

May 20, 2020

Attached please find Dominion Energy Utah/Wyomings' Customer Satisfaction Standards Report (CSSR) for the first quarter ended March 2020.

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 March 31, 2020 and provides the customer satisfaction results using the goals that were in effect at the beginning of the year.

The first quarter 2020 results are attached as Exhibit 56. There are two billing metrics where the Company is deficient. Billing metric #1, read each meter monthly, was 98.7% 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 94.4% instead of 95%. Both of these are related to the transponder issues which have been studied in more detail in Docket 19-057-25. While these metrics are slightly deficient the data shows that the metrics are getting progressively better each quarter. This is due to the transponder replacements that continue to occur on the system.

There were also 3 metrics that fell in the 1<sup>st</sup> quarter that were driven by emergency response times. Customer Care metric #2, percentage of emergency calls answered within 60 seconds was 95.5% which was lower than the 99% goal. Additionally, customer care metric #9, "The person I spoke with was able to resolve my issue", was 5.6 compared to the goal of 6.0 and customer care metric #11, "How satisfied are you with the actions taken by Questar in response to your call was 5.6 compared to a metric of 5.8. The lower results for these three metrics was driven by a large surge in calls related to the 5.7 magnitude earthquake on March 18. On that particular day, the Company had 1,137 emergency calls, most of which occurred near the time of the earthquake. This compares to a 68 call daily average the week prior. Due to the high call volume on that day, 817 or only 71% of these calls could be responded to within one hour. Because these metrics were deficient due to an extraordinary circumstance, the Company does not believe any remediation is necessary going forward. Barring another extraordinary circumstance in the 2<sup>nd</sup> quarter, the Company expects these metrics to return to satisfactory levels.

## CUSTOMER SATISFACTION STANDARDS QUARTERLY REPORT

Service	2020 Annual Goal	Measurement Source	Q2 2019	Q3 2019	Q4 2019	Q1 2020	12 Mo. Ended 3/31/20
<b>Overall Impression of QGC</b>							
1	How satisfied are you with the product and services you receive	CSS	6.2	6.3	6.2	6.1	6.2
2	Delivers natural gas to my home/good value for price paid	CSS	5.8	5.9	6.0	5.7	5.9
3	Keeps me informed when/why natural gas rates change before it happens	CSS	5.4	5.4	5.5	5.7	5.5
4	Consistently delivers natural gas to my home without disruption	CSS	6.7	6.6	6.6	6.6	6.6
5	Is honest and open in its dealings	CSS	5.9	5.9	5.9	5.8	5.9
6	Safely delivers natural gas to my home	CSS	6.6	6.6	6.6	6.5	6.6
7	Demonstrates care and concern for people like me	CSS	5.7	5.7	5.7	5.5	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	2020 Annual Goal	Measurement Source	Q2 2019	Q3 2019	Q4 2019	Q1 2020	12 Mo. Ended 3/31/20
<b>Customer Care</b>								
1	Percentage of calls answered within 60 seconds after customer chooses menu option	85%	Internal Statistics	93.3%	92.6%	89.3%	85.3%	90.1%
2	Percentage of emergency calls answered within 60 seconds by agent	99%	Internal Statistics	99.5%	99.6%	99.4%	95.5%	98.5%
3	Average wait for customer after menu selection	less than 45 seconds	Internal Statistics	28	28	49	27	33
4	Callers that hang up after menu choice is made	less than 2%	Internal Statistics	0.8%	0.8%	1.4%	1.7%	1.2%
5	Amount of time talking with customer and completing request	less than 5 minutes	Internal Statistics	5.0	4.9	4.8	5.0	4.9
6	The phone staff was courteous	6.0	CSS	6.6	6.7	6.6	6.4	6.6
7	The phone staff was knowledgeable	6.0	CSS	6.2	6.4	6.4	6.1	6.3
8	My call was answered quickly	5.5	CSS	6.1	6.2	6.1	5.9	6.0
9	The person I spoke with was able to resolve my issue	6.0	CSS	6.3	6.3	6.2	5.6	6.1
10	The automated menu was easy to use	5.7	CSS	5.8	5.8	5.8	5.7	5.8
11	How satisfied are you with the actions taken by Questar Gas in response to your call	5.8	CSS	6.1	6.0	6.0	5.6	5.9

