

Complaint Report

Complaint Number: C23-0211

Customer Information

Customer Name: Olsen, Cory

Account Number: [REDACTED]

Phone Number: 801-808-1118

Email Address: coryolsen@comcast.net

Service: 10249 Dimple View Lane

Address: Sandy, UT 84092

Complaint Information

Company Name: Dominion Energy

Date Received: 11/13/2023

Type of Call: Complaint

Complaint Received By: Maria Martinez

Gone Formal: NO

Date Resolved: 11/17/2023

Complaint Type: Rate Increase

Utility Company Analyst: Elia Lopez

Complaint Description:

Complaint copied exactly as received online:

UTILITY CUSTOMER

Customer Name: Cory S Olsen

If Business, Contact Person:

Primary Phone: 801-808-1118

Other Phone: 801-808-1118

E-mail Address: corysolsen@comcast.net

Service Address:

10249 Dimple View Lane Sandy, UT 84092

Mailing Address:

10249 Dimple View Lane Sandy, UT 84092

INCIDENT DETAILS

Utility: Dominion Energy

Account Number: 162694

Complaint Type: Rate Increases

Complaint:

I have had service with Dominion for 19 years. This fall my equal billing plan went from \$150 to \$259 per month. They are billing at \$12.608 per DTH. The national average as of today was \$9.72 per DTH. This needs to be looked at as Dominion is gouging their customers. There is no reason natural gas should be this high in Utah. Please consider this a formal complaint as the company when contacted was non-responsive and had no credible answer for these cost. Thank you

Suggested Resolution:

I believe Dominion owes the customers of Utah some serious adjustments and refunds on their gas bills.

Complaint Response:

See attached response. -MW_

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

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. 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 M.

Customer Relations & Energy Assistance Specialist
Western Gas Distribution

cc: Division of Public Utilities