Dominion Energy Utah
333 South State Street, Salt Lake City, UT 84145
Mailing Address:
P.O. Box 45360, Salt Lake City, UT 84145
DominionEnergy.com

November 25, 2019

Utah Public Service Commission
Heber M. Wells Building, 4th Floor
P.O. Box 146751
Salt Lake City, UT 84114-6751

Via E-mail

Dear Commissioners:

Pursuant to the Order Memorializing Bench Ruling Approving Settlement Stipulation in Docket No. 16-057-01 and paragraph 36 of the Settlement Stipulation attached thereto, Questar Gas Company dba Dominion Energy Utah (Dominion Energy) respectfully submits the attached Integration Progress Report for the 2nd quarter 2019.

Paragraph 36 of the above-referenced Settlement Stipulation provides that "Dominion Questar Gas will work with the Division and the OCS on a collaborative basis to develop reporting requirements for an Integration Progress Report on planned and accomplished activities relative to the Merger. The report will also identify and include associated transition and transaction costs. Dominion Questar Gas will file the first Integration Progress Report with the Commission on or before April 15, 2017 for the period ending December 2016 and will provide updates quarterly thereafter until the conclusion of the next general rate case." Dominion Energy will continue to submit future reports quarterly.

If you have any questions or concerns, please contact me.

Sincerely,

Kelly B Mendenhall
Director, Pricing and Regulation

Utah 2nd Quarter 2019 Integration Progress Report

	Utah Stipulation	Status
1	After the time the Merger is effective as defined in the Merger Agreement ("Effective Time"), Questar Corporation will become a wholly-owned subsidiary of Dominion that will continue to exist as a separate legal entity (herein referred to as "Dominion Questar").	Completed 9/16/16. Dominion Energy, Inc. (DEI) continues to comply with the commitment.
2	At the Effective Time, Questar Gas (herein referred to as "Dominion Questar Gas"), will remain a direct, wholly-owned subsidiary of Dominion Questar and will continue to exist as a separate legal entity with its own complete set of books and records.	Completed 9/16/16. DEI and Questar Gas Company dba Dominion Energy Utah (Dominion Energy or Company) continue to comply with the commitment.
3	Dominion will maintain Dominion Questar Gas' corporate headquarters in Salt Lake City, Utah. Dominion commits that there are no plans to change the location of Dominion Questar Gas' corporate headquarters from Salt Lake City to another location for the foreseeable future.	Completed 9/16/16. DEI and Dominion Energy continue to comply with the commitment.
4	Dominion will establish a new Western Region operating headquarters in Salt Lake City, Utah. No costs shall be allocated to Dominion Questar Gas customers associated with the new Western Region operating headquarters in Salt Lake City, Utah without approval by the Commission.	Completed 9/16/16. Dominion Energy continues to comply with the commitment.
5	Dominion intends that its board of directors will take all necessary action, as soon as practicable after the Effective Time, to appoint a current member of the Questar Corporation board as a director to serve on Dominion's board of directors.	Ron Jibson, former Chairman, CEO and President of Questar Corporation, has been appointed to DEI's Board of Directors. The press release related to this appointment was filed as DEU Exhibit 1 on April 17, 2017.
6	Dominion will take all necessary action to cause a current member of the Questar Corporation board to be appointed as a director to serve on the board of directors of the general partner of Dominion Midstream Partners, L.P. ("Dominion Midstream") as soon as practicable after such time as all or part of Questar Pipeline Company ("Questar Pipeline") is contributed to Dominion Midstream.	The Board of Directors of Dominion Midstream Partners appointed Harris Simmons as a director on October 24, 2016. Mr. Simmons was formerly lead director on the Board of Directors of Questar Corporation. The press release related to this appointment was filed as DEU Exhibit 2 on April 17, 2017.
7	Dominion Questar Gas will be managed from an operations standpoint as a separate regional business under Dominion with responsibility for managing operations to achieve the objectives of customer satisfaction; reasonable rates; reliable service; customer, public, and employee safety; environmental stewardship; and collaborative and productive relationships with customers, regulators, other governmental entities, and interested stakeholders. Dominion Questar Gas will have its own local operating management located in Salt Lake City, Utah.	DEI and Dominion Energy continue to comply with the commitment.
8	Questar Gas and Dominion share the common focus on installing, upgrading and maintaining facilities necessary for safe and reliable operations. This focus will not be diminished in any way as a result of the Merger. Absent a material change in circumstances, Dominion Questar Gas will continue its planned total capital expenditure program with an estimated $209 million investment in 2017, $208 million investment in 2018, and $233 million investment in 2019 (excludes investment in peak shaving facility). Any variances to this plan will be supported by Dominion Questar Gas in its next general rate case. Dominion will maintain the environmental monitoring and maintenance programs of Dominion Questar Gas at or above current levels.	Dominion Energy continues to comply with the commitment. Actual capital expenditures in 2017 were $211 million, as shown in DEU Exhibit 22 of the Fourth Quarter 2017 Integration Progress Report. Capital Expenditures for 2018 were $212 million as shown in DEU Exhibit 39 in the Fourth Quarter 2018 Integration Progress Report.
9	Dominion and its subsidiaries will continue to honor the Wexpro Stipulation and Agreement, the Wexpro II Agreement and the conditions approved in connection with inclusion of properties in the Wexpro II Agreement ("Wexpro Agreements") and the conditions and obligations provided therein. Dominion will not contribute Wexpro Company ("Wexpro") to Dominion Midstream or to any master limited partnership without the Commission's approval.	DEI and its subsidiaries continue to comply with this commitment.

10	Dominion will give employees of Dominion Questar and its subsidiaries due and fair consideration for other employment and promotion opportunities within the larger Dominion organization, both inside and outside of Utah, to the extent any such employment positions are re-aligned, reduced, or eliminated in the future as a result of the Merger.	On June 6, 2017, Dominion Energy and Dominion Questar Pipeline offered a Voluntary Severance Plan to all supervisors over the age of 55. The program was offered to 65 participants and 37 participants accepted the severance package. Of those that accepted, 25 were from Dominion Energy Utah. These employees retired between August 1, 2017 and July 1, 2018. They received three weeks of severance for each year of service, up to 52 weeks. During the 2nd quarter, two employees in the Salt Lake City office accepted opportunities in other areas of the Company. On August 1, 2017, Craig Wagstaff was named President, Gas Distribution. In his new role, he assumed responsibility for all of the natural gas LDC's in the Dominion Energy Family. He will continue to be located in the Salt Lake City office. In August 2017, the Company announced its organizational alignment for the corporate functions which resulted in an elimination of 56 current positions. These employees were eligible for the Company's severance package and were given the opportunity to apply for other positions. An update of the plan was provided in DEU Exhibit 35 in the Second Quarter 2018 Integration Progress Report. There have been no changese since the second quarter 2018.
11	Dominion, at shareholders' cost, will contribute, within six months of the Effective Time, a total of $75,000,000 toward the full funding, on a financial accounting basis, of Questar Corporation's (i) ERISA-qualified defined-benefit pension plan in accordance with ERISA minimum funding requirements for ongoing plans, (ii) nonqualified defined-benefit pension plans, and (iii) postretirement medical and life insurance (other post-employment benefit ("OPEB")) plans, subject to any maximum contribution levels or other restrictions under applicable law, thereby reducing pension expenses over time in customer rates. Dominion represents that said $75,000,000 contribution, based on current plan funding, would be permissible and well within maximum contribution levels and other restrictions under applicable law.	This pension contribution was funded on January 19, 2017.
12	Dominion and its affiliates commit to make officers and employees of Dominion reasonably available to testify before the Commission and provide information that is relevant to any matter within the jurisdiction of the Commission.	Dominion Energy and DEI continue to comply with this commitment.
13	As part of this and future regulatory proceedings, Dominion Questar Gas will provide information in response to discovery or requests for information about Dominion or its subsidiaries that are relevant to matters within the Commission's jurisdiction.	Dominion Energy continues to comply with this commitment.
14	Dominion Questar Gas, Dominion Questar, and Wexpro will maintain access to a complete set of their books and records, including accounting records, as well as access to affiliate charges to Dominion Questar Gas, at their corporate offices in Salt Lake City, UT.	Dominion Energy and DEI continue to comply with this commitment.
15	Dominion commits to provide 30 days' notice to the Commission if it intends to create a corporate entity between Dominion Questar and Dominion Questar Gas.	Dominion has no plans to create a corporate entity between Dominion Questar and Dominion Questar Gas. Should these plans change Dominion will comply with this commitment.
16	For regulatory purposes, Dominion Questar Gas' accounting will continue to reflect assets at historical costs, approved depreciation rates, and deferred income taxes based on original cost in accordance with the Uniform System of Accounts and any relevant Commission orders.	Dominion Energy continues to comply with this commitment.
17	Dominion Questar Gas will not seek any changes to existing filed rates, rules, regulations, and classifications under Questar Gas' Utah Natural Gas Tariff No. 400 ("Tariff") because of the Merger, before its next general rate case, except to revise the Tariff to change the name of the operating entity. The Company will file for a name change within 21 days of the Effective Time.	On May 10, 2017, shareholders approved a name change for Dominion Resources Inc., to change its name to Dominion Energy. A tariff reflecting the name change was filed May 12th in Docket 17-057-T04 and the tariff was approved May 30th. On June 5, 2017, Questar Gas began doing business as Dominion Energy Utah. In July of 2017 the Company began billing customers using the new name.

