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Attorney for Enbridge Gas Utah

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

IN THE MATTER OF THE REQUEST FOR TEMPORARY SUSPENSION OF INTEREST CHARGES ON UNPAID BALANCES INCURRED THROUGH LATE MAIL-IN BILL PAYMENTS	<u>DOCKET NO. 26-057-06</u> EXPEDITED MOTION FOR COMMISSION APPROVAL TO TEMPORARILY DEVIATE FROM UTAH NATURAL GAS TARIFF NO. 800
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Pursuant to Utah Code section 54-4-1 and Utah Admin. Code R746-1-101 *et seq.*, Questar Gas Company dba Enbridge Gas Utah (“Enbridge Gas” or “Company”) respectfully moves and requests the Public Service Commission of Utah (“Commission”) for approval to temporarily deviate from provisions of Utah Natural Gas Tariff No. 800 (“Tariff”) to temporarily waive interest charges on past due balances of mail-in payments from Utah customers that are late between April 10, 2026 and June 30, 2026 due to the Company’s transition to a new payment remittance center.

Section 8.04 of the Tariff provides that “[a]ll bills are due and payable within 20 days of the billing date.”¹ Further, that section states:

PARTIAL OR DELAYED PAYMENT

If a customer makes a payment that is less than the total amount of the bill rendered, the Company will apply the payment first to the oldest arrears and to accrued interest, and any remainder will be applied to the bill for current service. Gas service charges

¹ Tariff at 8-12.

remaining unpaid at the time the next month's bill is processed will be subject to a monthly interest charge, as set forth in § 8.03. The monthly interest charge will continue to accrue on unpaid balances until paid in full.²

As the Commission knows, the Company is in the process of transitioning certain functions from the Dominion Energy computer network to the Enbridge Gas network. That transition includes moving the customer billing function over to the Enbridge Gas network. The Company expects that billing function transition to be completed between April 10 and April 12, 2026. The transition will include a change in the mail-in payment remittance center from a location in Richmond, Virginia to one in Tempe, Arizona.

Currently, approximately 8% of the Company's Utah customers make their bill payments by check and send those checks through the postal service or some other mail service. After the billing center transition has been completed, any mail-in payments from Utah customers delivered to the former remittance center in Richmond will have to be forwarded to the new Arizona location. The delay caused by the forwarding of those payments could result in some payments that would otherwise have been timely being deemed late. As a result, those late payments would be subject to interest charges on the outstanding balance as set forth in Section 8.04 of the Company's Tariff absent the Company being permitted to waive the interest charges for those payments.

To avoid a scenario where customers who have timely made payment for their bills but would have interest imposed due to the forwarding of payments from Virginia to Arizona, the Company proposes to address that concern in two ways. First, it proposes to flag all accounts with mail-in payments from April 10 through June 30, 2026, and waive any interest charges on late or unpaid balances during that period for those mail-in accounts. Second, to the extent that, during that timeframe, a customer who does not normally pay by check decides to mail in a payment and

² See *id.*

that payment ends up being late, the Company seeks approval from the Commission to determine, on a case-by-case basis, whether it can waive the interest charges depending on the circumstances involving that customer. The Company proposes to commence these two temporary processes effective April 10, 2026, and anticipates resuming normal billing practices following June 30, 2026, including assessing interest as set forth in its Tariff.

Given the relatively short time before the Company begins the April billing transition, the Company seeks an expedited determination from the Commission on this Motion.

WHEREFORE, Enbridge Gas respectfully requests that the Commission enter an Order authorizing the Company to temporarily waive interest charges against delinquent balances of identified customers discussed above, beginning effective April 10, 2026, and ending June 30, 2026 as more fully set forth above.

DATED this 20th day of March, 2026.

Respectfully submitted,

ENBRIDGE GAS UTAH

/s/ Cameron L. Sabin

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Laura Kyte

Mayer Brown LLP

Attorneys for Enbridge Gas Utah

CERTIFICATE OF SERVICE

This is to certify that a true and correct copy of the Expedited Motion for Commission Approval to Temporarily Deviate from Utah Natural Gas Tariff No. 800 was served upon the following persons by e-mail on March 20, 2026:

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