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: MARCIE DECRE down Archimedes 5
Address: 618 N 2720 E wnit "A"
Telephone No.: 435 - 229 - 4618
Email Address: FLEET WOOD _ MATTERS @ YANDO. 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: DOWLY OD ENTERY
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.
the Address 618 N 2720E has 2 units - both Equal un Footoge.
und circumstances. Both were embly. The bills were very
similar, but on 2/13/23 we noticed that upit B bill vs A.
4. Why do you (the Complainant) think these activities are illegal, unjust or improper? AS MU STATEMENT (DOVE - DOWN WINTS WILL)
but A bill stretury to great, that inised concluins
5. What relief does the Complainant request? Tox Ole have Flas + time
while under tigation or
6. Signature of Complainant
Date: 6 5 23
NOTE: Submit complaint by email or U.S. mail. (https://psc.utah.gov/psc-filing-requirements/)

BILLING HISTORY

Provider: **Dominion Energy**

Service Address: 618 N 2720 E • St. George • Utah 84790

Comparing usage on both units, identical in square footage and circumstances.

		Acc #:	Acc #:
		Unit A	<u>Unit B</u>
Bill Due Date:	11/9/22	\$11.49	\$10.91
	12/8/22	\$11.65	\$12.83
	!/6/23	\$13.34	\$13.85
	2/13/23	S26.10	\$20.82
	3/10/23	\$62.95	\$25.22
	4/10/23	\$83.53	\$29.29
	5/11/23	\$92.47	Property was rented
	6/6/23	\$99.89	

I have kept the account open to monitor the meter reader and allow the investigation to take place, even though we turned everything down and as it continued to climb, we then turned off <u>all</u> the appliances that use gas, (water heater and AC unit). As of today, all gas usage continues to be off. NOTE: Dominion Tech, stated that sometimes the meter reader's needles stick.

I requested an evaluation from Dominion, I believe that they should not continue to add fees and be demanding payment, threatening to add interest fees on top of all.

Demand letter 5/16/23









05/16/2023

URGENT NOTICE (AVISO URGENTE)

Account:

Service Address: 618 N 2720 E A

St George, UT 84790-5466

Dear Archimedes 5 LLC:

One or more addresses associated with the above account has a past-due balance. If you do not pay the past-due amount of \$92.47 or make credit arrangements within 10 days of the date on this notice, natural gas service may be terminated. If arrangements are made and not honored, service may be terminated without additional notice.

If the total past-due amount has been paid, please disregard this notice.

For customer security and employee safety, Dominion Energy does not accept natural gas service payments at customers' premises. If you have questions about this information, please call us at 1-800-323-5517, Monday through Friday, 7 a.m. to 6 p.m., or visit DominionEnergy.com.

Si necesita ayuda en Español, por favor llame a Dominion Energy al número 1-800-323-5517, de Lunes a Viernes de 7 a.m. a 6 p.m, o visite DominionEnergy.com.

Sincerely, Dominion Energy

10DayTerm

Rev: 11/2017

Please write your account number on your check and return this portion with your payment



Dominion Energy PO Box 27031 Richmond, VA 23261-7031

Account	Total Amount Due	Amount Enclosed
	\$92.47	



ARCHIMEDES 5 LLC PO BOX 911355 ST GEORGE UT 84791-1355