18	Dominion Questar Gas will continue to file annually and follow the Commission's Integrated Resource Plan process and guidelines.	Dominion Energy Utah filed its 2018/2019 IRP on June 14th, 2018, in Docket 18-057-01. The 2019/2020 was filed June 13, 2019.
19	Dominion Questar will maintain established gas-supply interchangeability Wobbe indices for Questar Gas' receipt points and will be in compliance with the Commission's requirements.	Dominion Energy continues to comply with this commitment.
20	Goods and services provided to Dominion Questar Gas by Dominion or its subsidiaries shall be priced consistent with the Affiliate Expense Standard set forth in Section 2.06 of the Tariff. Dominion Questar Gas will have the burden of proof to show that prices for goods and services provided by Dominion or its other subsidiaries to Dominion Questar Gas are just and reasonable.	Dominion Energy continues to comply with this commitment.
21	Dominion Questar will not seek recovery of any acquisition premium (goodwill) or fair value in excess of net book value associated with the Merger from Dominion Questar Gas customers. Dominion will not record any goodwill or fair value in excess of net book value associated with the Merger on Dominion Questar Gas' books and will make the required accounting entries associated with the Merger on that basis. Dominion Questar will not seek recovery of any acquisition premium (goodwill) or fair value in excess of net book value associated with the Merger through allocation of cost to the affiliated companies of Dominion Questar.	Dominion Energy continues to comply with this commitment.
22	Dominion Questar will not sell all or a majority of Dominion Questar Gas' common stock without Commission approval.	DEI will comply with this commitment.
23	Dominion, through Dominion Questar, will provide equity funding, as needed, to Dominion Questar Gas in order to maintain an end-of-year common equity percentage of total capitalization in the range of 48-55 percent (48-55%) through December 31, 2019.	As shown in DEU Exhibit 5 to the April 17, 2017 Integration Progress Report 5, the end-of-year common equity percentage of total capitalization for 2016 was 51%. The 2017 end-of-year common equity percentage of total capitalization was 49.91%. The 2018 end-of-year common equity percentage of total capitalization was 57.66%. In Docket 18-057-23 the Company received permission to exceed the 55% equity range in exchange for holding customers harmless in its next general rate case proceeding. Dominion Energy continues to comply with this commitment, as amended.
24	Dominion commits to use commercially reasonable efforts to maintain credit metrics that are supportive of strong investment-grade credit ratings (targeting the Single-A range) for Dominion Questar Gas. For the first four years following the Effective Time, in any rate proceeding where Dominion Questar Gas' rate of return is established or it seeks to reset the previously authorized rate of return on rate base, Dominion Questar Gas will demonstrate that its cost of debt proposed for recovery in rates is not greater than would have been incurred absent the Merger, and will hold customers harmless from any increases in the cost of debt caused by the Merger. Nothing in this provision shall limit the Parties, in any general rate proceeding, from presenting any arguments or evidence as to the appropriate rate of return for Dominion Questar Gas, consistent with the provisions of Paragraph 60 of this Settlement Stipulation.	Dominion Energy continues to comply with this commitment. Current target ratings for Dominion Energy are A. Current senior unsecured ratings for Moody's and S&P are A2/stable and BBB+/stable which are equivalent to the ratings of Dominion Energy since the acquisition. The stable outlook from both Moody's and S&P indicate a steady ratings outlook into the future. On December 15, 2016, Dominion Energy obtained a long-term rating of A- from Fitch as shown in the April 17, 2017 report, Exhibit 6. On May 3, 2017, Fitch provided an update on DEI and kept the Dominion Energy rating unchanged at A-. This report was attached as DEU Exhibit 18 to the Third Quarter 2016 Integration Progress Report. On Dec 6, 2017 S&P gave a rating of BBB+/Stable/A-2. And on Dec 22, 2017 Moody's gave a rating of A2/Stable. These reports were included as DEU Exhibits 24 and 25 to the Fourth Quarter 2017 Integration Progress Report. On December 27, 2018 S&P's rating was BBB+/Stable/A-2. On January 30, 2019 Moody's issued a rating of A2 negative. Copies of the reports are included in the Fourth Quarter 2018 Integration Progress Report as DEU Exhibits 40 and 41. On August 19, 2019, Moody's issued a downgrade rating from A2 to A3. A copy of the report is attached as Exhibit 48.
25	Neither Dominion nor its subsidiaries will, without the Commission's approval, make loans to Dominion Questar Gas that bear interest at rates that are greater than the lower of i) rates being paid at the time of such loan by Dominion or such other subsidiary on its own debt or ii) rates available, at the time of such loan, on similar loans to Dominion Questar Gas from the market.	DEI and Dominion Energy continue to comply with this commitment.
26	Dominion Questar Gas will not lend funds to Dominion or other Dominion entities, including Dominion Questar.	Dominion Energy continues to comply with this commitment.

