# 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:** August 11, 2026

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

## Recommendation (Acknowledge)

The Division of Public Utilities ("Division") has reviewed Enbridge Gas Utah's ("EGU" or "Company") Compliance Report, filed July 31, 2026 ("Report"),[1] for compliance with the Public Service Commission's ("Commission") April 6, 2026 Order Approving Expedited Motion ("Order").[2] The Report was timely filed and addresses each element required by the Order. The Division recommends that the Commission acknowledge the Report. No further action is required in this docket.

## Issue

The Order granted EGU's request to temporarily suspend interest charges on unpaid balances of accounts that pay by mail and required a compliance report no later than July 31, 2026. The report summarized (1) the number of accounts flagged for an interest-charge waiver, (2) the number of interest charges waived, and (3) the disposition of any case-by-case waiver decisions.[3] On August 5, 2026, the Commission issued an Action Request

[1] Enbridge Gas Utah's Compliance Report, Docket No. 26-057-06 (filed July 31, 2026) ("Report").
[2] Order Approving Expedited Motion, Docket No. 26-057-06 (issued April 6, 2026) ("Order").
[3] Order at 6.

directing the Division to review the Report for compliance and make recommendations. The Division's task is to determine whether the Report satisfies the Order's reporting requirement.

## Background

On March 20, 2026, EGU filed an Expedited Motion to Temporarily Deviate from Utah Natural Gas Tariff No. 800 ("Motion"), seeking a temporary waiver of interest charges assessed under Section 8.04 of the Company's tariff on past-due balances for mail-in payments between April 10, 2026 and June 30, 2026.[4] The request arose from the Company's transition of its billing and payment remittance functions from the Dominion Energy network to the Enbridge Gas network, including relocation of the mail-in payment remittance center from Richmond, Virginia to Tempe, Arizona. Approximately eight percent of EGU's Utah customers pay by check through the mail.[5]

On March 30, 2026, the Division filed comments recommending approval of the Motion subject to conditions, including a requirement that the Company file a brief compliance report.[6] On April 6, 2026, the Commission granted the Motion, ordering that: (1) EGU file a compliance report 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 expire on June 30, 2026, after which EGU shall resume full compliance with Section 8.04 of Tariff No. 800 without further Commission action; (3) EGU provide the customer notice bill inserts by April 13, 2026; and (4) EGU not be required to include information about the interest waiver period in its customer communications.[7] The Company filed its Report on July 31, 2026.

[4] 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) ("Motion") at 1–2.
[5] Motion at 2.
[6] Comments from the Division of Public Utilities, Docket No. 26-057-06 (filed March 30, 2026) at 1–2.
[7] Order at 6.

## Discussion

Table 1 summarizes the information reported by the Company against each element required by the Order.[8]

**Table 1: Compliance Report Summary**

| Order Requirement | Reported by EGU |
|---|---|
| Number of accounts flagged for an interest-charge waiver | 94,633 accounts flagged for a waiver if mail-in payments were delinquent |
| Number of interest charges waived | 15,530 interest-fee waivers applied |
| Disposition of case-by-case waiver decisions | 505 waivers granted on customer-initiated requests where the Company determined the delinquency was related to the remittance center relocation |

The information reported appear reasonable. The 94,633 flagged accounts are consistent with the Company's representation in the Motion that approximately eight percent of its Utah customers pay by check through the mail.[9] Interest waivers were applied to approximately 16 percent of flagged accounts, a plausible share given that a waiver was applied only where a mail-in payment actually became delinquent during the transition window.

With respect to the third element, the Report identifies the case-by-case waivers granted and the basis on which they were granted, but does not state whether any customer-initiated requests were denied. Given the narrow scope and customer-protective purpose of the waiver, and its expiration on June 30, 2026, the Division does not consider this omission material and finds the Report substantially responsive to the Order.

The waiver expired by its own terms on June 30, 2026, after which the Order requires the Company to resume full compliance with Section 8.04 of Tariff No. 800 without further Commission action. No additional compliance filings are required in this docket.

[8] Report at 2.
[9] Motion at 2.

## Conclusion

EGU timely filed the Report, and the Report addresses each element required by the Order. The Division recommends that the Commission acknowledge the Report. With the waiver having expired on June 30, 2026, no further action is required in this docket.

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