, June 29, 2021 11:52 AM

> To: Shalise McKinlay (Services - 6)

> <Shalise.McKinlay@dominionenergy.com>

> Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel

> Drive R2, Park City

>

> ***This is an EXTERNAL email that was NOT sent from Dominion Energy.

> Are you expecting this message? Are you expecting a link or

> attachment? DO NOT click links or open attachments until you verify
> them***
>
>
>
> Shalise,
>
> Did you receive this request below that was also asked by another resident of the building?
>
> The building residents are legally required to receive a full report of findings and actions taken by the gas company. If I don't hear from you by end of today this matter will be handed over to legal counsel and escalated to the full extent.
>
> Thank you,
>
> Amie Brooke
>
>> On Jun 21, 2021, at 11:46 AM, Amie Brooke <amiebrooke13@gmail.com> wrote:
>>
>> Shalise,
>>
>> This does not appear to be the complete report of findings as your service agent was called out twice on the 31st and found a leak in the utility closet in the hallway and then subsequently found a leak in the mail gas line running through the wall of the first floor.
>>
>> Please provide a full report of the second visit which indicates findings of the second visit and the repairs that were done to the mail line.
>>
>> Thank you,
>>
>> Amie Brooke
>>
>>> On Jun 21, 2021, at 10:25 AM, Shalise.McKinlay@dominionenergy.com wrote:
>>>
>>> Good morning Ms. Brooke:
>>>
>>> In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.
>>>
>>> Thank you,
>>>
>>> Shalise McKinlay
>>> Paralegal II
>>>
>>> Dominion Energy Questar Corporation
>>> 333 South State Street, Salt Lake City, Utah 84111 Mailing Address:
>>> P.O. Box 45360, Salt Lake City, Utah 84145-0360
>>> O: 801-324-5820 C: 385-272-9459
>>>
>>>
>>>
>>>
>>>
>>>
>>>

>>> -----Original Message-----

>>> From: Amie Brooke <amiebrooke13@gmail.com>

>>> Sent: Monday, June 14, 2021 3:38 PM

>>> To: Shalise McKinlay (Services - 6)

>>> <Shalise.McKinlay@dominionenergy.com>

>>> Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel

>>> Drive R2, Park City

>>>

>>> ***This is an EXTERNAL email that was NOT sent from Dominion Energy.

>>> Are you expecting this message? Are you expecting a link or

>>> attachment? DO NOT click links or open attachments until you verify

>>> them***

>>>

>>>

>>>

>>> Hi Shalise,

>>>

>>> Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that was called in on 5/31/21 by myself. My account number is [REDACTED].

>>>

>>> The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where this was detected, what was done to fix it, and approximately how long the gas had been leaking.

>>>

>>> I also want to know what the technician said about the CO detectors in the building and units and if they were operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people using their appliances.

>>>

>>> Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

>>>

>>> Best,

>>>

>>> Amie Brooke

>>> 8450 Gambel Drive R2

>>> Park City, UT 84098

>>>

>>> 415-860-7896

>>>

>>>

>>>

>>>

>>>

>>> CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.

>>> <8450 Gambel Field Order.pdf>

>>

>

>

> CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.

Shalise McKinlay (Services - 6)

From: Shalise McKinlay (Services - 6)
Sent: Tuesday, June 29, 2021 12:24 PM
To: Amie Brooke
Subject: RE: [EXTERNAL] Re: Re: Report requested for gas leak at 8450 Gambel Drive R2, Park City

Good afternoon Ms. Brooke:

We have produced the only note recorded to your account for the service date requested. I am researching the request received from your neighbor.

Thank you,

Shalise McKinlay
Paralegal II

Dominion Energy Questar Corporation
333 South State Street, Salt Lake City, Utah 84111 Mailing Address: P.O. Box 45360, Salt Lake City, Utah 84145-0360
O: 801-324-5820 C: 385-272-9459

-----Original Message-----

From: Amie Brooke <amiebrooke13@gmail.com>
Sent: Tuesday, June 29, 2021 12:07 PM
To: Shalise McKinlay (Services - 6) <Shalise.McKinlay@dominionenergy.com>
Subject: [EXTERNAL] Re: Re: Report requested for gas leak at 8450 Gambel Drive R2, Park City

This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them

Possibly associated? The call was made less than an hour later same day- as we went back into the building and smelled gas in the hallway. The entire building was evacuated twice!

> On Jun 29, 2021, at 12:03 PM, Shalise.McKinlay@dominionenergy.com wrote:

>

> Amie:

>

> Thank you for following up. I am in the process of researching this. Based on the information obtained thus far, the only record for the date you indicated has been produced. I am looking to see if it is possibly associated with the other account which was requested last week for your neighbor.