27	Dominion Questar Gas will not transfer material assets to or assume liabilities of Dominion or any other subsidiary of Dominion without the Commission's approval.	Dominion Energy continues to comply with this commitment. Dominion Energy has not made any transfers of material assets and has not assumed liabilities from any other Dominion Energy Inc. subsidiary.
28	Dominion Questar Gas will not transfer its debt to Dominion, or any other subsidiary of Dominion, without the Commission's approval.	Dominion Energy continues to comply with this commitment.
29	Dominion will continue to provide to Dominion Questar Gas no less than the same access to short-term debt, commercial paper, and other liquidity that Questar Corporation currently has in place for Questar Gas.	DEI continues to comply with this commitment.
30	Dominion commits that Wexpro will not be a party to a money pool. To the extent that the short-term working capital is required by Wexpro, it will be provided under the terms of a one-way intercompany note at the actual cost of that short-term debt at the Dominion level.	DEI continues to comply with this commitment.
31	Dominion, at shareholders' expense, will increase Questar Corporation's historic level of corporate contributions to charities identified by local leadership that are within Dominion Questar Gas' service areas by $1,000,000 per year for at least five years following the Effective Time. Dominion Questar Gas will maintain or increase each jurisdiction's historic level of community involvement, low income funding, and economic development efforts in Questar Gas' current operating areas.	As shown in DEU Exhibit 42 attached to the Fourth Quarter 2018 Integration Progress Report, DEI has complied with this commitment. It will continue to do so.
32	Dominion, at shareholders' expense, will establish a newly-formed advisory board for its Western Region operations composed of regional-based business and community leaders. This board will meet and receive information and provide feedback on community issues, government relations, environmental stewardship, economic development opportunities, and other related activities that affect Dominion's and Dominion Questar Gas' local stakeholders.	On November 28, 2016, Dominion Energy announced that it had named a citizen advisory council. DEU Exhibit 7 to the April 17, 2017 Integration Progress Report is a copy of the press release. The council held meetings on June 1, 2017, August 29th, 2017 and November 29, 2017. In 2018 the council held meetings on Feb 12, July 18, and September 17. In 2019 the council held meetings on April 1, Augusts 5, and October 10.
33	Within five (5) business days of the filing of this executed Settlement Stipulation, Questar Gas will petition to withdraw its pending application before the Commission in Docket No. 16-057-03 to increase annual non-gas distribution revenue by approximately $22 million. The Commission's granting of the petition to withdraw is a condition of this Settlement Stipulation. Contingent upon the consummation of the Merger, the Parties further agree that Dominion Questar Gas will not file a general rate case to adjust its base distribution non-gas rates, as shown in Questar Gas' existing Tariff, prior to July 1, 2019 or later than December 31, 2019, unless otherwise ordered by the Commission. Dominion Questar Gas will not file an application for a major plant addition with a rate-effective date prior to March 1, 2020, absent emergency circumstances, except to address the peak-hour needs set forth in Questar Gas' 2016- 2017 Integrated Resource Plan (Docket No. 16-057-08). Dominion Questar Gas will bear the burden to demonstrate such emergency circumstances. Dominion Questar Gas will not seek a deferred accounting order prior to March 1, 2020, absent circumstances that are extraordinary and unforeseeable and that would have a material financial impact on Dominion Questar Gas. Dominion Questar Gas will bear the burden to demonstrate such material financial impact and extraordinary and unforeseeable circumstances.	On August 16, 2016 - QGC filed Petition for Approval of Withdrawal of the Verified Application. On August 22, 2016 Commission Order granted Withdrawal of the Application.

34	The Parties agree that the Utah Conservation Enabling Tariff ("CET") accrual caps will be suspended until rates become effective in the next filed general rate case. To the extent that the balance in the CET accrual account is above the accrual cap, the incremental amount will not be assessed interest during the suspension period. The amortization cap will remain in place.	As of June 2019, the balance in the CET is a $370 thousand over collection. This is within the existing amortization caps.
35	Dominion and Dominion Questar Gas will continue to comply with all existing laws, rules, regulations, provisions of its Tariff, orders, and directives of the Commission, as applicable, following the Effective Time.	DEI and Dominion Energy continue to comply with this commitment.
36	Dominion Questar Gas will work with the Division and the OCS on a collaborative basis to develop reporting requirements for an Integration Progress Report on planned and accomplished activities relative to the Merger. The report will also identify and include associated transition and transaction costs. Dominion Questar Gas will file the first Integration Progress Report with the Commission on or before April 15, 2017 for the period ending December 2016 and will provide updates quarterly thereafter until the conclusion of the next general rate case.	Dominion Energy filed the first Integration Report on April 17, 2017 and continues to provide quarterly updates.
37	Transaction costs associated with the Merger will not be recovered through rates of Dominion Questar Gas or recovered through charges from affiliated companies of Dominion Questar to Dominion Questar Gas. Transaction costs shall be defined as: i) Legal, consulting, investment banker, and other professional advisor costs to initiate, prepare, consummate, and implement the Merger, including obtaining regulatory approvals, ii) Rebranding costs, including website, advertising, vehicles, signage, printing, stationary, etc. ii) Executive change in control costs (severance payments and accelerated vesting of share-based compensation), iv) Financing costs related to the Merger, including bridge and permanent financing costs, executive retention payments, costs associated with shareholder meetings, and proxy statement related to Merger approval.	The transaction and transition costs for 2016 were submitted in DEU Exhibit 8 with the April 17, 2017 Integration Progress Report. The transaction costs for the six months ended June 2017 were submitted on August 15, 2017 in DEU Exhibit 12. The transaction/transition costs for YTD December 2017 are shown in DEU Exhibit 27 attached to the Fourth Quarter 2017 Integration Progress Report. Second quarter 2018 costs are shown in the attached DEU Exhibit 36. All of these costs shown in the exhibits are booked to account no. 930.205. These are below the line and will not be included in customer rates.
38	Any transition or integration expenses arising from the Merger will not be deferred for future recovery from customers and will be expensed by Dominion Questar Gas and its affiliates as incurred during the transition period. Dominion Questar Gas' revenue requirement for the purpose of developing distribution non-gas rates will be evaluated in the next general rate proceeding, and that filing shall identify all transitions costs, if any, in the base period and the test period. Transition or integration costs that are capitalized and not expensed, including, but not limited to, information technology investments in new hardware and software, including related costs, to convert, conform, and/or integrate Questar Corporation and subsidiaries' systems into and with Dominion's systems, will be itemized and disclosed in the next general rate case. Dominion Questar Gas will have the burden of proof to show that the transition or integration costs are reasonable and result in a positive net benefit to customers.	Total transition costs are shown in DEU Exhibit 36 attached to the Second Quarter 2018 Integration Progress Report. All of the costs shown in the exhibit are booked to account no. 930.205.

39	Dominion Questar Gas will not seek recovery in its next general rate case of any increase in the aggregate total Operating, Maintenance, Administrative and General Expenses (excluding energy efficiency and bad debt costs) per customer over the 12 months ended December 2015 baseline level, unless it can demonstrate that the increase in such total expenses was not caused by the Merger. This amount per customer for the 12 months ended December 2015 was $138.24. For the first four calendar years following the Effective Time, Dominion Questar Gas will provide, on an annual basis, a baseline comparison between 2015 and the current year for Operating, Maintenance, Administrative and General Expenses for Questar Pipeline and Wexpro. Additional detail and the calculation of the 2015 baseline for Questar Gas, Questar Pipeline and Wexpro are shown in Attachment 1.	Dominion Energy will comply with this commitment. DEU Exhibit 13, filed August 15, 2017, shows the O&M per customer for 2016. As the exhibit shows, the O&M per customer is $129.88 (in 2016 and 2017 DRS did not allocate a full portion of corporate overhead to Dominion Energy Utah). This is lower than the baseline amount of $138.24. DEU Exhibit 28 shows the O&M per customer for 2017 of $111.37. DEU Exhibit 29 (attached to the Fourth Quarter 2017 Integration Progress Report) shows the Dominion Energy Questar Pipeline 2017 FERC Form 2. The Wexpro 2017 final financial statements are included as DEU Exhibit 33 with the First Quarter 2018 Integration Progress Report. Operation and Maintenance costs for 2018 were $114, and are show in the DEU Exhibit 43, Wexpro's 2018 final financial statements are included as DEU Exhibit 44, DEQP's 2018 FERC Form 2 is attached as DEU Exhibit 45, in the 4th quarter 2018 report.
40	Joint Applicants shall hold customers harmless from any increases in the aggregate total costs for shared or common services provided by Dominion Questar Corporation and/or Dominion Resources Services Company, Inc. ("Dominion Resources Services") that are caused by the Merger.	DEI and Dominion Energy continue to comply with this commitment.
41	Joint Applicants shall hold customers harmless for any changes in income taxes and/or accumulated deferred income taxes, recoverable in Dominion Questar Gas rates caused by the Merger, to the extent that such action would be consistent with the tax normalization rules.	DEI and Dominion Energy continue to comply with this commitment.
42	Questar Pipeline's rates will change only pursuant to proceedings before the Federal Energy Regulatory Commission ("FERC").	DEI continues to comply with this commitment.
43	Joint Applicants shall hold customers harmless from any increases in Wexpro's shared services costs or income tax expense caused by the Merger.	DEI continues to comply with this commitment.
44	No later than January 1, 2018, Dominion Questar Gas will present and review with the Division and the OCS, for informational purposes, a proposed methodology for allocation of shared services costs. Dominion Questar will use the current allocation methodologies, including Distrigas, to allocate shared services costs to its subsidiaries until January 1, 2018. Dominion Questar Gas may propose another allocation methodology for use after December 31, 2017, provided that it has presented such methodology for review as set forth above.	Dominion Energy representatives met with members of the Division and OCS on October 23, 2017 to discuss proposed cost allocation methodologies. A copy of the presentation offered at that meeting is attached as DEU Exhibit 20 to the Third Quarter 2017 Integration Progress Report.
45	Dominion Questar Gas will work with the Division and the OCS on a collaborative basis to develop affiliate transactions reporting requirements and will file such information with the Commission beginning on July 1, 2018 for the 12 months ending December 31, 2017 and thereafter annually.	Dominion Energy complied with this commitment and will continue to do so. The first affiliate transaction report was filed on July 1st, 2018 in Docket number 18-057-06. The 2019 affiliate transactin report was filed July 1st, 2019 in Docket number 19-057-16
46	Costs that have been denied recovery by the Commission in prior orders, unless subject to regulation by another governmental agency, will continue to be excluded from rates absent further order from the Commission.	Dominion Energy continues to comply with this commitment.
47	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.	Dominion Energy met with the Division and the OCS and have updated the customer satisfaction standards. Performance results have been filed with each of the quarterly Integration Progress Reports. Second Quarter 2019 results are attached as DEU Exhibit 49.

