

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: CORY S OLSEN  
Address: 10249 Dimple View Ln SANDY UT 84092  
Telephone No.: 801 808 1118  
Email Address: CORYSOLSEN@COMCAST.NET  
Preferred method of contact:  Email or  U.S. Mail  
If represented by counsel, list:  
Name: N/A  
Address: \_\_\_\_\_  
Telephone No.: \_\_\_\_\_ Email Address: \_\_\_\_\_

2. The utility being complained against is: DOMINION ENERGY - NAT. GAS

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.

DOMINION HAS BEEN INCREASING RATES FOR GAS WHILE WHILE  
COST HAS BEEN DECREASING. THIS HAS BEEN THE CASE SINCE  
APPR OCT 2022 OR BEFORE.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

I HAVE PROOF OF NAT GAS COSTS VS RATES CHARGED  
BY DOMINION. THEY ARE MAKING A PROFIT OFF GAS + DISTRIBUTION.

5. What relief does the Complainant request?

IN PERSON MEETING WITH PSC AT YOUR CONVENIENCE,  
I WOULD LIKE THE PSC TO INVESTIGATE THIS FOR ALL CUSTOMERS.

6. Signature of Complainant \_\_\_\_\_

Date: 12/13/2023

**NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)**



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



Cory S. Olsen  
10249 Dimple View Ln.  
Sandy, UT 84092

*AUSTIN SUMMERS*

November 17, 2023

Dear Mr. Olsen,

This letter is in response to your complaint filed with the Division of Public Utilities. Thank you for giving me the opportunity to respond to your concerns.

Dominion Energy (DE) is a regulated utility and, as such, adheres to the **Utah Code Title 54, Public Utilities and Public Service Commission Rules**. Current gas rates can be found in the **Utah Rates & Tariff** at our website [www.Dominionenergy.com](http://www.Dominionenergy.com). In the upper left corner choose your location for Utah and scroll down to select Rates & Tariffs then click the link "Summary of Rate Changes".

Your monthly gas bill has two main components: **Gas costs and non-gas costs**. For **gas costs**, DE purchase gas supplies for customers and passes those costs on **without markup**. The cost of natural gas is going up due to external factors like international conflicts, dramatic shifts in typical weather patterns, and high demand and low supply. To adjust for those cost fluctuations, DE files rate changes with the Utah Public Service Commission regularly. **Non-gas costs** are for operating and maintaining the company's distribution system. It requires a large capital investment to build and maintain a network of pipelines to deliver gas to homes and businesses. This cost reflects on your bill as the Basic Service Fee (BSF) which is a fixed rate of \$6.75 as outlined by the **Utah Rates & Tariff**.

Your account is setup on the Budget Plan. Our Budget Plan Year goes from August through July. Your usage for the previous Budget Plan Year was \$2,385.44 with a budget deficit balance or underpayment of \$504.14. To calculate your new Budget Plan payment, we take your total usage and divide by 12 months and add your budget deficit divided by 12 months, then adjust for any rate changes. This makes your new budget installment \$279.00 for the next 12 months. We understand the impact this has made on our customers and if you are interested in paying off your deficit balance, we will be happy to reduce your monthly Budget Plan amount.

Thank you for being a long-time loyal customer of Dominion Energy. Please contact me directly at 801-324-3987 if you have further questions.

Sincerely,  
*Patricia*  
Patricia M.  
Customer Relations & Energy Assistance Specialist  
Western Gas Distribution

cc: Division of Public Utilities





EIA has resumed its regular data publication schedule, but intermittent disruptions to data availability via dashboards, tools, and data browsers on our website will continue as we complete our planned system upgrades.

