

# Complaint Report

---

**Complaint Number:** C26-0039

## Customer Information

**Customer Name:** Sierra West Jewelers

**Account Number:**

**Other Contact Info:** Tim Branson

**Phone Number:** 801-226-6006

**Email Address:** email@sierra-west.com

**Service:** 60 E 10600 S

**Address:** Sandy, UT 84070

## Complaint Information

**Company Name:** Questar Gas Company DBA Enbridge Gas Utah

**Date Received:** 1/29/2026

**Date Resolved:** 2/11/2026

**Type of Call:** Complaint

**Complaint Type:** Billing Problems

**Complaint Received By:** Kami Kennington

**Utility Company Analyst:**

**Gone Formal:** NO

## Complaint Description:

This complaint was called into the division.

Sierra West called to say their meters had been switched with another business from November 2023 to late 2025. They would like to see reads from that time to justify their usage. Enbridge told them they can't have those reads since it's in the other company's name. They would also like to know if there were any servicing calls to the meter or area for that time since they believe the reads are very high, particularly for a 3-month period (they didn't give the exact 3 months). They said the mix-up was based on a sub-lease for the business. They would like to have better transparency and communication regarding the time period for the meter mix-up.

## Complaint Response:

Response letter from Enbridge attached-KK

## Additional Info:

Matt called back 2/12/26 and requested formal complaint instructions which I emailed to him - KK



Enbridge Gas  
1140 West 200 South  
Salt Lake City, Utah 84104  
United States

Tim Branson  
1344 S 800 E #1  
Orem, UT 84097

February 2, 2026

Dear Mr. Branson,

This letter is in response to your complaint filed with the Division of Public Utilities. Thank you for the opportunity to review and address your concerns.

On October 16, 2025, Enbridge was notified that natural gas service at 60 E 10600 S, Unit A, Sandy, UT 84070 had been shut off. An Enbridge technician was dispatched and determined that the gas meters serving Units A and B were crossed. This means the meter assigned to one unit was providing service to the other unit. The technician promptly reported this finding to our Billing Department so the meter assignments in our system could be corrected. Follow-up field verification was completed on October 24, 2025, and again on November 26, 2025, confirming that the crossed meter issue had been fully corrected.

On November 17, 2025, Enbridge issued a written notification (enclosed for your review) explaining the crossed meter condition. The letter advised that the issue had been resolved and that a billing correction would be applied. A debit adjustment totaling \$7,208.65 was made to account for the difference between the gas usage originally billed and the corrected usage for the period of October 11, 2023, through October 10, 2025. The itemized comparison that was provided with the letter showed both the originally billed usage/reads and the corrected usage/reads by billing period.

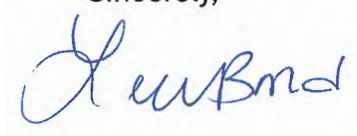
Enbridge Gas is a regulated public utility and operates in accordance with the Utah Natural Gas Tariff. As outlined on page 8-5 of the Enbridge Gas Utah Natural Gas Tariff, PSCU 800 (enclosed for your review), Enbridge is authorized to correct billing errors regardless of the cause. The tariff further specifies that billing adjustments for crossed meters are limited to a maximum of 24 months preceding the date the error is discovered. In compliance with these provisions, Enbridge has correctly rebilled your account for the period from October 11, 2023, through October 10, 2025, and is unable to waive or settle the corrected balance.

To assist with repayment, your account has been enrolled in a 24-month, no-interest payment arrangement, with monthly installments of \$338.00, as permitted under the tariff. This arrangement is intended to provide flexibility while ensuring compliance with

regulatory requirements. A letter outlining this payment arrangement has been mailed to you.

We appreciate the opportunity to clarify this matter and trust that this explanation addresses your concerns. If you have additional questions regarding your billing or payment arrangement, please contact me directly at 801-324-3074.

Sincerely,

A handwritten signature in blue ink that reads "Leann Bond". The signature is written in a cursive style with a large initial "L".

Leann Bond  
Customer Relations Representative  
Western Gas Distribution

Enclosures

cc: Division of Public Utilities