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BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

FORMAL COMPLAINT OF KIMBERLY BROADBENT AGAINST DOMINION ENERGY UTAH	Docket No. 23-057-08  <b>DOMINION ENERGY UTAH'S WRITTEN RESPONSE TO COMPLAINT</b>
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Pursuant to the Utah Public Service Commission's (Commission) Notice of Filing and Expedited Virtual Hearing issued on June 9, 2023 (the Notice) in this docket, Questar Gas Company dba Dominion Energy Utah (Dominion Energy or Company) respectfully submits this written response.

**DOMINION ENERGY'S RESPONSE**

Kimberly Broadbent (Ms. Broadbent) raised this issue via email to the Commission on June 9, 2023. To Dominion Energy's knowledge, she did not seek informal review pursuant to R746-200-8. As detailed below, Dominion Energy worked promptly, and in accordance with the Commission's Rules and the Company's Utah Natural Gas Tariff No. 600 (Tariff) to address issues related to the account. The Company complied with all

applicable statutes, rules and regulations. Dominion Energy staff also worked with staff administering the HEAT program to assist Ms. Broadbent and to ensure that she received all available assistance and that service to her residence was promptly reinstated. At present, HEAT has made payments on Ms. Broadbent's account, she is receiving natural gas service, and the account is no longer delinquent.

### **Background**

The account at issue was previously in the name of Ms. Broadbent's adult son (the Account Holder), and Ms. Broadbent was listed as an authorized user to the account. On January 17, 2023, Dominion Energy sent a letter to the Account Holder's attention indicating there was a past-due balance and requesting that credit arrangements be made within ten (10) days or the natural gas service may be discontinued (Confidential Exhibit A).

On February 27, 2023, Ms. Broadbent called to set up payment arrangements and requested a medical letter. The medical letter was successfully faxed to the requested health care provider on February 28, 2023 (Confidential Exhibit B).

Utah Admin. Code R746-200-7.D.1 provides:

If a public utility receives a serious illness or infirmity statement:

- (a) the public utility *shall continue or restore residential utility service for the period set forth in the statement **or one month, whichever is less***;
- (b) the public utility is not required to provide the continuation or restoration described in R746-200-7.D.1.a. more than two times to an individual customer or residence during the same calendar year; and
- (c) the account holder is liable for the cost of residential utility service during the period of continued or restored service.

(Emphasis added)

On March 1, 2023, Dominion Energy confirmed receipt of the medical letter and called Ms. Broadbent to notify her that there would be a thirty-day delay in termination of

natural gas service from March 1, 2023 through March 31, 2023. During this call, Ms. Broadbent indicated that she had an appointment with the HEAT assistance program that week and was advised to have them call in and commit to payment within the thirty-day timeframe. *See Confidential Exhibit C and Confidential Exhibit D.*

Dominion Energy received no additional information, and had no additional contact with the Account Holder or Ms. Broadbent during the next thirty (30) days, and the outstanding bill remained unpaid. On March 31, 2023, Dominion Energy notified the Account Holder of the past due balance of \$1,205.22, and requested payment or credit arrangements be made within ten (10) days to avoid termination of natural gas service (Confidential Exhibit E). Neither the Account Holder nor Ms. Broadbent made payment or credit arrangements. In accordance with Utah Admin. Code R746-200-7, the Company issued a notice indicating that gas service was subject to termination unless the past due amount was received within two business days. Company personnel placed the notice at the residence on May 1, 2023. An example of the final notice is attached hereto as Exhibit F.

On May 8, 2023, Ms. Broadbent called to set up payment arrangements. Specifically, Ms. Broadbent promised to make partial payment and to call back after payment was made. Dominion Energy further advised Ms. Broadbent that if she did not make payment, service would discontinue (Confidential Exhibit G). Ms. Broadbent did not make the payment.

The Company placed a second final notice at the residence on May 30, 2023, in the same form provided as Exhibit F. Dominion Energy did not receive any payment or further contact, and it terminated service to the residence on June 7, 2023. (Confidential Exhibit H).

On June 7, 2023, Sonia Fa'amoe from HEAT called to verify the account for Ms. Broadbent. Dominion Energy told Ms. Fa'amoe it would need to speak with the account holder to verify occupancy prior to resuming gas service to the residence (Confidential Exhibit I).

On June 8, 2023, Dominion Energy spoke with Ms. Broadbent. Ms. Broadbent indicated that she is renting the property from her father and the gas account was in the Account Holder's name. However, because the account was in the Account Holder's name, and the HEAT assistance would be issued on behalf of Ms. Broadbent, the Company indicated that it would either need to confirm residency with the Account Holder, or Ms. Broadbent would need to put the account in her own name. In the interest of expediting the process and resuming natural gas service as quickly as possible, Ms. Broadbent chose to move the account into her own name, and to have HEAT call in a commitment for payment. (Confidential Exhibit J).

On June 9, 2023, Ms. Broadbent requested service in her own name (Confidential Exhibit K). Dominion Energy also received verification from HEAT of its commitment to pay the outstanding balance (Confidential Exhibit L). Dominion Energy restored the gas service to the residence on that same day (Confidential Exhibit M).

### **Conclusion**

Dominion Energy, has, at all times, acted in accordance with all applicable statutes, rules, regulations, and Tariff provisions. It has provided Ms. Broadbent with the adequate notice regarding past-due balances, has attempted to accommodate Ms. Broadbent with payment arrangements, and has delayed termination of gas service based upon the medical letter provided. Dominion Energy also worked diligently with Ms. Broadbent and HEAT to obtain the necessary approvals to restore the gas service to Ms. Broadbent's residence on an expedited basis. Gas service has since been restored and HEAT has committed to payment of the outstanding balance. Accordingly, Ms. Broadbent's Complaint should be dismissed.

RESPECTFULLY SUBMITTED this 21<sup>st</sup> day of June, 2021.

DOMINION ENERGY UTAH

/s/ Jenniffer N. Clark  
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*Attorney for Dominion Energy Utah*

## CERTIFICATE OF SERVICE

This is to certify that a true and correct copy of the foregoing **DOMINION ENERGY UTAH'S WRITTEN RESPONSE TO COMPLAINT** was served upon the following persons by e-mail on the 21<sup>st</sup> day of June, 2023:

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