

Dominion Energy Utah
Customer Satisfaction Standards
Tech Conference
Docket No. 17-057-05
January 9, 2017



Merger Settlement Provision #47 (Customer Satisfaction Standards)

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.***

Customer Care

| Service | | 2017 Annual Goal | Measurement Source | Q4 2016 | Q1 2017 | Q2 2017 | Q3 2017 | 12 Mo. Ended 9/30/17 |
|----------------------|---|----------------------|-----------------------|------------|------------|------------|------------|----------------------------|
| Customer Care | | | | | | | | |
| 1 | Percentage of calls answered within 60 seconds after customer chooses menu option | 85% | Internal Statistics | 86.3% | 84.4% | 88.1% | 92.0% | 87.7% |
| 2 | Percentage of emergency calls answered within 60 seconds by agent | 99% | Internal Statistics | 99.2% | 99.5% | 99.4% | 99.5% | 99.4% |
| 3 | Average wait for customer after menu selection | less than 45 seconds | Internal Statistics | 57 | 70 | 51 | 33 | 53 |
| 4 | Callers that hang up after menu choice is made | less than 2% | Internal Statistics | 1.8% | 1.9% | 1.5% | 1.0% | 1.6% |
| 5 | Amount of time talking with customer and completing request | less than 5 minutes | Internal Statistics | 4.9 | 5.1 | 5.0 | 4.8 | 5.0 |

Billing Metrics

| Service | | 2017 Annual Goal | Measurement Source | Q4 2016 | Q1 2017 | Q2 2017 | Q3 2017 | 12 Mo. Ended 9/30/17 |
|----------------|--|------------------|---------------------|----------|-----------|-----------|-----------|----------------------|
| Billing | | | | | | | | |
| 1 | Read each meter monthly | 99% | Billing Statistics | 94.8% | 94.2% | 97.4% | 97.0% | 95.9% |
| 2 | Percent of adjustments | 3% Annual | Billing Statistics | 0.56% | 0.53% | 0.53% | 0.73% | 2.35% |
| 3 | Send corrected statement to customer | 5 Business Days | Internal Report | .78 days | 1.75 days | 2.21 days | 1.75 days | 2.33 days |
| 4 | Percentage of billing inquiries requiring investigation responded to within 7 business day | 95% | Internal Statistics | 99.9% | 99.7% | 99.8% | 99.8% | 99.8% |
| 5 | Response time to investigate meter problems and notify customer within 15 business days | 95% | Internal Statistics | 100% | 97% | 94% | 90% | 95% |

