

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

1. Name of Complainant:

Sierra West Diamonds Corp / Richard Timothy Brandscomb

Address:

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Orem Utah 84097

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Preferred method of contact: *Email*

If represented by counsel, list:

Name: *Dexter & Dexter Law (Attn Brian)*

Address: *1360 S 740 East Orem Utah 84097*

Telephone No.: *801-225-9900*

Email Address: _____

2. The utility being complained against is: *Enbridge Gas*

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?

Enbridge Gas is retroactively billing Sierra West Jewelers following its purchase of Questar Gas in June 2024, claiming that Sierra West's gas meter at its Sandy location had been mistakenly switched in the billing system with that of a neighboring business. Enbridge states that this error affected billing from November 2023 through October 2025 and resulted in an alleged undercharge of \$7,208.65. Most of this amount (\$5,936.83) comes from a five-month period between November 2023 and March 2024, during which the billed gas usage is roughly five times higher than Sierra West's highest historical bill, despite those months being warmer than average. Usage in the months following that period returned to typical historical levels, further suggesting the earlier figures were abnormally high. When Sierra West contacted Enbridge about the revised charges, Enbridge initially suggested the unusually high usage could have been caused

by a gas leak and said it would investigate. Enbridge later reported having no record of a leak but stated over the phone that the meter may have been replaced around that time (at least that year); however, the company has refused to provide maintenance or replacement records. Enbridge has also declined Sierra West's request for copies of the original bills from the disputed period, claiming the bills were issued under another business's name, while still expecting Sierra West to pay the retroactive charges with threat of discontinued service.

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

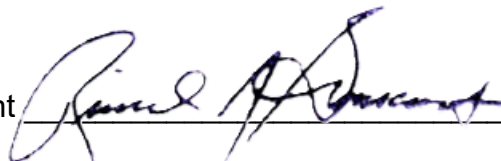
Enbridge Gas's actions in this matter are improper and unjust because the company is attempting to impose significant retroactive charges on Sierra West Jewelers based on an alleged internal billing error while refusing to provide the documentation necessary to verify the claim. Enbridge asserts that a meter mix-up with a neighboring business caused the discrepancy, yet it has declined to produce copies of the bills, meter records, or maintenance and replacement documentation that would substantiate the alleged usage.

This places Sierra West in the unreasonable position of being asked to pay thousands of dollars for charges it cannot independently review or confirm. Additionally, the extreme and isolated spike in reported gas usage, far beyond any historical consumption and occurring during warmer-than-average winter months, raises serious doubts about the accuracy of the billing data. Enbridge itself initially acknowledged that the usage was abnormal and even suggested the possibility of a gas leak before abandoning that explanation without providing any supporting evidence for its revised position. Attempting to enforce payment while withholding the underlying records, failing to adequately investigate clear anomalies, and relying on an admitted error in its own billing system undermines basic standards of fairness, transparency, and responsible utility billing. As a regulated utility, Enbridge has an obligation to maintain accurate records and provide customers with verifiable evidence for disputed charges, and its failure to do so makes the retroactive billing both unreasonable and improper.

5. What relief does the Complainant request?

Sierra West Jewelers requests that Enbridge Gas fully withdraw the retroactive billing adjustment totaling \$7,208.65. Given the lack of verifiable documentation and the unexplained anomalies in the alleged usage, Sierra West requests that the disputed charges be dropped in full.

6. Signature of Complainant



Date: 3/12/2026