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Submitted: October \_\_, 2002

— **BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH** —

IN THE MATTER OF THE APPLICATION OF QUESTAR GAS COMPANY FOR A GENERAL INCREASE IN RATES AND CHARGES	) ) ) ) ) ) ) ) )	Docket No. 02-057-02  <b>SERVICE STANDARDS STIPULATION AND SETTLEMENT</b>
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Pursuant to Utah Administrative Code § R746-100-10.F.5 (2002) and Utah Code Ann. §§ 54-4-1 and 54-4-4 (2000), the undersigned parties (collectively, “the Parties”) submit this Stipulation and Settlement in resolution and settlement of the service issues in this docket.

**PROCEDURAL HISTORY**

A. On May 3, 2002, Questar Gas Company (QGC) filed an application and direct testimony with the Public Service Commission of Utah seeking an increase in its Utah rates in the annualized amount of \$23,017,000.

B. On May 16, 2002, the Commission held a scheduling conference at which the Parties agreed to a procedural schedule that was approved by the Commission's May 21, 2002, Scheduling Order.

C. On August 30, 2002, the Parties submitted direct testimony and exhibits in response to QGC's direct case. Rebuttal testimony was submitted on October 4, 2002, and surrebuttal testimony was submitted on October 11 and 15, 2002.

D. During the pendency of this case, the Parties discussed the variety of services offered by QGC and reporting standards that could be designed to aid in evaluating the effectiveness of QGC's performance in providing these services. The Parties have entered into confidential settlement discussions during the pendency of this case and have reached a unanimous resolution of the service-related issues addressed herein.

E. In settlement of the service-related issues in this case, the Parties submit the terms and conditions of this Stipulation and Settlement for the Commission's approval and order.

### **STIPULATION AND SETTLEMENT**

1. QGC will submit its quarterly customer satisfaction standards report (CSSR) substantially in the form presented in DPU Exhibit 2.5R to the Division, Committee and Commission on a confidential basis. This report was developed primarily as a management tool utilized by the Company that is also useful for monitoring and review purposes by regulators.

2. A second QGC quarterly report will be made public and will provide information in at least the following areas: call answering, emergency response, customer service activations, response to billing inquiries and safety.

3. Both quarterly reports will be segmented to show the results of each QGC region separately except with respect to the call center data and customer survey information.

4. Representatives of the interested parties will convene a collaborative group to accomplish the following tasks. The collaborative group will report to the Commission by January 31, 2003, with either (1) an agreement for the following, or (2) a request for a hearing for final determination. The collaborative will continue meetings to discuss other topics, such as benchmarking, as it deems appropriate. QGC will submit a proposed protective order governing the dissemination of documents to the collaborative.

A. Develop data and format to be used in the public report.

B. Determine consumer dispute resolution guidelines and Public Service Commission complaint information and procedures. The information will be included on QGC's website and in a customer insert on an annual basis.

C. Develop a statement identifying what customer services QGC currently provides. QGC will file this statement annually with the Commission, Division, and Committee. Whenever material customer service changes are made by QGC, they will be reported on or before the next subsequent quarterly meeting.

D. Other tasks the collaborative deems appropriate.

#### **GENERAL TERMS AND CONDITIONS**

5. The Parties agree to waive cross-examination on these issues addressed in the written testimony submitted by the Parties in this case. Accordingly, the Parties request that witnesses whose testimony addresses these issues be excused from appearing at the hearings scheduled to begin October 17, 2002.

6. All negotiations related to this Stipulation and Settlement are privileged, and no Party shall be bound by any position asserted in negotiations. Neither the execution of this Stipulation and Settlement nor the order adopting it shall be deemed to constitute an acknowledgment by any Party of the validity or invalidity of any principle or practice of ratemaking; nor shall they be construed to constitute the basis of an estoppel or waiver by any party; nor shall they be introduced or used as evidence for any other purpose in a future proceeding by any Party. The Parties believe that settlement of these issues through this Stipulation and Settlement is in the public interest and that the rates, terms and conditions it provides for regarding the issues set forth above are just and reasonable.

7. QGC, the Division, and the Committee will, and other Parties may, present testimony of one or more witnesses to explain and support this Stipulation and Settlement before the Commission. These witnesses will be subject to examination.

8. This Stipulation and Settlement is an integrated whole, and any Party may withdraw from it if it is not approved in its entirety by the Commission. Should the Commission reject any part of the Stipulation and Settlement, any Party that withdraws its support of it retains the right to seek additional procedures before the Commission, including cross-examination of witnesses, with respect to such issues as it withdraws from.

9. The Stipulation and Settlement shall take effect on the date of the Commission's order approving it and shall remain in effect until the date of a superseding Commission order.

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IN WITNESS WHEREOF, The Parties have executed this Stipulation and Settlement  
as of this \_\_\_\_ day of October 2002.

Questar Gas Company

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*Questar Corporation*

Gary G. Sackett  
*Jones, Waldo, Holbrook &  
McDonough*

Committee of Consumer Services

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