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

## CUSTOMER SATISFACTION STANDARDS QUARTERLY REPORT

	<b>Service</b>	<b>2020 Annual Goal</b>	<b>Measurement Source</b>	<b>Q2 2019</b>	<b>Q3 2019</b>	<b>Q4 2019</b>	<b>Q1 2020</b>	<b>12 Mo. Ended 12/31/19</b>
<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%

	<b>Service</b>	<b>2020 Annual Goal</b>	<b>Measurement Source</b>	<b>Q2 2019</b>	<b>Q3 2019</b>	<b>Q4 2019</b>	<b>Q1 2020</b>	<b>12 Mo. Ended 3/31/20</b>
<b>Service Calls - Ask-A-Tech</b>								
1	The technician was courteous	6.2	CSS	6.7	6.7	6.6	6.5	6.6
2	The technician was knowledgeable	6.2	CSS	6.2	6.4	6.6	6.2	6.4
3	The technician was able to help me quickly	5.9	CSS	6.5	6.4	6.4	6.3	6.4
4	The technician was able to help me resolve my issue	5.9	CSS	6.3	6.3	6.4	6.4	6.4
5	The automated menu was easy to use	5.7	CSS	6.3	6.1	6.1	6.3	6.2
6	How satisfied are you with the technician's overall performance	6.0	CSS	6.1	6.1	6.6	6.3	6.3

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

## CUSTOMER SATISFACTION STANDARDS QUARTERLY REPORT

	<b>Service</b>	<b>2020 Annual Goal</b>	<b>Measurement Source</b>	<b>Q2 2019</b>	<b>Q3 2019</b>	<b>Q4 2019</b>	<b>Q1 2020</b>	<b>12 Mo. Ended 3/31/20</b>
<b>Service Calls</b>								
1	The service technician was courteous	6.4	CSS	6.6	6.7	6.7	6.8	6.7
2	The service technician was knowledgeable	6.4	CSS	6.7	6.7	6.6	6.7	6.7
3	The service technician was able to help me quickly	6.2	CSS	6.7	6.5	6.5	6.2	6.5
4	The service technician was able to help me resolve my issue	6.2	CSS	6.6	6.6	6.6	6.5	6.6
5	How satisfied are you with the service technician's overall performance	6.3	CSS	6.7	6.6	6.6	6.5	6.6
6	Emergency calls - company representative is onsite within 1 hour of call	95%	Internal Statistics	98.3%	98.4%	97.7%	93.9%	97.0%
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	100.0%	98.6%	96.7%	100.0%	98.8%
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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## CUSTOMER SATISFACTION STANDARDS QUARTERLY REPORT

	Service	2019 Annual Goal	Measurement Source	Q2 2019	Q3 2019	Q4 2019	Q1 2020	12 Mo. Ended 3/31/20
<b>Billing</b>								
1	Read each meter monthly	99%	Billing Statistics	96.3%	97.9%	97.8%	98.7%	97.7%
2	Percent of adjustments	3% Annual	Billing Statistics	0.50%	0.65%	0.46%	0.44%	0.5%
3	Send corrected statement to customer	5 Business Days	Internal Report	3.8 days	3.5 days	2.2 days	1.9 days	3.11 days
4	Percentage of billing inquiries requiring investigation responded to within 7 business day	95%	Internal Statistics	96.2%	96.0%	99.5%	99.7%	97.9%
5	Response time to investigate meter problems and notify customer within 15 business days	95%	Internal Statistics	82%	83.0%	87.2%	94.4%	87%

3/31/2020

Service		Northern Region	Eastern Region	Central Region	Southern Region	Wyoming Region
<b>Customer Service</b>						
1	Number of PSC complaints by region	1	0	1	0	0
<b>Service Calls</b>						
1	The service technician was courteous	6.8	6.0	6.8	7.0	
2	The service technician was knowledgeable	6.7	5.5	6.7	7.0	
3	The service technician was able to help me quickly	6.9	6.4	6.4	7.0	
4	The service technician was able to resolve my issue	6.3	5.5	6.2	7.0	
5	How satisfied are you with the service technician's overall performance	6.5	5.5	6.5	7.0	
6	Emergency calls - company representative is onsite within 1 hour of call	93.2%	96.2%	94.0%	97.2%	93.0%
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%