48	Dominion Questar Gas shall maintain separate long-term debt with its own debt rating supplied by at least two of the recognized debt rating agencies. Any of the debt used to capitalize Dominion Questar Gas shall be kept within the regulated utility.	Dominion Energy continues to comply with this commitment.
49	Dominion Questar Gas shall establish and maintain its own bank accounts that are in its own name and direct access to exclusively committed credit facilities. Dominion shall provide Dominion Questar Gas with access to no less that $750,000,000 in short-term debt or commercial paper programs.	Dominion Energy continues to comply with this commitment.
50	In connection with its notification to the Commission of dividends paid by Dominion Questar Gas, Dominion Questar Gas shall provide a cash flow summary and explicitly notify the Commission if payment of any dividend would result in its actual common equity component of total capitalization falling below 45 percent (45%), using the method of calculating equity levels under the ratemaking precedents of the Commission. In addition, Dominion Questar Gas will make annual financial statements for Wexpro and Questar Pipeline available to regulators.	Dominion Energy will comply with this commitment. Dominion Energy Utah has not issued a dividend to its parent since the merger. The 2016 financial statements for Wexpro and Dominion Energy Questar Pipeline were filed on August 15, 2017 as DEU Exhibit 15 and 16. The 2017 Dominion Energy Questar Pipeline financials were filed as DEU Exhibit 29 with the Fourth Quarter 2017 Integration Progress Report. Wexpro 2017 final financials were included as DEU Exhibit 33 with the First Quarter 2018 Integration Progress Report. Dominion Energy Questar Pipeline financial statements contained in the FERC Form 3Q and Form 2 have been provided each quarter to the Division. The latest FERC Form 3Q for the third quarter of 2018 was provided to the Division on December 31, 2018. The 2018 Wexpro final financial statements are provided as DEU Exhibit 44 and the 2018 DEQP Ferc Form 2 is provided as DEU Exhibit 45 in the 2018 fourth quarter report.
51	Upon request, Dominion and all of its affiliates and subsidiaries must provide the Commission, the Division, and the OCS, including their auditors and authorized agents, and intervenors in rate proceedings, as appropriate, with reasonable access to transactional, accounting and other information, including personnel necessary to explain the requested information, regarding any costs directly or indirectly allocated to Dominion Questar Gas. Dominion and Dominion Questar Gas commit to maintain access to the requested books and records in Salt Lake City, Utah, or, at the option of the Division, or the OCS, Dominion Questar Gas agrees to pay reasonable travel costs to the location of the requested documents and personnel; such travel costs will not be passed on to Dominion Questar Gas customers.	Dominion Energy continues to comply with this commitment.
52	Dominion Questar Gas will clearly reflect all of its costs and investments in its financial reports, including costs and assets that are directly assigned or allocated to it from another subsidiary of Dominion. An audit trail will be maintained so that allocable costs can be specifically identified.	Dominion Energy continues to comply with this commitment.
53	Dominion and Dominion Questar agree not to assert in any forum that the provisions of PUHCA or its successor PUHCA 2005 (EPAct 2005), or the related Ohio Power v. FERC case, preempt the Commission's jurisdiction over affiliated interest transactions and will explicitly waive any such defense in those proceedings. In the event that PUHCA or its successor PUHCA 2005 (EPAct 2005) is repealed or modified, Dominion and Dominion Questar agree not to seek any preemption under such subsequent modification or repeal.	DEI and Dominion Energy continue to comply with this commitment.

54	The Joint Applicants commit to provide for and effect the appointment of a "Special Bankruptcy Director" to serve as a member of the Board of Directors of Dominion Questar Gas ("DQG Board"). Said Director shall be nominated by and retained from an independent entity such as CT Corporation (at Dominion shareholder expense) and shall not be employed by Dominion or any other Dominion affiliate. Said Director shall not participate in ordinary and routine activities of the DQG Board and shall have no voting rights except in the event of a vote by the DQG Board to approve a voluntary bankruptcy petition to be filed under Title 11 of the U.S. Code on behalf of Dominion Questar Gas. Notice of such vote shall be provided to the Special Bankruptcy Director and no voluntary bankruptcy petition on behalf of Dominion Questar Gas may be filed without the affirmative vote of the Special Bankruptcy Director. It is the intent of the Parties that the Special Bankruptcy Director will consider the interests of all relevant economic stakeholders, including without limitation the utility's customers, and the financial health and public service obligations of Dominion Questar Gas, in exercising his or her responsibilities, subject to applicable law. Concurrent with the notice to the Special Bankruptcy Director, Dominion Questar Gas will provide confidential notice to the Commission, Division and the OCS.	DEI and Dominion Energy continue to comply with this commitment. The Special Bankruptcy Director for Dominion Energy, Steven P. Zimmer, was appointed effective October 17, 2016.
55	Dominion or Dominion Questar Gas shall provide notice to the Commission, the Division, and the OCS of any bankruptcy petition or other filing that petitions for Dominion or any of its subsidiaries to be declared bankrupt. If the petition is voluntary, the notice shall be provided within three (3) business days of the petition's filing. If the petition is involuntary, the notice shall be filed within three (3) business days after the day on which the petition is served upon the entity subject to the petition or prior to any hearing adjudicating the petition, whichever is soonest.	Dominion Energy continues to comply with this commitment.
56	The Joint Applicants agree that they will use commercially reasonable efforts in consultation with interested suppliers and marketers to coordinate an upstream nomination process with Kern River Gas Transmission Company similar to the process currently available with Questar Pipeline Company, which nomination process is generally described in the Joint Motion for Dismissal filed with the Commission on October 15, 2014 in Docket No. 14-057-19. Within 120 days following the Effective Time, representatives of Dominion and Dominion Questar Gas will meet with interested transportation customers, the Division, the OCS, and any other interested parties and will act in good faith to review concerns of transportation customers and will consider any proposal by interested transportation customers regarding direct access by marketers/transporters to such customers.	Representatives of Dominion Energy met with interested parties on December 6, 2016. The group discussed the upstream nomination process on Kern River and marketer concerns.
57	Dominion Questar Gas will notify customers of the Merger in the following ways: i. A notice will be posted on Dominion Questar Gas' website within 5 days of the Effective Time notification. ii. Notification will be published in the Gas Light News billing insert within 60 days of the Effective Time notification.	Notice of the merger was provided on Questar Gas' website beginning September 16, 2016. DEU Exhibit 11 (attached to the April 17, 2017 Integration Progress Report) included a copy of the notice that was sent to customers in their October bills.