# NATURAL GAS

OVERVIEW DATA ANALYSIS & PROJECTIONS

GLOSSARY FAQs

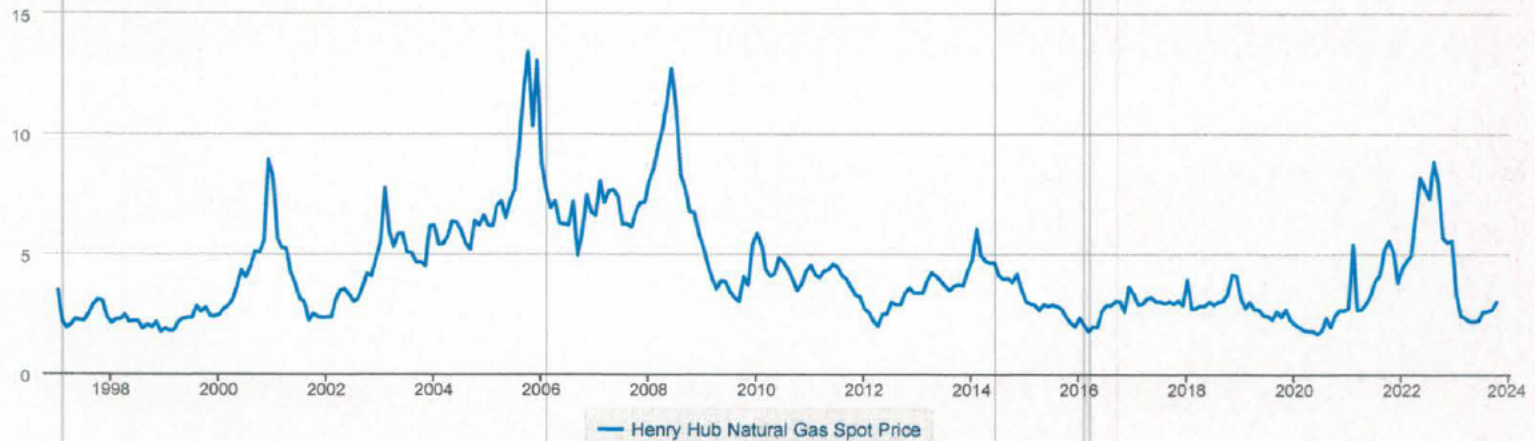
Referring Pages:  
 ■ [Natural Gas Futures Prices \(NYMEX\)](#)

View History:  Daily  Weekly  Monthly  Annual [Download Data \(XLS File\)](#)

## Henry Hub Natural Gas Spot Price

DOWNLOAD

Dollars per Million Btu



### Chart Tools

no analysis applied

This series is available through the EIA open data API and can be downloaded to Excel or embedded as an interactive chart or map on your website.

Henry Hub Natural Gas Spot Price (Dollars per Million Btu)

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1997	3.45	2.15	1.89	2.03	2.25	2.20	2.19	2.49	2.88	3.07	3.01	2.35
1998	2.09	2.23	2.24	2.43	2.14	2.17	2.17	1.85	2.02	1.91	2.12	1.72
1999	1.85	1.77	1.79	2.15	2.26	2.30	2.31	2.80	2.55	2.73	2.37	2.36
2000	2.42	2.66	2.79	3.04	3.59	4.29	3.99	4.43	5.06	5.02	5.52	8.90
2001	8.17	5.61	5.23	5.19	4.19	3.72	3.11	2.97	2.19	2.46	2.34	2.30
2002	2.32	2.32	3.03	3.43	3.50	3.26	2.99	3.09	3.55	4.13	4.04	4.74
2003	5.43	7.71	5.93	5.26	5.81	5.82	5.03	4.99	4.62	4.63	4.47	6.13
2004	6.14	5.37	5.39	5.71	6.33	6.27	5.93	5.41	5.15	6.35	6.17	6.58
2005	6.15	6.14	6.96	7.16	6.47	7.18	7.63	9.53	11.75	13.42	10.30	13.05
2006	8.69	7.54	6.89	7.16	6.25	6.21	6.17	7.14	4.90	5.85	7.41	6.73
2007	6.55	8.00	7.11	7.60	7.64	7.35	6.22	6.22	6.08	6.74	7.10	7.11