>

> Thank you,
>
> Shalise McKinlay
> Paralegal II
>
> Dominion Energy Questar Corporation
> 333 South State Street, Salt Lake City, Utah 84111 Mailing Address:
> P.O. Box 45360, Salt Lake City, Utah 84145-0360
> O: 801-324-5820 C: 385-272-9459

>
>
>
>
>
>
>
>
> -----Original Message-----
> From: Amie Brooke <amiebrooke13@gmail.com>
> Sent: Tuesday, June 29, 2021 11:52 AM
> To: Shalise McKinlay (Services - 6)
> <Shalise.McKinlay@dominionenergy.com>
> Subject: [EXTERNAL] Re: Report requested for gas leak at 8450 Gambel
> Drive R2, Park City

>
> ***This is an EXTERNAL email that was NOT sent from Dominion Energy.
> Are you expecting this message? Are you expecting a link or
> attachment? DO NOT click links or open attachments until you verify
> them***

>
>
>
> Shalise,

>
> Did you receive this request below that was also asked by another resident of the building?

>
> The building residents are legally required to receive a full report of findings and actions taken by the gas company. If I don't hear from you by end of today this matter will be handed over to legal counsel and escalated to the full extent.

>
> Thank you,

>
> Amie Brooke

>
>> On Jun 21, 2021, at 11:46 AM, Amie Brooke <amiebrooke13@gmail.com> wrote:

>>
>> Shalise,

>>
>> This does not appear to be the complete report of findings as your service agent was called out twice on the 31st and found a leak in the utility closet in the hallway and then subsequently found a leak in the mail gas line running through the wall of the first floor.

>>
>> Please provide a full report of the second visit which indicates findings of the second visit and the repairs that were done to the mail line.

>>

>> Thank you,
>>
>> Amie Brooke
>>
>>> On Jun 21, 2021, at 10:25 AM, Shalise.McKinlay@dominionenergy.com wrote:
>>>
>>> Good morning Ms. Brooke:
>>>
>>> In response to your request, I am providing a copy of the field order regarding the service visit on May 31, 2021.
>>>
>>> Thank you,
>>>
>>> Shalise McKinlay
>>> Paralegal II
>>>
>>> Dominion Energy Questar Corporation
>>> 333 South State Street, Salt Lake City, Utah 84111 Mailing Address:
>>> P.O. Box 45360, Salt Lake City, Utah 84145-0360
>>> O: 801-324-5820 C: 385-272-9459
>>>
>>>
>>>
>>>
>>>
>>>
>>>
>>> -----Original Message-----
>>> From: Amie Brooke <amiebrooke13@gmail.com>
>>> Sent: Monday, June 14, 2021 3:38 PM
>>> To: Shalise McKinlay (Services - 6)
>>> <Shalise.McKinlay@dominionenergy.com>
>>> Subject: [EXTERNAL] Report requested for gas leak at 8450 Gambel
>>> Drive R2, Park City
>>>
>>> ***This is an EXTERNAL email that was NOT sent from Dominion Energy.
>>> Are you expecting this message? Are you expecting a link or
>>> attachment? DO NOT click links or open attachments until you verify
>>> them***
>>>
>>>
>>>
>>> Hi Shalise,
>>>
>>> Per our discussion, I am requesting a full report of findings on the gas leak at 8450 Gambel Drive in Park City that
>>> was called in on 5/31/21 by myself. My account number is [REDACTED].
>>>
>>> The leak was found in an upper unit but the pipes went through my wall, so I need a description of exactly where
>>> this was detected, what was done to fix it, and approximately how long the gas had been leaking.
>>>
>>> I also want to know what the technician said about the CO detectors in the building and units and if they were
>>> operational, as they did not go off even during a major leak in the building with the hallways filled with gas and people
>>> using their appliances.
>>>

>>> Thanks for your timely response and assistance Shalise. I have been very sick from the CO exposure and this information is important to me.

>>>

>>> Best,

>>>

>>> Amie Brooke

>>> 8450 Gambel Drive R2

>>> Park City, UT 84098

>>>

>>> 415-860-7896

>>>

>>>

>>>

>>>

>>>

>>> CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.

>>> <8450 Gambel Field Order.pdf>

>>

>

>

> CONFIDENTIALITY NOTICE: This electronic message contains information which may be legally confidential and or privileged and does not in any case represent a firm ENERGY COMMODITY bid or offer relating thereto which binds the sender without an additional express written confirmation to that effect. The information is intended solely for the individual or entity named above and access by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution, or use of the contents of this information is prohibited and may be unlawful. If you have received this electronic transmission in error, please reply immediately to the sender that you have received the message in error, and delete it. Thank you.