MOODY'S
INVESTORS SERVICE

CREDIT OPINION
19 August 2019

Update

Rate this Research

RATINGS

Questar Gas Company

Domicile	Salt Lake City, Utah, United States
Long Term Rating	A3
Type	Senior Unsecured - Dom Curr
Outlook	Stable

Please see the ratings section at the end of this report for more information. The ratings and outlook shown reflect information as of the publication date.

Analyst Contacts

Ryan Wobbrock +1.212.553.7104
VP-Senior Analyst
ryan.wobbrock@moodys.com

Poonam Thakur +1.212.553.4635
Associate Analyst
poonam.thakur@moodys.com

Michael G. Haggarty +1.212.553.7172
Associate Managing Director
michael.haggarty@moodys.com

Jim Hempstead +1.212.553.4318
MD-Utilities
james.hempstead@moodys.com

Questar Gas Company

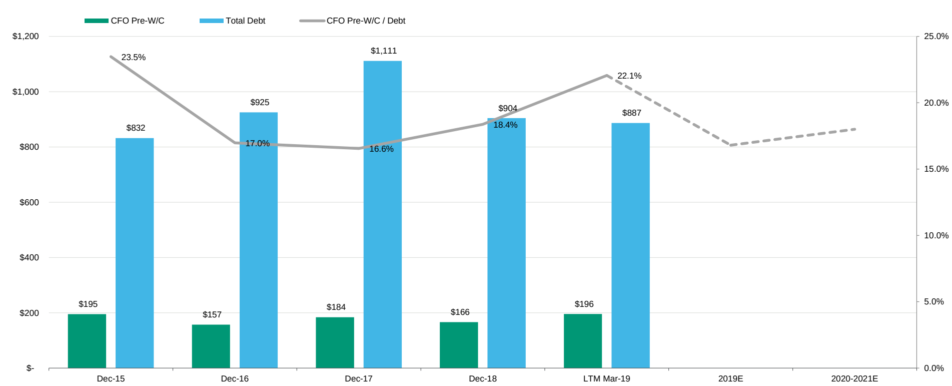
Update following downgrade to A3

Summary

Questar Gas Company's credit profile reflects 1) low-risk operations as a local gas distribution company (LDC), 2) supportive regulators in Utah and Wyoming, 3) stable cash flow production through its suite of cost recovery mechanisms and 4) recent conservative financial policies; albeit these are expected to be temporary.

The Questar Gas credit profile is constrained by weak financial metrics versus peers and a highly levered parent company (i.e., Dominion Energy Inc. (Dominion, Baa2 stable)) with over $350 million of parent-level interest expense and $2.5 billion in corporate dividends, annually.

Exhibit 1
Historical and Projected CFO Pre-WC, Total Debt and CFO Pre-WC to Debt
($MM)



Source: Moody's Financial Metrics and Moody's projection estimates

Credit strengths

» Stable and predictable cash flow derived from an estimated $1.8 million of rate base

» Cooperative relationships with regulators in Utah and Wyoming

» Ring-fencing like provisions helps offset some risk of its highly levered parent

Credit challenges

- » Base rate freeze through 2020 and tax reform impacts will weaken financial metrics
- » Elevated capital spend over the next three years
- » Highly levered parent that carries higher credit risk

Rating outlook

The stable outlook for Questar Gas reflects the company's low business risk and stable cash flow production. The stable outlook also incorporates our view that the current rate case in Utah will yield a higher rate base and net income (helping the company to generate cash flow to debt metrics between 17-19% for the next two to three years) and that short-term debt and upstream dividends will be increasing.

Factors that could lead to an upgrade

- » Cash flow to debt metrics above 20% on a sustainable basis, while maintaining the same degree of regulatory support that it currently has
- » A material improvement in cost recovery provisions

Factors that could lead to a downgrade

- » Cash flow to debt metrics below 16%, on a sustained basis
- » If regulatory support or the ability to recover costs were to decline

Key indicators

Exhibit 2

Questar Gas Company [1]

	Dec-15	Dec-16	Dec-17	Dec-18	LTM Mar-19
CFO Pre-W/C + Interest / Interest	7.4x	6.1x	6.2x	5.2x	6.1x
CFO Pre-W/C / Debt	23.5%	17.0%	16.6%	18.4%	22.1%
CFO Pre-W/C – Dividends / Debt	17.8%	13.7%	16.6%	18.4%	22.1%
Debt / Capitalization	44.0%	45.0%	52.7%	41.3%	39.4%

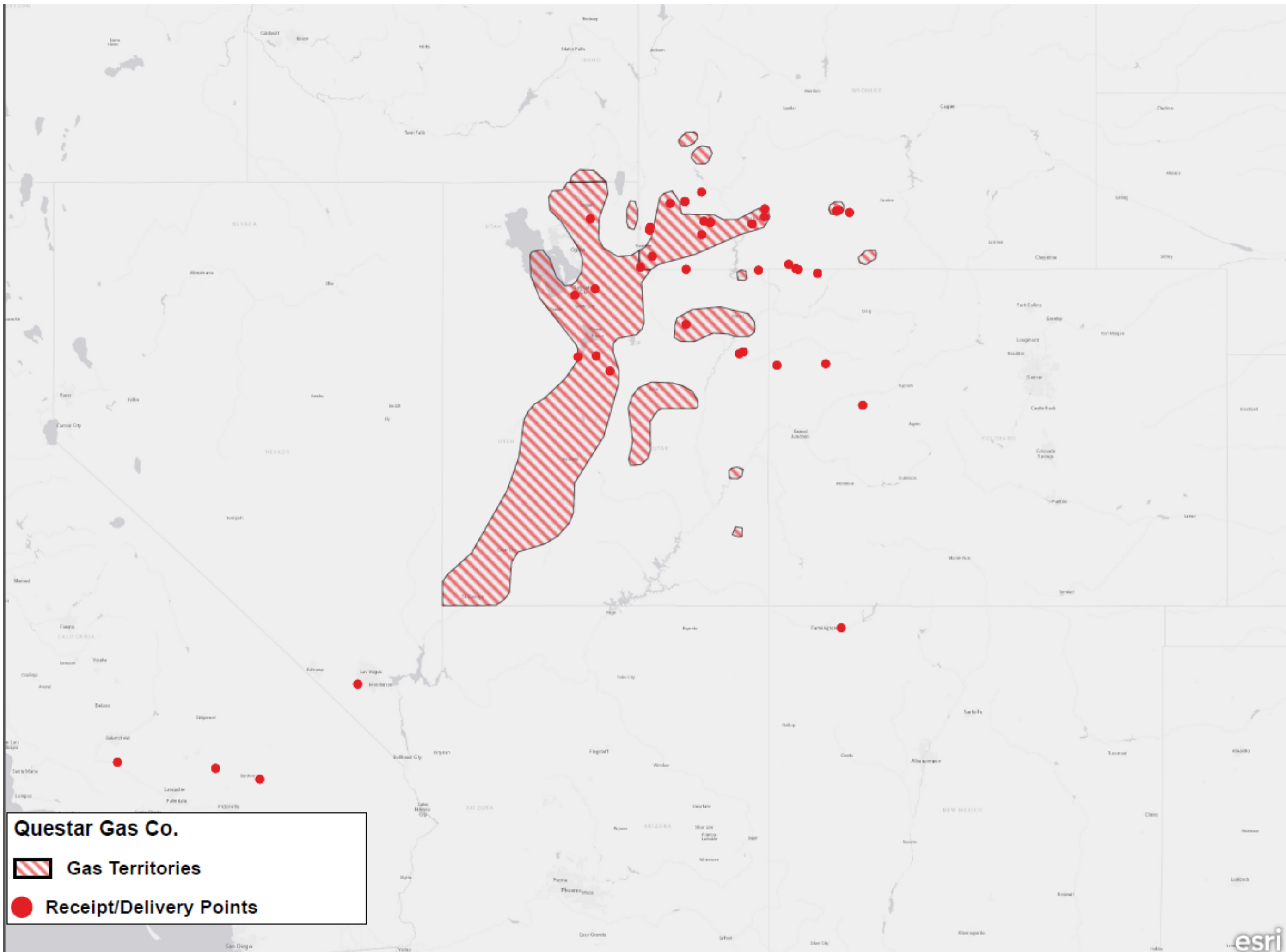
[1] All ratios are based on 'Adjusted' financial data and incorporate Moody's Global Standard Adjustments for Non-Financial Corporations.
Source: Moody's Financial Metrics