2008	7.99	8.54	9.41	10.18	11.27	12.69	11.09	8.26	7.67	6.74	6.68	5.82
2009	5.24	4.52	3.96	3.50	3.83	3.80	3.38	3.14	2.99	4.01	3.66	5.35
2010	5.83	5.32	4.29	4.03	4.14	4.80	4.63	4.32	3.89	3.43	3.71	4.25
2011	4.49	4.09	3.97	4.24	4.31	4.54	4.42	4.06	3.90	3.57	3.24	3.17
2012	2.67	2.51	2.17	1.95	2.43	2.46	2.95	2.84	2.85	3.32	3.54	3.34
2013	3.33	3.33	3.81	4.17	4.04	3.83	3.62	3.43	3.62	3.68	3.64	4.24
2014	4.71	6.00	4.90	4.66	4.58	4.59	4.05	3.91	3.92	3.78	4.12	3.48
2015	2.99	2.87	2.83	2.61	2.85	2.78	2.84	2.77	2.66	2.34	2.09	1.93
2016	2.28	1.99	1.73	1.92	1.92	2.59	2.82	2.82	2.99	2.98	2.55	3.59
2017	3.30	2.85	2.88	3.10	3.15	2.98	2.98	2.90	2.98	2.88	3.01	2.82
2018	3.87	2.67	2.69	2.80	2.80	2.97	2.83	2.96	3.00	3.28	4.09	4.04
2019	3.11	2.69	2.95	2.65	2.64	2.40	2.37	2.22	2.56	2.33	2.65	2.22
2020	2.02	1.91	1.79	1.74	1.75	1.63	1.77	2.30	1.92	2.39	2.61	2.59
2021	2.71	5.35	2.62	2.66	2.91	3.26	3.84	4.07	5.16	5.51	5.05	3.76
2022	4.38	4.69	4.90	6.60	8.14	7.70	7.28	8.81	7.88	5.66	5.45	5.53
2023	3.27	2.38	2.31	2.16	2.15	2.18	2.55	2.58	2.64	2.98		

-- = No Data Reported; -- = Not Applicable; NA = Not Available; W = Withheld to avoid disclosure of individual company data.

Release Date: 11/22/2023

Next Release Date: 11/29/2023

#### Referring Pages:

- [Natural Gas Futures Prices \(NYMEX\)](#)

1000000 BTU = 1.00023877  
Decimem





**GAS ACCOUNT CENTER**  
Idaho, Utah, Wyoming

[Sign Out](#)

[Contact Us](#)

Account Number: [REDACTED]  
Account Name: Olsen, Cory S

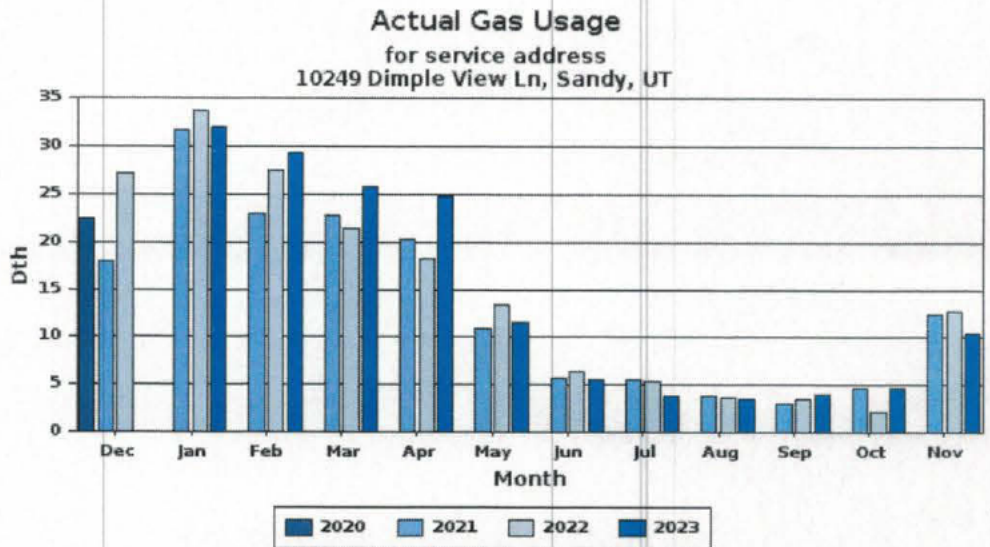
[My Account](#) | [Billing and Payment Detail](#) | [Services and Options](#) | [ThermWise](#) | [Profile](#)

**Billing & Payment Detail**

- [My Account](#)
- [View Financial History](#)
- [ThermWise® Services](#)
- [Contact Us](#)

