

Complaint Report

Complaint Number: C23-0073

Customer Information

Customer Name: Darger, Marsha

Account Number:

Phone Number: 435.229.4618

Email Address:

Service 241 N 230 E
Address: St. George , UT 84790

Complaint Information

Company Name: Dominion Energy

Date Received: 5/18/2023

Type of Call: Complaint

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved: 5/22/2023

Complaint Type: Billing Problems

Utility Company Analyst: Elia Lopez

Complaint Description:

Mrs. Darger is having billing issues with Dominion Energy for a property that is vacant. Mrs. Darger explained this residential property is vacant and not being occupied. When Dominions rates when up the services where turned down for two months, and then they were shut off. There is no reason as to why Mrs. Darger is being billed for usage when the services are turned off and no one lives there. Mrs. Darger would like to be credited for what she's paid and any late fees. Please contact the customer.

Complaint Response:

[Domsecure] Informal Complaint - Darger, Marsha 2

From: CAPSC@dominionenergy.com

To: Cynthia Dumas

Cc:

Sent: 5/19/2023 8:08:53 AM

Attachments:

Response..pdf

Cynthia,

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

Sincerely,

Elia Lopez

Lead Customer Relation & Energy Assistance 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

0:801-324-3557

Dominion Energy Utah Dominion Energy Wyoming Dominion Energy Idaho
1140 West 200 South, Salt Lake City, UT 84104
Mailing Address:
P.O. Box 3194, Salt Lake City, UT 84110
DominionEnergy.com



Marsha Darger
c/o My M&Ms LLC
PO Box 911355
St George, UT 84791

May 19, 2023

Dear Ms. Darger,

Re: 241 N 2230 E, St George, UT 84790 Account [REDACTED]

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.

As a utility provider, we are responsible for the maintenance of service up to the gas meter. Your gas meter has been read every month and your account billed accordingly. On April 11, 2023, our field technician visited your home to complete a high bill investigation per your request. He recorded a read of 7667, which is very minimal usage from the last meter read of 7666 that was billed on your March 16, 2023, statement. No issues were found, but he still replaced the gas meter and brought it in for testing by our meter shop.

On May 2, 2023, our meter shop verified the read of 7667 and tested the removed gas meter. At 100% capacity, the meter checked at +00.8, and +00.6 at 20% capacity. Attached is a copy of **Page 8-2** from the Utah Natural Gas Tariff regarding meter testing. It states, ***"If a tested meter shows an average error of more than 3% (plus or minus), the Company will refund any overbilling if the meter is fast, and the customer will pay any underbilling if the meter is slow, based on the nearest corresponding equal period of use by the customer at the premises when the meter was operating accurately."***

Based on the test results noted above and the review of your account by one of our Billing Specialists, it has been determined that your billing is accurate, and no adjustment is warranted. Please call me at 801-324-3557 if you need further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Elia Lopez".

Elia Lopez
Lead Customer Relations & Energy Assistance Specialist
Western Gas Distribution

Enclosure

cc: Division of Public Utilities