Complete Form, Print, Sign and Mail to:
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

2020-76-E
290608

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To receive an alert when Meeting Agendas are released

Individual Complaint Form

Date*: 12 February 2020

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CLERK'S OFFICE

Complainant or Legal Representative Information: * Required Fields

Name * William Yongue Buchanan, Jr. M.D.

Firm (if applicable)

Mailing Address * 68 Montague Street

City, State Zip * Charleston SC, 29401-1237 Phone * 843-727-6440
843-214-5978

E-mail

Name of Utility Involved in Complaint: *
Lack of response to concerns during and after major gas line rupture in neighborhood

Type of Complaint (check appropriate box below.) *

- ☐ Billing Error/Adjustments
- ☐ Deposits and Credit Establishment
- ☐ Wrong Rate
- ☐ Refusal to Connect Service
- ☐ Disconnection of Service
- ☐ Payment Arrangements
- ☐ Water Quality
- ☐ Line Extension Issue
- ☐ Service Issue
- ☐ Meter Issue
- ☒ Other (be specific) Response to gas line rupture

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No **Name of ORS Contact:** No name given

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

February 11, 2020, gas line rupture near house on Barre Street, Charleston SC. For over 12 hours roads blocked, two fire trucks, 20 firemen, emergency vehicles and various crews working at site. No person in authority from Dominion Energy contacted us or neighbors to assure safety or explain hazard. Called Dominion Energy using "gas emergency" contact option. Responders knew nothing about rupture and refused to put me in contact with administrative person. Regularly put on hold for more than 20 minutes will "contacting supervisor". Told that if I did not smell gas there was no danger. Told that if no one contacted us there was no danger. Did not respond when I asked why emergency personnel here then.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Dominion Energy should be forced to improve their response to such emergencies. There should have been a representative here in the neighborhood to explain and answer questions and to assure that there was no risk. Also, telephone responses should be more efficient so that response is timely.

****I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.** ☒ YES ☐ NO

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF Charleston)
)

VERIFICATION

I, William Yongue Buchanan Jr MD (Complainant's Name *) verify that I have read my complaint filed on 12 February 2020 (Date *) and know the contents thereof, and that said contents are true.

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
H.E.	

ACCEPTED FOR PROCESSING - 2020 February 26 9:02 AM - SCPSC - 2020-76-E - Page 1 of 1