

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

IN THE MATTER OF THE REQUEST FOR  
AGENCY ACTION AND COMPLAINT OF  
US MAGNESIUM, LLC AGAINST  
DOMINION ENERGY UTAH

Docket No. 17-057-13

**DIRECT TESTIMONY OF BRUCE RICKENBACH  
FOR DOMINION ENERGY UTAH**

January 12, 2018

**DEU Exhibit 1.0**

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**I. INTRODUCTION**

**Q. Please state your name and business address.**

A. My name is Bruce Rickenbach. My business address is 1140 West 200 South, Salt Lake City, Utah.

**Q. What is your title and area of responsibility?**

A. I am the Supervisor of Account & Municipal Relations. My department is responsible for the management of our large commercial and industrial accounts.

**Q. What is your experience and educational background?**

A. I began working for the Company in 1984. I have worked in various areas including, meter reading, accounting, budget, and rates. For the last 22 years I have worked with the industrial and large commercial customers in account management. I have a Bachelor's of Science degree in Business Management from BYU.

**Q. What is the purpose of your testimony in this Docket?**

A. The purpose of my testimony is to explain the events leading up to and through the interruption event of January 6-7, 2017, to explain how Dominion Energy Utah (Company) gave notice to US Magnesium LLC (US Magnesium) and other interruptible customers, how the Company has provided such notice during past interruptions, how the Company's current automated notification system differs from previous notification systems, and to respond to information contained in the Direct Testimony of Roger Swenson and Mike Tucker.

**II. INTERRUPTION PROCESSES**

**Q. Please describe the nature of interruptible service.**

A. The Company offers interruptible service under Section 3 of its Utah Natural Gas Tariff

23 No. 500 (Tariff). Section 3.01 provides: "Interruptible service is subject to interruption at  
24 any time." Section 3.02 of the Tariff further provides: "Upon notice from the Company,  
25 Interruptible customers are required to interrupt as soon as is operationally possible, but  
26 no later than two hours from notice."

27 **Q. Is each interruptible customer required to provide the Company with updated**  
28 **contact information?**

29 A. Yes. Section 3.02 of the Tariff states that "The Company requires each interruptible  
30 customer to provide, and update as necessary, contact information that enables the  
31 Company to immediately notify a customer of a required interruption. In the event the  
32 Company is unable to notify a customer using the contact information, the customer may  
33 be subject to the charges and penalty as described below."

34 **Q. Does the Tariff require that customers provide a primary or backup contact?**

35 A. No. Customers provide the Company with a Customer Information Sheet containing  
36 contact information for as many contacts as the customer chooses. The Company  
37 attempts to contact every contact listed on the Customer Information Sheet. The contacts  
38 aren't designated as or considered "primary" or "backup." We send notices to all of the  
39 contacts listed on the sheet. For example, DEU Exhibit 1.1 is the US Magnesium  
40 Customer Information Sheet that was provided to the Company less than a month before  
41 the January 6-7, 2017, interruption.

42 **Q. Please describe DEU Exhibit 1.1.**

43 A. DEU Exhibit 1.1 is an example of the type of Customer Information Sheets the Company  
44 received from customers during the timeframe at issue in this matter. It contains names,

45 email addresses, day telephone numbers, night telephone numbers, fax numbers, and  
46 mobile phone numbers for general contacts. It also contains the same information for  
47 "Interruption contacts."

48 **Q. Does the Customer Information Sheet necessarily identify contacts as "primary" or**  
49 **"secondary?"**

50 A. Not typically. As you can see, on DEU Exhibit 1.1, US Magnesium identified Mike  
51 Tucker as a "1<sup>st</sup>" contact and Roger Swenson as a "2<sup>nd</sup>" contact. The Company does not  
52 distinguish. It provides notice to all interruption contacts listed on the sheet.

53 **Q. How does the Company notify interruptible customers of an interruption?**

54 A. The Tariff is silent on how the notification must take place, leaving that to the Company's  
55 discretion. The Company has more than 500 transportation customers with more than  
56 1300 individual contact numbers and does not have the staff to make personal calls to  
57 each one. Beginning in 2012, the Company began utilizing an automated notification  
58 system that provides notice automatically by emailing each e-mail address and texting  
59 each cell phone number listed on the Customer Information Sheet. The system also sends  
60 automated voice messages to all telephone numbers on the Customer Information Sheet.

61 **Q. Can the Company's system dial through to extensions and leave voice messages at**  
62 **extensions?**

63 A. No. The Company's current system does not have that capability. To the Company's  
64 knowledge, this capability is not currently available for its system.

65 **Q. Has the Company changed the automated system it uses to provide notice of**  
66 **interruption to interruptible customers?**



67 A. Yes. During the 2016-2017 heating season, the Company utilized a system called the  
68 SNS system. From about 2014 to 2016, the Company utilized a system called "Rapid  
69 Notify." Both systems function largely the same.

70 **Q. You indicated that the SNS system cannot dial through a switchboard to an  
71 extension. Did the Rapid Notify system have that capability?**

72 A. No. The rapid notify system could not connect through a phone extension or a  
73 switchboard. That is why Dominion Energy Utah requires each customer to provide an  
74 additional phone number for each contact on the Customer Information Sheet.

75 **III. THE JANUARY 6-7, 2017, INTERRUPTION**

76 **Q. Are you familiar with the events leading up to the January 6-7, 2017, interruption  
77 that is the subject of this docket?**

78 A. Yes. At the time I was a Senior Account and Community Relations Representative at  
79 Dominion Energy Utah, and was the Company representative responsible for the US  
80 Magnesium account. As such, I was involved in most communications with US  
81 Magnesium, and communicated with Roger Swenson in order to obtain DEU Exhibit 1.1.

82 **Q. What kind of service was US Magnesium receiving during the 2016-2017 heating  
83 season?**

84 A. US Magnesium had both firm transportation service and interruptible service. A copy of  
85 the US Magnesium Transportation Service Agreement (TSA) with Dominion Energy  
86 Utah is attached as DEU Exhibit 1.2. US Magnesium contracted for 15,000 Dth/day of  
87 firm transportation service, and an additional 13,000 Dth/day of interruptible service (for  
88 a total of 28,000 Dth/day).

89 **Q. Did you tell US Magnesium how the Company would provide notice in the event of**  
90 **an interruption during the 2016-2017 heating season?**

91 A. Yes, I did. DEU Exhibit 1.3 is a copy of an email I sent to Mr. Swenson on November  
92 29, 2016. It is a form we used to communicate important matters to each transportation  
93 customer at the commencement of the heating season. In the email, I told Mr. Swenson  
94 that “[w]e utilize a ‘Rapid Notify’ system to alert our industrial and commercial  
95 customers of any interruptions or other important messages. This tool is an electronic  
96 calling, texting, and email system that sends simultaneous messages to ensure timely  
97 communications, so it is important to keep your contact information updated and to notify  
98 us of any changes.” I also provided Mr. Swenson a reminder about the Tariff provisions  
99 governing interruptible service and US Magnesium’s obligations should the Company  
100 call an interruption.

101 **Q. Did you detail the penalties that US Magnesium would incur if it failed to interrupt?**

102 A. Yes. In DEU Exhibit 1.3, I informed US Magnesium that if it failed to interrupt when it  
103 was properly called upon to do so, it would be charged a penalty for each Dth not  
104 interrupted, and that the interruptible volumes not interrupted would be moved to a firm  
105 rate schedule for three years.

106 **Q. When did US Magnesium provide its updated Customer Information Sheet?**

107 A. I provided US Magnesium with a copy of the previous Customer Information Sheet, for  
108 its convenience. Mr. Swenson provided me with the updated Customer Information  
109 Sheet on December 12, 2016. Mr. Swenson signed the sheet. A copy of that sheet is  
110 attached to my testimony as DEU Exhibit 1.1.

111 **Q. Can you describe the events of January 6-7, 2017?**

112 A. Yes. I've attached as DEU Exhibit 1.4, a table outlining those events for convenience.  
113 Column A shows the time and date of each identified event. Column B details the actions  
114 taken by Dominion Energy Utah at that time, Column C shows any action taken by US  
115 Magnesium at that time and Column D shows action taken by CIMA, US Magnesium's  
116 Marketing Agent.