Transition from Manual to Automated Meter Reading

- Installed 1M transponders between 1999 and 2006
- Elster
 - 3.4, VRT

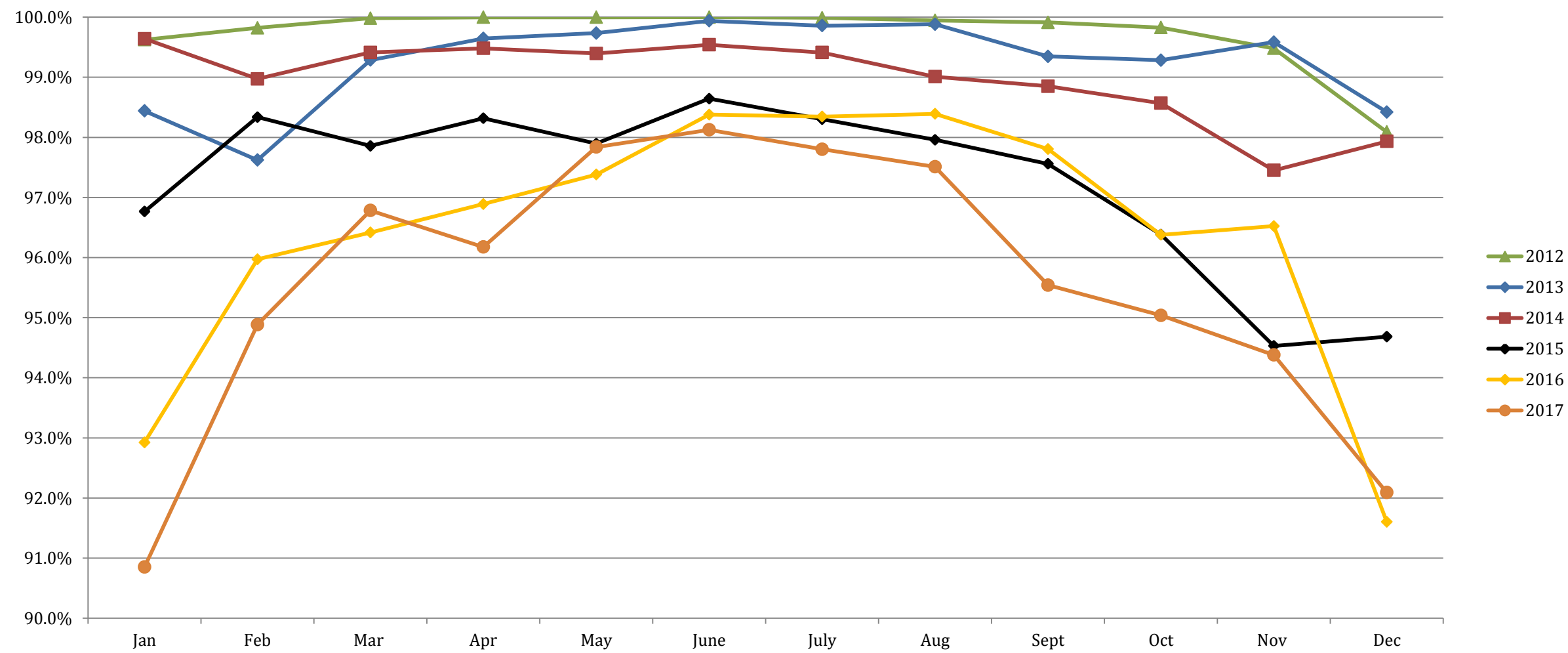


Elster 3.4

Elster VRT

Itron ERT

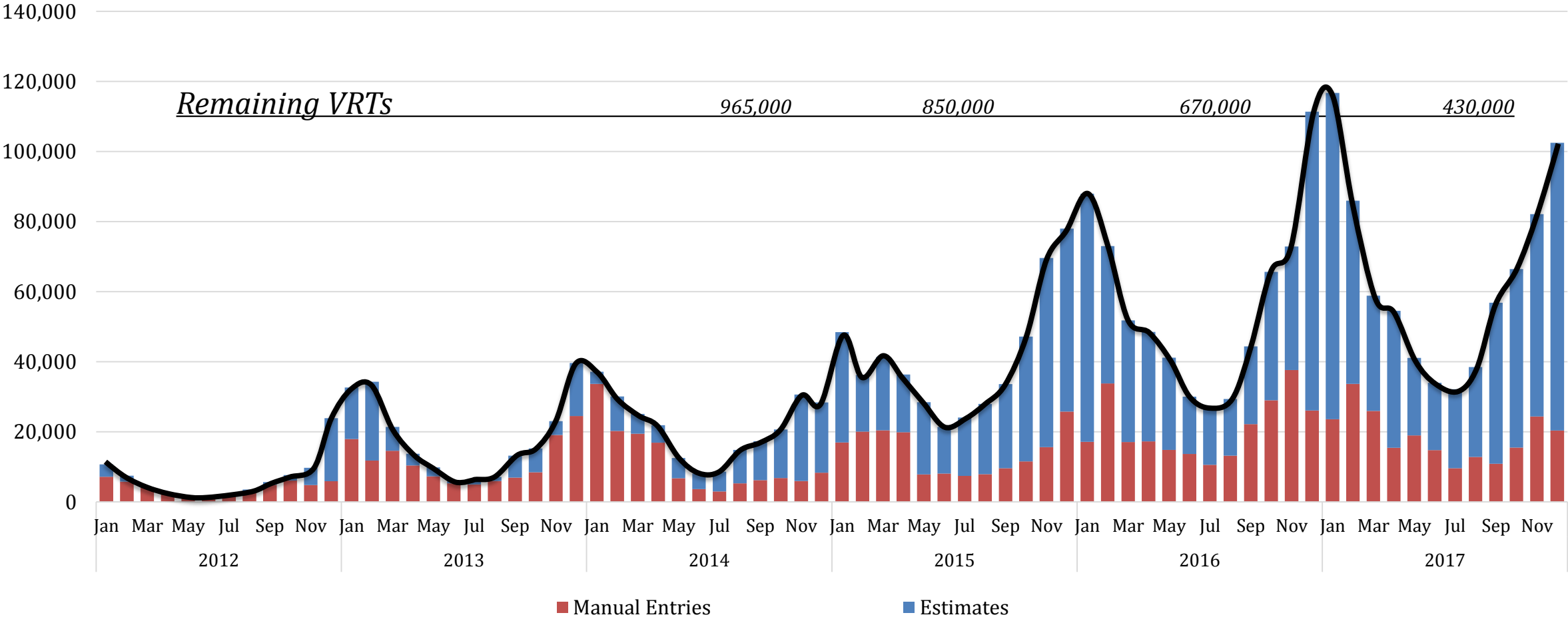
Total Read Rate



Current Reading Process

- **On the first day we make two passes; one for Elster and one for Itron**
- **On the second day we make another pass for Elster**
- **On the third and fourth day we send out manual meter readers**
 - We developed an iPhone app to send out unread meters
 - The app attaches pictures of the meter for billers' reference
 - The app populates dots on a map for each meter to be read

Manual Entries and Estimates



Estimation Process

— Three Step Progression

1. Compares to last year's usage for same time period
2. Compares to last month's if estimated last year
3. If last month estimated, reverts to trend estimate

— Trend

- Estimate is based off of average usage in trend area

— We have determined that Three Step is better for our current situation

Estimation Process

- **Most estimates are reasonable and no further action is needed**
- **Actions resulting from a bad estimate**
 - Customer Care receives a call (approximately 5% of estimates)
 - They can usually resolve the problem, but if not....
 - A field activity is usually issued and dispatched, to either Meter Reading or Operations
 - Field activity is completed as soon as possible and transponder is replaced
 - Billing department completes the follow-up work
 - Someone will call customer back if requested

