

December 27, 2018

Attached please find Dominion Energy Utah/Wyomings' Customer Satisfaction Standards Report (CSSR) for the 3rd quarter ended September 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 September 30, 2018 and provides the customer satisfaction results using the goals that were in effect at the beginning of the year.

The 3rd quarter 2018 results are attached as Exhibit 38. The company is deficient in the same areas addressed in the 1st and 2nd quarter reports of 2018. The transponder issues were explained in the January 6th technical conference and the transponder replacement program is expected to be complete in 2020. The other deficiencies are related to the current staffing situation in the Company's customer care department. In 2018 the average rate of attrition in the department was 23.2% compared to 12.9% in 2017. Because of the tight labor market it is more challenging to hire and retain employees. The department is currently understaffed by ten employees but has offered jobs to 6 candidates and is planning on having the four remaining slots filled by the 2nd quarter of 2019. The Company expects the customer service metrics will improve once the department is fully staffed and the faulty transponders have all been replaced.

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

	Service	2018 Annual Goal	Measurement Source	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
Overall Impression of QGC								
1	How satisfied are you with the product and services you receive	6.0	CSS	6.3	6.2	6.1	6.2	6.2
2	Delivers natural gas to my home/good value for price paid	5.5	CSS	5.8	5.7	5.7	5.8	5.7
3	Keeps me informed when/why natural gas rates change before it happens	5.0	CSS	5.2	5.2	5.2	5.1	5.2
4	Consistently delivers natural gas to my home without disruption	6.5	CSS	6.7	6.7	6.6	6.6	6.6
5	Is honest and open in its dealings	5.5	CSS	5.8	5.8	5.7	5.8	5.8
6	Safely delivers natural gas to my home	6.5	CSS	6.6	6.6	6.5	6.6	6.6
7	Demonstrates care and concern for people like me	5.0	CSS	5.6	5.5	5.4	5.5	5.5

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

CSS - Customer Satisfaction Survey

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

	Service	2018 Annual Goal	Measurement Source	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
Customer Care								
1	Percentage of calls answered within 60 seconds after customer chooses menu option	85%	Internal Statistics	92.2%	86.9%	75.8%	78.4%	83.3%
2	Percentage of emergency calls answered within 60 seconds by agent	99%	Internal Statistics	99.4%	99.5%	99.5%	99.5%	99.5%
3	Average wait for customer after menu selection	less than 45 seconds	Internal Statistics	29	60	150	124	91
4	Callers that hang up after menu choice is made	less than 2%	Internal Statistics	0.9%	1.4%	3.7%	3.3%	2.3%
5	Amount of time talking with customer and completing request	less than 5 minutes	Internal Statistics	4.9	5.1	5.0	5.2	5.1
6	The phone staff was courteous	6.0	CSS	6.6	6.6	6.5	6.5	6.5
7	The phone staff was knowledgeable	6.0	CSS	6.3	6.3	6.3	6.4	6.3
8	My call was answered quickly	5.5	CSS	6.1	6.2	5.8	6.0	6.0
9	The person I spoke with was able to resolve my issue	6.0	CSS	6.2	6.1	6.2	6.2	6.2
10	The automated menu was easy to use	5.7	CSS	6.0	6.0	5.8	5.9	5.9
11	How satisfied are you with the actions taken by Questar Gas in response to your call	5.8	CSS	6.1	6.0	5.9	6.0	6.0

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

CSS - Customer Satisfaction Survey

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

Service		2018 Annual Goal	Measurement Source	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
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	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
Service Calls - Ask-A-Tech								
1	The technician was courteous	6.2	CSS	6.8	6.7	6.7	6.5	6.7
2	The technician was knowledgeable	6.2	CSS	6.6	6.6	6.6	6.2	6.5
3	The technician was able to help me quickly	5.9	CSS	6.7	6.6	6.4	6.4	6.5
4	The technician was able to help me resolve my issue	5.9	CSS	6.6	6.3	6.8	6.3	6.5
5	The automated menu was easy to use	5.7	CSS	6.5	6.2	6.4	6.1	6.3
6	How satisfied are you with the technician's overall performance	6.0	CSS	6.5	6.3	6.7	6.1	6.3

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

CSS - Customer Satisfaction Survey

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

	Service	2018 Annual Goal	Measurement Source	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
Service Calls								
1	The service technician was courteous	6.4	CSS	6.8	6.9	6.7	6.8	6.8
2	The service technician was knowledgeable	6.4	CSS	6.7	6.8	6.8	6.7	6.8
3	The service technician was able to help me quickly	6.2	CSS	6.6	6.8	6.5	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	6.7	6.7	6.8	6.6	6.7
6	Emergency calls - company representative is onsite within 1 hour of call	95%	Internal Statistics	98.3%	97.8%	98.1%	97.2%	97.8%
7	Remove meter seal within 1 business day requested by customer for activation	95%	Internal Statistics	100.0%	100.0%	100.0%	99.9%	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	100.0%	100.0%	97.9%	96.4%	98.2%
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%

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

CSS - Customer Satisfaction Survey

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

Service	2018 Annual Goal	Measurement Source	Q4 2017	Q1 2018	Q2 2018	Q3 2018	12 Mo. Ended 9/30/18
Billing							
1 Read each meter monthly	99%	Billing Statistics	93.8%	94.4%	97.8%	96.7%	95.7%
2 Percent of adjustments	3% Annual	Billing Statistics	0.60%	0.52%	0.52%	0.61%	0.6%
3 Send corrected statement to customer	5 Business Days	Internal Report	3.24 days	3.52 days	3.13 days	2.55	2.91 days
4 Percentage of billing inquiries requiring investigation responded to within 7 business day	95%	Internal Statistics	97.8%	98.3%	96.0%	99.0%	97.8%
5 Response time to investigate meter problems and notify customer within 15 business days	95%	Internal Statistics	84%	73%	83%	90%	83%

9/30/2018

Service	Northern Region	Eastern Region	Central Region	Southern Region	Wyoming Region
Customer Service					
1 Number of PSC complaints by region	0	0	0	0	0
Service Calls					
1 The service technician was courteous	6.9	7.0	6.7	6.9	7.0
2 The service technician was knowledgeable	6.8	7.0	6.5	6.7	7.0
3 The service technician was able to help me quickly	6.7	7.0	6.3	6.5	7.0
4 The service technician was able to resolve my issue	6.6	6.9	6.4	6.5	7.0
5 How satisfied are you with the service technician's overall performance	6.9	7.0	6.5	6.5	6.7
6 Emergency calls - company representative is onsite within 1 hour of call	98.6%	93.7%	95.9%	95.8%	100.0%
7 Remove meter seal within 24 hours if requested by customer for activation	99.7%	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	92.9%	100.0%	100.0%	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%