



State of Utah

DEPARTMENT OF COMMERCE

Michael O. Leavitt
Governor

Ted Boyer
Executive Director

Lowell E. Alt Jr.
Division Director

DIVISION OF PUBLIC UTILITIES

www.publicutilities.utah.gov
Heber M. Wells Building 4th Floor
160 East 300 South / Box 146751
Salt Lake City, Utah 84114-6751
Telephone: (801) 530-7622
Fax (801) 530-6512 or (801) 530-6650

To: Utah Public Service Commission

From: Utah Division of Public
Utilities
Questar Gas Company

Committee of Consumer Services
Crossroads Urban Center
Community Action Program

Date: January 28, 2003

RE: Questar Gas Company, Docket No. 02-057-02, Report of the Service Standards Task Force

On October 21, 2002, the parties in Docket 02-057-02 submitted a stipulation addressing service standards for Questar Gas Company (QGC). The stipulation required the interested parties to convene a collaborative group to accomplish four tasks and to report to the Commission by January 31, 2003.

This task force has met and makes this report to the Commission. The task force held meetings on November 19, December 10, 2002, and January 14, 2003. The members of the task force agreed on the format, language and data for four documents.

1. A quarterly QGC Customer Satisfaction Standards Report (CSSR), to be filed with the Commission, Division of Public Utilities (DPU) and Committee of Consumer Services (CCS), 60 days after the end of each quarter, on a confidential basis. A copy of this report is attached as Exhibit No. 1.
2. A second QGC quarterly report on customer satisfaction standards, developed from the CSSR, filed 60 days after the end of each quarter, that will be made public. This document will be posted on QGC's, the DPU's and the CCS's web sites and will be available to customers as requested. A copy of this report is attached as Exhibit No. 2.

Mission Statement

To promote the public interest in utility regulation and work to assure that all utility customers have access to safe, reliable service at reasonable prices.

3. A document on customer dispute resolution and Public Service Commission complaint information and procedures. This document will be posted on QGC=s and the CCS=s web sites, and will be included annually, on a date chosen by Questar, as a bill insert to all customers. A copy of this report is attached as Exhibit No. 3.
4. An annual statement identifying what customer services QGC currently provides will be filed 60 days after the end of each year with the Commission, DPU, and CCS. This report will be public. Whenever material changes in customer service are made by QGC, they will be reported on or before the next subsequent quarterly meeting. A copy of this report is attached as Exhibit No. 4.

In addition to these reports, the DPU will file an annual report, by April 30 of each year, on QGC=s customer satisfaction levels with the Commission, QGC, and CCS. This report will summarize information from both public and confidential customer service standard reports as well as the DPU=s customer complaint records. The report will identify changes and trends in customer service levels and, where appropriate, make recommendations to the Commission.

The QGC Service Standards Task Force will continue to meet semiannually to discuss the reports filed by QGC and the DPU and to address other issues it deems relevant.

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