

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

IN THE MATTER OF THE APPLICATION  
OF ENBRIDGE GAS UTAH TO EXTEND  
GAS SERVICE TO SOUTH RIM, UTAH

Docket No. 25-057-21

**DIRECT TESTIMONY OF TERRY D. WORKMAN**  
**FOR ENBRIDGE GAS UTAH**

**September 3, 2025**

**EGU Exhibit 3.0**

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**I. INTRODUCTION**

**Q. Please state your name and business address.**

A. My name is Terry D. Workman, and my business address is 1140 West 200 South Salt Lake City, Utah 84104

**Q. By whom are you employed and in what capacity?**

A. I am employed by Enbridge Gas Utah (“Enbridge Gas,” “EGU” or “Company”) as a Manager of Region Operations. I am responsible for overseeing the Company’s Salt Lake distribution operations in Salt Lake, Davis, and Tooele Counties.

**Q. Have you testified in any previous proceedings?**

A. No.

**Q. What general areas does your testimony address?**

A. I discuss several matters, including (1) the costs associated with converting homes to utilize natural gas instead of other fuels, (2) the requirements for disposal of propane tanks, and (3) the advantages of natural gas over other fuel sources.

**Q. Please describe your experience with the Company.**

A. I have been with Enbridge Gas, and prior to that, Dominion Energy Utah, Questar Gas Company, and Mountain Fuel Supply Company, for a total of 31 years. I began on the construction side of the company, repairing and maintaining the underground portion of our system and inspecting the installation of new gas lines for 8 years. I then took a role in the Human Resources department for 2.5 years. I then transferred to the Southern Region in St. George, Utah to perform Operations duties, and Preconstruction duties for 2 years. I then transferred back to Salt Lake to work in the Preconstruction department for the next 2 years. I then spent 11 years leading a team that was responsible for replacing all the aging reconditioned High-Pressure steel pipelines. I

have been in my current role as Region Manager of Operations for the Salt Lake Region for the past 8 years.

**Q. Have you been involved in other instances where the Company expanded natural gas service to a previously unserved area?**

A. Yes. I worked on the Company's project to expand natural gas service to the city of Cedar Fort, Utah. In that expansion project, the Company's personnel participated in converting homes for the transition from propane to natural gas. During that transition, I participated in the inspection and installation of main line and service lines to the premises that would be served by natural gas.

## **II. CONVERSION FROM OTHER FUEL SOURCES TO NATURAL GAS**

**Q. Please describe the process of preparing a customer's home or business to burn natural gas instead of other fuel sources.**

A. The process of converting appliances and equipment to natural gas can vary depending on each customer's preferences and needs. Some customers may need to convert furnaces, stoves, and water heaters to be able to utilize natural gas instead of propane or fuel oil. In most cases, this conversion is relatively simple. For example, converting a furnace that burns propane to a natural gas furnace generally involves changing orifices on each burner, installing a spring in a control valve, and setting the proper outlet pressure on the burner of the appliance. There are currently conversion kits on the market that a licensed contractor could provide and install. For older appliances those kits could cost as little as \$15. For newer furnaces, the cost of the kits is about \$300. In some cases, homes with propane-fueled appliances will have copper fuel lines that will need to be replaced, because copper lines are not suitable for natural gas. Natural gas fireplaces can also easily be installed to convert a wood-burning heat source to a natural gas appliance.

For homeowners currently using coal, heating oil, or electricity to heat their homes, those homes will need to be retrofitted with appropriately sized gas fuel lines and new appliances and will more than likely need to have some venting and combustion air ductwork installed.

55       **Q.     Will the Company perform the work necessary to convert a customer’s home for**  
56       **natural gas consumption?**

57       A.     No, the Company will not be involved in the installation of fuel lines or conversion of  
58       existing appliances. Each customer would be responsible to hire a qualified contractor  
59       to perform the work.

60       **Q.     Can you describe the range of costs a customer might incur in making the**  
61       **required changes?**

62       A.     As I mentioned earlier, kits to adjust a propane-burning appliance to natural gas cost  
63       between approximately \$15 to \$300 depending on the type and age of the appliance at  
64       issue. The Company recommends that customers hire a qualified installer to perform  
65       the work to make the conversion to natural gas. The cost to retain a contractor varies,  
66       but I would suggest the customer get several estimates before committing to a particular  
67       contractor. If a customer needs to replace their appliance, the cost will vary depending  
68       on the appliance the customer selects. The average cost in Salt Lake County, Utah in  
69       2025 for replacing a water heater was between \$1,100 to \$2,900, and the cost for  
70       replacing a furnace was between \$3,200 and \$8,400 depending on type and options  
71       chosen. Customers who need fuel lines, duct work, and venting will incur additional  
72       costs that will be dependent upon the extent of work needed.