Profile

Questar Gas is a local gas distribution company that serves over 1.1 million customers primarily in Utah but also in Wyoming and Idaho. Questar Gas is primarily regulated by the Public Service Commission of Utah (PSCU) and the Wyoming Public Service Commission (WPSC) with a rate base expected to be about $1.8 billion in 2019.

Exhibit 3

Questar's service territory spans the length of Utah and supports customer growth of about 2% per year



Source: SPGMI

Questar Gas' ultimate parent company is Dominion Energy Inc. (Dominion, Baa2 stable), one of the nation's largest producers and transporters of energy, headquartered in Richmond, VA.

Detailed credit considerations

Supportive regulatory environments with key cost recovery features

Questar Gas' credit profile is underpinned by its low-risk gas distribution operations in very supportive regulatory environments. The PSCU and PSCW provide Questar Gas with cost recovery provisions that allow the company to recover prudently incurred costs on a timely basis.

Some of the key regulatory provisions include the company's revenue decoupling mechanism and weather normalization adjustment, which help to provide revenue and cash flow certainty despite fluctuations in customer use patterns. Importantly, the decoupling mechanism also helps Questar Gas to recover its fixed charges, even in a declining demand environment, which mitigates volume risk.

Another supportive mechanism is a pilot infrastructure rider, which allows the company to recover up to about $70 million of annual capital spending on certain infrastructure replacement projects between general rate cases. This helps to accelerate a degree of capex recovery (e.g., $70 million is roughly 30% of the $218 million capex that Questar spent in 2018) thus supporting company cash flow and limiting the use of debt financing.

In July, Questar Gas filed for its first general rate increase since 2014 with the PSCU. The filing requests just over a $19 million annual revenue increase, based on a $1.8 billion rate base with a 10.5% allowed ROE on an equity layer of 55%. The filing also requests a continuation of the infrastructure rider and that the recovery cap be raised to $80 million per year. The latter would be credit positive, since it would maintain an important element of predictable cost recovery.

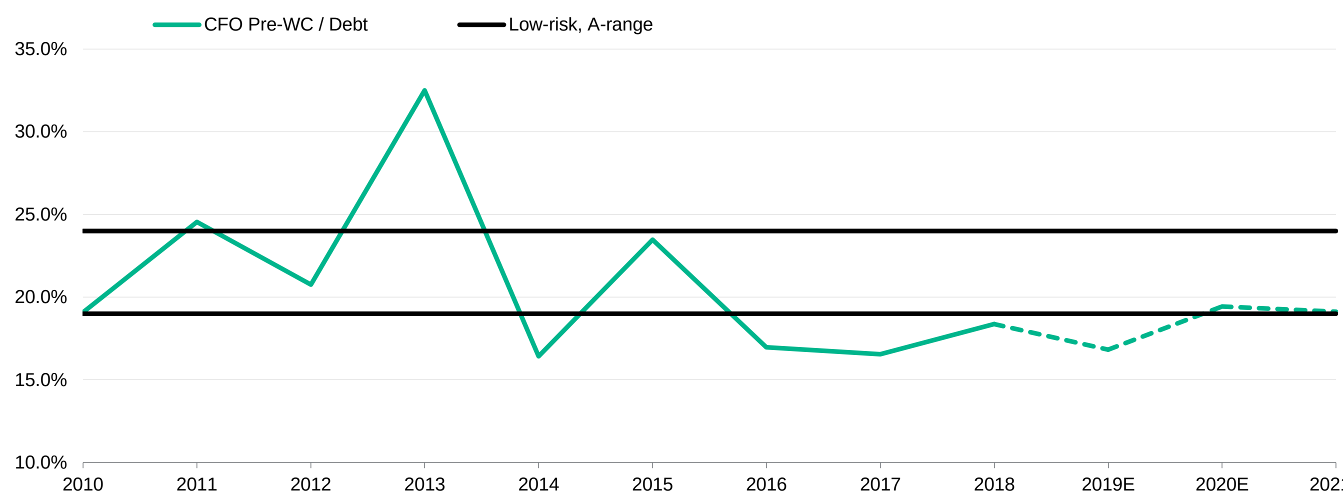
Despite current rate case, financial metrics expected to remain lower than historical levels

We assume that the Utah rate case will boost Questar Gas' rate base, net income and cash flow, since the company has not received a base rate increase since 2014. However, we also think it likely that the ultimate order will authorize an allowed ROE and equity layer that is less than the company's request of a 10.5% allowed ROE and 55% equity layer, since these levels are high for what the commission has allowed for rate making purposes.

In all, we do not envision this rate case providing enough financial uplift to bring cash flow to debt metrics back to the low-20% range that the company exhibited before tax reform and its acquisition by Dominion that precipitated a rate freeze. For example, even when applying the full company request of a $1.8 billion rate base, 55% equity layer and 10.5% allowed ROE, Moody's sees annual cash flow from operations persisting at around $200 million and cash flow to debt ratios remaining between 17-19% over the next three years. These levels are at, or below, the low end of the range expected for low-risk utilities with a CFO pre-WC to debt metric in the A-range.

Exhibit 4

Questar Gas' CFO pre-WC to debt is expected to average around 18% through 2021



Source: Moody's Investors Service

Recent financial policies have helped the balance sheet, but we view them as temporary measures

In recent years, Questar Gas' parent, Dominion, has taken steps to bolster the balance sheet by infusing $200 million of equity into the utility, paying-down short-term debt, withholding dividends over the last two years and by seeking regulatory approval of a higher level of equity capitalization (i.e., 55% from around 52%).

While supportive, Moody's sees these steps as temporary since short-term debt balances will grow for seasonal gas purchases and upstream dividends will likely be reinstated to help support over $550 million of parent-level interest expense and over $2.5 billion in corporate dividends. The maintenance of Questar Gas' 55% equity layer – which is high compared to what the PSCU has typically allowed - will also come under scrutiny in the company's current rate case.

Parent contagion risk reduced by utility ring-fencing type provisions and de-risking events in 2018

The ring-fencing like provisions put in place by the PSCU and PSCW help to support Questar Gas' standalone credit profile and provide some downside protections from its highly levered parent. For example, by instituting measures focused on minimum equity levels, rating levels, intercompany lending restrictions, liquidity facility requirements and a "Special Bankruptcy Director" for Questar Gas, we see added regulatory focus on maintaining Questar Gas' individual credit quality. Some of these features also govern the degree to which Dominion can increase Questar Gas' leverage ratios - a credit positive.

Moreover, Dominion made significant progress toward lowering its business and financial risk in 2018. Some of the key features include the reduction of holding company debt by around $8.0 billion ($5.0 billion on a consolidated basis) by way of selling two merchant power generation plants and its 50% interest in the Blue Racer (Ba1 stable) midstream gas business with higher risk operations. Furthermore, the acquisition of SCANA Corp. (Ba1 positive) added over $800 million of rate regulated utility cash flow to the consolidated operations and provides more geographic and regulatory diversity going forward.

