

May 10, 2019

Attached please find Dominion Energy Utah/Wyomings' Customer Satisfaction Standards Report (CSSR) for the 4th quarter ended December 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 4<sup>th</sup> quarter of 2016 and updated 14 of the standards. This report includes these updated standards. The attached report is for the four quarters ending December 31, 2018 and provides the customer satisfaction results using the goals that were in effect at the beginning of the year.

The 4th quarter 2018 results are attached as Exhibit 46. The company is deficient in the same areas addressed in the prior 2018 quarterly reports. The transponder issues were explained in the January 6<sup>th</sup> technical conference and the transponder replacement program is still expected to be complete in 2019. 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 2<sup>nd</sup> quarter of 2019. Once the department is fully staffed and the faulty transponders have all been replaced the customer service metrics will improve

**CUSTOMER SATISFACTION STANDARDS  
QUARTERLY REPORT**

	Service	2018 Annual Goal	Measurement Source	Q1 2018	Q2 2018	Q3 2018	Q4 2018	12 Mo. Ended 12/31/18
	<b>Overall Impression of QGC</b>							
1	How satisfied are you with the product and services you receive	6.0	CSS	6.2	6.1	6.2	6.3	6.2
2	Delivers natural gas to my home/good value for price paid	5.5	CSS	5.7	5.7	5.8	5.9	5.8
3	Keeps me informed when/why natural gas rates change before it happens	5.0	CSS	5.2	5.2	5.1	5.3	5.2
4	Consistently delivers natural gas to my home without disruption	6.5	CSS	6.7	6.6	6.6	6.7	6.6
5	Is honest and open in its dealings	5.5	CSS	5.8	5.7	5.8	5.9	5.8
6	Safely delivers natural gas to my home	6.5	CSS	6.6	6.5	6.6	6.6	6.6
7	Demonstrates care and concern for people like me	5.0	CSS	5.5	5.4	5.5	5.6	5.5

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

CSS - Customer Satisfaction Survey

**CUSTOMER SATISFACTION STANDARDS  
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	<b>Service</b>	<b>2018 Annual Goal</b>	<b>Measurement Source</b>	<b>Q1 2018</b>	<b>Q2 2018</b>	<b>Q3 2018</b>	<b>Q4 2018</b>	<b>12 Mo. Ended 12/31/18</b>
<b>Customer Care</b>								
1	Percentage of calls answered within 60 seconds after customer chooses menu option	85%	Internal Statistics	86.9%	75.8%	78.4%	83.1%	81.1%
2	Percentage of emergency calls answered within 60 seconds by agent	99%	Internal Statistics	99.5%	99.5%	99.5%	99.3%	99.4%
3	Average wait for customer after menu selection	less than 45 seconds	Internal Statistics	60	150	124	88	106
4	Callers that hang up after menu choice is made	less than 2%	Internal Statistics	1.4%	3.7%	3.3%	2.2%	2.7%
5	Amount of time talking with customer and completing request	less than 5 minutes	Internal Statistics	5.1	5.0	5.2	5.1	5.1
6	The phone staff was courteous	6.0	CSS	6.6	6.5	6.5	6.7	6.6
7	The phone staff was knowledgeable	6.0	CSS	6.3	6.3	6.4	6.6	6.4
8	My call was answered quickly	5.5	CSS	6.2	5.8	6.0	6.2	6.0
9	The person I spoke with was able to resolve my issue	6.0	CSS	6.1	6.2	6.2	6.4	6.2
10	The automated menu was easy to use	5.7	CSS	6.0	5.8	5.9	5.9	5.9
11	How satisfied are you with the actions taken by Questar Gas in response to your call	5.8	CSS	6.0	5.9	6.0	6.3	6.0

