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November 19, 2020

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.19-057-25 and paragraph 9 of the Settlement Stipulation attached thereto, Questar Gas Company dba Dominion Energy Utah (Dominion Energy) respectfully submits the attached quarterly update concerning the transponder replacement program.

Paragraph 9 of the above-referenced Settlement Stipulation provides that “Dominion Questar Gas will provide quarterly updates to the Commission about the status of the transponder replacement program”. This is the fourth update. As Exhibit 9 shows, at the end of the third quarter 2020, there were 4,651 transponders remaining to replace. As of October 2020, that number has been reduced to 3,644.

The transponder replacement program was instituted to address two issues. First, due to failing transponders, customer service metrics were negatively impacted. In particular, the Company goal to read 99% of meters each month was deficient. As Exhibit 11 shows, most of the customer service metrics are currently being met, and specifically the meter reading goal was above 99% in the second and third quarters of this year. This is due to the transponder replacements and is expected to continue. The second issue that the transponder replacement program resolved was the number of estimated meter reads on the system. At the time of the November 14, 2019, Settlement Stipulation in Docket 19-057-25 there were a few thousand meters on the Company’s system that were not properly transmitting volumes and, as a result, those customers were receiving estimated bills for longer than the statutory limit of two months. As Exhibit 10 shows, as of September 30, 2020, the number of estimated meter reads exceeding two months was 223, all of which could not be read due to access issues. The Company will continue to file quarterly updates until the remaining transponders have been replaced.

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

Sincerely,

/s/ Kelly B Mendenhall

Kelly B Mendenhall
Director, Pricing and Regulation

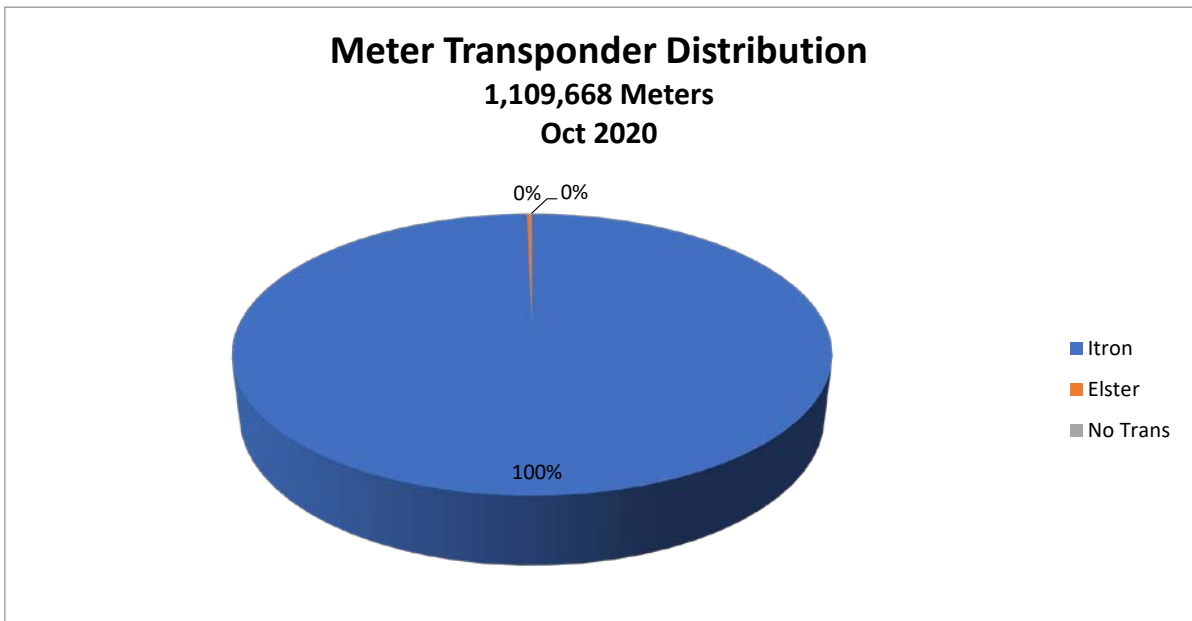
Utah 3rd Quarter 2020 Transponder Replacement Progress Report

