

Complaint Report

Complaint Number: C22-0059

Customer Information

Customer Name: Mendenhall, Gail

Account Number:

Phone Number:

Email Address:

Service Address: 4876 W Black Twig Dr
South Jordan, UT 84009

Complaint Information

Company Name: Dominion Energy

Date Received: 4/26/2022

Date Resolved: 4/28/2022

Type of Call: Complaint

Complaint Type: Meter Problems / Reads

Complaint Received By: Maria Martinez

Utility Company Analyst: Patricia Martinez

Gone Formal: NO

Complaint Description:

RE: Crossed Meter and Additional Charges Issues

Ms. Mendenhall states she received a letter from Dominion Energy (DEU) informing her that there has been an adjustment made to her account for \$212.15 for service from 3/18/20-2/14/22.

Her next-door neighbor (Debbie) had smelled a gas leak and contacted DEU. DEU technician came out last week to investigate. DEU technician did not find any gas leak in Ms. Mendenhall's home but discovered the leak in her neighbor's unit.

It was also discovered that the meters had been crossed. Ms. Mendenhall has been paying for her neighbor's gas usage, a much bigger unit than hers.

Ms. Mendenhall lives in a Townhome community in South Jordan, Daybreak area. She lives in a unit connected to two other townhome units. She lives in the smaller, 1000 sq. ft. unit while the other two units are 2400 sq. ft.

She also has consistently kept her home temperature between 69-71 degrees. She is never home because she works two jobs, while her neighbor is home 24/7 with a sick husband.

She doesn't understand why she must be the one to pay for the adjustment rather than her neighbor. She also needs the crossed meters corrected.

Complaint Response:

Maria,

Attached is a copy of the letter mailed to Ms. Mendenhall. Please let me know if you have any questions.

Sincerely,

Elia Lopez
Customer Relations Specialist
Consumer Affairs

Western Gas Distribution
1140 W 200 S, Salt Lake City, UT 84104
Mailing Address: PO Box 45360, DNR146, Salt Lake City, UT 84145
O:801-324-3557

Gail Mendenhall
4876 Black Twig Dr
South Jordan, UT 84009

April 28, 2022

Dear Ms. Mendenhall,

This letter is in response to your complaint filed with the Division of Public Utilities. Thank you for the opportunity to respond to your concerns.

Our records indicate your home was new construction in 2014. Crossed meters are caused when the fuel lines are incorrectly marked with the unit number it serves. Gas meters are set and billed based on those markings. Dominion Energy was not made aware your meter was crossed with a neighboring unit until March 18, 2022. Our technician visited your home and met with you on April 19, 2022, to re-verify the correct gas meter. This will ensure accurate statements will be coming to you from this point forward.

Once the crossed meter situation was discovered, a billing correction was made to the accounts involved. We removed the billings from April 2020 to March 2022 and rebilled using the actual readings from the meter that was identified as serving your unit. Enclosed is a copy of Page 8-5 from the Utah Natural Gas Tariff showing a billing adjustment for a crossed meter is limited to 24 months. It also states you will be allowed to pay the adjustment amount, interest free, for that same duration of 24 months.

Dominion Energy strives to bill every customer for the correct usage but relies on contractors to correctly mark the lines going into the homes. Unfortunately, errors occasionally occur, and they need to be corrected as soon as we become aware of them. We

sincerely apologize for the negative impact on your account that this correction has caused. Please call me at 801-324-3987 if you wish to set up an interest-free 24-month payment plan.

Thank you for being a valued, long-time customer of Dominion Energy. In a previous telephone call, you were offered utility assistance information. If you change your mind and wish to find out more about these agencies, please call the Utah State Referral line at telephone number 2-1-1 for contact information for these agencies in your area.

Sincerely,

Patricia Martinez
Customer Relations Specialist
Western Gas Distribution

Enclosures

cc: Division of Public Utilities