Low carbon transition risk

Questar Gas has low carbon transition risk within the utility sector because it is a gas LDC and natural gas commodity purchase costs are fully passed through to customers with an effective cost recovery mechanism. Moreover, the company's decoupling mechanism helps to insulate its financial profile from the potential negative impacts of lower sales volume, should usage decline.

Liquidity analysis

Questar Gas' internal liquidity consists of cash flow from operations of around $200 million, versus capital expenditures above $230 million. We expect that Questar Gas will maintain a lower dividend payout through 2019, in-line with the past 12 months, but will still require external liquidity sources to maintain an adequate liquidity profile.

Questar Gas has direct access to Dominion's $6.0 billion master credit facility, by way of a $250 million sub-limit. On 30 June 2019, Questar Gas had no commercial paper (CP) outstanding. The sub-limit can be increased or decreased multiple times per year and if Questar Gas has liquidity needs in excess of its sub-limit, its needs can be satisfied through short-term intercompany borrowings from Dominion.

The master credit facility is a joint facility that also names affiliates Virginia Electric and Power Company (A2 stable) and Dominion Energy Gas Holdings, LLC (A3 stable) as co-borrowers. The facility matures in March 2023. The joint facility contains no material adverse change clause for borrowings but do contain a maximum 67.5% debt to capitalization covenant (Questar Gas' specific covenant is 65%), and all four borrowers have reported that they remain comfortably in compliance with this covenant restriction.

We also note that while it is common practice for Dominion and its subsidiaries to limit CP issuances to amounts available under the revolver backstop, the program documentation has no overt language that restricts CP issuance in this manner. We expect Dominion to continue its practice of maintaining 100% backup, at all times, for funded commercial paper in the form of cash balances and its $6.0 billion of committed bank credit facility. Should there be a deviation of this practice, the liquidity and long-term credit quality of Questar Gas would be negatively affected.

The next debt maturities at Questar Gas include $40 million of notes due in December 2024 and $110 million on December 2027.

Exhibit 5

Dominion's credit facility profile as of 30 June 2019 [1]

Company	Current Sub-Limit	CP Outstanding	Letters of Credit	Total Use as % of Sub-Limit	Sub-Limit Available
Total	**$ 6,000**	**$ 2,526**	**$ 91**	**44%**	**$ 3,383**
DEI	$ 3,000	$ 976	$ 85	35%	$ 1,939
VEPCO	$ 1,500	$ 1,300	$ 6	87%	$ 194
DEGH	$ 750	$ 250	$ -	33%	$ 500
Questar Gas	$ 250	$ -	$ -	0%	$ 250
DESC	$ 500	$ -	$ -	0%	$ 500

Dominion represents Dominion Energy Inc.'s parent and unregulated operations
Source: Company reports

Rating methodology and scorecard factors

Exhibit 6

Rating Factors
Questar Gas Company

Regulated Electric and Gas Utilities Industry Grid [1][2]	Current LTM 3/31/2019		Moody's 12-18 Month Forward View As of Date Published [3]	
Factor 1 : Regulatory Framework (25%)	**Measure**	**Score**	**Measure**	**Score**
a) Legislative and Judicial Underpinnings of the Regulatory Framework	A	A	A	A
b) Consistency and Predictability of Regulation	A	A	A	A
Factor 2 : Ability to Recover Costs and Earn Returns (25%)				
a) Timeliness of Recovery of Operating and Capital Costs	A	A	A	A
b) Sufficiency of Rates and Returns	A	A	A	A
Factor 3 : Diversification (10%)				
a) Market Position	Baa	Baa	Baa	Baa
b) Generation and Fuel Diversity	N/A	N/A	N/A	N/A
Factor 4 : Financial Strength (40%)				
a) CFO pre-WC + Interest / Interest (3 Year Avg)	6.0x	Aa	5.5x - 6x	A
b) CFO pre-WC / Debt (3 Year Avg)	20.0%	A	17% - 19%	Baa
c) CFO pre-WC – Dividends / Debt (3 Year Avg)	19.3%	A	17% - 19%	A
d) Debt / Capitalization (3 Year Avg)	42.6%	A	41% - 45%	A
Rating:				
Scorecard Indicated Outcome Before Notching Adjustment		A2		A3
HoldCo Structural Subordination Notching	0	0	0	0
a) Scorecard Indicated Outcome from Grid		A2		A3
b) Actual Rating Assigned		A3		A3

[1] All ratios are based on 'Adjusted' financial data and incorporate Moody's Global Standard Adjustments for Non-Financial Corporations.
[2] As of 3/30/2019(L)
[3] This represents Moody's forward view; not the view of the issuer; and unless noted in the text, does not incorporate significant acquisitions and divestitures.
Source: Moody's Financial Metrics

Appendix

Exhibit 7

Cash Flow and Credit Metrics [1]

CF Metrics	Dec-15	Dec-16	Dec-17	Dec-18	LTM Mar-19
As Adjusted					
FFO	179	157	184	166	196
+/- Other	16	-	-	-	-
CFO Pre-WC	195	157	184	166	196
+/- ΔWC	(63)	44	(43)	47	(116)
CFO	132	201	141	213	80
- Div	47	30	-	-	-
- Capex	217	240	215	218	195
FCF	(132)	(69)	(74)	(5)	(115)
(CFO Pre-W/C) / Debt	23.5%	17.0%	16.6%	18.4%	22.1%
(CFO Pre-W/C - Dividends) / Debt	17.8%	13.7%	16.6%	18.4%	22.1%
FFO / Debt	21.5%	17.0%	16.6%	18.4%	22.1%
RCF / Debt	15.9%	13.7%	16.6%	18.4%	22.1%
Revenue	918	921	947	918	904
Cost of Good Sold	553	528	550	534	512
Interest Expense	30	31	35	40	39
Net Income	60	65	70	52	58
Total Assets	2,193	2,507	2,698	2,816	2,823
Total Liabilities	1,571	1,853	1,977	1,808	1,751
Total Equity	621	654	721	1,007	1,072

[1] All figures and ratios are calculated using Moody's estimates and standard adjustments. Periods are Financial Year-End unless indicated. LTM = Last Twelve Months.
Source: Moody's Financial Metrics

Exhibit 8

Peer Comparison Table [1]

	Questar Gas Company A3 Stable			DTE Gas Company A3 Stable			Southwest Gas Corporation A3 Stable			Public Service Co. of North Carolina, Inc. A3 Negative			UGI Utilities, Inc. A2 Stable		
(in US millions)	FYE Dec-17	FYE Dec-18	LTM Mar-19	FYE Dec-17	FYE Dec-18	LTM Mar-19	FYE Dec-17	FYE Dec-18	LTM Jun-19	FYE Dec-17	FYE Dec-18	LTM Mar-19	FYE Sep-17	FYE Sep-18	LTM Mar-19
Revenue	947	918	904	1,368	1,415	1,510	1,302	1,358	1,367	470	500	526	888	1,092	1,038
CFO Pre-W/C	184	166	196	310	337	333	433	428	423	157	113	146	298	344	333
Total Debt	1,111	904	887	1,784	1,826	1,786	2,121	2,369	2,397	747	853	755	1,095	1,138	1,199
CFO Pre-W/C / Debt	16.6%	18.4%	22.1%	17.4%	18.5%	18.7%	20.4%	18.1%	17.6%	21.0%	13.3%	19.4%	27.2%	30.2%	27.8%
CFO Pre-W/C – Dividends / Debt	16.6%	18.4%	22.1%	11.5%	12.3%	12.2%	16.6%	14.4%	13.9%	16.2%	8.1%	13.5%	22.0%	25.8%	25.3%
Debt / Capitalization	52.7%	41.3%	39.4%	46.4%	43.9%	42.7%	50.9%	51.2%	49.4%	43.3%	44.9%	40.8%	40.3%	43.3%	42.4%

[1] All figures & ratios calculated using Moody's estimates & standard adjustments. FYE = Financial Year-End. LTM = Last Twelve Months.
Source: Moody's Financial Metrics

Ratings

Exhibit 9

Category	Moody's Rating
QUESTAR GAS COMPANY	
Outlook	Stable
Senior Unsecured	A3
Commercial Paper	P-2
ULT PARENT: DOMINION ENERGY, INC.	
Outlook	Stable
Senior Unsecured	Baa2
Jr Subordinate	Baa3
Commercial Paper	P-2

Source: Moody's Investors Service

REPORT NUMBER 1189930

CLIENT SERVICES

Americas	1-212-553-1653
Asia Pacific	852-3551-3077
Japan	81-3-5408-4100
EMEA	44-20-7772-5454

MOODY'S INVESTORS SERVICE

November 25, 2019

Attached please find Dominion Energy Utah/Wyomings' Customer Satisfaction Standards Report (CSSR) for the second quarter ended June 2019.

