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Department of Commerce  
Division of Public Utilities

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## ACTION REQUEST RESPONSE

**To: Public Service Commission**

From: Division of Public Utilities  
Chris Parker, Director  
Energy Section  
Artie Powell, Manager  
Doug Wheelwright, Technical Consultant  
Eric Orton, Utility Analyst

Date: September 8, 2014

Subject: Action Request Response regarding Docket 14-999-02. QGC's Customer Satisfaction Standards Report for Quarter Ended March 2014.

In the Matter of Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2014

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### RECOMMENDATION

The Division of Public Utilities (Division) recommends that the requirement of the Utah Public Service Commission's (Commission) order in Docket No. 02-057-02 regarding the Service Standards Stipulation and Settlement be considered fulfilled and the requirement for Quarterly Customer Satisfaction and Standards Reports (CSSR) to the Commission be discontinued.

### ISSUE

On June 19, 2014 the Company submitted its most current CSSR to the Commission. On July 7, 2014 the Commission issued its Action Request to the Division to: "review for Compliance and Make Recommendations".

### BACKGROUND

Docket No.02-057-02 concluded with an order from the Commission on December 30, 2002 in part approving a settlement stipulation. In the order the Service Standards Stipulation and Settlement (Stipulation) was adopted which attempted to require Questar Gas (Company) to ensure that it maintained its past level of customer service notwithstanding that it was

“implementing wide-sweeping cost-cutting measures” (Post hearing brief QGC). The Stipulation required the Company to file a Quarterly CSSR outlining how well the Company met or did not meet a set of customer satisfaction standards.

This current docket (14-999-02) is the CSSR for the fourth quarter and calendar year of 2013.

## **DISCUSSION**

The categories tracked and shown in the CSSR are:

- 1) Overall Impression of QGC;
- 2) Call Center Service;
- 3) Customer Service Office;
- 4) Service Calls – Ask-A-Tech;
- 5) Service Calls;
- 6) Billing.

Each of these items are tracked quarterly through the CSSR and also captured in an annual report.

Prior to 2006 the Company regularly achieved some goals but did not achieve others. However, with two exceptions, since 2006, on an annual basis, all CSSR goals have been met. The first exception was in 2008. The question asked if the automated menu was easy to use (5.6 was achieved where 5.7 is the goal - on a scale of 1-7 with 7 being strongly agree). The second exception was in 2013 when the Company missed its goal by having a wait time on hold after menu selection of 70 seconds rather than the goal of 60 seconds.

According to the information contained in the CSSR, in the past eight years or so, the Company has apparently not decreased its level of customer service as a result of its cost cutting measures implemented prior to the 2002 general rate case,

With reports being filed with regulators quarterly there has been ample opportunity for a party to raise a customer service issue. However, to the Division’s knowledge, no other party has filed any comments/positions/memos regarding the information contained in the CSSR since the time of the original order.

The information contained in the CSSR is kept by the Company on a continual basis for its employee performance metrics. If, at any time, regulators want to see the CSSR information, the Company indicated that it will provide it.

Given that the Company’s customer satisfaction goals have (for the most part) been continually met since the original order to file the CSSR, and since the information is available upon request from the Company, and since the information in the CSSR is captured in an annual report, the

Division recommends that the requirement for the Company to file quarterly it's CSSR be discontinued.

**CONCLUSION**

The Division has reviewed the Company's CSSR and finds that it complies with previous Commission orders. Therefore, the Division recommends that the Commission acknowledge the Company's CSSR as compliant.

The Division notes that for the most part since 2006 the Company met its customer satisfaction goals. Thus, the Division believes the CSSR has served its purpose. The Division recommends that the requirements of the Commission's order in Docket No. 02-057-02 Service Standards Stipulation and Settlement be considered fulfilled and the requirement for Quarterly Customer Satisfaction and Standards Reports to the Commission be discontinued.

CC: Kelly Mendenhall, Questar Gas Company  
Michele Beck, OCS