AMR Evaluation

— 2015 March

- Performed a pilot program comparing Elster to Itron

— May

- Evaluated
 - Southwest Gas, MDU Utilities, Wasecha, References, Tests

— September

- Recommendation, Decision, Installation Strategy

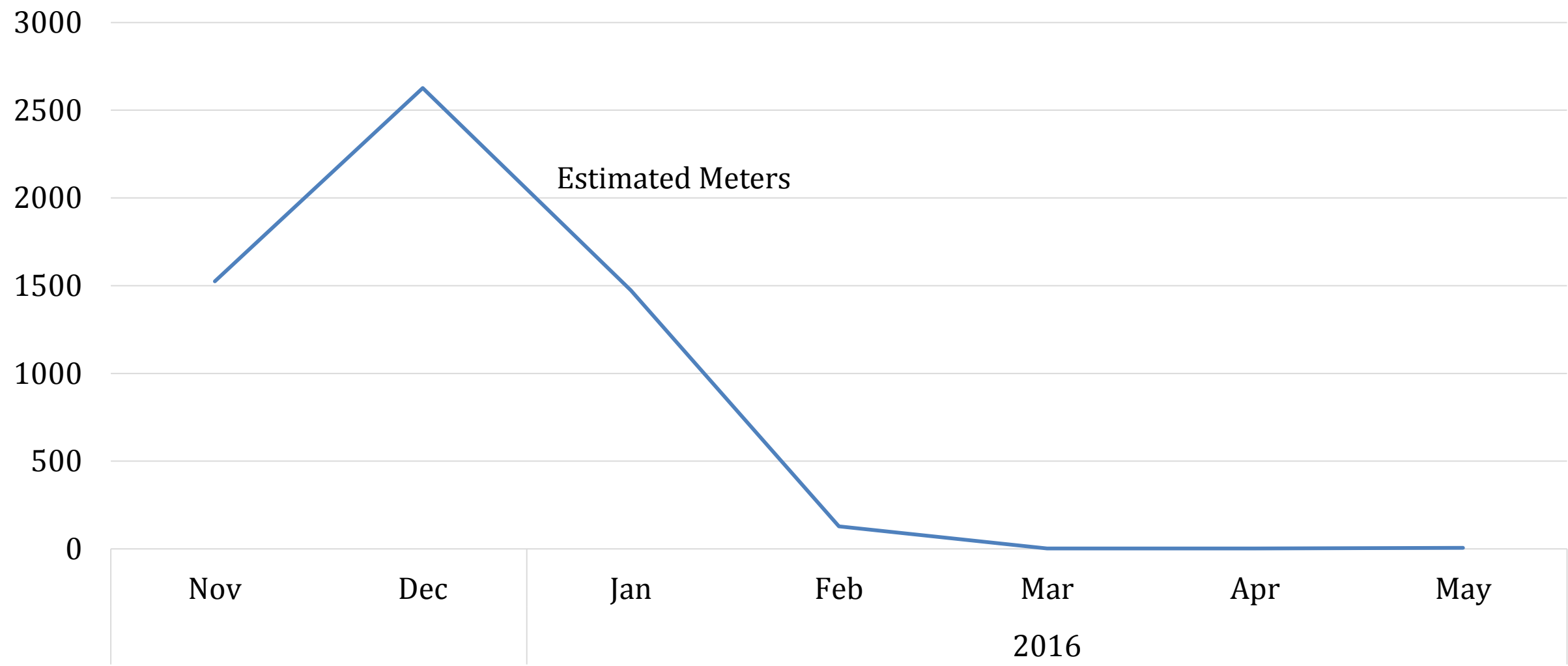
— November

- Began installing

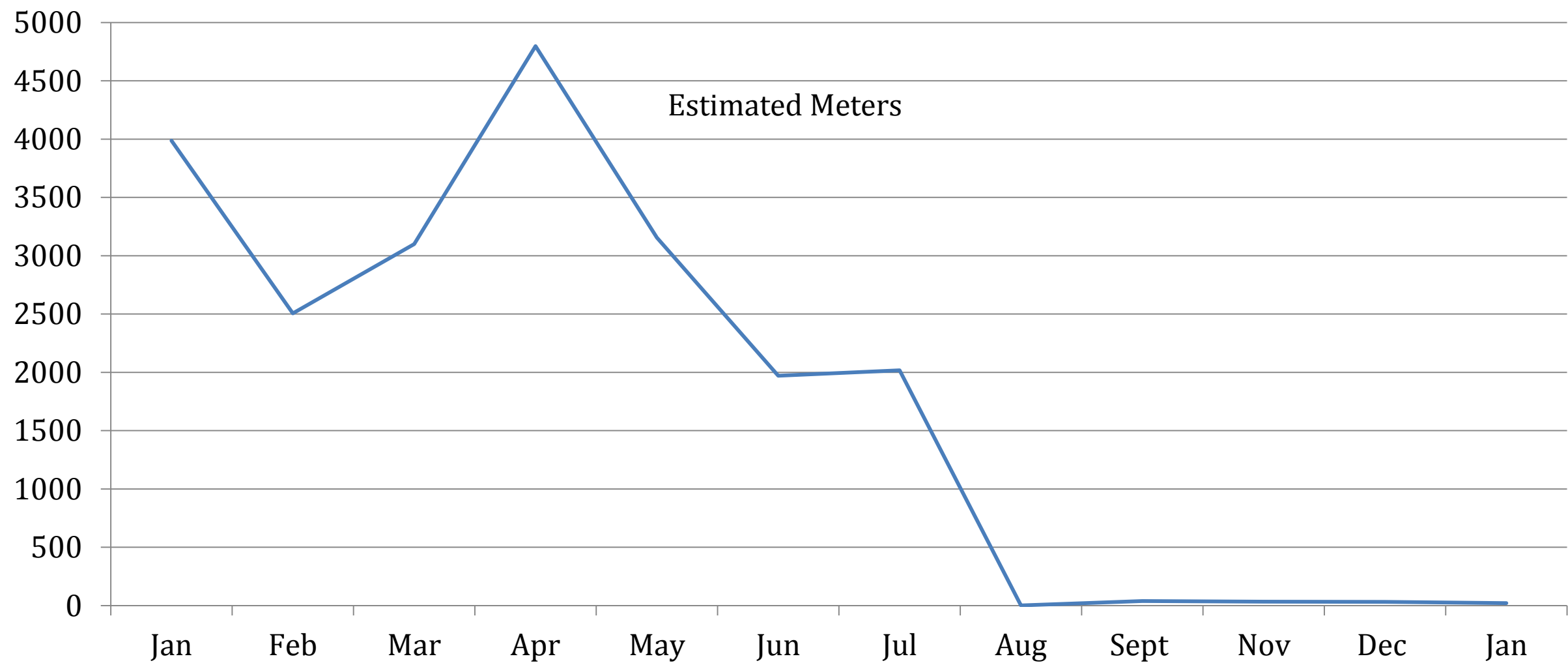
Why Itron

- **Technology: Bubble up vs Wake up**
- **Power Usage: Circuit design and Battery Consumption**
- **Reading Equipment: Portability, Networking, Stability, Power, and Reliability**
- **Transponder Construction: Cover, Bolts, Insulation, Antenna, Seal**
- **Features: Consistency, Speed, Distance, Drive Rate, Power Settings, History, Tamper Reporting**

