

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

In the Matter of the Application of Questar)
Gas Company for an Increase in Rates and) DOCKET NO. 02-057-02
Charges)
)
In the Matter of the Miscellaneous) DOCKET NO. 14-999-02
Correspondence and Reports Regarding Gas)
Utility Services; 2014) ORDER ON CUSTOMER SATISFACTION
) STANDARDS REPORT
)

ISSUED: October 23, 2014

On June 27, 2014, pursuant to the Commission-approved Service Standards Stipulation and Settlement (“Stipulation”) in Questar Gas Company’s (“Questar”) 2002 General Rate Case,¹ Questar filed its Customer Satisfaction Standards Report (CSSR) for the quarter ending March 2014 (March CSSR) in Docket No. 14-999-02. In response to a Commission action request, on September 8, 2014, the Division of Public Utilities (“Division”) filed a memorandum (September Memorandum) summarizing its review of the CSSR and recommending discontinuation of the requirement for Questar to file a quarterly CSSR with the Commission.

On September 10, 2014, the Commission issued a notice of filing and comment period requesting comments and reply comments addressing the Division’s September Memorandum on or before September 26 and October 10, 2014, respectively. No comments were received by the Commission pursuant to this notice.

¹ See *In the Matter of the Application of Questar Gas Company for an Increase in Rates and Charges*, Docket No. 02-057-02 (Report and Order, December 30, 2002).

Contemporaneously, on September 5, 2014, Questar filed its CSSR for the quarter ending June 2014 (June CSSR), and on October 14, 2014, the Division filed a memorandum (October Memorandum) summarizing its review of the June CSSR and again recommending discontinuation of the requirement for Questar to file a quarterly CSSR with the Commission.

DIVISION COMMENTS

In the September Memorandum the Division provides its review of the March CSSR and recommends the Commission acknowledge it as compliant with Commission orders. The Division also explains the genesis of the CSSR and states that, according to the information contained in the CSSR, during the past eight years, the Company apparently has not decreased its level of customer service as a result of its cost cutting measures implemented prior to the 2002 General Rate Case. The Division also notes it is unaware of any comments or positions regarding the information contained in the CSSR since the Stipulation was approved. Further, the Division explains Questar maintains the information contained in the CSSR on a continual basis as part of its employee performance metrics and will provide it to regulators in the future upon request if the reporting requirement is discontinued.

Given that the Company's customer satisfaction goals have, for the most part, been continually met since approval of the Stipulation and the information in the CSSR is captured in an annual report which will be available upon request, the Division recommends the requirement for Questar to file a quarterly CSSR should be discontinued.

In its October Memorandum, the Division recommends the Commission acknowledge the June CSSR and reiterates its conclusion that the CSSR has served its purpose and the requirement for Questar to file a quarterly CSSR should be discontinued.

DISCUSSION

We concur with the Division's analysis and acknowledge the March and June CSSRs as complying with the Commission's reporting requirements.

Based upon the Division's observation that Questar's customer satisfaction goals have, for the most part, been continually met since approval of the Stipulation; the information in the CSSR is captured by Questar in an annual report; Questar commits to provide regulators with CSSR information upon request; and the absence of any comments filed in this or other recent dockets pertaining to Questar's customer service, we approve the Division's recommendation to discontinue the requirement for Questar to file a quarterly CSSR. We encourage parties to continue to monitor Questar's customer service going forward.

ORDER

1. We acknowledge the March and June CSSRs as complying with Commission reporting requirements.
2. As of the date of this order, we discontinue Questar's requirement to file a quarterly CSSR with the Commission and other parties.

DOCKET NOS. 02-057-02 AND 14-999-02

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DATED at Salt Lake City, Utah, this 23rd day of October, 2014.

/s/ Ron Allen, Chairman

/s/ David R. Clark, Commissioner

/s/ Thad LeVar, Commissioner

Attest:

/s/ Gary L. Widerburg
Commission Secretary
DW#261643

CERTIFICATE OF SERVICE

I CERTIFY that on the 23rd day of October, 2014, a true and correct copy of the foregoing was served upon the following as indicated below:

By Electronic-Mail:

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