

October 23, 2018

Attached please find Dominion Energy Utah/Wyomings' Customer Satisfaction Standards Report (CSSR) for the 2nd quarter ended June 2018.

In Docket No. 16-057-01, the Matter of Joint Notice and Application of Questar Gas Company and Dominion Resources, Inc., the parties agreed in paragraph 47 of the settlement stipulation that "Within 120 days of the Effective Time, Dominion Questar Gas will meet with the Division and the OCS on a collaborative basis and update Customer Satisfaction Standards, taking into account recent historical results. Dominion Questar Gas will report quarterly on its performance relative to the Customer Satisfaction Standards. Quarterly reporting will continue until Dominion Questar Gas' next general rate case filing. If the Dominion Questar Gas service levels become deficient, meaning they fall short of the Customer Satisfaction Standards as shown in the report, Dominion Questar Gas will file a remediation plan with the Commission explaining how it will improve and restore service to meet the Customer Satisfaction Standards."

The parties met with the Division and Office of Consumer Services in the 4th quarter of 2016 and updated 14 of the standards. This report includes these updated standards. The attached report is for the four quarters ending June 30, 2018 and provides the customer satisfaction results using the goals that were in effect at the beginning of the year.

The 2nd quarter 2018 results are attached as Exhibit 37. There are three areas where the Company is deficient. Billing metric #1, read each meter monthly, was 97.8%, instead of 99% on average. This metric was deficient due to issues with battery failure on certain transponders. When the batteries fail, meter reads decrease and meter read estimates increase. The Company is currently undergoing a transponder replacement program that is scheduled to be complete in 2019. As these failing transponders are replaced it should result in higher meter reads. The second deficient metric was billing metric #5, "Response time to investigate meter problems and notify customer within 15 business days". This metric was 83% instead of 95%. This deficiency is also related to the transponder issues and resulted in a large backlog of customer requests. Because the billing department was short on staff and is also in the process of training new employees it was unable to respond to all of the requests within the 15 day time frame. Going forward, as the transponders are replaced there will be fewer issues to deal with and as new employees are trained the response times should improve. The Customer Care deficiency is related to high employee turnover in the call center. The average wait was 150 seconds instead of 45, due mainly to the fact that the department was understaffed because of the high employee turnover in the second quarter. The department is currently hiring additional people and should be fully staffed in the fourth quarter.

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

| Service | 2018 Annual Goal | Measurement Source | Q3 2017 | Q4 2017 | Q1 2018 | Q2 2018 | 12 Mo. Ended 6/30/18 |
|---|------------------|--------------------|---------|---------|---------|---------|----------------------|
| Overall Impression of QGC | | | | | | | |
| 1 How satisfied are you with the product and services you receive | 6.0 | CSS | 6.2 | 6.3 | 6.2 | 6.1 | 6.2 |
| 2 Delivers natural gas to my home/good value for price paid | 5.5 | CSS | 5.9 | 5.8 | 5.7 | 5.7 | 5.8 |
| 3 Keeps me informed when/why natural gas rates change before it happens | 5.0 | CSS | 5.2 | 5.2 | 5.2 | 5.2 | 5.2 |
| 4 Consistently delivers natural gas to my home without disruption | 6.5 | CSS | 6.6 | 6.7 | 6.7 | 6.6 | 6.6 |
| 5 Is honest and open in its dealings | 5.5 | CSS | 5.9 | 5.8 | 5.8 | 5.7 | 5.8 |
| 6 Safely delivers natural gas to my home | 6.5 | CSS | 6.6 | 6.6 | 6.6 | 6.5 | 6.6 |
| 7 Demonstrates care and concern for people like me | 5.0 | CSS | 5.6 | 5.6 | 5.5 | 5.4 | 5.5 |

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)
CSS - Customer Satisfaction Survey

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|----------------------|--|----------------------|---------------------|---------|---------|---------|---------|----------------------|
| Customer Care | | | | | | | | |
| 1 | Percentage of calls answered within 60 seconds after customer chooses menu option | 85% | Internal Statistics | 92.0% | 92.2% | 86.9% | 75.8% | 86.7% |
| 2 | Percentage of emergency calls answered within 60 seconds by agent | 99% | Internal Statistics | 99.5% | 99.4% | 99.5% | 99.5% | 99.5% |
| 3 | Average wait for customer after menu selection | less than 45 seconds | Internal Statistics | 33 | 29 | 60 | 150 | 68 |
| 4 | Callers that hang up after menu choice is made | less than 2% | Internal Statistics | 1.0% | 0.9% | 1.4% | 3.7% | 1.8% |
| 5 | Amount of time talking with customer and completing request | less than 5 minutes | Internal Statistics | 4.8 | 4.9 | 5.1 | 5.0 | 5.0 |
| 6 | The phone staff was courteous | 6.0 | CSS | 6.7 | 6.6 | 6.6 | 6.5 | 6.6 |
| 7 | The phone staff was knowledgeable | 6.0 | CSS | 6.6 | 6.3 | 6.3 | 6.3 | 6.4 |
| 8 | My call was answered quickly | 5.5 | CSS | 6.2 | 6.1 | 6.2 | 5.8 | 6.1 |
| 9 | The person I spoke with was able to resolve my issue | 6.0 | CSS | 6.5 | 6.2 | 6.1 | 6.2 | 6.2 |
| 10 | The automated menu was easy to use | 5.7 | CSS | 5.9 | 6.0 | 6.0 | 5.8 | 5.9 |
| 11 | How satisfied are you with the actions taken by Questar Gas in response to your call | 5.8 | CSS | 6.4 | 6.1 | 6.0 | 5.9 | 6.1 |

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)
CSS - Customer Satisfaction Survey