Paragraph	Utah Stipulation	Status
6	The Parties agree for purposes of settlement the Company's transponder replacement program described in the Company's Initial Filing shall be completed on or before. September 30, 2020. Should the Company need to extend this deadline, it must apply to the Commission for permission to do so.	The Company has made substantial progress in replacing transponders throughout its system. However, as shown on DEU Exhibit 11, it has not yet completed all replacements. The Company has filed, concurrently with the submission of this Third Quarter Report, a Motion to extend the deadline for completing the transponder replacement program. The Company expects to complete the remaining replacement work by March 31, 2020.
7	The Parties agree for purposes of settlement that the Company will review each informal complaint received by the Division from a customer whose bill had been estimated, including any such complaints received by the Division prior to the date of this Settlement Stipulation or thereafter. If any such customers received bills for estimates exceeding six consecutive months, the Company will calculate the underbilled amount exceeding six months and, at shareholder expense, refund that amount to the customer.	The Company has identified nine customers whose bills had been estimated for a period exceeding six months and who filed complaints with the Division. A total amount of \$1,192.05 has been refunded to those customers at shareholders expense. See DEU Exhibit 1 of the 4th quarter 2019 report.
8	The Parties agree for purposes of settlement that the Commission should impose a \$500.00 penalty upon the Company. No additional penalties will be imposed for Dominion Energy's past actions or inactions identified within this Docket.	The Company paid the penalty on January 13, 2020. See DEU Exhibit 2 of the fourth quarter 2019 report for detail of payment.
9	The Parties agree that the Company will provide quarterly updates to the Commission about the status of the transponder replacement program and the extent of the estimated meter reads on its system. At the conclusion of the replacement program the Company will file a final status report with the Commission notifying the Commission and Parties that the program is complete.	See DEU Exhibit 9 for detail of the transponder replacement progress. See DEU Exhibit 10 for a summary of the estimated meter reads on the system as of October 2020. See exhibit 11 for further detail on the Company's progress in resolving issues related to the failed transponders.

2019/2020 AMR Installation Tracking

	March	April	May	June	July	Aug	Sept	Oct
Installs	19,498	16,458	16,959	15,122	16,909	15,255	11,208	4,304
Itron	1,009,809	1,026,267	1,043,226	1,058,348	1,075,257	1,090,512	1,101,720	1,106,024
Total	1,094,541	1,096,431	1,097,908	1,099,959	1,101,468	1,103,735	1,106,371	1,109,668
No Tran	915	749	738	703	643	591	534	519
Elster	83,817	69,415	53,944	40,908	25,568	12,632	4,117	3,125

Percentage	March	April	May	June	July	Aug	Sept	Oct
Itron	92.26%	93.60%	95.02%	96.22%	97.62%	98.80%	99.58%	99.67%
Elster	7.66%	6.33%	4.91%	3.72%	2.32%	1.14%	0.37%	0.28%
No Trans	0.08%	0.07%	0.07%	0.06%	0.06%	0.05%	0.05%	0.05%



Total Number of Estimated Meter Reads

Months Estimated	2019												2020											
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Sep	Oct							
1	37716	4945	5232	8841	10729	12644	8177	10891	8302	7287	2850	2467	2021	1600	1808	1484	1051							
2		24898	1780	2135	6384	7616	6050	4454	5831	5351	3180	925	880	745	525	649	207							
3			15574	1042	1412	3690	5096	2791	1916	4069	3631	1579	336	471	110	148	110							
4				6655	713	668	1433	2043	1021	1118	2870	2518	567	154	59	70	31							
5					844	197	147	328	666	633	339	1569	1305	138	29	5	16							
6						159	23	9	6	7	12	9	6	4										
7							9			1	1	1	3		1									
8																								
Grand Total	37716	29843	22586	18673	20082	24974	20935	20516	17742	18466	12883	9068	5118	3112	2532	2356	1415							

Dominion Energy Utah (Dominion Energy or Company) continued to work to improve its customer care service metrics during the third quarter and while it has not achieved some of the metrics, the Company is very pleased with the performance of its customer care representatives during these unprecedented times. The Company's customer care department is faced with extraordinary challenges. As a result of the continued pandemic, customer care representatives are working from home and have adapted to utilizing new call center technologies while working remotely. Onboarding new customer care representatives has also been challenging. The challenges associated with a remote workforce have been compounded by an increased workload. The decrease in mortgage rates has resulted in a level of start/stop activity at or above historical levels which led to high call volume and during the third quarter. Additionally, the Company resumed disconnections for nonpayment, but also offered more favorable payment options to customers who are in arrears. Customer care representatives have longer call times because they take time to discuss the various options with some customers and help them find a payment plan that works for them. Notwithstanding these challenges, the customer care department continues to perform well and achieve a high level of customer services.

Dominion Energy has also implemented new customer service actions that should improve the customer experience going forward. In July, Dominion Energy began using a first-in-line technology that works as a virtual hold. A customer is given the option of having their call placed in a queue hold, and receiving a call back when the next customer care representative is available. Additionally, in October, Dominion Energy implemented a new smart-phone app that provides customers the ability to perform a variety of activities such as making payments or starting/stopping service utilizing their smart phones. The Company expects that, with increased adoption, this new app will increase customer satisfaction in the future.

