

IN THE MATTER OF THE)
APPLICATION OF QUESTAR) Docket No. 15-057-T02
GAS COMPANY FOR)
AUTHORITY TO FILE A CHANGE) APPLICATION
IN ITS EXISTING TARIFF)

All communications with respect to
these documents should be served upon:

Colleen Larkin Bell (5253)
Jenniffer Nelson Clark (7947)
Attorneys for Questar Gas Company
333 S. State Street
P.O. Box 45360
Salt Lake City, Utah 84145-0360
(801) 324-5392

APPLICATION
AND
EXHIBITS

May 14, 2015

Colleen Larkin Bell (5253)
Jenniffer Nelson Clark (7497)
333 S. State Street
PO Box 45433
Salt Lake City, Utah 84145-0433
(801)324-5556
(801)324-5935 (fax)
Colleen.Bell@questar.com
Jenniffer.Clark@questar.com

Attorneys for Questar Gas Company

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

APPLICATION OF QUESTAR GAS COMPANY FOR AUTHORITY TO CHANGE ITS EXISTING TARIFF	Docket No. 15-057-T02
	APPLICATION

Pursuant to Utah Code Ann. § 54-4-1 *et seq.*, § 54-7-1 *et seq.*, and Utah Administrative Code § R746-100 *et seq.*, Questar Gas Company (Questar Gas or Company), respectfully requests that the Utah Public Service Commission (Commission) approve changes to its existing PSCU Tariff No. 400 (Tariff) as more specifically set forth herein.

Section 8.01 – Gas Measurement

Section 8.01, Gas Measurement, includes a discussion outlining meter reading intervals. In the meter reading intervals subsection the Tariff indicates that if the Company is not able to read the meter, it will leave a meter-read postcard for the customer to fill out and return with an accurate meter reading. This provision has been in the Tariff since at least 1972. With the advent of automated meter reading and current Company policies, this provision is antiquated and obsolete. Currently, the Company reads meters electronically via automated meter reading equipment. If for some reason a meter read is not successful, Company personnel will return to the premises to gather the

read at a later date. If no meter read can be obtained in a billing cycle, the usage will be estimated. Given this technology and procedure, there is no need for a customer to read a meter and report to the Company. Accordingly, the Company proposes to remove this provision from the tariff.

Section 9.01 – Applications for and Initiation of Gas Service

Section 9.01, Initiation and Termination of Service, details circumstances under which the Company will deny service to an applicant. In the subsection entitled, “Other Requirements” the Tariff specifically states that the Company will deny service to an applicant who has not paid or made arrangements to pay an outstanding balance from a prior account. Under the current Tariff provision, the Company could deny service to an applicant regardless of the age of the bad debt. Utah Admin. Code R746-200-4(G)(2), expressly prohibits utilities from transferring unpaid bills from inactive or past accounts to active or current accounts when the debt is older than four (4) years. When such a debt exists, the Company is not able to transfer it to a new, active account and allow the debt to then be paid over time. The Company’s only option is to deny service altogether.

The Company discussed the inconsistency between the Tariff and the rule set forth above with representatives of the Division of Public Utilities (Division). In order to create a Tariff and policies that conform with Commission rule, the Company proposes to change the Tariff such that the Company will only deny service when outstanding balances are less than four (4) years old. If an account is four years old or older, and the Company has a judgement against that customer, the Company will continue to try to collect money from the customer but will not deny service.

The Company's historical practice of denying service for any unpaid accounts has helped reduce costs incurred by all customers and has been effective encouraging customers to pay past due accounts. The Company anticipates that this Tariff and policy change will cause bad debt expense to increase slightly. In 2014, the Company collected approximately \$450,000 on write-offs that were older than four years. The Company estimates that eliminating the requirement to pay old accounts in full before service is initiated will reduce these collected write-offs by about half, or approximately \$225,000. In 2014, the Company's overall bad debt was \$1.7 million or 0.18%. The \$225,000 increase in bad debt would have raised the 2014 bad debt to \$1.9 million or 0.20%. While this Tariff change will slightly increase overall bad debt the Company believes that it will also reduce the number of complaints to the Company and the Division.

The Company proposes the changes above to more accurately reflect the Company's current meter reading practices and to comply with Commission rule.

Attached are legislative and proposed tariff sheets outlining the changes described above.

WHEREFORE, Questar Gas respectfully requests that the Commission, in accordance with its rules and procedures and the Company's Tariff:

1. Enter an order authorizing Questar Gas to implement the proposed Tariff changes effective July 1, 2015.

DATED the 14th day of May 2015.

Respectfully submitted,

QUESTAR GAS COMPANY

Colleen Larkin Bell (5253)
Jenniffer Nelson Clark (7947)
Attorneys for Questar Gas Company
333 South State Street
P.O. Box 45360
Salt Lake City, Utah 84145-0360
(801) 324-5392

CERTIFICATE OF SERVICE

This is to certify that a true and correct copy of the Application was served upon the following persons by e-mail on the 14th day of May, 2015:

Patricia E. Schmid
Assistant Attorney General
160 East 300 South
P.O. Box 140857
Salt Lake City, UT 84114-0857
pschmid@utah.gov

Justin Jetter
Assistant Attorney General
160 East 300 South, 5th Floor
P.O. Box 140857
Salt Lake City, Utah 84114-0857
jjetter@utah.gov

Rex Olsen
Assistant Attorney General
160 East 300 South, 5th Floor
P.O. Box 140857
Salt Lake City, Utah 84114-0857
rolsen@utah.gov

Michele Beck
Danny Martinez
Utah Office of Consumer Services
160 East 300 South, Suite 200
PO Box 146782
Salt Lake City, UT 84114-6782
Telephone (801) 530-6480
mbeck@utah.gov
dannymartinez@utah.gov

Chris Parker, Director
Division of Public Utilities
Heber Wells Building 4th Floor
160 East 300 South
Salt Lake City, Utah 84111
chrisparker@utah.gov
