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*Division Director*

## Comments

**To:** Public Service Commission of Utah  
**From:** Utah Division of Public Utilities  
Chris Parker, Director  
Brenda Salter, Assistant Director  
Abdinasir Abdulle, Utility Technical Consultant Supervisor  
Tamra Dayley, Utility Analyst  
**Date:** March 26, 2026  
**Re:** **Docket No. 26-057-04**, 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)<sup>1</sup> 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 Enbridge's request in Docket No. 22-057-19. In its Order the Commission allowed the Company to waive portions of Utah Admin. Code § R746-460-3,<sup>2</sup> 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 13 original<sup>3</sup> Agencies that accessed the Portal in 2023 and still utilize the Portal now<sup>4</sup> in 2026 are as follows:

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<sup>1</sup> Enbridge Gas Utah formerly known as Dominion Energy Utah or DEU

<sup>2</sup> Enbridge Application, February 23, 2026, Utah Admin. Code § R746-406 is referenced on pages 1 and 2. The correct code is referenced in the Conclusion.

<sup>3</sup> Docket No. 23-057-23, DEU Application, p.5, 6.

<sup>4</sup> Docket No. 26-057-04, EGU Exhibit 3.



1. Bear River Association of Governments
2. Five County Association of Governments
3. Futures Through Training
4. Gas Assistance Portal
5. Idaho Dept of Health and Welfare
6. Mountainland Association of Governments
7. R6 Regional Council
8. Southeastern Idaho Community Action Agency
9. Southeastern Utah Association of Local Governments
10. State of Utah
11. The Salvation Army
12. Uintah Basin Association of Governments
13. Utah Community Action Program

The Company is requesting that the Waiver that allowed the Company to set up the Portal be allowed to continue in perpetuity. The Portal helps a particular group of the utility's customers obtain bill assistance. It has functioned as planned. Approving this application would grant the Company permission to continue to have the Portal function in perpetuity.

## **Background**

In its order on November 17, 2022, the Commission allowed the Company to share some customer data with third parties.<sup>5</sup>

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.<sup>6</sup> On April 8, 2025, the Commission approved the Company application, Docket No. 25-057-04, requesting that the Commission allow the Company to continue to utilize the Portal and waive those requirements of Utah Admin. Code § R746-460-3 for another year.

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<sup>5</sup> Docket No. 22-057-19, Order.

<sup>6</sup> Ibid.

On February 23, 2026, 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 § R746-460-3 in perpetuity.

On February 25, 2026, the Commission issued its Notice of Filing and Comment Period, which provided that interested parties have until March 26, 2026, 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 of customer information set forth in Utah Admin. Code § R746-460-3. The change would allow the identified 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."<sup>7</sup>

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 conditions specifically articulated (1) by it in the Application, and (2) by DPU in the Comments."<sup>8</sup>

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. Likewise, the Division is aware of no customer complaints concerning the waiver. 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.

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<sup>7</sup> *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.

<sup>8</sup> Docket 22-057-19, Waiver Order at page 5.

## **Conclusion**

The Division recommends that the Commission grant a perpetual waiver of Utah Admin. Code § R746-460, as continued use of the Portal in its current state serves the public interest.

Furthermore, the Division recommends the following:

1. An immediate review of the Portal when there are substantial changes to the Portal itself or the agencies accessing it.
2. The Division is to perform a review of the Portal's functions, Agreements, and activity every five years, with the next review scheduled for 2031.

cc: Austin Summers, Enbridge Gas Utah  
Michele Beck, Office of Consumer Services