## Account Gas Usage History

[Download to CSV file](#)   [Printable Version](#)



Service Address	Date	Actual Dth Used
10249 Dimple View Ln, Sandy, UT	12-10-2020	22.44979
	01-13-2021	31.73629
	02-09-2021	22.93795
	03-10-2021	22.79775
	04-13-2021	20.32972
	05-11-2021	10.97895
	06-10-2021	5.77315
	07-13-2021	5.55544
	08-11-2021	3.90126
	09-13-2021	3.01121
	10-12-2021	4.69471
	11-09-2021	12.45111
	12-09-2021	17.92972
	01-12-2022	33.64093
	02-09-2022	27.40676
	03-10-2022	21.50435

	04-12-2022	18.34071
	05-12-2022	13.39809
	06-10-2022	6.39222
	07-12-2022	5.32091
	08-10-2022	3.77111
	09-13-2022	3.59011
	10-13-2022	2.1854
	11-09-2022	12.68229
	12-09-2022	27.08779
	01-11-2023	32.01088
	02-09-2023	29.25408
	03-09-2023	25.85932
	04-11-2023	24.80352
	05-09-2023	11.55362
	06-09-2023	5.62006
	07-13-2023	3.93896
	08-10-2023	3.55024
	09-12-2023	3.99015
	10-10-2023	4.67389
	11-08-2023	10.34421

[Click here to return to Billing & Payment Detail](#)

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## GAS ACCOUNT CENTER Idaho, Utah, Wyoming

Sign Out  
Contact Us

Account Number: XXXXXXXXXX  
Account Name: Olsen, Cory S

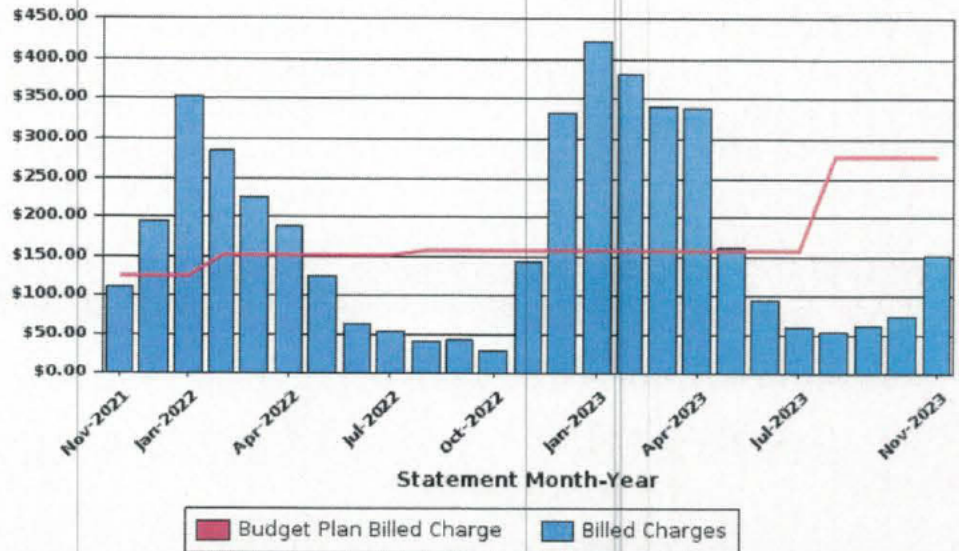
[My Account](#) | 
 [Billing and Payment Detail](#) | 
 [Services and Options](#) | 
 [ThermWise](#) | 
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### Billing & Payment Detail

- [My Account](#)
- [Set Up Auto Pay](#)
- [Go Paperless](#)
- [Manage My Budget Plan](#)
- [View Gas Usage History](#)
- [ThermWise® Services](#)
- [Ways to pay my bill](#)
- [Payment Assistance](#)
- [Support CarbonRight](#)
- [Support GreenTherm](#)
- [Contact Us](#)

