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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	Docket No. 26-057-06 ENBRIDGE GAS UTAH'S REPLY COMMENTS
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Pursuant to the Notice of Filing and Comment Period issued on March 25, 2026, in the above-referenced docket, Questar Gas Company dba Enbridge Gas Utah (“Enbridge Gas” or “Company”) respectfully submits these Reply Comments in response to the Utah Division of Public Utilities’ (“Division”) comments, filed on March 30, 2026, to the Application seeking approval to temporarily waive interest charges on customer bills paid by check through mail between the dates of April 10, 2026 through June 20, 2026 inclusive (the “Application”).

On March 20, 2026, the Company filed the Application with the Public Service Commission of Utah (“Commission”), requesting approval 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 transition to a new payment remittance center. On March 25, 2026, the Division submitted its Comments in this docket.

The Company has reviewed the Division’s comments and offers reply commentary on two of the three proposed conditions for approval:

Proposal 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.”*¹

Reply: Communications by the listed means have been planned for some time, and execution is underway. The Company’s website includes a dedicated page with notification and instructions to customers: <https://www.enbridgegas.com/utwyid/enbridge-update>. Inserts will also be included with mailed bills beginning with those generated on April 13, the effective date of the new Enbridge Gas Utah billing PO Box. All mailed payments received at the former remittance PO Box through March 2027 will be forwarded to the correct locale.

The Company objects to the Division’s recommendation that the interest waiver period be included in customer communications. Doing so could advertise to customers an avenue to delay payment without penalty, and 92% of customers are unaffected by the remittance center change. The Company’s request seeks only to avoid penalizing customers sending check payments to the remittance center they have been accustomed to; it is not intended to suspend interest charges for late payments generally, and the Company does not wish to imply such an erroneous interpretation among its general customer base. Customers identified among those who have paid by check in recent past will not see an interest charge on a late payment by check mailed to the previous remittance center during the suspension period. Further, customers not previously identified among this group that remit a payment by mailed check to the former PO Box may be granted a waiver as explained in the Company’s request.² The Company views a

¹Utah Division of Public Utilities, Action Request Response, Docket No. 26-057-06 (filed March 30, 2026), p1.

² 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), pp 2-3.

general communication of this temporary and focused tariff deviation to be imprudent by potentially inviting abuse.

Proposal 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.”*³

Reply: The Company can provide such a report, if directed by the Commission.

Enbridge Gas Utah appreciates the Division’s diligent and thorough review of the Application and acknowledges the Division’s efforts to ensure that the requested action is just, reasonable, and in the public interest.

RESPECTFULLY SUBMITTED this 2nd day of April, 2026.

ENBRIDGE GAS UTAH



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³ *Id.* at 2.

CERTIFICATE OF SERVICE

This is to certify that a true and correct copy of Enbridge Gas Utah's Reply Comments was served upon the following persons by e-mail on April 2, 2026:

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