

August 15, 2017

Attached please find Dominion Energy Utah/Wyomings' Customer Satisfaction Standards Report (CSSR) for the 2nd quarter ended June 2017.

In Docket No. 16-057-01, the Matter of Joint Notice and Application of Questar Gas Company and Dominion Resources, Inc., the parties agreed in paragraph 47 of the settlement stipulation that "Within 120 days of the Effective Time, Dominion Questar Gas will meet with the Division and the OCS on a collaborative basis and update Customer Satisfaction Standards, taking into account recent historical results. Dominion Questar Gas will report quarterly on its performance relative to the Customer Satisfaction Standards. Quarterly reporting will continue until Dominion Questar Gas' next general rate case filing. If the Dominion Questar Gas service levels become deficient, meaning they fall short of the Customer Satisfaction Standards as shown in the report, Dominion Questar Gas will file a remediation plan with the Commission explaining how it will improve and restore service to meet the Customer Satisfaction Standards."

The parties met with the Division and Office of Consumer Services in the 4th quarter of 2016 and updated 14 of the standards. This report includes these updated standards. The attached report is for the four quarters ending June 2017 and provides the customer satisfaction results using the goals that were in effect at the beginning of the year.

Dominion Energy met with the Division and the OCS and have updated the customer satisfaction standards. The first and second quarter results are attached as Exhibit 14. There are three areas where the Company is deficient. Customer Care metric #3, average wait time after menu selection was 51 seconds on average instead of 45 seconds on average. Billing metric #1, read each meter monthly, was 97.4%, instead of 99% on average. These two metrics were deficient due to issues with battery failure on transponders. When the batteries fail, meter reads decrease and meter read estimates increase. This results in higher call volume and a lower number of reads. The Company is currently undergoing a transponder replacement program that is scheduled to be complete in 2019. This should result in reduced battery failures, higher meter reads and lower call volume. The third deficient metric was billing metric #5, "Response time to investigate meter problems and notify customer within 15 business days". This metric was 94% instead of 95% because the responsible department was down by three employees due to job changes and maternity leave. Going forward this department is fully staffed and response times should improve.

Cc: Doug Wheelwright, DPU
Maria Martinez, DPU
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CUSTOMER SATISFACTION STANDARDS QUARTERLY REPORT

Service		2017 Annual Goal	Measurement Source	Q3 2016	Q4 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
Overall Impression of QGC								
1	How satisfied are you with the product and services you receive	6.0	CSS	6.4	6.3	6.3	6.3	6.3
2	Delivers natural gas to my home/good value for price paid	5.5	CSS	6.0	5.9	5.8	5.9	5.9
3	Keeps me informed when/why natural gas rates change before it happens	5.0	CSS	5.6	5.5	5.4	5.5	5.5
4	Consistently delivers natural gas to my home without disruption	6.5	CSS	6.7	6.7	6.7	6.7	6.7
5	Is honest and open in its dealings	5.5	CSS	6.1	6.1	5.8	6.0	6.0
6	Safely delivers natural gas to my home	6.5	CSS	6.7	6.7	6.6	6.6	6.7
7	Demonstrates care and concern for people like me	5.0	CSS	5.8	5.9	5.7	5.8	5.8

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)

CSS - Customer Satisfaction Survey

Service		2017 Annual Goal	Measurement Source	Q3 2016	Q4 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
Customer Care								
1	Percentage of calls answered within 60 seconds after customer chooses menu option	85%	Internal Statistics	89.5%	86.3%	84.4%	88.1%	87.1%
2	Percentage of emergency calls answered within 60 seconds by agent	99%	Internal Statistics	99.3%	99.2%	99.5%	99.4%	99.4%
3	Average wait for customer after menu selection	less than 45 seconds	Internal Statistics	37	57	70	51	54
4	Callers that hang up after menu choice is made	less than 2%	Internal Statistics	1.2%	1.8%	1.9%	1.5%	1.6%
5	Amount of time talking with customer and completing request	less than 5 minutes	Internal Statistics	4.9	4.9	5.1	5.0	5.0
6	The phone staff was courteous	6.0	CSS	6.7	6.6	6.6	6.7	6.7
7	The phone staff was knowledgeable	6.0	CSS	6.6	6.6	6.5	6.6	6.6
8	My call was answered quickly	5.5	CSS	6.2	6.3	6.1	6.4	6.3
9	The person I spoke with was able to resolve my issue	6.0	CSS	6.4	6.3	6.4	6.4	6.4
10	The automated menu was easy to use	5.7	CSS	6.1	6.1	6.0	6.2	6.1
11	How satisfied are you with the actions taken by Questar Gas in response to your call	5.8	CSS	6.3	6.3	6.2	6.3	6.3

