
Enbridge Gas Utah's Request for Temporary Suspension of Interest Charges on Unpaid Balances Incurred through Late Mail-In Bill Payments	<u>DOCKET NO. 26-057-06</u> <u>ORDER APPROVING EXPEDITED MOTION</u>
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ISSUED: April 6, 2026

BACKGROUND

On March 20, 2026, Enbridge Gas Utah (EGU) filed an Expedited Motion for Commission Approval to Temporarily Deviate from Utah Natural Gas Tariff No. 800 ("Waiver Motion"). On March 23, 2026, the Public Service Commission (PSC) issued an Action Request to the Division of Public Utilities (DPU), requesting its review and recommendation on the Waiver Motion. On March 25, 2026, the Public Service Commission (PSC) issued a Notice of Filing and Comment Period, allowing comments on the Waiver Motion until April 1, 2026, and reply comments until April 3, 2026.

On March 30, 2026, DPU filed its Action Request Response ("DPU's Comments"). On April 2, 2026, EGU filed reply comments ("EGU's Reply").

DISCUSSION

1. The Waiver Motion

EGU seeks to deviate from Section 8.04 of its tariff, allowing a temporary waiver of "interest charges on past due balances for mail-in payments from Utah customers that are late between April 10, 2026 and June 30, 2026 due to [EGU's]

transition to a new payment remittance center.”¹ EGU’s remittance center will be located in Tempe, Arizona instead of Richmond, Virginia. Because of this transition, any customer payment remitted via mail will have to be forwarded from Virginia to Arizona for processing, which could cause a delay resulting in otherwise timely payments being deemed late. And, as noted above, late payments incur an interest charge under EGU’s tariff.

EGU proposes two solutions. First, EGU will “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.”² Second, EGU proposes that it be given the ability “to determine, on a case-by-case basis, whether it can waive the interest charges depending on the circumstances involving” customers who normally do not remit payment by mail, but do so during the April 10 through June 30, 2026 period.³

EGU expects this billing transition to be completed between April 10 and April 12, 2026, and “anticipates resuming normal billing practices following June 30, 2026, including assessing interest”⁴ required under its tariff.

¹ Waiver Motion at 1. Under Section 8.04 of EGU’s tariff, customers must pay their bill within 20 days of the billing date (see Waiver Motion at 1), and late (or incomplete) customer payment remittances incur an interest charge under Section 8.03 of EGU’s tariff. See *id.* at 1-2.

² *Id.* at 2.

³ *Id.* at 2-3.

⁴ See *id.* at 3.

2. DPU's Comments

DPU's Comments state EGU's position is credible, well-documented, is narrow in scope, time limited, and does not affect any other provision of EGU's tariff.⁵ DPU recommends approval of the Waiver Motion, subject to the following conditions:

[First,] EGU shall provide clear, timely notice to customers — on or before April 10, 2026 — of the new payment remittance address [in Arizona] and the interest waiver period, via bill inserts, bill messages, and the Company's website.

[Second,] EGU shall file a brief compliance report with the [PSC] 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.

[Third, the waiver granted by the PSC pursuant to the Waiver Motion] shall expire on June 30, 2026, after which EGU shall resume full compliance with Section 8.04 of Tariff No. 800 without further [PSC] action.⁶

DPU's Comments conclude by stating that, subject to the foregoing conditions, "EGU's request [in the Waiver Motion] is reasonable, narrowly tailored, and consistent with the public interest."⁷

3. EGU's Reply

EGU's Reply addresses only two of the three conditions recommended in DPU's Comments. EGU partially agrees with DPU's first condition (customer notice),

⁵ See DPU's Comments at 3.

⁶ *Id.* at 1.

⁷ *Id.* at 4.

represents it will comply with the second condition (compliance filing) if so directed by the PSC, and is silent on DPU's third condition (waiver termination date).

With respect to DPU's first condition (customer notice), EGU agrees to notify customers of the new Arizona remittance address.⁸ However, EGU disagrees with two other areas of this condition.