73       **Q.     In your experience, are these costs significant enough to deter customers from**  
74       **signing up for natural gas service?**

75       A.     Generally, no. In the Cedar Fort expansion project, the Company did not maintain  
76       statistics associated with the exact number of residents who signed up for and received  
77       natural gas service. However, most residents chose to obtain natural gas service over  
78       other available fuels even when the customers were required to pay an extension area  
79       charge (“EAC”) or a GSS rate for service lines and mains in addition to the conversion  
80       costs. Most residents signed up for natural gas service within the first year.

81       **Q.     Did customers in Eureka, Goshen, Elberta, Green River, and Genola also sign up**  
82       **for service?**

83       A.     Yes. Although I was not involved in any of these expansion projects, it is my  
84       understanding that 78% of all potential customers in these communities have signed up  
85       for service. In these recent rural expansions, there has been a lot of customer  
86       excitement in the communities that has led to additional individuals signing up for  
87       natural gas service after the system was installed. As customers see their neighbors  
88       getting gas service and saving money on their energy bills, others have also asked for  
89       service.

90       **Q.     Did those customers replace all their appliances at once?**

91       A.     Not necessarily. The Company did not maintain specific statistics, but it is my  
92       understanding that many customers needed only to have the conversion kit installed in  
93       their appliances. Those customers did not need to replace appliances in most cases.  
94       Others had to transition from electric water heaters and propane furnaces. Some  
95       customers opted to transition immediately, while others chose to adjust or replace the  
96       furnace and wait to replace the water heater when it eventually failed. Still others  
97       installed free standing, direct vent natural gas fireplaces to offset heating costs while  
98       they budgeted for more long-term conversion or replacement costs.

99       **Q.     If a customer heats with wood, does that mean their home does not have duct**  
100       **work?**

101       A.     Not necessarily. Some people have a propane or coal furnace and supplement that heat  
102       with a wood burning stove to save money. For these customers, some duct work will  
103       already exist.

104       **Q.     Are there safety concerns with converting customers' homes and appliances to be**  
105       **able to burn natural gas instead of propane?**

106       A.     Many appliances have been manufactured, designed, tested and listed to burn both fuels  
107       safely. Generally, the conversion for these appliances is safe and easily done provided  
108       customers have any modifications done by licensed, qualified contractors. If an  
109       appliance is listed as propane only, those appliances should not be converted to natural

gas for safety reasons. As an additional protection, the Company will not set a meter at a customer location until it has been inspected by the local municipality. This is consistent with the Company's current practice.

### III. DISPOSAL OF PROPANE INFRASTRUCTURE

**Q. When a customer converts their home or business and appliances to burn natural gas instead of propane, what do they do with the propane tank and propane facilities?**

A. The propane tank must be disconnected, and the tank and the lines removed. Many customers lease the tanks from the propane provider, in which case the propane provider is obligated to retrieve the tanks when they are no longer used. For those customers who own their tanks, they must properly dispose of those tanks. In many cases, the customer can re-sell the tank or give it to a propane supplier for use elsewhere. The Company will coordinate installation of natural gas with the timing of the customer's removal of the propane facilities to ensure that the customer is not without a fuel source.

### IV. ADDITIONAL BENEFITS OF BEING AN ENBRIDGE GAS CUSTOMER

**Q. Does Enbridge Gas provide emergency services to its customers?**

A. Yes. Enbridge Gas provides safety and emergency services. If a customer smells gas, Enbridge Gas will respond and ensure that the Enbridge Gas-owned facilities are safe and secure and will inspect a customer's premises to ensure that appliances and fuel lines are also functioning properly. Enbridge Gas technicians also respond to calls regarding CO detectors and natural gas detectors customers may have installed in their homes, if the detectors are indicating the potential presence of the respective gases and the customer notifies the Company of the alarm situation. In some of these newer expansion areas, customers have already expressed great appreciation for the access to the emergency response of Enbridge Gas.

137       **Q.     Is natural gas a reliable fuel source?**

138       A.     Yes. Natural gas service is typically available 24 hours a day, 365 days a year. Natural  
139               gas customers do not need to worry about running out of fuel in the middle of winter.  
140               They do not need to monitor the content of tanks or worry that a tank will not be refilled  
141               in time to avoid an interruption of service. Wood-burning customers must procure  
142               firewood and monitor use to ensure they do not run out. Natural gas customers do not  
143               have this worry, nor is there a need for an additional safety device like a low-pressure  
144               cutoff switch due to the consistent delivery pressure of natural gas. They can rest  
145               assured that, absent something unforeseen, Enbridge Gas would provide reliable  
146               service every day.

147       **Q.     Does this conclude your testimony?**

148       A.     Yes.



State of Utah            )  
                                  ) ss.  
County of Tooele        )

I, Terry D. Workman, being first duly sworn on oath, state that the answers in the foregoing written testimony are true and correct to the best of my knowledge, information and belief.

  
Terry D. Workman

SUBSCRIBED AND SWORN TO this 2nd day of September, 2025.

  
Notary Public

