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## BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

IN THE MATTER OF THE MOTION OF DOMINION ENERGY UTAH FOR APPROVAL TO DEVIATE FROM APPLICABLE TARIFF PROVISIONS AND COMMISSION RULES IN RESPONSE TO COVID-19

Docket No. 20-057-T03

NOTICE OF RESUMPTION OF BUSINESS PRACTICES – DISCONNECTION/CONNECTION FEES

Pursuant to the Order Granting Motion issued March 16, 2020 in the above-referenced docket, Questar Gas Company dba Dominion Energy Utah ("Dominion Energy" or "Company") respectfully submits this Notice that it intends to resume its business practices related to disconnection of service and connection fees, as more fully set forth below.

On March 16, 2020, the Company filed a Motion and Requests for Expedited Treatment ("Motion") for leave to deviate from its Utah Natural Gas Tariff No. 500 ("Tariff") as well as certain of the rules of the Utah Public Service Commission ("Commission Rules") as a result of the Utah state of emergency prompted by the COVID-19 health crisis. At that time, the Governor of the State of Utah had declared a State of Emergency and many Utahns had been directed to shelter in place at home. The Company requested Commission leave to waive Tariff requirements related to

connection fees, security deposits, discontinuance of service for non-payment, and performance of in-home Home Energy Assessments.

On that same day, the Commission granted the Motion and indicated that Dominion Energy would notify the Commission when it intends to resume normal business practices. Order Granting Motion at p.1, March 16, 2020, Docket No. 20-057-T03.

Since that time, Governor Herbert issued his Utah Leads Together Plan that provides guidance to residents and businesses in Utah regarding re-opening. On April 29, 2020, Governor Herbert declared that effective May 1, 2020 Utah would move from the Red, or "High Risk" status, to the Orange, or "Moderate Risk" status. On May 15, 2020, Governor Herbert issued an Executive Order indicating that much of Utah would move from Orange to Yellow, or "Low Risk" status. Accordingly, many of the businesses throughout the state have reopened, and residents are permitted to return to work and engage in most of their normal daily activities.

In view of the Governor's directives, and in the interest of minimizing bad debt expense, Dominion Energy has determined that it will resume its business practice of disconnection for non-pay, effective July 18, 2020. During this time the Company will work with customers to provide flexible payment options to avoid disconnection if possible. This will have the benefit of helping customers avoid carrying large unpaid account balances into the winter heating season. After July 18, 2020, and after appropriate notices have been given to customers, the Company expects to commence disconnection of service in accordance with the Commission Rules and the Tariff. Any customers who experience disconnection after July 18, 2020 will also be charged a reconnection fee before resuming service. Currently, the Company does not intend to

resume the practice of charging late fees nor does it intend to resume in-home Home Energy Plan Assessments. The Company will provide additional notice in the future when it proposes to reinstitute those practices.

RESPECTFULLY SUBMITTED this 18th day of June, 2020.

DOMINION ENERGY UTAH

lenniffer Nelson Clark

Attorney for Dominion Energy Utah

## **CERTIFICATE OF SERVICE**

This is to certify that a true and correct copy of the Notice of Resumption of Business Practices – Disconnection/Connection Fees was served upon the following persons by e-mail on June 18, 2020:

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/s/ Rena Porter\_\_\_\_