## Billing and Payment Detail

### Billing History



**Dominion Energy App**  
Manage your account on the go, receive notifications and more!

- PAY MY BILL

Ways To Pay

Set Up Auto Pay

Go Paperless

Manage Budget Plan

Support GreenTherm

Support CarbonRight
























View Gas Usage
- ThermWise Services

Understand My Bill

### Financial and Billing Statement History

Date	Transaction Type	Amount
11-28-2023	Payment Received	\$-279.00
11-08-2023	Billed Charges	\$279.00
10-30-2023	Payment Received	\$-279.00
10-10-2023	Billed Charges	\$279.00
10-02-2023	Payment Received	\$-279.00
09-12-2023	Billed Charges	\$279.00
08-28-2023	Payment Received	\$-279.00



08-10-2023	Billed Charges 	\$279.00
08-01-2023	Payment Received	\$-157.00
07-13-2023	Billed Charges 	\$157.00
06-30-2023	Payment Received	\$-157.00
06-09-2023	Billed Charges 	\$157.00
05-26-2023	Payment Received	\$-157.00
05-09-2023	Billed Charges 	\$157.00
04-28-2023	Payment Received	\$-157.00
04-11-2023	Billed Charges 	\$157.00
03-28-2023	Payment Received	\$-157.00
03-09-2023	Billed Charges 	\$157.00
03-01-2023	Payment Received	\$-157.00
02-09-2023	Billed Charges 	\$157.00
01-31-2023	Payment Received	\$-157.00
01-11-2023	Billed Charges 	\$157.00
12-30-2022	Payment Received	\$-157.00
12-09-2022	Billed Charges 	\$157.00
11-28-2022	Payment Received	\$-157.00
11-09-2022	Billed Charges 	\$157.00
11-01-2022	Payment Received	\$-157.00
10-13-2022	Billed Charges 	\$157.00
10-03-2022	Payment Received	\$-157.00
09-13-2022	Billed Charges 	\$157.00
08-30-2022	Payment Received	\$-157.00
08-10-2022	Billed Charges 	\$157.00
08-01-2022	Payment Received	\$-151.00
07-12-2022	Billed Charges 	\$151.00
07-01-2022	Payment Received	\$-151.00
06-10-2022	Billed Charges 	\$151.00
05-31-2022	Payment Received	\$-151.00
05-12-2022	Billed Charges 	\$151.00
05-02-2022	Payment Received	\$-151.00
04-12-2022	Billed Charges 	\$151.00
03-28-2022	Payment Received	\$-151.00
03-10-2022	Billed Charges 	\$151.00
02-28-2022	Payment Received	\$-151.00
02-09-2022	Billed Charges 	\$151.00
02-01-2022	Payment Received	\$-125.00
01-13-2022	Billed Charges 	\$125.00
12-28-2021	Payment Received	\$-125.00
12-09-2021	Billed Charges 	\$125.00
11-29-2021	Payment Received	\$-125.00
11-09-2021	Billed Charges 	\$125.00
11-01-2021	Payment Received	\$-125.00
10-12-2021	Billed Charges 	\$125.00



10-01-2021	Payment Received	\$-125.00
09-13-2021	<a href="#">Billed Charges</a> 	\$125.00
09-01-2021	Payment Received	\$-125.00
08-11-2021	<a href="#">Billed Charges</a> 	\$125.00
08-03-2021	Payment Received	\$-129.00
07-13-2021	<a href="#">Billed Charges</a> 	\$129.00
06-30-2021	Payment Received	\$-129.00
06-10-2021	<a href="#">Billed Charges</a> 	\$129.00
05-28-2021	Payment Received	\$-129.00
05-11-2021	<a href="#">Billed Charges</a> 	\$129.00
04-30-2021	Payment Received	\$-129.00
04-13-2021	<a href="#">Billed Charges</a> 	\$129.00
03-29-2021	Payment Received	\$-129.00
03-10-2021	<a href="#">Billed Charges</a> 	\$129.00
03-02-2021	Payment Received	\$-129.00
02-09-2021	<a href="#">Billed Charges</a> 	\$129.00
02-02-2021	Payment Received	\$-129.00
01-13-2021	<a href="#">Billed Charges</a> 	\$129.00
12-31-2020	Payment Received	\$-129.00
12-10-2020	<a href="#">Billed Charges</a> 	\$129.00
12-01-2020	Payment Received	\$-129.00

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