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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: October 14, 2014

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

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

RECOMMENDATION

The Division of Public Utilities (Division) continues to recommend 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 Questar Gas Company (Company) to file Quarterly Customer Satisfaction and Standards Reports (CSSR) to the Commission be discontinued.

BACKGROUND

On September 5, 2014 the Company submitted its second quarter CSSR to the Commission. The same day the Commission issued its Action Request to the Division to: "review for Compliance and Make Recommendations". Three days later, on September 8, 2014 the Division issued its recommendation to the Commission regarding the previous CSSR (for the first quarter of 2014 and year end 2013).

DISCUSSION

In this current filing the Company has apparently not decreased its level of customer service since its last filing and the Division's recommendation in that Action Request response remains the same.

The Division stated in the previous CSSR Action Request response; "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 most recent CSSR and finds that it continues to comply with previous Commission orders. Therefore, the Division recommends that the Commission acknowledge the Company's CSSR as compliant.

Also, the Division continues to believe that the CSSR has served its purpose and the requirement for the Company to file Quarterly CSSR's to the Commission should be discontinued.

CC: Kelly Mendenhall, Questar Gas Company

Michele Beck, Office of Consumer Services