117 **Q. What is a Marketing Agent?**

118 A. A Marketing Agent purchases supplies for transportation customers, ships those supplies  
119 on the interstate pipeline system to Dominion Energy Utah's system, and delivers them to  
120 Dominion Energy Utah for redelivery to the transportation customer. Marketing Agents  
121 are also responsible for making nominations on both the interstate pipeline system and on  
122 Dominion Energy Utah's system to ensure that required supplies arrive. CIMA was US  
123 Magnesium's Marketing Agent during the 2016-2017 heating season.

124 **Q. What was the first event of note on January 6, 2017?**

125 A. Sometime, prior to the interruption, US Magnesium's Marketing Agent told US  
126 Magnesium "to be expecting a call" from Dominion Energy Utah, presumably because an  
127 interruption was likely. I have attached, as DEU Exhibit 1.5, an email that Mr. Swenson  
128 sent to me indicating as much.

129 **Q. What happened next?**

130 A. At 11:11 a.m. MST, Dominion Energy Utah deployed its SNS system to notify  
131 interruptible customers that they would need to interrupt within 2 hours. It also notified  
132 firm transportation customers that they would have to limit their usage to the lesser of



133 their firm usage or to the scheduled quantity (confirmed nomination) on Dominion  
134 Energy Utah's System. I have attached as DEU Exhibit 1.6, a copy of the Dominion  
135 Energy Utah email that was sent to Roger Swenson. This document was produced by US  
136 Magnesium in response to Dominion Energy Utah's data requests issued in this docket.  
137 As you can see, the email went to Mr. Swenson and was received on January 6<sup>th</sup> at 11:11  
138 a.m. It says, "Firm load demand on the Questar Gas distribution system requires that  
139 Questar Gas implement a *service interruption for customers with interruptible load.*"  
140 (emphasis added). It also says, "Your allowable usage for each hour will be equal to the  
141 lesser of your firm contract amount divided by 24, or your scheduled quantity divided by  
142 24, for each hour of the interruption."

143 **Q. Did US Magnesium have a "firm contract amount"?**

144 A. Yes. DEU Exhibit 1.2 shows that its firm contract amount was 15,000 Dth/day.

145 **Q. Mr. Swenson suggests that, because the email came from [no-reply@ecnalert.com](mailto:no-reply@ecnalert.com) it**  
146 **was not clearly from Dominion Energy Utah (Questar Gas Company). How do you**  
147 **respond?**

148 A. On January 6, 2017, Dominion Energy Utah was known as Questar Gas Company. The  
149 text of the email makes clear that it is an interruption on the Questar Gas system. Given  
150 that Mr. Swenson had been warned to watch for such notice, it is curious that he did not  
151 respond.

152 **Q. Did Mr. Swenson contact you to ask about the authenticity of the email?**

153 A. No. In fact, prior to the filing of his direct testimony, Mr. Swensen has never asserted to  
154 Dominion Energy Utah that he questioned the authenticity of the email.

155 **Q. What happened next?**

156 A. Within minutes, the same email was sent to Mike Tucker, the only other individual  
157 identified on the US Magnesium Customer Information Sheet. DEU Exhibit 1.7 is a copy  
158 of the email Mr. Tucker received. It was provided to Dominion Energy Utah in response  
159 to data requests in this docket. As you can see, Mr. Tucker received the email at 11:13  
160 a.m.

161 **Q. Did Mr. Tucker ever contact you to ask about the authenticity of the email?**

162 A. No. In fact, prior to the filing of his direct testimony, Mr. Tucker has never asserted to  
163 Dominion Energy Utah that he questioned the authenticity of the email.

164 **Q. Did Dominion Energy Utah provide notice of the interruption in any other ways?**

165 A. Yes. As you can see, on lines 5 and 6 of DEU Exhibit 1.4, Dominion Energy Utah left  
166 voice messages for both Mr. Tucker and Mr. Swenson at 11:15 a.m. DEU Exhibit 1.8 is  
167 a copy of an email with an attachment showing the confirmation that the SNS system left  
168 messages on Mr. Tucker's cell phone and Mr. Swenson's cell phone.

169 **Q. Did the Company provide any other form of notification?**

170 A. Yes. As I mentioned, the SNS system sends emails, makes voice calls, and sends text  
171 messages. As you can see on lines 7 and 8 of DEU Exhibit 1.4, the SNS system sent text  
172 messages to Mr. Swenson's cell phone and to Mr. Tucker's cell phone. DEU Exhibit 1.8  
173 also evidences that text messages were sent to both.

174 **Q. Mr. Swenson suggests that the message was not clearly a Dominion Energy Utah  
175 message because it came from a number "76127." How do you respond?**

176 A. Again, the text of the message references a Questar Gas interruption. Mr. Swenson had

177           been told to expect such a message from Questar Gas (as Dominion Energy Utah was  
178           known at the time). He did not contact me to ask if it was authentic nor did he ever raise  
179           any issue relating to the authenticity of the text until filing his direct testimony. The same  
180           is true for Mr. Tucker.

181   **Q.   Mr. Swenson is concerned that notice was insufficient because the automated calls**  
182           **did not dial through the switchboard to telephone extensions. How do you respond?**

183   A.   As I mentioned before, the Company obtains as many points of contact as it can. It sends  
184           voice messages, emails and text messages because if one form of contact fails, others will  
185           succeed. It is important to note, however, that the SNS voice message did go to the US  
186           Magnesium switchboard and that the switchboard system disconnected the call. In  
187           response to data requests in this matter, US Magnesium provided an email chain detailing  
188           some of the events of January 6, 2017. I have attached that email chain to my testimony  
189           as DEU Exhibit 1.9. On page 6 of DEU Exhibit 1.9, Mr. Tucker tells Mr. Swenson that  
190           “We did get a phone message on the 801 532 1105 line telling us not to respond and if we  
191           wanted to repeat it hit any button for which we have no buttons on this phone but if we  
192           need buttons we can change that also. The board operator hung up after hearing the  
193           message.”

194   **Q.   Mr. Swenson also notes that Dominion Energy Utah has changed its customer**  
195           **information sheet to clarify for customers that the SNS system cannot dial through**  
196           **to extensions. Do you view this as problematic?**

197   A.   No. Dominion Energy Utah is always seeking to improve communication and systems  
198           and we regularly update our forms in an effort to achieve continuous improvement. We



199 made this update to ensure that each customer is aware that extensions are not effective.  
200 Fortunately, we have always had multiple ways to contact customers, and if one form of  
201 communication fails, the others succeed. In this case, US Magnesium successfully  
202 received multiple forms of notification.

203 **Q. What happened next?**

204 A. Shortly after 11:00 a.m. MST, Dominion Energy Utah sent similar notices of interruption  
205 to all of its transportation customers' Marketing Agents, including US Magnesium's  
206 Marketing Agent. At 12:08 p.m. US Magnesium's Marketing Agent forwarded a copy of  
207 Dominion Energy Utah's notice to US Magnesium and indicated that he would keep  
208 customers up to date as information became available. The Marketing Agent said "Please  
209 note below the interruptible curtailment notice from Questar Gas. Questar is requesting  
210 customers with interruptible gas usage to reduce their usage to the lesser of their  
211 nominated volume or their firm contract amount . . . *If you do not have firm capacity with  
212 Questar Gas please reduce your usage to zero during the curtailment period until further  
213 notice.*" (emphasis added). US Magnesium provided a copy of this email in response to  
214 data requests in this matter, and I have attached it to my testimony as DEU Exhibit 1.10.  
215 In his testimony, William Schwarzenbach details how US Magnesium's Marketing Agent  
216 both received notice of the interruption, and reduced nominations on US Magnesium's  
217 behalf to match US Magnesium's firm contract limit of 15,000 Dth.

