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Comments

To: Public Service Commission of Utah
From: Utah Division of Public Utilities
Chris Parker, Director
Brenda Salter, Assistant Director
Doug Wheelwright, Utility Technical Consultant Supervisor
Eric Orton, Utility Technical Consultant
Ryan Daigle, Utility Analyst

Date: February 25, 2025
Re: **Docket No. 25-057-04**, Application of Enbridge Gas Utah for Renewal of the Low-Income Assistance Program Portal

Recommendation (Approve)

The Division of Public Utilities (Division) has reviewed Enbridge Gas Utah's (Enbridge or Company)¹ application to renew the Low-Income Assistance Program Portal (Portal) for another year. The Division recommends approving the Company's request

Issue

This Application is an extension and expansion of its request in Docket No. 22-057-19. In its order the Commission allowed the Company to waive portions of Utah Admin. Code § R746-406, which prohibits the Company from sharing customer data with third parties, with certain exceptions (Waiver) allowing sharing of limited customer data.

In March of 2023, the above-mentioned Portal became accessible to the relevant agencies and worked as expected.

The Company is requesting that the Waiver that allowed the Company to set up the Portal be allowed to continue. The Portal arguably helps a particular group of the utility's customers, and as such, it has functioned as planned. Approving this application would

¹ Enbridge Gas Utah formerly known as Dominion Energy Utah or DEU



grant the Company permission to continue to have the Portal function as it currently does for another year.

Background

In its order on November 17, 2022, the Commission allowed the Company to share some customer data with third parties.²

On August 2, 2024, Enbridge filed an application to expand those who would be allowed access to the Portal as well as expand its purposes. The Commission approved the application on October 24, 2024.

On January 27, 2025, the Company filed this current application with four exhibits (two of which are confidential) requesting that the Commission allow the Company to continue to utilize the Portal and waive those requirements of Utah Admin. Code § R746-406 for another year.

On January 29, 2025, the Commission issued its Notice of Filing and Comment Period, which provided that interested parties have until February 28, 2025, to file comments. This memo represents the Division's comments.

Discussion

In Docket No. 22-057-19, the Company requested permission to deviate from the requirements to limit sharing customer information set forth in Utah Admin. Code § R746-460-3. The change would allow certain agencies access to a new Portal through which these Agencies can access a “customer’s account number, log in, and obtain current usage and billing information.”³

On November 17, 2022, the Commission granted the Company permission to “address at least part of its claimed administrative burden...subject to DEU’s compliance with the

² Docket No. 22-057-19.

³ *Application of Dominion Energy Utah for a Waiver of Utah Admin. Code R746-460 to Allow Sharing with Low Income Assistance Program Administrators*, Docket No. 22-057-19, Application at 2.

conditions specifically articulated (1) by it in the Application, and (2) by DPU in the Comments.”⁴

The Company and the authorized agencies have utilized this Portal apparently without incident. The Division is unaware of any instances that would suggest that the safeguards are insufficient or that additional safeguards are necessary at this time. The Company has complied with and/or implemented all of the safeguards that the Division recommended and that the Commission adopted in Docket No. 22-057-19.

Conclusion

Approval of the waiver referenced above for another year is in the public interest. The Division recommends that the Commission continue to grant a waiver of Utah Admin. Code § R746-460, which will allow continued use of the Portal as it is currently functioning.

cc: Kelly B. Mendenhall, Dominion Energy Utah
Michele Beck, Office of Consumer Services

⁴ Waiver Order at page 5.