

Dominion Energy Utah – Docket No. 17-057-05

Questions for the Tech Conference

Customer Satisfaction Standards – Billing

1. The primary reason for deficiency in monthly meter reading is attributed to the transponder failures. Please identify the number of meters that are required to be read manually each month due to transponder failure.
2. Please identify the number of transponders that have been replaced to date and the number of transponder that will be replaced in the future by year.
3. Please identify the total cost of the transponder replacement program to date and estimate the total cost to replace the remaining transponders.
4. Please explain under what conditions or circumstances a customer meter would be read manually and entered into the billing system verses the billing system generating an estimated bill.
5. Please explain what information is used by the billing system to generate an estimated bill for a customer.
6. Is there any review of the estimated bills to compare the estimate to the historical actual usage? If so, what are the results of that review?
7. During the 2016 - 2017 heating season, the Division's customer service area received a number of complaints related to the transponder replacement and the estimated bills that were generated. Has there been any change to the way that estimated bills are calculated for the current heating season compared to the last heating season?
8. Item #2 in the billing service standard identifies the percent of billing adjustments. Please explain the reason for these billing adjustments as well as the increase in the adjustment percentage for Q3 2017.
9. Item #5 in the billing service standard identifies a 15 day response time to investigate meter problems.
 - a. What percentage of the meter problems are related to transponder failures versus other meter related issues?
 - b. Please address the reason for the percentage decline each quarter in this standard and address what corrective steps are being taken.
10. The merger agreement and the Integration Progress Reports state that 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. Does the Company plan to file a remediation plan with the Commission to address the areas where the Company is deficient?