

**October-2018**  
**REPORT OF COMPLAINTS**  
**Received by the Utah Division of Public Utilities**  
**For the Utah Public Service Commission**

Please note that this is NOT a count of ALL complaints. It is the count of those complaints which were not handled within the companies and escalated to the Public Service Commission for handling.

Complaint Categories	RMP		Dominion		CenturyLink		All Others		State Totals	
	# This Month	Total Year to Date	# This Month	Total Year to Date	# This Month	Total Year to Date	# This Month	Total Year to Date	# This Month	Total Year to Date
Additional Charges	0	2	0	0	0	1	0	3	0	6
Billing Problems	1	7	0	10	0	8	1	4	2	29
Collections	0	0	0	0	0	0	0	0	0	0
Cramming	0	0	0	0	0	0	1	1	1	1
Customer Service	0	5	1	4	0	6	0	2	1	17
Customer Guarantees	0	0	0	0	0	0	0	0	0	0
Deposit	0	0	0	0	0	0	0	0	0	0
Estimated Bill	0	1	0	8	0	0	0	0	0	9
High Bill	0	6	0	9	0	5	0	0	0	20
Initial Service	2	4	0	3	0	5	2	8	4	20
Inquiry **	0	2	0	1	0	5	0	6	0	14
Line Extension	0	0	0	1	0	1	0	0	0	2
Meter Problems/Reads	1	7	0	2	0	0	0	0	1	9
Non-Regulated **	0	1	0	0	0	1	0	0	0	2
Operations Other	0	0	0	0	0	0	0	0	0	0
Outage	1	7	0	0	0	2	0	2	1	11
Personnel issue	0	1	0	0	0	0	0	0	0	1
Rate Increases	0	0	0	2	0	0	0	0	0	2
Rate & Tariff	0	2	0	241	0	1	0	2	0	246
Repair	1	6	0	0	0	12	0	4	1	22
Shut Off or Notices	1	9	2	17	0	1	0	8	3	35
Slamming	0	0	0	0	0	1	0	1	0	2
Tree Trim	0	0	0	0	0	0	0	0	0	0
Voltage	0	1	0	0	0	0	0	0	0	1
<b>TOTAL COMPLAINTS</b>	<b>7</b>	<b>58</b>	<b>3</b>	<b>297</b>	<b>0</b>	<b>43</b>	<b>4</b>	<b>35</b>	<b>14</b>	<b>433</b>

\*\* These "non-complaint" categories are excluded from the Total Complaints

	# This Mon.	Year To Date
Other contacts not included above:	200	2773

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