218 **Q. Did Dominion Energy Utah provide any additional notice to US Magnesium of the**  
219 **interruption on January 6, 2017?**

220 A. Yes. In the afternoon of January 6, 2017, I made a courtesy call to Mr. Swenson on his



221 cell phone. He answered and we spoke. I asked if he had received the notice of  
222 interruption. He indicated that he was traveling, but that he had received the notice. Mr.  
223 Swenson briefly spoke of operational procedures that would occur in order to get US  
224 Magnesium's usage within firm contractual limits, and that was the extent of the phone  
225 call. Mr. Swenson later confirmed that he received the email. I have attached, as DEU  
226 Exhibit 1.09, an email Mr. Swenson sent to Mr. Tucker and copied to me. In it he confirmed: "I  
227 was traveling that day and didn't see the email until I got computer service but I had some calls."

228 **Q. Did he ask you to call any others at US Magnesium?**

229 A. No. It was a very short telephone call. My purpose in calling was to confirm US  
230 Magnesium had received the message. Once I was able to confirm that US Magnesium  
231 had received the notice, the telephone call ended.

232 **Q. Was that the only contact US Magnesium had from its Marketing Agent regarding**  
233 **the interruption?**

234 A. No. DEU Exhibit 1.10 shows that, shortly after 5:00 p.m., US Magnesium's Marketing  
235 Agent forwarded another communication from Dominion Energy Utah indicating that  
236 Dominion Energy Utah was considering lifting the interruption during the day on January  
237 7, 2017.

238 **Q. What happened next?**

239 A. Sometime after Mr. Tucker's shift ended, he read the text message and the email  
240 message. DEU Exhibit 1.11 is a chain of emails provided by US Magnesium in response  
241 to data requests in this matter. On page 5 of DEU Exhibit 1.09, Mr. Tucker stated to Mr.  
242 Swenson; "I did get the text on my phone but the phone was in my office and I was in the

243 plant and never seen it until I checked my phone later that night. I thought we were ok  
244 because of the email from [US Magnesium's Marketing Agent] which I obviously  
245 misunderstood."

246 **Q. How long did the interruption continue?**

247 A. The interruption continued throughout the night and into the day on January 7, 2017. It  
248 concluded at 1:00 p.m. on January 7<sup>th</sup>.

249 **Q. Did US Magnesium ever, during January 6<sup>th</sup> or in the evening after Mr. Tucker had**  
250 **received the notices, interrupt its interruptible volumes and limit its usage to its firm**  
251 **contract amount?**

252 A. No it did not. Mr. Schwarzenbach's DEU Exhibit 2.2 details that US Magnesium's usage  
253 did decrease slightly in the evening, but not down to the firm contract limit.

254 **IV. PREVIOUS PRACTICE WITH US MAGNESIUM**

255 **Q. US Magnesium has alleged that in the past, the Rapid Notify system could dial**  
256 **through to extensions and, as a result, they received notice of past interruptions.**  
257 **How do you respond?**

258 A. It is true that US Magnesium has properly responded to notices of interruption in the past.  
259 However, the Rapid Notify system is no different than the SNS system in terms of  
260 telephone extensions. Rapid Notify did not dial through a switchboard to an extension.

261 **Q. During prior interruptions did you personally call someone at US Mag?**

262 A. Yes. It is my practice to personally contact the larger users in the event of an interruption.  
263 For US Magnesium, I typically contacted Roger Swenson and, though I do not recall the  
264 contents of specific calls, I would have contacted him directly.

265 **Q. Why did you contact Roger Swenson rather than a plant manager?**

266 A. I have been the Dominion Energy Utah representative for US Magnesium for more than  
267 ten years. During that time, Roger Swenson has typically been my contact at US  
268 Magnesium. We would occasionally involve another US Magnesium contact for  
269 operational issues. For purposes of interruption, we utilize our automated system to  
270 contact everyone listed on the Customer Information Sheet. In addition, I contacted Mr.  
271 Swenson as a courtesy.

272 **Q. When was the last interruption before January 6, 2017?**

273 A. The Company issued an interruption on December 31, 2014, at approximately 8:55 a.m.  
274 The Company used an automated notification system (Rapid Notify) to notify Roger  
275 Swenson and Clarence Gonzales on that occasion. US Magnesium decreased its usage  
276 after notification and only incurred a small penalty. It is significant to note that US  
277 Magnesium responded to this notice, even though the automated notification system did  
278 not dial through to direct extensions. In other words, US Magnesium responded to the  
279 other forms of notification it received in response to this interruption, which included  
280 emails, texts, and messages to cell phone numbers.

281 **Q. Was US Magnesium penalized during the December 31, 2014, interruption?**

282 A. The penalty was very minor. On that day, they reduced their usage to a level where their  
283 penalty was only 32 Dth.

284 **Q. Does this conclude your testimony?**

285 A. Yes.

State of Utah )

) ss.

County of Salt Lake )

I, Bruce Rickenbach, being first duly sworn on oath, state that the answers in the foregoing written testimony are true and correct to the best of my knowledge, information and belief. Except as stated in the testimony, any exhibits attached to the testimony were prepared by me or under my direction and supervision, and they are true and correct to the best of my knowledge, information and belief. Any exhibits not prepared by me or under my direction and supervision are true and correct copies of the documents they purport to be.

---

Bruce Rickenbach

SUBSCRIBED AND SWORN TO this \_\_\_\_ day of January, 2018.

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Notary Public



State of Utah )

) ss.

County of Salt Lake )

I, Bruce Rickenbach, being first duly sworn on oath, state that the answers in the foregoing written testimony are true and correct to the best of my knowledge, information and belief. Except as stated in the testimony, any exhibits attached to the testimony were prepared by me or under my direction and supervision, and they are true and correct to the best of my knowledge, information and belief. Any exhibits not prepared by me or under my direction and supervision are true and correct copies of the documents they purport to be.



\_\_\_\_\_  
Bruce Rickenbach

SUBSCRIBED AND SWORN TO this 9<sup>th</sup> day of January, 2018.



\_\_\_\_\_  
Notary Public



## CERTIFICATE OF SERVICE

This is to certify that on January 12, 2018, a true and exact copy of the foregoing

**DIRECT TESTIMONY OF BRUCE RICKENBACH** was emailed to the following:

Gary A. Dodge  
Phillip R. Russell  
HATCH, JAMES & DODGE  
[gdodge@hjdllaw.com](mailto:gdodge@hjdllaw.com)  
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Cheryl Murray  
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/s/Leora Price \_\_\_\_\_

**Customer Information**

Wed October 19, 2016

Company: **US MAGNESIUM**  
SAID: **7677760339** Magnesium Corporation of America  
Address: **Rowley**  
City, State, Zip: **Rowley, UT 84029**  
SIC Code: **3339 PRIMARY NONFERROUS METALS, NEC**  
Account Rep: **Bruce Rickenbach**

Contact Name	e-Mail	Day Phone	Night Phone	FAX	Mobile Phone
Roger Swenson	roger.swenson@prodigy.net	801 532-1522 529		801 534-1407	801 541-2272
Thomas Tripp		801 532-1522 259		801 532-1522	
Mike Tucker	mtucker@usmagnesium.com	801 532-2043 1337			801 597-6834

Interruption Contacts	Title	Day Phone	Night Phone	FAX	Mobile Phone
1ST: Mike Tucker	Utility Supervisor	801 532-2043 1337			801 597-6834
2ND: Roger Swenson	Energy Consultant	801 532-1522 529		801 534-1407	801 541-2272

SAID#	Account Name	Type	Meter #	DCL	FIRM	RDU	Tax Xmpt	Agent Company
7677760339	Magnesium Corporation of America	UTTS	31000005 31000013	21,000	15,000	20,035	Y	CIMA

Code	Equip Description	Count	Input Rating	Total Input	Fuel Type	Alt Fuel	Comments
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Do you anticipate any significant changes in your natural gas requirements this winter? Yes  No   
If Yes, explain: less usage beginning in January 35% drop in average demand

I certify that the information listed above regarding our interruptible natural gas service on Questar Gas is correct. I understand that interruptible service is subject to periods of interruption. Our staff and alternate fuel system(s) will be prepared to interrupt natural gas service as soon as operationally possible within two hours of receiving notification from Questar Gas.

