

Response Summary:

QID37. Privacy Notice: The personal information you provide on this form may be classified as Public or Protected Record per Utah Code § 63G-2-201 and 63G-2-305. Your personal information will only be used to support your Transitory Records. If you refuse to provide your personal information on this form, we cannot process your request. We may share your information with other government agencies or industry partners to facilitate your request. We will not sell your personal information. The personal information you provide will be included in Commerce Record Series 29708.

- I have read and agree to the Privacy Notice above.

1. Utility Customer (The name on your bill of account)

Customer Name	Joshua Casperson
If Business, Contact Person	N/A
Primary Phone	435-890-0477
Other Phone	N/A
Email Address	N/A

2.1. Address

Street	1078 Sumac Dr.
City	Logan
State	UT
ZIP	84321

2.2. Is this the same as your mailing address?

- Yes

3. Utility company to file complaint with

(Please note: if you cannot find your utility company, it is not regulated by the Public Service Commission. Please call our office at 801-530-7266 for more information)

- Enbridge Gas (formerly Dominion Energy)

4. Account Number

Account Number:	N/A
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5. Complaint Type

- Shutoff or Notice

6. Please describe the nature of your complaint:

The Division received a call from Mr. Casperson explaining how Enbridge Gas UT isn't willing to work with HEAT in order for him to get his services turned back on. Mr. Casperson's account has been marked as inactive which doesn't allow HEAT to pledge on his account until it's active, however, EGU won't mark it as active until \$1,200 paid in full which Mr. Casperson doesn't have. Mr. Casperson would like to get on payment plan, get his account marked as active, and his services turned back on. Please contact the customer.

1. Optional: Attachment (upload any relevant information regarding your complaint)

N/A

2. Optional: Attachment (upload any additional relevant information regarding your complaint)

N/A

Embedded Data:

N/A

Re: [External] Informal Complaint ~ Joshua Casperson

IC

Informal Complaints <InformalComplaints@enbridge.com>

8/24/2026 11:02:51 PM

To: cvdumas@utah.gov



Reply All



Encrypt: This message is encrypted. Recipients can't remove encryption.



Response.pdf

Cynthia,

Our response mailed to the customer is attached. Please let me know if you have any questions.

Best Regards,
Leann
Customer Relations



From: Cynthia Dumas <cvdumas@utah.gov>

Sent: Tuesday, August 18, 2026 10:37 AM

To: Informal Complaints <InformalComplaints@enbridge.com>

Subject: [External] Informal Complaint ~ Joshua Casperson

CAUTION! EXTERNAL SENDER

Were you expecting this email? TAKE A CLOSER LOOK. Is the sender legitimate? DO NOT click links or open attachments unless you are 100% sure that the email is safe.

This email was sent from cvdumas@utah.gov.

Good Morning,

I hope all is well with you. Attached is the informal complaint.

Have a great day.

--



Cynthia Dumas

Department of Commerce

Division of Public Utilities

801.530.6676 | cvdumas@utah.gov

🔒 Message Encryption by Microsoft Office 365



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

Joshua Casperson
1078 Sumac Dr
Logan, UT 84321

August 24, 2026

Dear Mr. Casperson,

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.

As part of our review, we spoke with the HEAT office assisting you with your application. We were advised that you do not currently qualify for HEAT assistance based off their eligibility guidelines, but are encouraging you to re-apply when the new HEAT season begins on September 1, 2026.

Our records indicate that your account balance of \$1,147.59 has been assigned to Express Recovery Services, which has placed a legal judgement on the balance. To restore service and reactivate the account, the outstanding principal balance must be paid in full as you are not eligible for a Deferred Payment Agreement.

Enbridge Gas collects only the principal amount assigned to the collection agency. Any additional court costs, legal fees, interest, or other collection-related charges are the responsibility of the customer and must be paid directly to Express Recovery Services as outlined in **Section 8.04** of the **Enbridge Gas Utah, Utah Natural Gas Tariff**.

While you may reapply for HEAT assistance beginning September 1, Enbridge Gas Utah cannot guarantee eligibility or funding decisions, as those determinations are made by the HEAT program.

If you have additional questions or require further assistance, please do not hesitate to contact me directly at 801-324-3074.

Sincerely,

A handwritten signature in blue ink that reads 'Leann Bond'.

Leann Bond
Customer Relations Representative

cc: Division of Public Utilities