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- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

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Formal Complaint of )  
Kimberly Broadbent against )  
Dominion Energy Utah )  
 ) DOCKET NO. 23-057-08  
 )  
 )  
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Public Hearing  
Taken via Webex on Friday, June 23, 2023  
At 10:02 a.m. MT

Reported by: Brooke Simms, RPR, CCR, CSR

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A P P E A R A N C E S

The Public Service Commission:

Presiding Officer John Delaney, Esq.

For Dominion Energy Utah:

Jennifer N. Clark, Esq.

For Office of Consumer Services:

Bela Vastang

For Division of Public Utilities:

Brenda Salter

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I N D E X

PAGE

ELIA LOPEZ

Direct Examination By Ms. Clark

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P R O C E E D I N G S

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PRESIDING OFFICER: Good morning. We're here today on the complaint of and the expedited hearing request by Kimberly Broadbent in Docket Number 23-057-08. It's about 10:00 a.m. on Friday, June 23rd, 2023.

So we're now on the record, and as I am looking at the screen as oriented, helpfully, by Ms. Clark, let me just ask -- is Ms. Broadbent present?

Okay. Hearing nothing, let's -- got to assume -- and not seeing anything -- that she's not here. I'd like to give her a few minutes, and why don't we temporarily adjourn until ten after 10:00. Court reporter -- I lost the court reporter.

(Reporter clarification.)

PRESIDING OFFICER: So, court reporter, if you'll just note that we will take a break from 10:03 to 10:10, and if we could reconvene back here at 10:10, we'll see where we stand, and at that point we'll take appearances and proceed accordingly.

(Recess taken from 10:03 to 10:10.)

PRESIDING OFFICER: Okay. Hello, again. Let's go back on the record. So we're back on the record on the complaint and expedited hearing request by

1 Kimberly Broadbent in document -- or Docket Number  
2 23-057-08. It's now 10:10 a.m., Friday, June 23rd,  
3 2023.

4 Ms. Broadbent's complaint was submitted to the  
5 Public Service Commission on Friday, June 9th, 2023. On  
6 that same day, the PSC issued a noticed of filing of the  
7 complaint and the expedited -- an expedited virtual  
8 hearing notice, which was scheduled for today at  
9 10:00 a.m. That notice was sent to, among others,  
10 Ms. Broadbent, via email at the email address that was  
11 provided along with the complaint that was submitted.  
12 The notice was also sent to Ms. Broadbent by U.S. mail  
13 also at the physical address that was provided by  
14 Ms. Broadbent in the complaint.

15 We have -- during the break, I checked with  
16 people in our office, and we have no indication -- let  
17 me back up.

18 That notice provided a link -- a Webex link  
19 for purposes of this hearing and also an alternative  
20 route to join us, which was a telephone call-in number.  
21 I've checked with my office, and nobody has received any  
22 indication from Ms. Broadbent that she's had any trouble  
23 trying to access the Webex link or the Webex platform or  
24 that she's having a problem with calling in as the  
25 alternate mechanism to join us.

1           So with that being said, let me ask one last  
2 time. Ms. Broadbent, are you with us?

3           Okay. Hearing nothing, I do see two new  
4 people on the -- on the tile. So why don't we take  
5 appearances, and if we can start with Dominion and then  
6 we'll go from there.

7           MS. CLARK: Thanks. I'm Jenniffer Clark. I'm  
8 counsel for Dominion Energy. I have with me Elia Lopez,  
9 who will be serving as Dominion's witness today. There  
10 are others that you can see online from Dominion that  
11 are simply observers.

12           PRESIDING OFFICER: Okay. Okay. I see two  
13 other folks. Would the Division of Public Utilities  
14 like to make their appearance?

15           MS. SALTER: This is Brenda Salter with the  
16 Division of Public Utilities. I'm just here to listen  
17 in and observe.

18           PRESIDING OFFICER: Good morning. Thank you.  
19 The Office of Consumer Services?

20           MR. VASTANG: Yeah. Good morning. This is  
21 Bela Vastang. I'm with the Utah Office of Consumer  
22 Services, and I am also here just observing, following  
23 this case, not participating. Thank you.

24           PRESIDING OFFICER: Okay. Thank you very  
25 much. Okay.

1 Well, we received Dominion's response to the  
2 complaint, and that response was filed yesterday along  
3 with a number of supporting exhibits. The response, I  
4 think, is very straightforward and self-explanatory. It  
5 does request at the end a dismissal of this complaint.  
6 We haven't gotten a response from Ms. Broadbent -- or a  
7 reply -- pardon me -- to Dominion's response, and  
8 Ms. Broadbent not being here to reply during the hearing  
9 to Dominion's response and request.

10 From my understanding of the response, from  
11 how it's presented, it appears that the matter has been  
12 resolved, at least as initially complained about. I  
13 think there's submissions that do support that  
14 conclusion.

15 I do want your witness to walk through  
16 whatever, Ms. Clark, you'd like your witness to walk  
17 through so that we are on the record.