Signed: Roger Swenson Date: 12/12/2016

## QUESTAR GAS COMPANY UTAH TRANSPORTATION SERVICE AGREEMENT

**Customer Name:** US Magnesium LLC

**Account Number:** 5677760000

**SA\_ID(s) and Service Address(es):**

SAID	SERVICE ADDRESS	PRIMARY/ SECONDARY (Administrative Charge)	MAP POINT (Interconnect / Delivery Point into QGC System)	DCL	FIRM
5677760948	12.5 Mi N of I-80 Es FT, Grantsville, UT 84029	\$4,500	Wasatch Front 90164	28,000	15,000

**Mailing Address:** 238 North 2200 West, Salt Lake City, UT 84116-2921

**Service Initiation Date:** July 1, 2015 (upgrade to existing service)

This Transportation Service Agreement (TS Agreement) is entered into this 1st day of July, 2015, by and between Questar Gas Company, a Utah corporation ("Company") and US Magnesium LLC, a limited liability company ("Customer"). Company and Customer may be referred to herein individually as "Party" and collectively as "Parties." The Parties agree as follows:

1. Company shall provide transportation service in accordance with the terms, conditions and provisions in the Company's Utah Tariff filed with the Public Service Commission of Utah ("Commission") and as it may be amended from time to time ("Tariff").
2. Customer's will deliver its natural gas supply to Company at the Interconnect/Delivery Point(s) identified above and Company will redeliver Customer's supplies to Customer's service address(es) associated with the SAID(s) listed above. In accordance with the Tariff, Company reserves the right to require Customer to deliver its natural gas supplies to alternate Interconnect/Delivery Points identified by the Company when, in the Company's sole discretion, operational or other needs support such a change.
3. The maximum daily contract limit is 28,000 Dth (the "Maximum Daily Contract Limit"). Of that amount, the first 15,000 Dth/day shall be transported pursuant to Tariff terms and conditions applicable to firm transportation service. The remainder shall be transported pursuant to Tariff terms and conditions applicable to interruptible transportation service. Company shall only be obligated to transport the lesser of (a) the firm portion of the Maximum Daily Contract Limit, (b) the Customer's natural gas supply nomination, or (c) the amount delivered to Company on Customer's behalf by the upstream pipeline. If the TS rate schedule is modified or eliminated, this agreement will terminate. Customer and Company may then enter into a new agreement under the terms of the new applicable rate schedule.
4. Customer shall provide, or shall make arrangements for its upstream pipeline system to provide, measurement information and other information requested by Company concerning the volumes that have been delivered to Company on Customer's behalf. Customer shall provide, or cause its upstream pipeline system to provide measurement information on a daily basis, or as otherwise agreed to by the Parties in writing.



5. Service shall continue from the above service initiation date until **June 30, 2016**. Thereafter, either Party may terminate this agreement by providing ninety (90) days advance written notice of termination. Any imbalances at termination will be treated as month-end imbalances and must be eliminated in accordance with the provisions of the Tariff.

6. This Agreement shall be governed by and construed in accordance with Utah law, the Tariff and any applicable rules and regulations of the Commission and, to the extent that the Tariff or any applicable rules or regulations of the Commission conflict with or are inconsistent with this Agreement, now or in the future, the Tariff, Commission rules and regulations shall control. If any term of this Agreement is held to be illegal or in conflict with Utah law, the Tariff, or any applicable Commission rule or regulation, the validity of the remaining portion of the Agreement shall not be affected, and the rights and obligations of the Parties shall be construed as if the Agreement did not contain the particular term held to be invalid. Any legal action concerning this Agreement shall be filed in Salt Lake County, Utah and the Parties consent to personal jurisdiction and venue in Salt Lake County.

7. In the event it becomes necessary for either party to enforce its rights under this Agreement, with or without litigation, the prevailing party shall be entitled to recover all reasonable expenses, including attorney fees and costs, arising out of the enforcement of its rights.

8. Customer may not assign this Agreement without the written consent of Company.

9. All communications, consents and other notices shall be in writing and shall be hand delivered, sent by facsimile, or mailed, postage prepaid, as follows:

(a) If to Customer: **US Magnesium LLC  
ATT: Roger Swenson  
238 North 2200 West  
Salt Lake City, Utah 84116**

(b) If to Company: **Questar Gas Company  
Attention: Director, Account and Community Relations  
P.O. Box 45360  
Salt Lake City, Utah 84145-0360**

Or such other address as the Parties may designate from time to time, in writing. Any notice or mailing so given shall be effective when received, but in any event no later than three (3) days following the date of mailing.

10. This Agreement contains the entire agreement between the Parties concerning the provision of natural gas service to the SAID(s) identified above and it supersedes any prior agreement, verbal or written, regarding the same.

11. Each person signing this Agreement warrants that the person has full legal capacity, power, and authority to execute this Agreement for and on behalf of the respective party and to bind such party.

US MAGNESIUM LLC	QUESTAR GAS COMPANY
Signature <u>Michael D Edmonds</u> <i>RC</i>	Signature <u>Susan S. Davis</u>
Name <u>Michael D Edmonds</u>	Susan S. Davis
Title <u>CFO</u>	Director, Account and Community Relations
Date: <u>8/15/13</u>	Date: <u>August 21, 2013</u>
	Account Representative: Bruce Rickenbach

117526



## **Bruce Rickenbach (Questar)**

---

**From:** Bruce Rickenbach (Questar)  
**Sent:** Tuesday, November 29, 2016 2:38 PM  
**To:** 'roger.swenson@prodigy.net'  
**Subject:** Questar Gas - Emergency/Interruption Contact Information  
**Attachments:** Customer Contact Information.pdf

Hi Roger,

I hope you have been doing well.

The following is a quick review of information shared at our customer meeting.

Questar Gas (QGC) is preparing for the upcoming winter heating season. We need to assure your company contact information is correct. Please review the attached **Customer Information** sheet, and update all information for accuracy. Remember to sign at the bottom of the document and email the form to me as soon as possible whether you have made changes or not. We utilize a "Rapid Notify" system to alert our industrial and commercial customers of any interruptions or other important messages. This tool is an electronic calling, texting, and email system that sends simultaneous messages to ensure timely communications, so it is important to keep your contact information updated and to notify us of any changes

### **Transportation Services Customers (TS)**

TS Customers are responsible for working with their marketer to understand the service being provided for their gas supply i.e. firm vs interruptible. Remember, if your gas is not delivered to the city gate (pipeline system to QGC distribution system), QGC is not responsible to supply gas to you, even if you have firm capacity on QGC. Also, gas delivered to you may be limited to your contracted firm amount or the daily nomination your marketer enters for you, whichever is less, so make certain you understand how your marketer enters gas nominations.

### **Interruption**

The interruption season runs from November through March, interruptions due to unforeseen circumstances may occur at any time of the year. All interruptible gas volumes, both sales IS and transportation TS, are subject to interruption. Interruptions may be geographic, full or partial. Upon notice of an interruption from QGC, interruptible customers are required to switch to an alternative fuel source no later than two hours from notification. If you don't have an alternative fuel source, you must remain within your contractual firm usage limits within two hours after notification. During an interruption, your firm contract limit will be equal to your daily firm contract limit (DCL) divided by 24 for each hour of the interruption. If you fail to stop using your interruptible gas volumes, you will be charged a penalty for each DTH not interrupted. Also, those interruptible volumes will be moved to a firm rate schedule for three years. Detailed information on the interruption process can be found under sections 3.01, 3.02 and 4.01 of our natural gas tariff: <https://www.questargas.com/Tariffs/uttariff.pdf> or please contact me for further information concerning the interruption process.

### **Meter Communication (POTS lines)**

QGC has repeatedly noted problems it has been experiencing communicating with POTS lines (plain old telephone service) to measure your gas consumption. This year, we are replacing all remaining POTS lines with cellular phone lines at our expense. This means you will no longer have to provide and pay for a POTS line. However, you will need to provide A/C power to the meter so that the cellular equipment will work. We really appreciate your help as we install this cellular equipment.

