

MDR_22 D.39 Miscellaneous Information.

OMAG – Uncollectibles. A detailed description of changes in the utility's collection policies or write-off policies since the filing of the prior general rate case.

Answer: The Company has changed its policy on shutting off deceased accounts. Instead of shutting the meter off after 3 days, the Company attempts to get service transferred into another party's name before the shut off process starts.

The Company no longer denies service for a customer who has outstanding write-offs that are older than 4 years. The Company also does not transfer any write-offs older than 4 years to an active account. This was implemented to align with recent changes made in the Company's Tariff.

The Company previously denied service or worked an account immediately for shut off if a customer did not validate in our system through IDology (in-house ID validation software). Now, if the Company is unable to validate a customer in-house the Company bills a security deposit.

Prepared by: Perry Thomas, Director Customer Relations, Questar Gas