First, EGU states it will provide the bill inserts recommended by DPU on April 13, 2026.⁹ DPU's recommendation was "on or before April 10, 2026," and EGU's Reply provides no explanation as to why it disagrees with DPU on this point. Second, EGU "objects to [DPU's] recommendation that the interest waiver period be included in customer communications."¹⁰ EGU asserts "[d]oing so could advertise to customers an avenue to delay payment without penalty,"¹¹ which could "potentially invit[e] abuse."¹² EGU also appears to assert that communicating the interest waiver period could cause unnecessary confusion. That is, because the requested waiver would only apply to approximately eight percent of EGU's customer base, the remaining 92% of EGU's customers could be confused about this issue.¹³

⁸ See EGU's Reply at 2.

⁹ See *id.*

¹⁰ *Id.*

¹¹ *Id.*

¹² *Id.* at 3.

¹³ See *id.* at 2.

FINDINGS AND CONCLUSIONS

Based on the above discussion and our consideration of DPU's Comments and EGU's Reply, we find the relief sought in the Waiver Motion to be reasonable and appropriate given the facts of this docket. We also find that most of the conditions DPU has recommended are similarly reasonable and appropriate. We further find that EGU does not dispute DPU's third condition (waiver termination date), EGU apparently is amenable to meeting DPU's second condition (compliance filing), and EGU represents that it will comply with at least part of DPU's first condition (customer notice). Thus, there are two areas of DPU's first condition that remain unresolved – the timing of the bill inserts, and communications about the interest waiver period.

As to the timing issue, DPU recommends the bill inserts occur on or before April 10, 2026; EGU represents the bill inserts will occur on April 13, 2026. While it would have been helpful if EGU's Reply would have provided some information as to why EGU will not, or cannot, meet DPU's proposed April 10, 2026, deadline, we find that the small difference between these competing positions negligible. DPU's April 10 recommendation falls on a Friday, while EGU's committed date is the following Monday, thus resulting in only a one business day difference. We do not find this small difference significant enough to outweigh the main benefit of the Waiver Motion, which is a narrow and tailored mechanism designed to protect Utah customers from being unduly penalized for actions over which they have no control.

As to the customer communications about the interest waiver period issue, we find EGU's arguments persuasive. While those arguments are premised on unknown possible customer behavior and reactions (potential abuse and confusion), we find that the possibility that such behavior and reactions could occur would similarly outweigh the main benefit of the Waiver Motion.

Based on the foregoing discussion and findings, we conclude that granting the Waiver Motion, as conditioned below, is just and reasonable, and in the public interest.

ORDER

The Waiver Motion is granted, subject to the following:

1. EGU shall file a brief compliance report with the PSC 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;
2. The waiver granted pursuant to this order shall expire on June 30, 2026, after which EGU shall resume full compliance with Section 8.04 of Tariff No. 800 without further PSC action;
3. EGU shall provide the customer notice bill inserts by April 13, 2026; and
4. EGU shall not be required to include in its customer communication and notice efforts information about the interest waiver period.

DATED at Salt Lake City, Utah, April 6, 2026.

/s/ John E. Delaney
Presiding Officer

Approved and Confirmed April 6, 2026, as the Order of the Public Service
Commission.

/s/ Jerry D. Fenn, Chair

/s/ David R. Clark, Commissioner

/s/ John S. Harvey, Ph.D., Commissioner

Attest:

/s/ Gary L. Widerburg
PSC Secretary
DW#344655

Notice of Opportunity for Agency Review or Rehearing

Pursuant to Utah Code Ann. §§ 63G-4-301 and 54-7-15, a party may seek agency review or rehearing of this order by filing a request for review or rehearing with the PSC within 30 days after the issuance of the order. Responses to a request for agency review or rehearing must be filed within 15 days of the filing of the request for review or rehearing. If the PSC fails to grant a request for review or rehearing within 30 days after the filing of a request for review or rehearing, it is deemed denied. Judicial review of the PSC's final agency action may be obtained by filing a Petition for Review with the Utah Supreme Court within 30 days after final agency action. Any Petition for Review must comply with the requirements of Utah Code Ann. §§ 63G-4-401, 63G-4-403, and the Utah Rules of Appellate Procedure.

CERTIFICATE OF SERVICE

I CERTIFY that on April 6, 2026, a true and correct copy of the foregoing was served upon the following as indicated below:

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