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BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

IN THE MATTER OF THE MOTION OF DOMINION ENERGY UTAH FOR APPROVAL TO DEVIATE FROM APPLICABLE TARIFF PROVISIONS AND COMMISSION RULES IN RESPONSE TO COVID-19	Docket No. 20-057-T03 MOTION AND REQUEST FOR EXPEDITED TREATMENT
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Pursuant to Utah Code Ann. §54-4-1 *et seq.*, and Utah Administrative Code §§ R746-1-101 *et seq.* and R746-405-1 (2017) *et seq.*, and the Order Approving Settlement Stipulation in Docket No. 19-057-25, Questar Gas Company dba Dominion Energy Utah (Dominion Energy or Company) respectfully Moves the Utah Public Service Commission (Commission) for approval to temporarily deviate from provisions of its Utah Natural Gas Tariff No. 500 (Tariff) and related provisions of the Commission’s Rules in response to the COVID-19 pandemic.

On March 6, 2020 Utah Governor Gary Herbert declared a state of emergency related to the novel coronavirus, also known as COVID-19, emerging in the state of Utah. Since that time, a number of residents of Utah, as well as visitors to Utah, have tested positive for COVID-19. Governor Herbert has encouraged those who can to work from home, and has ordered schools to close.

Dominion Energy provides natural gas utility service to most of the state of Utah. In an effort to enable its customers to comply with Governor Herbert's directives, and the guidance of the Centers for Disease Control, the Company proposes to deviate from its normal business practices, and those set forth in the Tariff and the Commission Rules, as more fully set forth below.

Dominion Energy's Tariff requires the imposition of connection fees and security deposits, and subjects customers to discontinuance of service for nonpayment. *See* Dominion Energy Utah Natural Gas Tariff N. 500, Sections 8.03 and 9.08. Additionally, Utah Admin. Code R746-200-3 requires customers to pay security deposits in order to receive utility service, "where required". Section 2.13 of the Tariff also indicates that the Company will offer in-home Home Energy Plans for a fee. Finally, the Settlement Stipulation in Docket No. 19-057-25, which was approved by the Commission in its Order Approving Settlement Stipulation dated December 10, 2019 in that same docket, provides that "[t]he Company commits that in future instances where it becomes aware that it is at risk of violating a Commission rule or Tariff provision that it will bring this issue to the Commission's attention as soon as practicable and move for a waiver where appropriate." The Company requests leave to deviate from these provisions, and any other applicable Tariff provisions or Commission rules, in order to take the following steps to ensure safety of its customers and employees.

First, for residential customers that have had service disconnected for non-payment and have not been able to have service reconnected, Dominion Energy will reconnect each customer without charging reconnection fees or requiring partial or full payment of outstanding bills. Dominion Energy will encourage these customers to avail themselves

of all assistance options but if a customer is unable to make payment, Dominion Energy will reconnect service. The balances on the accounts will remain, and new charges will continue to accrue. Dominion will work with individual customers to develop a repayment plan. Dominion Energy will also waive reconnection fees for these customers going forward. Dominion Energy will also suspend all late fees to its customers going forward during the duration of the state of emergency. Maintaining natural gas service to these customers will ensure that they have the space heat and warm water necessary to limit out-of-home activities and to protect themselves against COVID-19.

Dominion Energy also plans to suspend all in-home Home Energy Plan Assessments. The Company will continue to process self-completed assessments, but plans to limit unnecessary entry into customer homes for the protection of customers and the Company's employees. Accordingly, Company personnel will discontinue performing in-home Home Energy Plan Assessments, effective March 16, 2020 and for the duration of the state of emergency.

Dominion Energy respectfully requests Commission approval to deviate from applicable Tariff provisions and Commission Rules, as detailed above, during the pendency of this state of emergency. Dominion Energy proposes to notify the Commission in this Docket when it intends to resume its normal business practices. The Company has communicated with the Utah Office of Consumer Services and the Utah Division of Public Utilities and both have indicated that they support this Motion.

Dominion Energy will commence these actions effective March 16, 2020 and therefore requests that the Commission expedite this proceeding.

WHEREFORE, Dominion Energy respectfully requests that the Commission enter an Order authorizing Dominion Energy to deviate from applicable Tariff provisions and Commission Rules, effective March 16, 2020, as more fully set forth above.

RESPECTFULLY SUBMITTED this 16th day of March, 2020.

DOMINION ENERGY UTAH

/s/ Jenniffer Nelson Clark
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CERTIFICATE OF SERVICE

This is to certify that a true and correct copy of the Motion and Request for Expedited Treatment was served upon the following persons by e-mail on March 16, 2020:

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