

Docket No.
14-999-02



UTAH PUBLIC
SERVICE COMMISSION

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RECEIVED

Questar Gas Company
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Barrie L. McKay
Vice President Regulatory Affairs

June 19, 2014

Gary Widerburg
Utah Public Service Commission
Heber M. Wells Building
P.O. Box 45585
Salt Lake City, UT 84145-0585

Dear Gary:

Attached please find Questar Gas's Customer Satisfaction Standards Report (CSSR) for the quarter ended March 2014

This report was originally prepared and continues to be used as a management tool. It is considered by the Company to be privileged and confidential information. It is being provided in response to the Service Standards Stipulation and Settlement in Docket No. 02-057-02. The format is in compliance with the Order in this docket issued December 30, 2002, and will be provided on a quarterly basis.

If you have any questions concerning this report, please give me a call.

Sincerely,

Barrie L. McKay

cc: Doug Wheelwright, DPU
Maria Martinez, DPU
Cheryl Murray, CCS

**CUSTOMER SATISFACTION STANDARDS
QUARTERLY REPORT**

Service	2014 Annual Goal	Measurement Source	Q2 2013	Q3 2013	Q4 2013	Q1 2014	12 Mo. Ended 03/31/14
Overall Impression of QGC							
1 How satisfied are you with the product and services you receive	5.9	CSS	6.2	6.2	6.2	6.2	6.2
2 Delivers natural gas to my home/good value for price paid	4.9	CSS	5.7	5.7	5.7	5.7	5.7
3 Keeps me informed when/why natural gas rates change before it happens	5.0	CSS	5.5	5.3	5.2	5.4	5.4
4 Consistently delivers natural gas to my home without disruption	6.5	CSS	6.6	6.7	6.7	6.6	6.7
5 Is honest and open in its dealings	5.5	CSS	5.9	5.8	5.9	6.0	5.9
6 Safely delivers natural gas to my home	6.5	CSS	6.6	6.6	6.6	6.6	6.6
7 Demonstrates care and concern for people like me	5.0	CSS	5.7	5.6	5.6	5.8	5.7

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)

CSS - Customer Satisfaction Survey

Service	2014 Annual Goal	Measurement Source	Q2 2013	Q3 2013	Q4 2013	Q1 2014	12 Mo. Ended 03/31/14
Customer Care							
1	Percentage of calls answered within 60 seconds after customer chooses menu option	Internal Statistics	76.4%	76.7%	92.6%	93.1%	84.7%
2	Percentage of emergency calls answered within 60 seconds by agent	Internal Statistics	99.2%	99.4%	99.4%	99.6%	99.4%
3	Average wait for customer after menu selection	Internal Statistics	98	96	26	23	61
4	Callers that hang up after menu choice is made	Internal Statistics	3.3%	3.4%	1.1%	0.8%	2.2%
5	Amount of time talking with customer and completing request	Internal Statistics	4.8	4.8	4.7	4.8	4.8
6	The phone staff was courteous	CSS	6.5	6.4	6.5	6.6	6.5
7	The phone staff was knowledgeable	CSS	6.4	6.3	6.4	6.5	6.4
8	My call was answered quickly	CSS	5.9	5.9	6.0	6.1	6.0
9	The person I spoke with was able to resolve my issue	CSS	6.3	6.1	6.2	6.3	6.2
10	The automated menu was easy to use	CSS	5.9	5.9	5.9	5.9	5.9
11	How satisfied are you with the actions taken by Questar Gas in response to your call	CSS	6.1	6.1	6.0	6.2	6.1

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)

CSS - Customer Satisfaction Survey

Service		2014 Annual Goal	Measurement Source	Q2 2013	Q3 2013	Q4 2013	Q1 2014	12 Mo. Ended 03/31/14
Customer Affairs								
1	Respond to customer regarding any PSC complaint within 5 business days	100%	Public Service Commission Report	100%	100%	100%	100%	100%

Service		2014 Annual Goal	Measurement Source	Q2 2013	Q3 2013	Q4 2013	Q1 2014	12 Mo. Ended 03/31/14
Service Calls - Ask-A-Tech								
1	The technician was courteous	6.2	CSS	6.7	6.9	6.7	6.8	6.8
2	The technician was knowledgeable	6.2	CSS	6.6	6.8	6.6	6.6	6.7
3	The technician was able to help me quickly	5.9	CSS	6.5	6.6	6.7	6.6	6.6
4	The technician was able to help me resolve my issue	5.9	CSS	6.5	6.6	6.6	6.6	6.6
5	The automated menu was easy to use	5.7	CSS	6.1	6.4	6.4	6.3	6.3
6	How satisfied are you with the technician's overall performance	6.0	CSS	6.4	6.7	6.6	6.6	6.6

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)