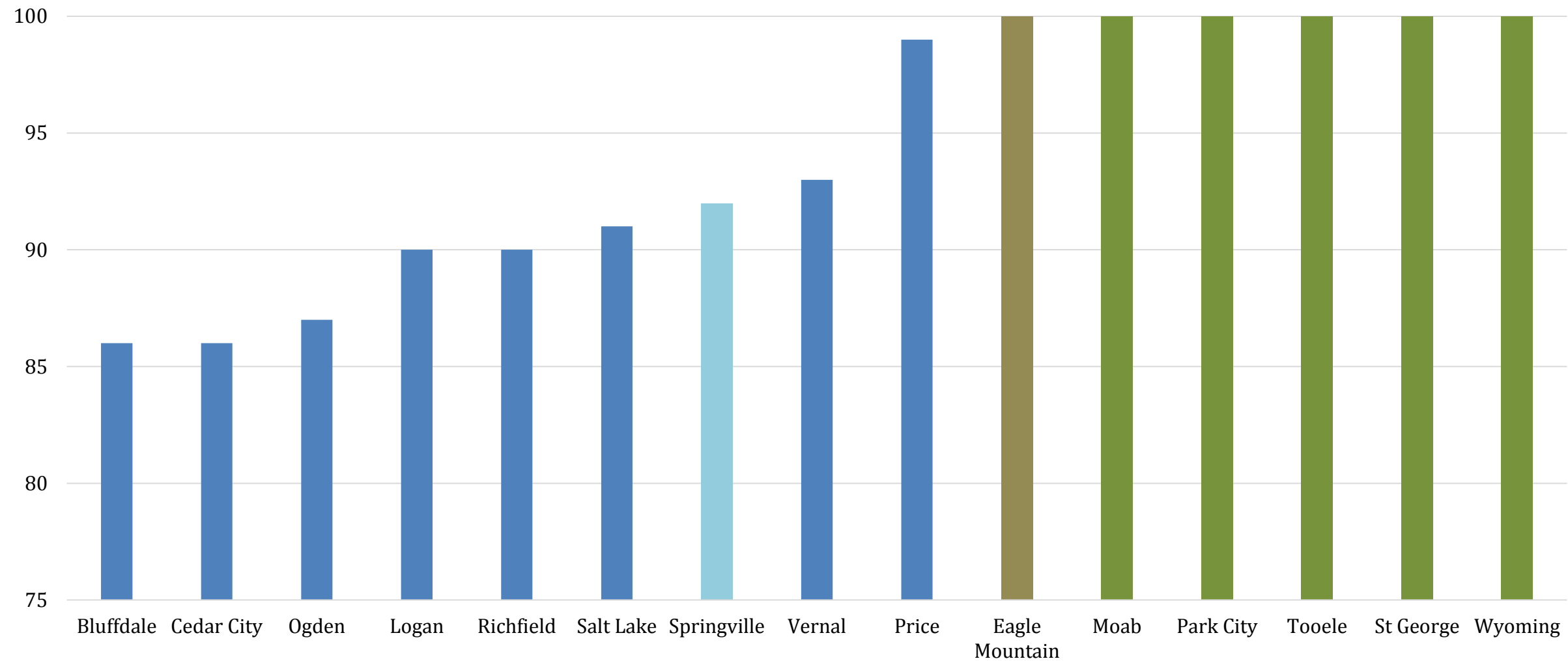
2016 Tooele Results



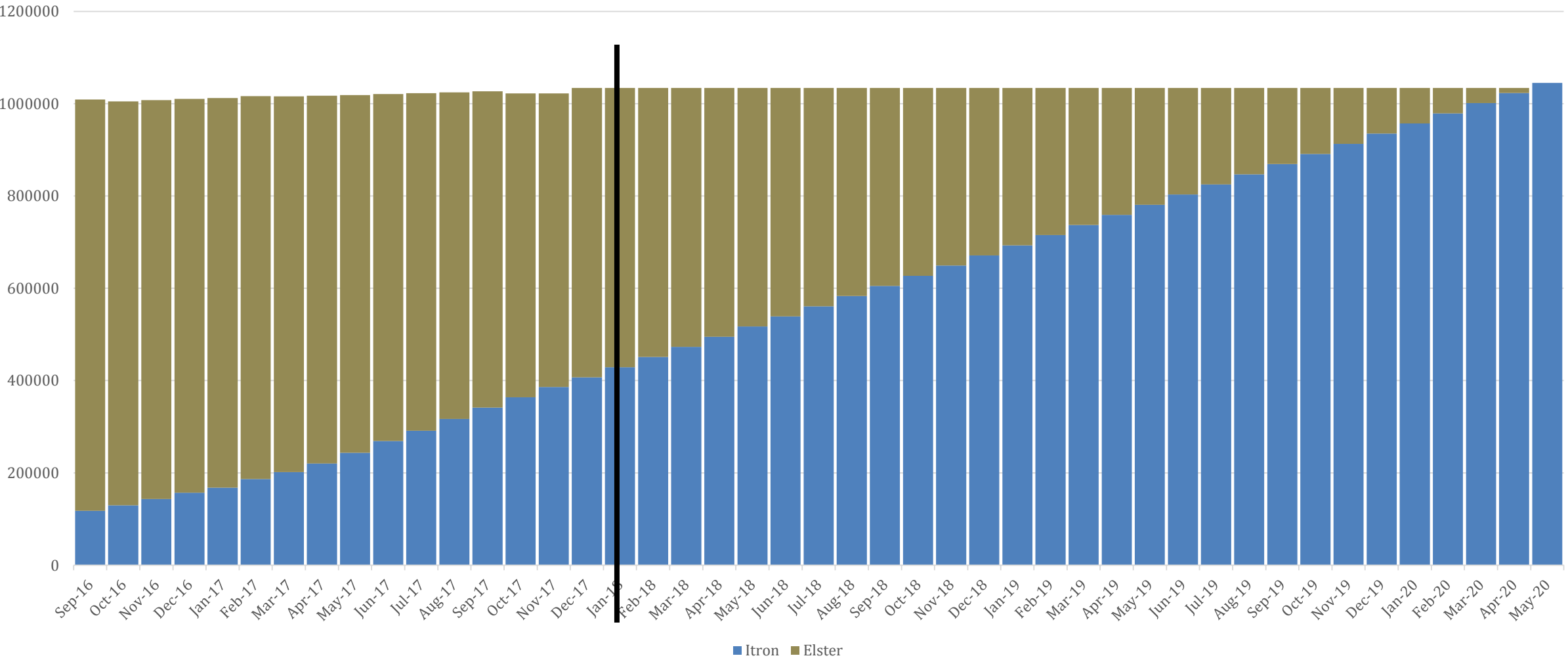
2016 St George Results


















Reply Rate by Area



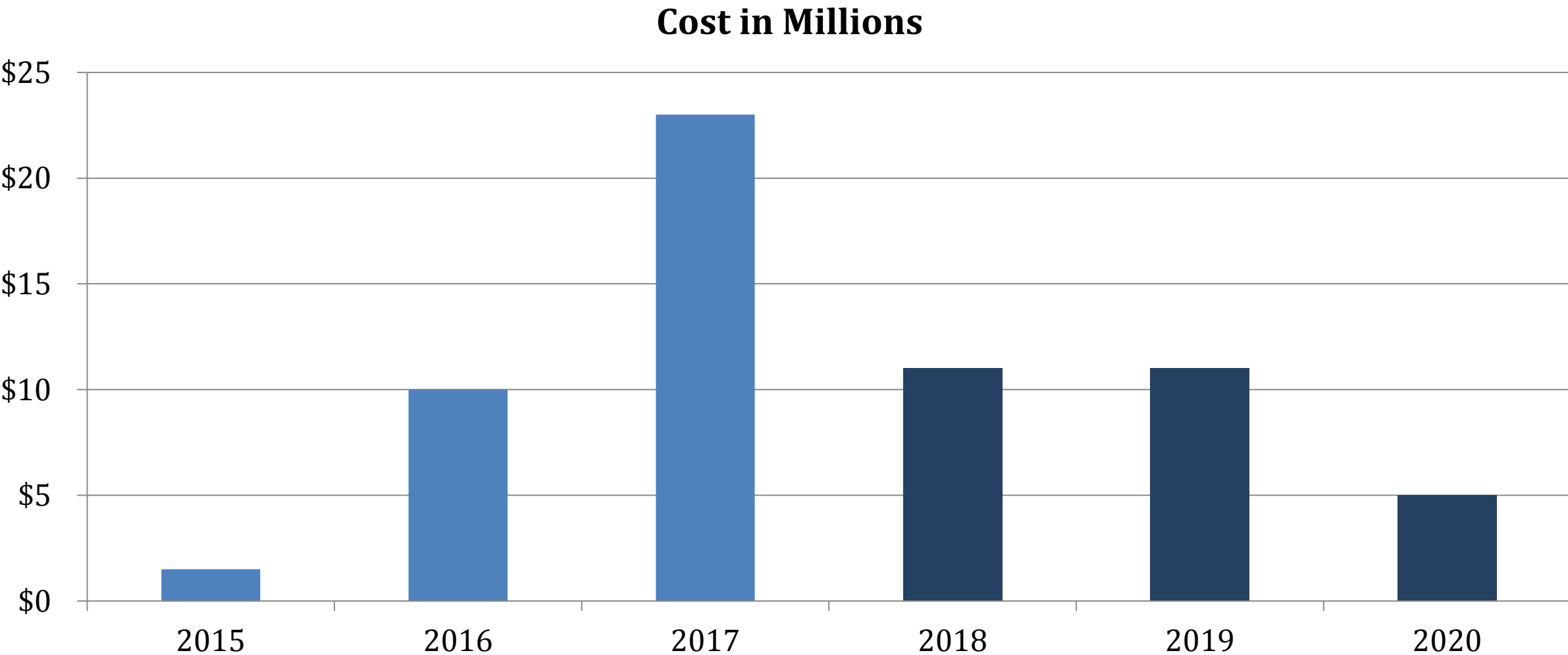
2017 Itron vs Elster Ratio



Installation Schedule

| | | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|----------------|--|--|--|---|--|---|------|
| Eagle Mountain | |  | | | | | |
| Tooele | | |  | | | | |
| St George | | |  | | | | |
| Park City | | | |  | | | |
| Moab | | | |  | | | |
| Wyoming | | | |  | | | |
| Springville | | | |  | | | |
| Ogden | |  | | | | | |
| Salt Lake | |  | | | | | |
| Bluffdale | |  | | | | | |
| Richfield | | | | |  | | |
| Cedar City | | | | |  | | |
| Logan | | | | |  | | |
| Price | | | | |  | | |
| Vernal | | | | | |  | |

Transponder Replacement Project Costs



Remediation Plan

- **2nd Quarter Merger Integration Report (DEU Exhibit 14, Page 1)**

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.

- **3rd Quarter Report Merger Integration Report (DEU Exhibit 20, Page 1)**

The Company is currently undergoing a transponder replacement program that is schedule to be complete in 2019. Approximately 55% of the failing transponders have been replaced but the remaining transponders that are still in service continue to experience declining performance. As these failing transponders are replaced it should result in higher meter reads.