

FORMAL COMPLAINT FORM  
PUBLIC SERVICE COMMISSION  
Heber M. Wells State Office Building  
160 East 300 South, Fourth Floor  
P.O. Box 45585  
Salt Lake City, Utah 84114

Complaints are public documents and are maintained on the Public Service Commission website.  
Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: GAIL MENDENHALL  
Address: 4876 W. BLACK TWIG DR.  
Telephone No.: 801-750-9000  
Email Address: gailmendenhall@yahoo.com  
Preferred method of contact:  Email or  U.S. Mail

If represented by counsel, list:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Email Address: \_\_\_\_\_

2. The utility being complained against is: DOMINION ENERGY  
3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?  
Include exact dates, times, locations and persons involved, as closely as you can.

Billing me for a leak that was not mine.  
Also meters were crossed, but THIS HAD  
NOTHING TO DO WITH EXTRA COST (see attached  
letter)

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

DOMINION ENERGY CAN NOT PROVE IT WAS MY ERROR  
OR LEAK

5. What relief does the Complainant request?

I DON'T pay THIS EXTRA money DOMINION ENERGY  
is billing me for

6. Signature of Complainant Gail Mendenhall

Date: 5-7-22

NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)

May 6, 2022

To Whom It May Concern:

I am writing this letter on behalf of myself, Gail Mendenhall as part of a formal complaint against Dominion Energy. I live at 4876 W. Black Twig Dr. South Jordan, Utah 84009 in Garden Park (55 and over section of Daybreak).

I was inside my home and did not know that my neighbor, Debbie Jaminsky (may be misspelled) had reported a leak to Dominion Energy. During the job where two technicians from Dominion Energy were searching for the leak and smell of gas, they came to my door to shut off the gas and check the wires. I asked them where the leak was and was only told that Debbie (my neighbor) smelled gas on her doorstep. There are three townhomes (see photos) which share an inside wall. The lady on the end of our row was not affected.

I was told that mine and Debbie's meters were crossed and apparently I have been paying for her heat bill and she has been paying for mine since I purchased my townhome in April 2015 – 7 YEARS. The construction company who built these townhomes was Ivory. I do not know the sub contractors names who actually installed piping and wiring. Ivory is no longer working in Daybreak.

The technician who turned the gas off/ on in my house told me there was NO gas leak in my home and all hook ups were good. The technicians went back outside to finish their work. In the end the technicians changed out the meters, toned the wires and connected the correct meter to each unit and labeled them correctly for billing from Dominion Energy.

Both townhome units – one next to me and one on the end are large. They have approximately 2400 sq ft while I have a little over a 1000 sq feet including my garage. My neighbor's townhome has vaulted ceilings both downstairs and upstairs. My little townhome is all on one level and I can touch the ceiling while standing on a four ft. ladder.

The letter I received from Dominion Energy was written on March 31, 2022 and I received a few days later. This letter stated that I was responsible to pay MORE money for my energy bill. I asked for a technician to come out and show me where the leak was and how I was responsible. At the time I called in April I had just gotten home from the hospital having eye surgery for cancer. I asked Dominion to give me awhile so I could see the actual leak, meters, etc.

The technician came out on April 19, 2022. He was very nice, but inexperienced as he only had a few months with Dominion Energy. He called his supervisor, Thayne who immediately came out to my home. He made several phone calls to the people involved with finding and fixing the leak and he told me to file a complaint with Dominion Energy. Everyone keeps referring to the crossed meters. This has no bearing on my bill except I have been paying someone else energy bill and they have been paying At this point I called and spoke with Athea (may be misspelled) and she was very nice, directed me to the informal complaint department. This department

responded to Dominion Energy, and I was once again told to now file a formal complaint against Dominion Energy.

These are my concerns.

1. I was under the understanding that Dominion Energy or any public utility was responsible for making sure the wires that are hooked to meters are LABELED correctly by Dominion Energy technicians at the time of hookup for heat, electrical, etc. That do to the nature of heat/electrical it is very important to have the correct wiring and meters labeled correctly.
2. I was a lineman for Mountain Bell/US West/Qwest for over 33 years and understand crossed meters, wiring, conduit, etc. and how the problem is fixed.
3. My daughter is an engineer for Rocky Mountain Power and knows how these crossed lines work as well.
4. I did NOT have a gas leak.
5. I have been paying for 7 years for a home twice the size of mine.
6. I would like to know exactly where the leak was (NO ONE WILL TELL ME). People from Dominion just keep saying crossed meters.
7. The leak was smelled in Debbie (my neighbor's house) not mine.
8. I am not trying to dispute the 7 years of me paying more for her unit.
9. I want a technician to show me where the leak was and how it was mine.
10. I would like the negative impact this has had on my account corrected, as my credit is very good and I pay all my bills on time.
11. At time of dates listed I worked two jobs and left at 7:00am till 10:00pm. My heat has always been set on the thermostat from 69-71. I don't like it hot and that is what my HVAC technician told me to do.
12. It seems to me the discrepancy in charges would be for the home which is very large and uses more gas than my small townhome. Meters crossed would reflect this. Why am I billed more when I already paid more for several years. Both ladies in large townhomes are home all day.

I am not trying to be difficult, just want PROOF the leak and extra usage was mine. I received the latest letter on May 2, 2022. It was written on April 28, 2022.

This letter stated that once the meter situation was discovered a billing correction was made to the accounts involved. I would like to have a technician who does know where the leak was and how it can be labeled as mine when readings were taken from either an incorrect meter for my house at the dates listed (April 2020 – March 2022) or why the smallest house was billed for the leak when none was detected in my home. Please advise as to how I need to proceed. Thanks so much for your time and consideration.

Sincerely,

A handwritten signature in cursive script that reads "Nail Menderball". The signature is written in black ink and is positioned at the bottom of the letter, below the word "Sincerely,".



MINE  
HSE

1000 sq. ft.

DEBBIE'S  
HSE 2400 sq. ft.

2400 sq. ft.  
DEANJA'S  
HSE

4872

4866



4876

MINE



mine

DEBBIE'S

4872

DEBBIE'S

DEANAS

4872





DEANAS

4866





4876

4872

4866

4878 213  
Spartanmeter

4878 213  
Spartanmeter

CUBIC FEET  
Spartanmeter











