

SPENCER J. COX  
*Governor*

DEIDRE M. HENDERSON  
*Lieutenant Governor*



MARGARET W. BUSSE  
*Executive Director*

CHRIS PARKER  
*Division Director*

## Action Request Response

**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

Imran Mohammed, Utility Analyst

**Date:** March 30, 2026

**Re:** **Docket No. 26-057-06**, Enbridge Gas Utah's Request for Temporary Suspension of Interest Charges on Unpaid Balances Incurred through Late Mail-In Bill Payments.

## Recommendation (Approval With Conditions)

The Division of Public Utilities ("Division") recommends that the Public Service Commission ("Commission") grant Enbridge Gas Utah's ("EGU" or "Company") Expedited Motion for Commission Approval to Temporarily Deviate from Utah Natural Gas Tariff No. 800,<sup>1</sup> subject to the conditions outlined below.

1. Customer Notice: EGU shall provide clear, timely notice to customers — on or before April 10, 2026 — of the new payment remittance address and the interest waiver period, via bill inserts, bill messages, and the Company's website.
2. Reporting: EGU shall file a brief compliance report with the Commission no later than July 31, 2026, summarizing the number of accounts flagged, the number of interest charges waived, and the disposition of any case-by-case waiver decisions.

---

<sup>1</sup>Enbridge Gas Utah, Expedited Motion for Commission Approval to Temporarily Deviate from Utah Natural Gas Tariff No. 800, Docket No. 26-057-06 (filed March 20, 2026).



Division of Public Utilities

Heber M. Wells Building • 160 East 300 South • P.O. Box 146751 Salt Lake City, UT 84114-6741  
[www.dpu.utah.gov](http://www.dpu.utah.gov) • telephone (801) 530-7622 • toll-free in Utah (877) 874-0904 • fax (801) 530-6512

3. Sunset: The tariff deviation shall expire on June 30, 2026, after which EGU shall resume full compliance with Section 8.04 of Tariff No. 800 without further Commission action.

## Issue

On March 20, 2026, EGU filed an expedited motion requesting a temporary deviation from Section 8.04 of its Tariff. Currently, Section 8.04 requires that gas service charges remaining unpaid when the next month's bill is processed are subject to a monthly interest charge.

EGU is transitioning its customer billing functions from the Dominion Energy computer network to the Enbridge Gas network, which it expects to complete between April 10 and April 12, 2026. As part of this transition, the mail-in payment remittance center will move from Richmond, Virginia, to Tempe, Arizona. EGU anticipates that payments mailed to the former Richmond center will need to be forwarded to Arizona, causing delays that could result in otherwise timely payments being deemed late and incurring interest charges under the current Tariff.

## Background

On March 20, 2026, EGU filed an Expedited Motion requesting Commission approval to temporarily waive interest charges on late mail-in bill payments during the period of **April 10, 2026 through June 30, 2026**. The request arises from the Company's transition of its billing and payment remittance function from the Dominion Energy computer network to the Enbridge Gas network, including a change in the mail-in payment remittance center from Richmond, Virginia to Tempe, Arizona.<sup>2</sup>

Approximately **8% of EGU's Utah customers** currently pay by check through the mail.<sup>3</sup> The Company acknowledges that checks mailed to the former Richmond address after the transition date may be forwarded to the new Arizona location, causing processing delays that could result in otherwise timely payments being flagged as late and subjected to interest charges under Section 8.04 of Tariff No. 800.<sup>4</sup>

EGU proposes two remedies:

---

<sup>2</sup>Id, at 1–2.

<sup>3</sup>Id, at 2.

<sup>4</sup>Id, at 2.

1. Automatically flag and waive interest on all mail-in payment accounts from April 10 through June 30, 2026.<sup>5</sup>
2. For customers who do not normally pay by mail but do so during this window, evaluate interest waivers on a case-by-case basis.<sup>6</sup>

## Discussion

The delay in payment processing is a direct result of a Company-initiated systems transition — not customer error or negligence.<sup>7</sup> It would be fundamentally unfair to impose interest charges on customers who mailed payments in good faith to an address that was valid at the time of mailing. The Division finds EGU's explanation credible and the operational circumstance well-documented.

Under Utah Code § 54-4-1, the Commission has authority to approve deviations from tariff provisions where circumstances warrant. Protecting customers from financial harm caused by a utility's own internal transition is squarely in public interest. Granting this motion prevents customers — particularly those who are elderly, lower-income, or less technologically connected, and thus more likely to pay by mail — from being penalized through no fault of their own.

The proposed deviation is narrow in scope (interest charges only), time-limited (April 10 – June 30, 2026), and does not affect any other provisions of Tariff No. 800.<sup>8</sup> The Company has committed to resuming normal billing practices after June 30, 2026. The Division finds this timeframe reasonable given that it allows a full billing cycle buffer beyond the April 10–12 transition date.

The second component of EGU's proposal — discretionary waiver for non-mail customers who happen to mail a payment during this window — introduces some subjectivity.<sup>9</sup> The Division recommends that the Commission require EGU to document and report the

---

<sup>5</sup>Id, at 2–3.

<sup>6</sup>Id, at 2–3.

<sup>7</sup>Id, at 2–3.

<sup>8</sup>Id, at 3.

<sup>9</sup>Id.

disposition of any case-by-case waiver decisions made during this period to ensure consistent and equitable treatment of customers.

The filing does not describe any plan to notify mail-in customers of the remittance address change.<sup>10</sup> The Division recommends the Commission condition approval on EGU providing adequate notice to affected customers — including on their bills and on the Company's website — advising them of the new remittance address in Tempe, Arizona, and informing them that interest charges will be waived during the transition window.

## **Conclusion**

The Division finds that EGU's request is reasonable, narrowly tailored, and consistent with the public interest. Granting the motion protects Utah customers from interest charges resulting from a Company-driven transition beyond their control. The Division recommends approval of the Expedited Motion, subject to the conditions stated above.

cc: Michelle Beck, OCS,  
Austin Summers, EGU.

---

<sup>10</sup>Id., at 2.