### **Dominion Resources and Questar Corporation Merger completed**

On September 16, 2016, the merger of Dominion Resources, headquartered in Richmond, VA and Questar Corporation was finalized, forming one of the largest combined electric and natural gas energy companies. Questar Corporation, now Dominion Questar, will operate as a first-tier wholly owned subsidiary of Dominion with its principal operating companies Questar Gas, Questar Pipeline and Wexpro retaining their names at closing. A stipulation by both the Utah and Wyoming utility commissions mandates that no general rate case will be filed by Questar Gas Company until 2020.

**Customer Meeting Presentations**

Further additional information regarding rates, curtailment procedures, and other subjects from our September 8<sup>th</sup> customer meeting are also posted on our website at: <http://www.questargas.com/ServicesBus/BusinessServices.php>. If you have any questions please contact me. I will be happy to discuss in more detail either over the phone or in person.

Thanks,

-BR

Bruce Rickenbach  
Questar Gas Company  
Industrial and Municipal Accounts  
Office: (801) 324-2942  
Mobile: (801) 557-2375



	A	B	C	D
1	<b>TIME</b>	<b>Dominion Energy Action</b>	<b>US Magnesium Action</b>	<b>US Magnesium's Marketing Agent's Actions</b>
2	Prior to January 6, 2017 at 11:00 a.m.			US Magnesium's Marketing Agent tells US Magnesium to be expecting a call from Dominion Energy Utah (then Questar Gas Company).
3	January 6, 2017 11:11 a.m.	Dominion Energy sends e-mail notice to interrupt within 2 hours to e-mail address for Roger Swenson.	Email is received.  No action.	
4	January 6, 2017 11:13 a.m.	Dominion Energy sends e-mail notice to interrupt within 2 hours to e-mail address for Mike Tucker.	Email is received  No action.	
5	January 6, 2017 11:15 a.m.	Voice message left at Roger Swenson's cell phone.	No action.	
6	January 6, 2017 11:15 a.m.	Voice message left at Mike Tucker's cell phone.	No action.	
7	January 6, 2017 11:15 a.m.	Text message sent to Roger Swenson's cell phone.	No action.	
8	January 6, 2017 11:15 a.m.	Text message sent to Mike Tucker's cell phone.	No action.	
9	January 6, 2017 11:15 a.m.	Voice Message sent to US Magnesium's switch board.	US Magnesium's switch board operator hangs up after hearing the message.  No action.	
10	January 6, 2017 12:08 p.m.		No action.	US Magnesium's Marketing Agent forwards another copy of Dominion Energy's notice to interrupt within 2 hours to US Magnesium and promises to keep customers up to date as information becomes available.

11	January 6, 2017 At or before 1:30 p.m.		No action.	US Magnesium's Marketing Agent reduced nominations to the Dominion Energy system to match the firm contract limit of approximately 15,000 Dth.
12	January 6, 2017 Late afternoon	Bruce Rickenbach speaks with Roger Swenson via cell phone to ensure that US Magnesium had received notice of the interruption. Mr. Swenson confirms receipt.	No action.	
13	January 6, 2017 At or before 5:00 p.m.		No action.	US Magnesium's delivered supplies are reduced to approximately 15,000 Dth as a result of its marketer's 1:30 p.m. nomination change.
14	January 6, 2017 5:20 p.m.		No action.	US Magnesium's Marketing Agent notifies US Magnesium that Dominion Energy is considering lifting the service interruption effective January 7, 2017 at 1 p.m. MST. Mr. Medura again indicates he will "keep you posted".
15	January 6, 2017 After Mike Tucker's work shift.		Mike Tucker reads text message.  No action.	
16	Remainder of interruption (January 6-7, 2017)		No action.	

## **Bruce Rickenbach (Questar)**

---

**From:** ROGER SWENSON <roger.swenson@prodigy.net>  
**Sent:** Friday, January 20, 2017 9:18 AM  
**To:** Bruce Rickenbach (Questar)  
**Cc:** Mike Tucker; Ron Thayer  
**Subject:** Gas Interruption issues

Hi Bruce,

Your system telephonic system never got through to Mike Tucker. He is always out dealing with plant issues so an email is not the best way to go for an action like this. Matt Medura had been telling us to be expecting a call but Mike never got one.

You should put Sub 1 Control Room down as the contact before me. I always thought the calls would go to them.

Let's make sure the numbers are correct and that your system can get through the phone tree.

Roger

**Mike Tucker** <mtucker@usmagnesium.com>

To

'ROGER SWENSON'

Today at 9:00 AM

Mine: Plant 801-532-1522 ext 337      Mobile 801-597-6834

Sub One: 801-532-1522 ext 1445

I never received any call from them and misunderstood what Matt was telling me.

Attachment 1.4

---

no-reply@ecnalert.com

To

roger.swenson@prodigy.net

Jan 6 at 11:11 AM

The Questar Gas service territory is experiencing extreme cold temperatures and supply constraints. Firm load demand on the Questar Gas distribution system requires that Questar Gas implement a service interruption for customers with interruptible load.

Supply availability from upstream pipelines to the Questar Gas system is also currently limited. Questar Gas is unable to provide additional supplies to make up for any shortfalls in the amount of gas being provided on your behalf to the Questar Gas system. As a result, even if you have enough firm capacity on the Questar Gas system to cover your usage, you are also required to limit your usage to not exceed the scheduled quantity being provided to the Questar Gas system for your use.

Your allowable usage for each hour will be equal to the lesser of your firm contract amount divided by 24, or your scheduled quantity divided by 24, for each hour of the interruption. This will be calculated for each hour based on the scheduled quantity available for the applicable hours of the interruption.

If necessary please restrict your usage as soon as possible, but in no case more than two hours from this notice.

You will be notified by Questar Gas when the interruption is lifted.

Please call your nominating party (Marketing Agent) if you have any questions regarding your scheduled quantity or your Questar Gas representative with any questions regarding your firm contract limit.

Account.Management@Questar.com <no-reply@ecnalert.com>

To

roger.swenson@prodigy.net

Jan 7 at 6:46 AM

Effective January 7, 2017 at 1:00 pm Mountain Time, Questar Gas is lifting the service interruption for customers. Again this is effective January 7, 2017 at 1 pm mountain time. Please ensure your nominations meet your demand. Please contact your marketer or Questar Gas Representative for questions.



**From:** [no-reply@ecnalert.com](mailto:no-reply@ecnalert.com) [<mailto:no-reply@ecnalert.com>]  
**Sent:** Friday, January 06, 2017 11:13 AM  
**To:** Mike Tucker  
**Subject:** Message from Dominion Questar Corporation, UT

The Questar Gas service territory is experiencing extreme cold temperatures and supply constraints. Firm load demand on the Questar Gas distribution system requires that Questar Gas implement a service interruption for customers with interruptible load.

Supply availability from upstream pipelines to the Questar Gas system is also currently limited. Questar Gas is unable to provide additional supplies to make up for any shortfalls in the amount of gas being provided on your behalf to the Questar Gas system. As a result, even if you have enough firm capacity on the Questar Gas system to cover your usage, you are also required to limit your usage to not exceed the scheduled quantity being provided to the Questar Gas system for your use.

Your allowable usage for each hour will be equal to the lesser of your firm contract amount divided by 24, or your scheduled quantity divided by 24, for each hour of the interruption. This will be calculated for each hour based on the scheduled quantity available for the applicable hours of the interruption.

If necessary please restrict your usage as soon as possible, but in no case more than two hours from this notice.

You will be notified by Questar Gas when the interruption is lifted.

Please call your nominating party (Marketing Agent) if you have any questions regarding your scheduled quantity or your Questar Gas representative with any questions regarding your firm contract limit.

