

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 Archimedes 5 LLC
PO Box 911355
St George, UT 84791

May 19, 2023

Dear Ms. Darger,

Re: 618 N 2720 E, #A, 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. The usage dropped to minimal use on the March 16th statement without any intervention from Dominion Energy. Then on March 30, 2023, our field employee visited your home to complete a high bill investigation per your request. He did not report any issues. He replaced the gas meter and brought it in for testing by our meter shop. He recorded a meter read of 2777, which is higher than the read of 2776 used on your March 16, 2023, monthly statement. This indicates your meter was advancing correctly.

On May 11, 2023, our meter shop verified the read of 2777 and tested the removed gas meter. At 100% capacity, the meter checked at +01.0, and +01.5 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 "Elfa Lopez".

Elfa Lopez

Lead Customer Relations & Energy Assistance Specialist
Western Gas Distribution

Enclosure

cc: Division of Public Utilities