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)

CSS - Customer Satisfaction Survey

Service		2017 Annual Goal	Measurement Source	Q3 2016	Q4 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
Customer Affairs								
1	Respond to customer regarding any PSC complaint within 5 business days	100%	Public Service Commission Report	100%	100%	100%	100%	100%

Service		2017 Annual Goal	Measurement Source	Q3 2016	Q3 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
Service Calls - Ask-A-Tech								
1	The technician was courteous	6.2	CSS	6.9	6.8	6.7	6.8	6.8
2	The technician was knowledgeable	6.2	CSS	6.7	6.6	6.7	6.7	6.7
3	The technician was able to help me quickly	5.9	CSS	6.7	6.6	6.6	6.6	6.6
4	The technician was able to help me resolve my issue	5.9	CSS	6.6	6.7	6.5	6.3	6.5
5	The automated menu was easy to use	5.7	CSS	6.4	6.3	6.4	6.1	6.3
6	How satisfied are you with the technician's overall performance	6.0	CSS	6.6	6.5	6.7	6.5	6.6

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)

CSS - Customer Satisfaction Survey

Service		2017 Annual Goal	Measurement Source	Q3 2016	Q4 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
Service Calls								
1	The service technician was courteous	6.4	CSS	6.7	6.8	7.0	6.8	6.8
2	The service technician was knowledgeable	6.4	CSS	6.7	6.8	6.9	6.8	6.8
3	The service technician was able to help me quickly	6.2	CSS	6.5	6.6	6.8	6.7	6.6
4	The service technician was able to help me resolve my issue	6.2	CSS	6.6	6.6	6.8	6.4	6.6
5	How satisfied are you with the service technician's overall performance	6.3	CSS	6.6	6.7	6.8	6.7	6.7
6	Emergency calls - company representative is onsite within 1 hour of call	95%	Internal Statistics	98.6%	98.0%	98.1%	98.3%	98.3%
7	Remove meter seal within 1 business day requested by customer for activation	95%	Internal Statistics	100.0%	100.0%	100.0%	100.0%	100.0%
8	Activate or reactivate customers' gas service within 3 business days	95%	Internal Statistics	100.0%	100.0%	100.0%	100.0%	100.0%
9	Keeping customer appointments	95%	Internal Statistics	98.8%	100.0%	100.0%	100.0%	99.7%
10	Restore interrupted service caused by system failure within 1 business day (except for service interruptions caused by natural disasters, force majeure events and significant third party actions)	24 hours	Internal Statistics	100%	100%	100%	100%	100%

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)
 CSS - Customer Satisfaction Survey

CUSTOMER CARE SATISFACTION

6.3	6.3	6.2	6.3
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Service		2017 Annual Goal	Measurement Source	Q3 2016	Q4 2016	Q1 2017	Q2 2017	12 Mo. Ended 6/30/17
Billing								
1	Read each meter monthly	99%	Billing Statistics	98.2%	94.8%	94.2%	97.4%	96.2%
2	Percent of adjustments	3% Annual	Billing Statistics	0.77%	0.56%	0.53%	0.53%	2.39%
3	Send corrected statement to customer	5 Business Days	Internal Report	1.57 days	.78 days	1.75 days	2.21 days	2.33 days
4	Percentage of billing inquiries requiring investigation responded to within 7 business day	95%	Internal Statistics	99.7%	99.9%	99.7%	99.8%	99.8%
5	Response time to investigate meter problems and notify customer within 15 business days	95%	Internal Statistics	100%	100%	97%	94%	98%