CUSTOMER SATISFACTION STANDARDS QUARTERLY REPORT

Service	2020 Annual Goal	Measurement Source	Q4 2019	Q1 2020	Q2 2020	Q3 2020	12 Mo. Ended 9/30/20
Overall Impression of QGC							
1	How satisfied are you with the product and services you receive	CSS	6.2	6.1	6.3	6.3	6.2
2	Delivers natural gas to my home/good value for price paid	CSS	6.0	5.7	6.0	6.0	5.9
3	Keeps me informed when/why natural gas rates change before it happens	CSS	5.5	5.7	5.3	5.3	5.5
4	Consistently delivers natural gas to my home without disruption	CSS	6.6	6.6	6.7	6.6	6.6
5	Is honest and open in its dealings	CSS	5.9	5.8	5.9	5.9	5.9
6	Safely delivers natural gas to my home	CSS	6.6	6.5	6.6	6.5	6.6
7	Demonstrates care and concern for people like me	CSS	5.7	5.5	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	2020 Annual Goal	Measurement Source	Q4 2019	Q1 2020	Q2 2020	Q3 2020	12 Mo. Ended 9/30/20
Customer Care								
1	Percentage of calls answered within 60 seconds after customer chooses menu option	85%	Internal Statistics	89.3%	85.3%	92.6%	82.5%	87.4%
2	Percentage of emergency calls answered within 60 seconds by agent	99%	Internal Statistics	99.4%	95.5%	99.1%	98.4%	98.1%
3	Average wait for customer after menu selection	less than 45 seconds	Internal Statistics	49	27	15	46	34
4	Callers that hang up after menu choice is made	less than 2%	Internal Statistics	1.4%	1.7%	0.9%	2.7%	1.7%
5	Amount of time talking with customer and completing request	less than 5 minutes	Internal Statistics	4.8	5.0	5.9	6.0	5.4
6	The phone staff was courteous	6.0	CSS	6.6	6.4	6.7	6.7	6.6
7	The phone staff was knowledgeable	6.0	CSS	6.4	6.1	6.5	6.6	6.4
8	My call was answered quickly	5.5	CSS	6.1	5.9	6.1	6.1	6.0
9	The person I spoke with was able to resolve my issue	6.0	CSS	6.2	5.6	6.3	6.5	6.2
10	The automated menu was easy to use	5.7	CSS	5.8	5.7	5.8	5.8	5.8
11	How satisfied are you with the actions taken by Questar Gas in response to your call	5.8	CSS	6.0	5.6	6.1	6.3	6.0

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

CUSTOMER SATISFACTION STANDARDS QUARTERLY REPORT

		2020 Annual Goal	Measurement Source	Q4 2019	Q1 2020	Q2 2020	Q3 2020	12 Mo. Ended 9/30/20
Service								
Customer Affairs								
1	Respond to customer regarding any PSC complaint within 5 business days	100%	Public Service Commission Report	100%	100%	100%	100%	100%

		2020 Annual Goal	Measurement Source	Q4 2019	Q1 2020	Q2 2020	Q3 2020	12 Mo. Ended 9/30/20
Service								
Service Calls - Ask-A-Tech								
1	The technician was courteous	6.2	CSS	6.6	6.5	6.6	6.8	6.6
2	The technician was knowledgeable	6.2	CSS	6.6	6.2	6.6	6.6	6.5
3	The technician was able to help me quickly	5.9	CSS	6.4	6.3	6.5	6.6	6.4
4	The technician was able to help me resolve my issue	5.9	CSS	6.4	6.4	6.6	6.6	6.5
5	The automated menu was easy to use	5.7	CSS	6.1	6.3	6.2	6.4	6.3
6	How satisfied are you with the technician's overall performance	6.0	CSS	6.6	6.3	6.5	6.6	6.5

(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	Q4 2019	Q1 2020	Q2 2020	Q3 2020	12 Mo. Ended 9/30/20
Service Calls								
1	The service technician was courteous	6.4	CSS	6.7	6.8	6.8	6.8	6.8
2	The service technician was knowledgeable	6.4	CSS	6.6	6.7	6.7	6.8	6.7
3	The service technician was able to help me quickly	6.2	CSS	6.5	6.2	6.5	6.7	6.5
4	The service technician was able to help me resolve my issue	6.2	CSS	6.6	6.5	6.6	6.7	6.6
5	How satisfied are you with the service technician's overall performance	6.3	CSS	6.6	6.5	6.7	6.8	6.7
6	Emergency calls - company representative is onsite within 1 hour of call	95%	Internal Statistics	97.7%	93.9%	98.8%	98.0%	97.1%
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	96.7%	100.0%	100.0%	100.0%	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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 CSS - Customer Satisfaction Survey

**CUSTOMER SATISFACTION STANDARDS
 QUARTERLY REPORT**

	Service	2019 Annual Goal	Measurement Source	Q4 2019	Q1 2020	Q2 2020	Q3 2020	12 Mo. Ended 9/30/20
Billing								
1	Read each meter monthly	99%	Billing Statistics	97.8%	98.7%	99.3%	99.6%	98.8%
2	Percent of adjustments	3% Annual	Billing Statistics	0.46%	0.44%	0.28%	0.38%	0.4%
3	Send corrected statement to customer	5 Business Days	Internal Report	2.2 days	1.9 days	2.3 days	1.5 days	3.11 days
4	Percentage of billing inquiries requiring investigation responded to within 7 business day	95%	Internal Statistics	99.5%	99.7%	99.7%	99.9%	99.7%
5	Response time to investigate meter problems and notify customer within 15 business days	95%	Internal Statistics	87.2%	94.4%	92.5%	95.0%	92%