



PublicService Commission &lt;psc@utah.gov&gt;

---

**Formal Complaint - Joshua Casperson vs. Enbridge Gas Utah**

1 message

joshcasperson <joshcasperson@yahoo.com>  
To: psc@utah.gov

Thu, Oct 1, 2026 at 1:45 PM

Dear Public Service Commission of Utah,

Please accept the attached PDF as my Formal Complaint against Enbridge Gas Utah regarding their refusal to establish a Deferred Payment Agreement under Utah PSC administrative rules.

For your convenience, the complete text of my formal complaint is also provided below:

**FORMAL COMPLAINT FORM****PUBLIC SERVICE COMMISSION OF UTAH**

Heber M. Wells State Office Building

[160 East 300 South](#), Fourth Floor

P.O. Box 4558

Salt Lake City, Utah 84114

**1. Complainant Information**

- **Name:** Joshua Casperson
- **Address:** [1078 Sumac Dr, Logan, UT 84321](#)
- **Telephone No.:** 435-890-0477
- **Email Address:** [joshcasperson@yahoo.com](mailto:joshcasperson@yahoo.com)
- **Preferred Method of Contact:** Email
- **Legal Counsel:** N/A (Self-Represented)

**2. Respondent Utility**

- **Utility Name:** Enbridge Gas Utah
- **Account Number:** [REDACTED]

**3. Statement of Facts (What the Utility Did)**

I am a residential customer of Enbridge Gas Utah whose natural gas service is currently disconnected. I requested to enter into a Deferred Payment Agreement (DPA) to restore my residential gas service and pay off my accrued past-due balance over a 12-month period alongside ongoing monthly charges.

Enbridge Gas Utah (including representatives from their collections and executive resolution team) refused to grant a Deferred Payment Agreement, demanding that the full outstanding balance of approximately \$1,200 be paid in full upfront as a mandatory condition of service restoration because the account was classified internally as being "in collections/judgment."

**4. Legal Basis (Why These Activities Are Improper)**

Enbridge's demand for full payment upfront and refusal to offer an installment arrangement violates Utah Administrative Code Rule R746-200-3(B)(2), which mandates that residential utility service shall be provided upon execution of a written

deferred payment agreement when an applicant cannot pay an outstanding debt in full.

Furthermore, under Utah Administrative Code Rule R746-200-5, residential customers are entitled to enter into a Deferred Payment Agreement to pay past-due balances in reasonable monthly installments over a 12-month period. Internal utility accounting classifications such as "in judgment" or "collections" do not override Public Service Commission administrative regulations governing residential service restoration rights.

## 5. Relief Requested

I respectfully request that the Public Service Commission order Enbridge Gas Utah to:

1. Comply with Utah Administrative Code Rules R746-200-3(B)(2) and R746-200-5 by offering a 12-month Deferred Payment Agreement for the outstanding past-due balance.
1. Accept a reasonable, manageable initial down payment to issue an immediate reconnection order so residential gas service and hot water can be restored without delay.

## 6. Signature

Joshua Casperson

October 1, 2026

Please confirm receipt of this filing and let me know if any additional steps are required.

Thank you,

Joshua Casperson

[1078 Sumac Dr, Logan, UT 84321](#)

435-890-0477



**Formal Complaint Form and Instructions - Updated - 3-13-2025.pdf**

446K