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, 2019 and provides the customer satisfaction results using the goals that were in effect at the beginning of the year.

The second quarter 2019 results are attached as Exhibit 51. There are only two areas where the Company is deficient. Billing metric #1, read each meter monthly, was 96.3% instead of 99% on average. And billing metric #5, "Response time to investigate meter problems and notify customer within 15 business days". This metric was 82% instead of 95%. Both of these are related to the transponder issues which have been studied in more detail in Docket 19-057-25.

CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT

Service		2019 Annual Goal	Measurement Source	Q3 2018	Q4 2018	Q1 2019	Q2 2019	12 Mo. Ended 6/30/19
Overall Impression of QGC								
1	How satisfied are you with the product and services you receive	6.0	CSS	6.2	6.3	6.1	6.2	6.2
2	Delivers natural gas to my home/good value for price paid	5.5	CSS	5.8	5.9	5.8	5.8	5.8
3	Keeps me informed when/why natural gas rates change before it happens	5.0	CSS	5.1	5.3	5.3	5.4	5.3
4	Consistently delivers natural gas to my home without disruption	6.5	CSS	6.6	6.7	6.6	6.7	6.6
5	Is honest and open in its dealings	5.5	CSS	5.8	5.9	5.8	5.9	5.9
6	Safely delivers natural gas to my home	6.5	CSS	6.6	6.6	6.7	6.6	6.6
7	Demonstrates care and concern for people like me	5.0	CSS	5.5	5.6	5.7	5.7	5.6

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

CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT

	Service	2019 Annual Goal	Measurement Source	Q3 2018	Q4 2018	Q1 2019	Q2 2019	12 Mo. Ended 6/30/19
Customer Care								
1	Percentage of calls answered within 60 seconds after customer chooses menu option	85%	Internal Statistics	78.4%	83.1%	92.4%	93.3%	86.8%
2	Percentage of emergency calls answered within 60 seconds by agent	99%	Internal Statistics	99.5%	99.3%	99.7%	99.5%	99.5%
3	Average wait for customer after menu selection	less than 45 seconds	Internal Statistics	124	88	30	28	68
4	Callers that hang up after menu choice is made	less than 2%	Internal Statistics	3.3%	2.2%	0.8%	0.8%	1.8%
5	Amount of time talking with customer and completing request	less than 5 minutes	Internal Statistics	5.2	5.1	4.9	5.0	5.0
6	The phone staff was courteous	6.0	CSS	6.5	6.7	6.5	6.6	6.6
7	The phone staff was knowledgeable	6.0	CSS	6.4	6.6	6.3	6.2	6.4
8	My call was answered quickly	5.5	CSS	6.0	6.2	6.0	6.5	6.2
9	The person I spoke with was able to resolve my issue	6.0	CSS	6.2	6.4	6.0	6.3	6.2
10	The automated menu was easy to use	5.7	CSS	5.9	5.9	5.9	6.3	6.0
11	How satisfied are you with the actions taken by Questar Gas in response to your call	5.8	CSS	6.0	6.3	5.9	6.1	6.1

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

CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT

	Service	2019 Annual Goal	Measurement Source	Q3 2018	Q4 2018	Q1 2019	Q2 2019	12 Mo. Ended 6/30/19
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	2019 Annual Goal	Measurement Source	Q3 2018	Q4 2018	Q1 2019	Q2 2019	12 Mo. Ended 6/30/19
Service Calls - Ask-A-Tech								
1	The technician was courteous	6.2	CSS	6.5	6.7	6.8	6.7	6.7
2	The technician was knowledgeable	6.2	CSS	6.2	6.6	6.5	6.2	6.4
3	The technician was able to help me quickly	5.9	CSS	6.4	6.6	6.6	6.5	6.5
4	The technician was able to help me resolve my issue	5.9	CSS	6.3	6.7	6.4	6.3	6.4
5	The automated menu was easy to use	5.7	CSS	6.1	6.1	6.3	6.3	6.2
6	How satisfied are you with the technician's overall performance	6.0	CSS	6.1	6.5	6.5	6.1	6.3

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

Dominion Energy Utah
Docket No. 19-057-17
2019 2nd Qtr. Integration Progress Report
DEU Exhibit 49
Page 4 of 7

CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT

	Service	2019 Annual Goal	Measurement Source	Q3 2018	Q4 2018	Q1 2019	Q2 2019	12 Mo. Ended 6/30/19
Service Calls								
1	The service technician was courteous	6.4	CSS	6.8	6.9	6.7	6.6	6.8
2	The service technician was knowledgeable	6.4	CSS	6.7	6.8	6.8	6.7	6.7
3	The service technician was able to help me quickly	6.2	CSS	6.5	6.6	6.6	6.7	6.6
4	The service technician was able to help me resolve my issue	6.2	CSS	6.5	6.6	6.6	6.6	6.6
5	How satisfied are you with the service technician's overall performance	6.3	CSS	6.6	6.8	6.6	6.7	6.7
6	Emergency calls - company representative is onsite within 1 hour of call	95%	Internal Statistics	97.2%	98.1%	98.2%	98.3%	97.9%
7	Remove meter seal within 1 business day requested by customer for activation	95%	Internal Statistics	99.9%	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	96.4%	100.0%	100.0%	100.0%	99.1%
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%

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

CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT

	Service	2019 Annual Goal	Measurement Source	Q3 2018	Q4 2018	Q1 2019	Q2 2019	12 Mo. Ended 6/30/19
Billing								
1	Read each meter monthly	99%	Billing Statistics	96.7%	94.1%	94.6%	96.3%	95.4%
2	Percent of adjustments	3% Annual	Billing Statistics	0.61%	0.52%	0.48%	0.50%	0.5%
3	Send corrected statement to customer	5 Business Days	Internal Report	2.55 days	3.27 days	3.5 days	3.8 days	3.11 days
4	Percentage of billing inquiries requiring investigation responded to within 7 business day	95%	Internal Statistics	99.0%	93.0%	96.2%	96.2%	96.1%
5	Response time to investigate meter problems and notify customer within 15 business days	95%	Internal Statistics	90%	95%	82%	82%	87%

3/31/2019

Service		Northern Region	Eastern Region	Central Region	Southern Region	Wyoming Region
Customer Service						
1	Number of PSC complaints by region	2	0	2	0	0
Service Calls						
1	The service technician was courteous	6.9	7.0	6.8	6.8	6.9
2	The service technician was knowledgeable	6.8	6.9	6.7	6.9	6.9
3	The service technician was able to help me quickly	6.7	7.0	6.6	6.6	6.4
4	The service technician was able to resolve my issue	6.4	6.9	6.5	6.7	6.4
5	How satisfied are you with the service technician's overall performance	6.8	7.0	6.7	6.8	6.9
6	Emergency calls - company representative is onsite within 1 hour of call	99.1%	96.0%	97.6%	97.9%	98.4%
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%	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)	100.0%	100.0%	100.0%	100.0%	100.0%