

Complaint Report

Complaint Number: C23-0067

Customer Information

Customer Name: Darger, Marsha

Account Number:

Phone Number: 435-229-4618

Email Address:

Service Address: 618 N 2720 E Unit A.
St. George , UT 84790

Complaint Information

Company Name: Dominion Energy

Date Received: 5/15/2023

Type of Call: Complaint

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved: 5/22/2023

Complaint Type: High Bill

Utility Company Analyst: Elia Lopez

Complaint Description:

The Division received a call from from Mrs. Billard regarding a high bill she received from Dominion Energy. Mrs. Billard explained she owns a duplex and both units where empty for a year. In January when the rates when up they turned off heater in order to conserve usage. Unit B of the duplex is not rented, and unit A is empty. Mrs. Billard is concerned and confused that the usuage on Unit A keeps going up, yet nobody lives there. Mrs. Billard has contacted Dominion Energy in regards to this, yet when a inspector came out she was never told the results of the inspection. Mrs. Billard would like to get some answers and get credit back for the excess charges on her account. Please contact the customer.

Complaint Response:

[Domsecure] Informal Complaint - Billard, Marsha

From: CAPSC@dominionenergy.com

To: cvdumas@utah.gov

Cc:

Sent: 5/19/2023 7:03:04 AM

Attachments:

Response..pdf

Cynthia,

Attached is 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

O:801-324-3557