ACCEPTED FOR PROCESSING - 2020 October 8 10:49 AM - SCPSC - 2020-240-E - Page 1 of 2

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SEP 17 2020
PSC SC
CLERK'S OFFICE

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

Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov
Text PSCAGENDAS to 39492
to receive an alert when Meeting Agendas are released

Individual Complaint Form

Date*: 09/15/2020

Complainant or Legal Representative Information: * Required Fields

Name * Bernard McFadden

Firm (if applicable)

Mailing Address * 2016 Driftwood Dr.

City, State Zip * Columbia, SC, 29210 Phone * 803 2d 9477

E-mail

Name of Utility Involved in Complaint: * Dominion Energy

Type of Complaint (check appropriate box below.) *

- [x] Billing Error/Adjustments
- [ ] Deposits and Credit Establishment
- [x] Wrong Rate
- [ ] Refusal to Connect Service
- [ ] Disconnection of Service
- [ ] Payment Arrangements
- [ ] Water Quality
- [ ] Line Extension Issue
- [ ] Service Issue
- [ ] Meter Issue
- [x] Other (be specific) False Filing of Meter testing Report

Have you contacted the Office of Regulatory Staff (ORS)? * [ ] Yes [ ] No **Name of ORS Contact:**

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

See Attachment, p. 2 of 2

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

1) Indicate the time and date the individual came into the back yard, as well as the name of the individual
2) Refund over-charged money

I UNDERSTAND AND AGREE THAT THE INFORMATION GIVEN ON THIS FORM IS PUBLIC INFORMATION THAT WILL BE PUBLISHED ON THE COMMISSION'S WEBSITE (dms.psc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.

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

VERIFICATION

STATE OF SOUTH CAROLINA)
COUNTY OF Richland)

I, Bernard McFadden (Complainant's Name *) verify that I have read my complaint filed on 09/15/2020 (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.	

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(Attachment A)

Allegation 1: Filing False Meter Testing Report
Allegation 2: Overcharging for Services

1) First, my meter is closed-off in a fence in the back yard. I have Blink cameras in the front and back yards. A black female is seen at the front door with a Dominion Energy shirt on. At no time is this female seen unlocking the gate to get in the back yard to get information for testing the meter. Therefore, it's my contention the meter incident is false.

2) Secondly, I had Southern Siding & Window Company to install all new energy efficient windows, ARS Rescue Rooter to install a new HVAC and duckwork and Lowe's to install new doors, completely sealing the house. When comparing these bills with the old single pane wooden windows, doors and HVAC, my bills are actually cheaper with the old windows, doors and HVAC. These recent changes came with an agreement to pay approximately $150.00 a month as a set rate, which is what the cost should be during the two hottest and coldest months. During the normal months, my bills are extremely lower than $150.00 a month. Therefore, it's my contention that I am being over-charged.

S/ Bernard McFadden

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