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QUARTERLY REPORT**

| Service | | 2018 Annual Goal | Measurement Source | Q3 2017 | Q4 2017 | Q1 2018 | Q2 2018 | 12 Mo. Ended 6/30/18 |
|-------------------------|--|------------------|----------------------------------|---------|---------|---------|---------|----------------------|
| Customer Affairs | | | | | | | | |
| 1 | Respond to customer regarding any PSC complaint within 5 business days | 100% | Public Service Commission Report | 100% | 100% | 100% | 100% | 100% |

| Service | | 2018 Annual Goal | Measurement Source | Q3 2017 | Q4 2017 | Q1 2018 | Q2 2018 | 12 Mo. Ended 6/30/18 |
|-----------------------------------|---|------------------|--------------------|---------|---------|---------|---------|----------------------|
| Service Calls - Ask-A-Tech | | | | | | | | |
| 1 | The technician was courteous | 6.2 | CSS | 6.8 | 6.8 | 6.7 | 6.7 | 6.8 |
| 2 | The technician was knowledgeable | 6.2 | CSS | 6.8 | 6.6 | 6.6 | 6.6 | 6.7 |
| 3 | The technician was able to help me quickly | 5.9 | CSS | 6.6 | 6.7 | 6.6 | 6.4 | 6.6 |
| 4 | The technician was able to help me resolve my issue | 5.9 | CSS | 6.5 | 6.6 | 6.3 | 6.8 | 6.6 |
| 5 | The automated menu was easy to use | 5.7 | CSS | 6.4 | 6.5 | 6.2 | 6.4 | 6.4 |
| 6 | How satisfied are you with the technician's overall performance | 6.0 | CSS | 6.5 | 6.5 | 6.3 | 6.7 | 6.5 |

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)

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|----------------------|---|------------------|---------------------|---------|---------|---------|---------|----------------------|
| Service Calls | | | | | | | | |
| 1 | The service technician was courteous | 6.4 | CSS | 6.8 | 6.8 | 6.9 | 6.8 | 6.8 |
| 2 | The service technician was knowledgeable | 6.4 | CSS | 6.7 | 6.7 | 6.8 | 6.8 | 6.7 |
| 3 | The service technician was able to help me quickly | 6.2 | CSS | 6.6 | 6.6 | 6.8 | 6.5 | 6.6 |
| 4 | The service technician was able to help me resolve my issue | 6.2 | CSS | 6.5 | 6.5 | 6.5 | 6.5 | 6.5 |
| 5 | How satisfied are you with the service technician's overall performance | 6.3 | CSS | 6.6 | 6.7 | 6.7 | 6.8 | 6.7 |
| 6 | Emergency calls - company representative is onsite within 1 hour of call | 95% | Internal Statistics | 98.4% | 98.3% | 97.8% | 98.1% | 98.1% |
| 7 | Remove meter seal within 1 business day requested by customer for activation | 95% | Internal Statistics | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 8 | Activate or reactivate customers' gas service within 3 business days | 95% | Internal Statistics | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 9 | Keeping customer appointments | 95% | Internal Statistics | 98.9% | 100.0% | 100.0% | 97.9% | 99.2% |
| 10 | Restore interrupted service caused by system failure within 1 business day (except for service interruptions caused by natural disasters, force majeure events and significant third party actions) | 24 hours | Internal Statistics | 100% | 100% | 100% | 100% | 100.0% |

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QUARTERLY REPORT**

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|--|------------------|---------------------|-----------|-----------|-----------|-----------|----------------------|
| Billing | | | | | | | |
| 1 Read each meter monthly | 99% | Billing Statistics | 97.0% | 93.8% | 94.4% | 97.8% | 95.8% |
| 2 Percent of adjustments | 3% Annual | Billing Statistics | 0.73% | 0.60% | 0.52% | 0.52% | 0.6% |
| 3 Send corrected statement to customer | 5 Business Days | Internal Report | 1.75 days | 3.24 days | 3.52 days | 3.13 days | 2.91 days |
| 4 Percentage of billing inquiries requiring investigation responded to within 7 business day | 95% | Internal Statistics | 99.8% | 97.8% | 98.3% | 96.0% | 98.0% |
| 5 Response time to investigate meter problems and notify customer within 15 business days | 95% | Internal Statistics | 90% | 84% | 73% | 83% | 83% |

| Service | Northern Region | Eastern Region | Central Region | Southern Region | Wyoming Region |
|--|-----------------|----------------|----------------|-----------------|----------------|
| Customer Service | | | | | |
| 1 Number of PSC complaints by region | 1 | | 3 | | |
| Service Calls | | | | | |
| 1 The service technician was courteous | 6.8 | 7.0 | 6.7 | 6.6 | 6.8 |
| 2 The service technician was knowledgeable | 6.7 | 7.0 | 6.8 | 6.8 | 6.8 |
| 3 The service technician was able to help me quickly | 6.5 | 7.0 | 6.6 | 6.3 | 5.8 |
| 4 The service technician was able to resolve my issue | 5.9 | 7.0 | 6.6 | 6.9 | 5.8 |
| 5 How satisfied are you with the service technician's overall performance | 6.8 | 6.8 | 6.7 | 6.9 | 6.8 |
| 6 Emergency calls - company representative is onsite within 1 hour of call | 99.3% | 94.5% | 97.2% | 97.2% | 98.2% |
| 7 Remove meter seal within 24 hours if requested by customer for activation | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 8 Activate or reactivate customer's gas service within 3 business days | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 9 Keeping customer appointments | 100.0% | 100.0% | 94.4% | 100.0% | 100.0% |
| 10 Restore interrupted service caused by system failure (exceptions include outages caused by natural disasters and third party actions) | 100% | 100% | 100% | 100% | 100% |