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## Department of Commerce

### Division of Public Utilities

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May 2, 2018

#### MEDIA ALERT

### **"Utah Consumer Alert: Dominion Energy customers receiving misleading mailers offering insurance services on gas company letterhead"**

*Division of Public Utilities says Utah gas customers can file complaints and opt out of future mailings"*  
(For immediate release...)

SALT LAKE CITY, Utah – Chris Parker, Director of the Utah Division of Public Utilities, announced today that the Division has received complaints about a mailer being sent to Utah gas consumers pitching insurance services on Dominion Energy letterhead. Consumers have contacted investigators to say the envelopes printed with Dominion Energy logos are confusing and look like gas bills or company correspondence. Regulators state that the mailings are actually from a third-party service contract provider called HomeServe. While Home Serve provides valid service contracts and is licensed by the Department of Insurance, it is not affiliated with the gas company, Dominion Energy Utah.

"The Division of Public Utilities is currently investigating these confusing mailings that seem to originate from Dominion Energy Utah. While the Division may pursue action against Dominion Energy if warranted, consumers are encouraged to file complaints," advised Chris Parker, Division Director.

While the Division's investigation is ongoing, any customer wishing to complain or be removed from the mailing list may contact the Division of Public Utilities at [utilcomp@utah.gov](mailto:utilcomp@utah.gov) or 1-800-874-0904. Customers may also contact Home Serve directly to be removed from the mailing list. That number is 1-833-808-6703.

About the Division of Public Utilities: The Division of Public Utilities is part of the Utah Department of Commerce and makes recommendations to the Utah Public Service Commission for rate-making purposes, applications, hearings and other issues affecting quality of service. The Division investigates consumer complaints and monitors utility operations to ensure compliance with Public Service Commission rules, regulations and orders.

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