18 MS. CLARK: Sure.

19 PRESIDING OFFICER: And -- and then I will ask  
20 the Division or the Office if they have any comments or  
21 response. So why don't we proceed that way?

22 MS. CLARK: Okay.

23 PRESIDING OFFICER: I think it would be  
24 helpful if we -- we just -- I think to be safe -- we  
25 have a court reporter here. Let's swear in your witness

1 and do it that way.

2 MS. CLARK: Yes. Thank you.

3 PRESIDING OFFICER: Court reporter, if you  
4 will swear the witness that Ms. Clark calls.

5 ELIA LOPEZ

6 was put under oath to tell the truth by the court  
7 reporter and testified as follows:

8 DIRECT EXAMINATION

9 BY MS. CLARK:

10 Q. Ms. Lopez, can you please state and spell your  
11 full name.

12 A. Elia Lopez, E-l-i-a L-o-p-e-z.

13 Q. And can you state your business address and  
14 identify your employer?

15 A. Dominion Energy. I believe our street address  
16 is 1120 West 200 South in Salt Lake City.

17 Q. Thank you. And what position do you hold with  
18 Dominion Energy?

19 A. My title is customer relations and energy  
20 assistant specialist.

21 Q. Ms. Lopez, are you familiar with the customer  
22 complaint that brings us here today?

23 A. Yes.

24 Q. And are you familiar with the written response  
25 to that complaint?

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1 A. Yes.

2 Q. And do you adopt the contents of that response  
3 as your testimony today?

4 A. Yes.

5 MS. CLARK: The Company would just move for  
6 the admission of the -- Dominion Energy Utah's written  
7 response to the complaint as Ms. Lopez's testimony.

8 PRESIDING OFFICER: Thank you very much. Any  
9 objections from the Office or the Division?

10 Okay. There would be no objections. The  
11 testimony -- I mean the -- it's admitted. Your motion  
12 is granted.

13 MS. CLARK: Thank you. Thank you.

14 Ms. Lopez is available for any questions you  
15 may have, and the Company relies on the statement that  
16 is set forth in the pleading.

17 PRESIDING OFFICER: Thank you very much.

18 Does the Office or the Division have any  
19 questions for Ms. Lopez regarding the submission?

20 MS. SALTER: Nothing from the Division.

21 Thanks.

22 PRESIDING OFFICER: Thank you.

23 MR. VASTANG: And nothing from the Office  
24 either. Thank you.

25 PRESIDING OFFICER: Thank you. I have no

1 questions.

2 MS. CLARK: The company has nothing further.

3 PRESIDING OFFICER: Okay. Thank you very  
4 much.

5 Does the Division have anything that they'd  
6 like to address while they're on this hearing?

7 MS. SALTER: Not at this time. Thank you.

8 PRESIDING OFFICER: Thank you. And the same  
9 question to the Office. Does the Office of Consumer  
10 Services have anything relating to this complaint that  
11 it would like to address while we're on this hearing?

12 MR. VASTANG: No, we don't. Thank you.

13 PRESIDING OFFICER: Okay. Thank you to  
14 everybody. I have nothing further. We will take the  
15 testimony and the submission under advisement and issue  
16 an order shortly.

17 It's now 10:18 a.m. I want to ask one more  
18 time, Ms. Broadbent, are you with us?

19 Hearing nothing in the affirmative, we will  
20 adjourn. Thank you very much.

21 (This hearing was concluded at  
22 10:18 a.m. MT.)

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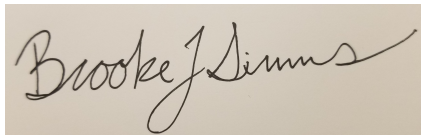
REPORTER'S CERTIFICATE

STATE OF UTAH            )  
                                  )  
COUNTY OF UTAH        )

I, BROOKE SIMMS, a State Certified Court Reporter and Registered Professional Reporter, hereby certify:

THAT the foregoing proceedings were taken before me at the time and place set forth in the caption hereof; that the proceedings were taken down by me in shorthand and thereafter my notes were transcribed through computer-aided transcription; and the foregoing transcript constitutes a full, true, and accurate record of such oral proceedings had, and of the whole thereof.

I have subscribed my name on this 9th day of July, 2023.



Brooke Simms, RPR, CCR, CSR

[10:00 - dominion's]

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[online - thank]

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**[thank - z]**

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Utah Rules of Civil Procedure  
Part V. Depositions and Discovery  
Rule 30

(E) Submission to Witness; Changes; Signing.

Within 28 days after being notified by the officer that the transcript or recording is available, a witness may sign a statement of changes to the form or substance of the transcript or recording and the reasons for the changes. The officer shall append any changes timely made by the witness.

DISCLAIMER: THE FOREGOING CIVIL PROCEDURE RULES  
ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY.  
THE ABOVE RULES ARE CURRENT AS OF APRIL 1,  
2019. PLEASE REFER TO THE APPLICABLE STATE RULES  
OF CIVIL PROCEDURE FOR UP-TO-DATE INFORMATION.



VERITEXT LEGAL SOLUTIONS  
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