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BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

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| 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 NOTICE OF RESUMPTION OF BUSINESS PRACTICES – LATE PAYMENT FEES |
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Pursuant to the Order Granting Motion issued March 16, 2020 in the above-referenced docket, Questar Gas Company dba Dominion Energy Utah (“Dominion Energy” or “Company”) respectfully submits this Notice that it intends to resume its business practices related to disconnection of service and connection fees, as more fully set forth below.

On March 16, 2020, the Company filed a Motion and Requests for Expedited Treatment (“Motion”) for leave to deviate from its Utah Natural Gas Tariff No. 500 (“Tariff”) as well as certain of the rules of the Utah Public Service Commission (“Commission Rules”) as a result of the Utah state of emergency prompted by the COVID-19 health crisis. At that time, the Governor of the State of Utah had declared a State of Emergency and many Utahns had been directed to shelter in place at home. The Company requested Commission leave to waive Tariff requirements related to

connection fees, security deposits, discontinuance of service for non-payment, and performance of in-home Home Energy Assessments.

On that same day, the Commission granted the Motion and indicated that Dominion Energy would notify the Commission when it intends to resume normal business practices. Order Granting Motion at p.1, March 16, 2020, Docket No. 20-057-T03.

Subsequently, Governor Herbert issued his Utah Leads Together Plan that provides guidance to residents and businesses in Utah regarding re-opening. On April 29, 2020, Governor Herbert declared that effective May 1, 2020 Utah would move from the Red, or “High Risk” status, to the Orange, or “Moderate Risk” status. On May 15, 2020, Governor Herbert issued an Executive Order indicating that much of Utah would move from Orange to Yellow, or “Low Risk” status. Accordingly, many of the businesses throughout the state have reopened, and residents are permitted to return to work and engage in most of their normal daily activities. Accordingly, on July 18, 2020, the Company resumed the business practice of disconnection for non-pay.

In late 2020 and early 2021, the Federal Drug Administration (FDA) approved three COVID-19 vaccines for individuals 16 years and older and Utah has seen a rise in vaccinated individuals. In recent weeks, Utah has seen a significant decline in COVID-19 infections and deaths. Pierce, Scott D., “Utah reports fewer than 500 new cases of COVID-19 again.”, *Salt Lake Tribune (Salt Lake City, Utah)*, 2 March 2021. In a virtual news conference on February 25, 2021, Governor Spencer Cox indicated that adults in Utah who want a COVID-19 vaccine may be able to get one by April or May of 2021. Roche, Lisa R., “Utah expanding list of who can now get their COVID-19 vaccines, governor announces.” *Deseret News (Provo, Utah)*, 25 February 2021. In fact, this week

Utah expanded eligibility for the COVID-19 vaccination to all residents age 50 and older, as well as those with certain underlying conditions. Klopfenstein, Jacob, "COVID-19 vaccine eligibility expanding Monday to Utah's 50 and older as Utah sees 611 new cases, 12 deaths.," *Salt Lake Tribune (Salt Lake City, Utah)*, 4 March 2021. United States President Biden announced that there will be sufficient supply to vaccinate every adult in America by the end of May 2021. Stolberg, Sheryl G.; Thomas, Katie; Schear, Michael D.; "Biden Vows Enough Vaccine 'for Every Adult in America' by End of May." *New York Times (New York, New York)*, 3 March 2021.

Additionally, the Company notes that it has been a full year since the Company suspended the practice of charging late fees. The high-usage winter months are over, and customers are entering the lower-usage months which result in lower bills.

In view of these positive developments, and in the interest of minimizing bad debt expense and encouraging customers to make timely payments, Dominion Energy has determined that it will resume its business practice of charging late payment fees, effective April 7, 2021. The Company will continue to waive late fees for those customers claiming an active COVID-19-related hardship and will also continue to offer customers the option to enter into an interest-free deferred payment agreement.

Currently, the Company does not intend to resume the practice of providing in-home Home Energy Plan Assessments or full-connection services. The Company will provide additional notice in the future when it proposes to reinstitute those practices.

RESPECTFULLY SUBMITTED this 8th day of March, 2021.

DOMINION ENERGY UTAH



Jenniffer Nelson Clark

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CERTIFICATE OF SERVICE

This is to certify that a true and correct copy of the Notice of Resumption of Business Practices – Late Payment Fees was served upon the following persons by e-mail on March 8, 2021:

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A handwritten signature in blue ink, appearing to be 'JMA', is written over a horizontal line.