CSS - Customer Satisfaction Survey

Service	2014 Annual Goal	Measurement Source	Q2 2013	Q3 2013	Q4 2013	Q1 2014	12 Mo. Ended 03/31/14
Service Calls							
1 The service technician was courteous	6.4	CSS	6.8	6.9	6.8	6.9	6.9
2 The service technician was knowledgeable	6.4	CSS	6.7	6.8	6.7	6.8	6.8
3 The service technician was able to help me quickly	6.2	CSS	6.6	6.6	6.7	6.7	6.7
4 The service technician was able to help me resolve my issue	6.2	CSS	6.6	6.6	6.7	6.7	6.7
5 How satisfied are you with the service technician's overall performance	6.3	CSS	6.7	6.7	6.7	6.8	6.7
6 Emergency calls - company representative is onsite within 1 hour of call	90%	Internal Statistics	98.3%	99.0%	98.0%	99.0%	98.6%
7 Remove meter seal within 1 business day requested by customer for activation	90%	Internal Statistics	100.0%	100.0%	100.0%	100.0%	100.0%
8 Activate or reactivate customers' gas service within 3 business days	90%	Internal Statistics	100.0%	100.0%	100.0%	100.0%	100.0%
9 Keeping customer appointments	90%	Internal Statistics	98.3%	98.2%	97.1%	96.6%	97.6%
10 Restore interrupted service caused by system failure within 1 business day (except for service interruptions caused by natural disasters, force majeure events and significant third party actions)	24 hours	Internal Statistics	100%	100%	100%	100%	100%

(1 to 7 scale: 1= do not agree at all; 7= strongly agree)

CSS - Customer Satisfaction Survey

CUSTOMER CARE SATISFACTION

6.1	6.1	6.0	6.2
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	Service	2014 Annual Goal	Measurement Source	Q2 2013	Q3 2013	Q4 2013	Q1 2014	12 Mo. Ended 03/31/14
Billing								
1	Read each meter monthly	99%	Billing Statistics	99.7%	99.7%	99.1%	99.4%	99.5%
2	Percent of adjustments	5% Annual	Billing Statistics	0.67%	0.82%	0.37%	0.53%	2.39%
3	Send corrected statement to customer	7 Business Days	Internal Report	1.94 days	2.11 days	2.34 days	2.91 days	2.33 days
4	Percentage of billing inquiries requiring investigation responded to within 7 business day	90%	Internal Statistics	98.0%	99.5%	99.9%	99.7%	99.3%
5	Response time to investigate meter problems and notify customer within 15 business days	90%	Internal Statistics	98%	98%	100%	100%	99%

Service		Northern Region	Eastern Region	Central Region	Southern Region
Customer Service					
1	Number of PSC complaints by region	1	0	1	0
Service Calls					
1	The service technician was courteous	6.9	7.0	6.9	6.9
2	The service technician was knowledgeable	6.8	7.0	6.8	6.7
3	The service technician was able to help me quickly	6.5	7.0	6.6	6.9
4	The service technician was able to resolve my issue	6.8	6.9	6.6	6.7
5	How satisfied are you with the service technician's overall performance	6.7	7.0	6.7	7.0
6	Emergency calls - company representative is onsite within 1 hour of call	99.1%	97.6%	100.0%	96.3%
7	Remove meter seal within 24 hours if requested by customer for activation	100.0%	100.0%	100.0%	100.0%
8	Activate or reactivate customer's gas service within 3 business days	100.0%	100.0%	100.0%	100.0%
9	Keeping customer appointments	100.0%	100.0%	100.0%	100.0%
10	Restore interrupted service caused by system failure (exceptions include outages caused by natural disasters and third party actions)	100%	100%	100%	100%

Utah Quarterly PSC Summary Statistics
For 1st Quarter 2014

Entered ✓

Division Statistics

Division	Emergency Performance				Appointment Performance				MO Performance - No Appt.				MT Performance - No Appt.			
	Within 1 hour	Over 1 hour	Total	Pct Within 1 Hour	Kept	Missed	Total	Pct Kept	Within 1 Day	Over 1 Day	Total	Pct Within 1 Day	Within 3 Days	Over 3 Days	Total	Pct Within 3 Days
Central	180	0	180	100.00	1	0	1	100.00	188	0	188	100.00	25	0	25	100.00
Eastern	201	5	206	97.57	4	0	4	100.00	314	0	314	100.00	10	0	10	100.00
Northern	228	2	230	99.13	3	0	3	100.00	462	0	462	100.00	28	0	28	100.00
Southern	522	20	542	96.31	4	0	4	100.00	1,031	0	1,031	100.00	34	0	34	100.00
Wasatch Front	4,356	43	4,399	99.02	45	2	47	95.74	8,117	1	8,118	99.99	376	0	376	100.00
Wyoming*	1	0	1	100.00	0	0	0	0.00	1	0	1	100.00	0	0	0	0.00

Company Statistics

<u>Emergency Performance</u>	<u>Responded Within 1 hour</u>	<u>Responded Over 1 hour</u>	<u>Total Emergencies</u>	<u>Pct Within 1 Hour</u>
Wasatch Front:	4,356	43	4,399	99.02
Non-Wasatch Front:	1,132	27	1,159	97.67

Big Report

<u>Appointment Performance</u>	<u>Kept</u>	<u>Missed</u>	<u>Total Appointments</u>	<u>Pct Kept Appointments</u>
	57	2	59	96.61

<u>No Appointment Performance</u>	<u>Responded Within 1 Day</u>	<u>Responded Over 1 Day</u>	<u>Total Service Orders</u>	<u>Pct Within 1 Day</u>
MO Service Orders:	10,113	1	10,114	99.99

	<u>Responded Within 3 Days</u>	<u>Responded Over 3 Days</u>	<u>Total Service Orders</u>	<u>Pct Within 3 Days</u>
MT Service Orders:	473	0	473	100.00

* Utah cities of Randolph and Woodruff are serviced by the Evanston, Wyoming office