**From:** [Account.Management@Questar.com](mailto:Account.Management@Questar.com) [<mailto:no-reply@ecnalert.com>]  
**Sent:** Saturday, January 07, 2017 6:47 AM  
**To:** Mike Tucker  
**Subject:** Questar Gas

Effective January 7, 2017 at 1:00 pm Mountain Time, Questar Gas is lifting the service interruption for customers. Again this is effective January 7, 2017 at 1 pm mountain time. Please ensure your nominations meet your demand. Please contact your marketer or Questar Gas Representative for questions.

**Bruce Rickenbach (Questar)**

---

**From:** Bruce Rickenbach (Questar)  
**Sent:** Friday, January 20, 2017 9:56 AM  
**To:** ROGER SWENSON  
**Subject:** FW: SmartNotice - Dominion Questar Corporation, UT

Hi Roger,

The following is the time stamp information you requested.

You will notice that the time is listed under UTC, which is 7 hours ahead of MST (see below for explanation). The phone call went thru at approximately 11:15am on the 6<sup>th</sup> and was delivered to both of your cell phone answering services. Because your office numbers both list extensions, the phone calls to your office numbers could not be connected, and the phone call and voice mail message went straight to both of your cell phones. We also show an email and cell phone text message was delivered to both of you at approximately the same time.

I hope this information helps.

Bruce


FirstName	LastName	Phone1	AttemptTimeUTC	CallLength(sec)	Disposition	Email1
Roger	Swenson	8015321522	01/06/2017 18:15:09	46	DA	<a href="mailto:roger.swenson@questar.com">roger.swenson@questar.com</a>
Mike	Tucker	8015322043	01/06/2017 18:15:04	121	DA	<a href="mailto:mtucker@usma.com">mtucker@usma.com</a>

---

**From:** Shelly Foutin (Questar)  
**Sent:** Friday, January 20, 2017 9:09 AM  
**To:** Bruce Rickenbach (Questar)  
**Subject:** FW: SmartNotice - Dominion Questar Corporation, UT

Description of reason for timestamp difference.

*Shelly*

 Studies show trees live longer when they're not cut down.  
Please do not print this email unless you really need to.

---

**From:** Loraine Williams [<mailto:lwilliams@ecnetwork.com>]  
**Sent:** Friday, January 20, 2017 8:07 AM  
**To:** Shelly Foutin (Questar) <[Shelly.Foutin@questar.com](mailto:Shelly.Foutin@questar.com)>  
**Subject:** SmartNotice - Dominion Questar Corporation, UT

Good Morning Shelly!

The UTC (Universal Time Coordinated) is what appears on the Quick Notification Reports we sent to you regarding your launches. Please see the conversions below:

**UTC** = Coordinated Universal Time, or **Zulu**  
**PST** = Pacific Standard Time (UTC - 8 hours)  
**ALDT** = Alaskan Daylight Time (UTC - 8 hours)  
**PDT** = Pacific Daylight Time (UTC - 7 hours)  
**MST** = Mountain Standard Time (UTC - 7 hours)  
**MDT** = Mountain Daylight Time (UTC - 6 hours)  
**CST** = Central Standard Time (UTC - 6 hours)  
**CDT** = Central Daylight Time (UTC - 5 hours)  
**EST** = Eastern Standard Time (UTC - 5 hours)  
**EDT** = Eastern Daylight Time (UTC - 4 hours)  
**AST** = Atlantic Standard Time (UTC - 4 hours)  
**ALST** = Alaskan Standard Time (UTC - 9 hours)  
**HST** = Hawaiian Standard Time (UTC - 10 hours)

GREAT EYE FOR DETAIL Shelly!

Have a GREAT day!

**Lorraine Williams-Strain**  
*Operations Specialist*

**Emergency Communications Network**  
780 W. Granada Boulevard  
Ormond Beach, FL 32174  
[lwiliams@ecnetwork.com](mailto:lwiliams@ecnetwork.com)  
Phone: 386-676-0294 x1117  
Toll Free: 866-939-0911 x1117  
ECN Cares: Tell my manager how I'm performing

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FirstName	LastName	Phone1	AttemptTimeUTC	CallLength(sec)	Disposition	Email1	SMS1
Roger	Swenson	8015321522	01/06/2017 18:15:09	46	DA	roger.swenson@prodigy.net	8015412272
Mike	Tucker	8015322043	01/06/2017 18:15:04	121	DA	mtucker@usmagnesium.com	8015976834



Attachment 1.7

---

ROGER SWENSON <roger.swenson@prodigy.net>  
To  
Mike Tucker  
CC  
Bruce Rickenbach (Questar) Ron Thayer  
Jan 19 at 5:12 PM

Hi Mike

I got an email today from CIMA asking why we had not dropped our usage down when we got this notice on the 6th. I was wondering if you got the notice on the 6th to drop down to our 15,000 per day (625 per hour rate). I was traveling that day and I didn't see the email until I got computer service but I had some calls. If we don't go down when we are curtailed the cost can be \$45/Dth.

Did we not drop down at all?

Roger  
(801) 541-2272  
Show original message  
Reply Reply to All Forward More

Mike Tucker <mtucker@usmagnesium.com>  
To  
ROGER SWENSON  
Jan 19 at 7:06 PM  
No I done what I forecast they never said 15000 it was 19300  
Sent from my Verizon, Samsung Galaxy smartphone  
Show original message  
Reply Reply to All Forward More

ROGER SWENSON <roger.swenson@prodigy.net>  
To  
Mike Tucker  
Jan 19 at 8:48 PM  
OK, I'll work them over a bit in the morning and find out where their system failed.

I'll let you know what we find as soon as I know what went on.

Thanks,

Roger  
(801) 541-2272  
Show original message  
Reply Reply to All Forward More

Mike Tucker <mtucker@usmagnesium.com>  
To

ROGER SWENSON

Jan 19 at 8:55 PM

I saved the emails I will forward them to you with the one they said an amount on. Sorry for the problem I did not understand that I had to go to 16,000 that would have been an entire turbine down for 2r hours.

Sent from my Verizon, Samsung Galaxy smartphone

Show original message

Reply Reply to All Forward More

ROGER SWENSON <roger.swenson@prodigy.net>

To

Mike Tucker

Jan 20 at 8:03 AM

There should have been some calls or text messages from Questar telling you what to do.

It would not have been a notice from CIMA.

Did you get any calls or text messages?

Roger

Show original message

Reply Reply to All Forward More

Mike Tucker <mtucker@usmagnesium.com>

To

'ROGER SWENSON'

Jan 20 at 8:31 AM

Matt J. Medura mjm@cima-energy.com

19,321 confirmed to US Mag. No cuts. Sorry guys this is on Questar.

Show original message

•

Reply Reply to All Forward More

Mike Tucker <mtucker@usmagnesium.com>

To

'ROGER SWENSON'

Jan 20 at 8:32 AM

No only emails from Matt and I sent those to you. They may have called Sub One not sure.

Show original message

Reply Reply to All Forward More

ROGER SWENSON <roger.swenson@prodigy.net>

To

Mike Tucker

Jan 20 at 8:38 AM

Yes, that message was about how much gas CIMA was pumping into the system. We are required to go down to the lower of our firm contract quantity of 15,000 Dths per day or how much gas we have coming into the system.

Matt's message was a bit confusing but the not cuts he was talking about are flows out of his supplies that could have dropped us below the 15,000 if the sources he was pulling gas from had frozen in.

So we should have gone down to 625/hour if you got the notice from Questar. Did you get any calls or text messages from Questar telling us we were being curtailed.

Roger

Show original message

Reply Reply to All Forward More

ROGER SWENSON <roger.swenson@prodigy.net>

To

Mike Tucker

Jan 20 at 8:41 AM

I think they lost the sub 1 phone number and if they did not call you we were not really notified.

Give me your numbers and the sub 1 number to get on there interruption call system.

With the 15,000 of firm all we have to do is make sure we are running just 2 turbines when an interruption is called.

When you give me the phone numbers I will pass them along to Questar and let them know you were not called.

Roger

Show original message

Reply Reply to All Forward More

Mike Tucker <mtucker@usmagnesium.com>

To

'ROGER SWENSON'

Jan 20 at 9:00 AM

Mine: Plant 801-532-1522 ext 337 Mobile 801-597-6834

Sub One: 801-532-1522 ext 1445

I never received any call from them and misunderstood what Matt was telling me.