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**CUSTOMER SATISFACTION STANDARDS  
QUARTERLY REPORT**

Service		2018 Annual Goal	Measurement Source	Q1 2018	Q2 2018	Q3 2018	Q4 2018	12 Mo. Ended 12/31/18
<b>Customer Affairs</b>								
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	Q1 2018	Q2 2018	Q3 2018	Q4 2018	12 Mo. Ended 12/31/18
<b>Service Calls - Ask-A-Tech</b>								
1	The technician was courteous	6.2	CSS	6.7	6.7	6.5	6.7	6.6
2	The technician was knowledgeable	6.2	CSS	6.6	6.6	6.2	6.6	6.5
3	The technician was able to help me quickly	5.9	CSS	6.6	6.4	6.4	6.6	6.5
4	The technician was able to help me resolve my issue	5.9	CSS	6.3	6.8	6.3	6.7	6.5
5	The automated menu was easy to use	5.7	CSS	6.2	6.4	6.1	6.1	6.2
6	How satisfied are you with the technician's overall performance	6.0	CSS	6.3	6.7	6.1	6.5	6.4

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CSS - Customer Satisfaction Survey

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	Service	2018 Annual Goal	Measurement Source	Q1 2018	Q2 2018	Q3 2018	Q4 2018	12 Mo. Ended 12/31/18
<b>Service Calls</b>								
1	The service technician was courteous	6.4	CSS	6.9	6.7	6.8	6.9	6.8
2	The service technician was knowledgeable	6.4	CSS	6.8	6.8	6.7	6.8	6.8
3	The service technician was able to help me quickly	6.2	CSS	6.8	6.5	6.5	6.6	6.6
4	The service technician was able to help me resolve my issue	6.2	CSS	6.5	6.5	6.5	6.6	6.5
5	How satisfied are you with the service technician's overall performance	6.3	CSS	6.7	6.8	6.6	6.8	6.7
6	Emergency calls - company representative is onsite within 1 hour of call	95%	Internal Statistics	97.8%	98.1%	97.2%	98.1%	97.8%
7	Remove meter seal within 1 business day requested by customer for activation	95%	Internal Statistics	100.0%	100.0%	99.9%	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	100.0%	97.9%	96.4%	100.0%	98.6%
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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	<b>Service</b>	<b>2018 Annual Goal</b>	<b>Measurement Source</b>	<b>Q1 2018</b>	<b>Q2 2018</b>	<b>Q3 2018</b>	<b>Q4 2018</b>	<b>12 Mo. Ended 12/31/18</b>
	<b>Billing</b>							
1	Read each meter monthly	99%	Billing Statistics	94.4%	97.8%	96.7%	94.1%	95.7%
2	Percent of adjustments	3% Annual	Billing Statistics	0.52%	0.52%	0.61%	0.52%	0.5%
3	Send corrected statement to customer	5 Business Days	Internal Report	3.52 days	3.13 days	2.55 days	3.27 days	2.91 days
4	Percentage of billing inquiries requiring investigation responded to within 7 business day	95%	Internal Statistics	98.3%	96.0%	99.0%	93.0%	96.6%
5	Response time to investigate meter problems and notify customer within 15 business days	95%	Internal Statistics	73%	83%	90%	95%	85%

**CUSTOMER SATISFACTION STANDARDS  
QUARTERLY REPORT**

Service	Northern Region	Eastern Region	Central Region	Southern Region	Wyoming Region
<b>Customer Service</b>					
1	Number of PSC complaints by region	1	0	0	0
<b>Service Calls</b>					
1	The service technician was courteous	6.9	7.0	6.8	6.9
2	The service technician was knowledgeable	6.8	6.9	6.7	6.9
3	The service technician was able to help me quickly	6.7	7.0	6.6	6.4
4	The service technician was able to resolve my issue	6.4	6.9	6.5	6.4
5	How satisfied are you with the service technician's overall performance	6.8	7.0	6.7	6.9
6	Emergency calls - company representative is onsite within 1 hour of call	98.9%	97.1%	97.4%	96.7%
7	Remove meter seal within 24 hours if requested by customer for activation	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%
9	Keeping customer appointments	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%