Show original message

Reply Reply to All Forward More

ROGER SWENSON <roger.swenson@prodigy.net>

To

Mike Tucker

CC

Ron Thayer

Jan 20 at 10:28 AM

Mike,

It turns out their automated notification system cannot handle extensions. They automatically go to a cell number when the call does not go through.

They are looking into the problem with that.

They asked me if the Sub 1 has a direct number rather than the extension that could be used. I told them I did not think so but that I would ask.

They are working up the details of what went on with all customers during the curtailment. The curtailment was based on supply issues that the gas company was having but they still have the right to cut us off down to our 15,000 per day (625 per hour) load level. I made sure and told them that we know our supplier had made sure our gas was showing up. (At least that is what CIMA told us. There can be adjustments after the fact in the gas business.)

I am going to try and meet with them next Friday to go over the issues. They could slam us for the extra 5,000 Dths at \$45 but I think it unlikely since it was their own problem but we will see. I'll keep you informed of any news on that front.

If we do not have a direct number for Sub 1 a solution might be a cell phone dedicated for Sub 1. I am still not sure that is a full proof solution but do you think that would be possible?

Roger  
(801) 541-2272  
Reply Reply to All Forward More

Mike Tucker <mtucker@usmagnesium.com>  
To  
'ROGER SWENSON'  
Jan 20 at 10:57 AM  
I will request our IT&T group for a cell phone in Sub One.  
Show original message  
Reply Reply to All Forward More

ROGER SWENSON <roger.swenson@prodigy.net>  
To  
Mike Tucker  
Jan 20 at 11:02 AM  
Thanks, I think that will help with my Questar discussions.

Roger  
Show original message  
Reply Reply to All Forward More

ROGER SWENSON <roger.swenson@prodigy.net>  
To  
Mike Tucker  
Jan 20 at 10:02 AM  
Mike,

They say a call went through to your cell number. Did you get a message or a text?

Roger  
Show original message



Reply Reply to All Forward More

Mike Tucker <mtucker@usmagnesium.com>

To

'ROGER SWENSON'

Jan 20 at 10:55 AM

I did get the text on my phone but the phone was in my office and I was in the plant and never seen it until I checked my phone later that night. I thought we were okay because of the email from Matt which I obviously misunderstood.

There is no direct line to Sub One and there is no cell phone.

If they are going to contact me by my cell phone then I will always have it on my person while I am in the plant. I have never done this in past but can start.

**Mike Tucker** <mtucker@usmagnesium.com>

To

ROGER SWENSON (roger.swenson@prodigy.net)

Jan 26 at 10:52 AM

Roger

We did get a phone message on the 801 532 1105 line telling us not to respond and if we wanted to repeat it hit any button which we have no buttons on this phone but if we need buttons we can change that also. The board operator hung up after hearing the message.

Mike

[Reply](#) [Reply to All](#) [Forward](#) [More](#)

**ROGER SWENSON** <roger.swenson@prodigy.net>

To

Mike Tucker

Jan 27 at 7:52 AM

So, we just need to make sure that the operator knows what to do when Dominion/Questar calls. All we can do to get down to the 625 Dths per hour max is to drop to 2 turbines if we are running 3. If we are just running 2 turbines we would be fine.

I was hoping to sit down with them today and talk about the penalty calculation but they are still deciding what kind of penalties to hit people with. I have told them we will fight them on the penalties because their system was not set up to work through the extensions on phone systems. We will see how it goes. If it comes down to a fight I will let you know.

Roger

Show original message

[Reply](#) [Reply to All](#) [Forward](#) [More](#)

**Mike Tucker** <mtucker@usmagnesium.com>

To

'ROGER SWENSON'

Jan 27 at 8:14 AM

Thanks I will ensure that they know what to do if they get a message from Dominion/Questar on the red phone and we will go to 2 turbines until released from the curtailment.

Mike

Attachment 1.6

---

Matt J. Medura <mjm@cima-energy.com>  
CC  
SLC\_Scheduling  
Jan 6 at 12:08 PM

Please note below the interruptible curtailment notice from Questar Gas. Questar is requesting customers with interruptible gas usage to reduce their usage to the lesser of their nominated volume or their firm contract amount. As the interruption may be less than 24 hours Questar will apply an hourly ratable volume to your usage for a partial interruption for the day. If you do not have firm capacity with Questar Gas please reduce your usage to zero during the curtailment period until further notice.

We do not have confirmed nomination volumes for the current cycle as of yet. I will keep customers up to date as information becomes available.

Best,

Matt Medura  
Sr. Marketing Rep., Western Division  
CIMA ENERGY LTD  
299 South Main Street, Suite 1300  
Salt Lake City, UT 84111  
Office: (801) 883-8350  
Cell: (801) 953-4630  
Fax: (801) 961-4001

AIM: mmedura  
<http://www.linkedin.com/pub/matt-medura/2/694/b99/>  
[mjm@cima-energy.com](mailto:mjm@cima-energy.com)  
[www.cimaenergy.com](http://www.cimaenergy.com)

**From:** Brent Bakker (Questar) [mailto:Brent.Bakker@questar.com]  
**Sent:** Friday, January 06, 2017 11:19 AM  
**To:** brent.turner@bp.com; Brian Harris <brian.harris@hollyfrontier.com>; Bruce Rigby <bruce@summitcorp.net>; 'bruce.evans@pacificorp.com'; Bryce Wallnutt (bryce.wallnutt@centerpointenergy.com) <bryce.wallnutt@centerpointenergy.com>; Carrie Fye <carrie.fye@centerpointenergy.com>; Chris Hoffman <chris.hoffman@bp.com>; Chris Pennock <cpennock@ie-cos.com>; Clark Wismer <clark.wismer@lafargeholcim.com>; Claudia Ward <wardcj2@chevron.com>; CMS <cms@cmsnaturalgas.com>; Craig Dinehart <Craig.DINEHART@dannon.com>; Curtis Chisholm <curtis@summitcorp.net>; Daryll Fuentes <dfuentes@usg.com>; Dave Imlay <powerdave@infowest.com>; Dave Reinhart <dave.reinhart@nucor.com>; David Huffines <david.huffines@bp.com>; dax@uamps.com; dhendrickson@energystrat.com; 'greg.fulkerson@shell.com'; 'harp@mercatoenergy.com'; IGI <igidispatch@bp.com>; 'jack@summitcorp.net'; Jacque Ciaccio <jciaccio@vistaenergymarketing.com>; James Van Fleet <james.vanfleet@sgcity.org>; Jaylyn Rowser <jalynp@yahoo.com>; Jeff Fishman



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**Subject:** QUESTAR GAS - Gas Supply Communication - Customer Interruption/Hold to Scheduled Quantity

*The Questar Gas service territory experiencing extreme cold and supply constraints. Firm load demand on the Questar Gas distribution system requires that Questar Gas implement a service interruption for customers with interruptible load.*

*Supply availability from upstream pipelines to the Questar Gas system is currently limited. Questar Gas is unable to provide additional supplies to make up for any short falls in the amount of gas being provided on behalf of your customers to the Questar Gas system. As a result, even if they have enough firm capacity*



*on the Questar Gas system to cover their usage, they have also been required to limit their usage to not exceed the scheduled quantity being provided to the Questar Gas system for their use.*

*Their allowable usage for each hour will be equal to the lesser of their firm contract amount divided by 24 or their scheduled quantity divided by 24 for each hour of the interruption. This will be calculated for each hour based on the scheduled quantity available for the applicable hours of the interruption.*

Reply Reply to All Forward More

Matt J. Medura <mjm@cima-energy.com>  
Jan 6 at 5:20 PM

Please see Questar Gas' notice below regarding the possible lifting of the interruptible curtailment tomorrow. Will keep you posted.

Matt Medura  
Sr. Marketing Rep., Western Division  
CIMA ENERGY LTD  
299 South Main Street, Suite 1300  
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[mjm@cima-energy.com](mailto:mjm@cima-energy.com)  
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**From:** Tina Faust (Questar) [mailto:Tina.Faust@questar.com]  
**Sent:** Friday, January 06, 2017 4:02 PM  
**To:** Brent Bakker (Questar) <Brent.Bakker@questar.com>; brent.turner@bp.com; Brian Harris <brian.harris@hollyfrontier.com>; Bruce Rigby <bruce@summitcorp.net>; 'bruce.evans@pacificcorp.com'; Bryce Wallnutt (bryce.wallnutt@centerpointenergy.com) <bryce.wallnutt@centerpointenergy.com>; Carrie Fye <carrie.fye@centerpointenergy.com>; Chris Hoffman <chris.hoffman@bp.com>; Chris Pennock <cpennock@ie-cos.com>; Clark Wismer <clark.wismer@lafargeholcim.com>; Claudia Ward <wardcj2@chevron.com>; CMS <cms@cmsnaturalgas.com>; Craig Dinehart <Craig.DINEHART@dannon.com>; Curtis Chisholm <curtis@summitcorp.net>; Daryll Fuentes <dfuentes@usg.com>; Dave Imlay <powerdave@infowest.com>; Dave Reinhart <dave.reinhart@nucor.com>; David Huffines <david.huffines@bp.com>; dax@uamps.com; dhendrickson@energystrat.com; 'greg.fulkerson@shell.com'; 'harp@mercatoenergy.com'; IGI <igidispatch@bp.com>; 'jack@summitcorp.net'; Jacque Ciaccio <jciaccio@vistaenergymarketing.com>; James Van Fleet <james.vanfleet@sgcity.org>; Jaylyn Rowser <jalynp@yahoo.com>; Jeff Fishman <jfishman@energystrat.com>; Joe Mayette <jmayette@usg.com>; Josh Trujillo - Seminole Energy Services, LLC (joshua.trujillo@centerpointenergy.com) <joshua.trujillo@centerpointenergy.com>; Karen Cuthrell <karen.cuthrell@qepres.com>; Kent Christiansen

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**Cc:** Annette Thacker (Questar) <Annette.Thacker@questar.com>; Brad Markus (Questar) <Brad.Markus@questar.com>; Brad Simons (Questar) <Brad.Simons@questar.com>; Bruce Rickenbach (Questar) <Bruce.Rickenbach@questar.com>; Carol Boulden (Questar) <Carol.Boulden@questar.com>; Chad Campbell (Questar) <Chad.Campbell@questar.com>; Charles Penrod (Questar) <Charles.Penrod@questar.com>; Connie Marshall (Questar) <Connie.Marshall@questar.com>; Darren Shepherd (Questar) <Darren.Shepherd@questar.com>; Derby Flygare (Questar) <Derby.Flygare@questar.com>; Dixie Boyle (Questar) <Dixie.Boyle@questar.com>; Don Porter (Questar) <Don.Porter@questar.com>; Duane White (Questar) <Duane.White@questar.com>; James Bonnett (Questar) <James.Bonnett@questar.com>; Jennifer Beasley (Questar) <Jennifer.Beasley@questar.com>; Jim Grambihler (Questar) <Jim.Grambihler@questar.com>; Kaylene Deal (Questar) <Kaylene.Deal@questar.com>; Kent Dickson (Questar) <Kent.Dickson@questar.com>; Leslie Mariani (Questar) <Leslie.Mariani@questar.com>; Lindsay Owens (Questar) <Lindsay.Owens@questar.com>; Mark Christiansen (Questar) <Mark.Christiansen@questar.com>; Rory McDonald (Questar) <Rory.McDonald@questar.com>; Rosemary Pina (Questar) <Rosemary.Pina@questar.com>; Shelly Foutin (Questar) <Shelly.Foutin@questar.com>; Stephanie Gallegos (Questar) <Stephanie.Gallegos@questar.com>; Steve Chapman (Questar) <Steve.Chapman@questar.com>; Susan Davis (Questar) <Susan.Davis@questar.com>; TammyL Scott (Questar) <TammyL.Scott@questar.com>; Tom Willis (Questar) <Tom.Willis@questar.com>; Tyler Andreas (Questar) <TylerP.Andreas@questar.com>; William Schwarzenbach (Questar) <William.Schwarzenbach@questar.com>

**Subject:** QUESTAR GAS - Gas Supply Communication - Customer Interruption/Hold to Scheduled Quantity

Assuming extreme weather and supply constraints have subsided, QGC is considering lifting the service interruption effective January 7, 2017 at 1 pm MT. If restrictions are lifted, you will receive notice by 8 am on January 7, 2016. Otherwise the interruption remains in place until further notice  
[Reply Reply to All Forward More](#)



Matt J. Medura <mjm@cima-energy.com>  
Jan 7 at 11:24 AM

Please note the interruptible curtailment in effect is lifted at of 1 pm today. Also the OFO for Jan 2 forward is also lifted.

Best,

Matt

---

**From:** Tina Faust (Questar) <Tina.Faust@questar.com>  
**Sent:** Saturday, January 7, 2017 6:48 AM  
**To:** Brent Bakker (Questar); brent.turner@bp.com; Brian Harris; Bruce Rigby; 'bruce.evans@pacificorp.com'; Bryce Wallnutt (bryce.wallnutt@centerpointenergy.com); Carrie Fye; Chris Hoffman; Chris Pennock; Clark Wismer; Claudia Ward; CMS; Craig Dinehart; Curtis Chisholm; Daryll Fuentes; Dave Imlay; Dave Reinhart; David Huffines; dax@uamps.com; dhendrickson@energystrat.com; 'greg.fulkerson@shell.com'; 'harp@mercatoenergy.com'; IGI; 'jack@summitcorp.net'; Jacque Ciaccio; James Van Fleet; Jaylyn Rowser; Jeff Fishman; Joe Mayette; Josh Trujillo - Seminole Energy Services, LLC (joshua.trujillo@centerpointenergy.com); Karen Cuthrell; Kent Christiansen (johannes.christiansen@centerpointenergy.com); 'kerry@mercatoenergy.com'; Kevin Headrick (kevin.headrick@centerpointenergy.com); Laura Rheame; Lindsey Adams; Lyle Williams; Matt J. Medura; Michael Hyde; Michelle Lokay; Mike Madlena; Mikey Pannier; 'mmckeown@mobiusriskgroup.com'; Mobius notices; 'ngum@chevron.com'; nominations@cargill.com; nominations@usenergyservices.com; Paul Atha; 'Qwize.Nelson@bp.com'; Reed Page; Rob Merrill; Saeid Saifzadeh; Shawn Blaser; Shell; 'SMILLER@chevron.com'; 'srwh@chevron.com'; 'steph@mercatoenergy.com'; Vicki Berg; west.gas.schedulers@jpmorgan.com  
**Cc:** Annette Thacker (Questar); Brad Markus (Questar); Brad Simons (Questar); Bruce Rickenbach (Questar); Carol Boulden (Questar); Chad Campbell (Questar); Charles Penrod (Questar); Connie Marshall (Questar); Darren Shepherd (Questar); Derby Flygare (Questar); Dixie Boyle (Questar); Don Porter (Questar); Duane White (Questar); James Bonnett (Questar); Jennifer Beasley (Questar); Jim Grambihler (Questar); Kaylene Deal (Questar); Kent Dickson (Questar); Leslie Mariani (Questar); Lindsay Owens (Questar); Mark Christiansen (Questar); Rory McDonald (Questar); Rosemary Pina (Questar); Shelly Foutin (Questar); Stephanie Gallegos (Questar); Steve Chapman (Questar); Susan Davis (Questar); TammyL. Scott (Questar); Tom Willis (Questar); Tyler Andreas (Questar); William Schwarzenbach (Questar)  
**Subject:** RE: QUESTAR GAS - Gas Supply Communication - Customer Interruption/Hold to Scheduled Quantity REVISED

*Questar Gas is lifting the service interruption for customers effective January 7, 2017 at 1 pm MT. Please ensure your nominations meet your demand.*

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