



State of Utah  
Department of Commerce  
Division of Public Utilities

FRANCINE GIANI  
*Executive Director*

THOMAS BRADY  
*Deputy Director*

CHRIS PARKER  
*Director, Division of Public Utilities*

GARY HERBERT.  
*Governor*  
SPENCER J. COX  
*Lieutenant Governor*

## 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: January 29, 2015

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

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

---

### **RECOMMENDATION**

The Division of Public Utilities (Division) recommends that the Public Service Commission of Utah (Commission) take no action at this time.

### **ISSUE**

On January 15, 2015 Questar Gas Company (Company) submitted its year-end Customer Satisfaction Standards Report (CSSR) to the Commission. On January 20, 2015 the Commission issued its Action Request to the Division to: "review for Compliance and Make Recommendations". This is the Division's response to the Commission's request.

### **BACKGROUND**

The Commission's order in Docket No.14-999-02 stated in part, that "As of the date of this order, we discontinue Questar's requirement to file a quarterly CCSR with the Commission and other parties." Also, in its letter to the Commission in this filing, the Company stated; "Following discussions with the Division and direction provided by the Commission order in

Docket 14-999-02, the Company will provide this report on an annual basis.” The Company’s filing of January 15, 2015 is its 2014 annual CSSR filing.

**DISCUSSION**

The filing of an annual CSSR filing does not appear to fulfill a specific regulatory requirement. While not specifically addressed in the order, in prior years the Company has filed an annual CSSR as a matter of practice. Following the Commission’s October 23, 2014 order which discontinued the quarterly filing, the parties discussed whether or not the order was applicable to an annual filing. After considerable discussion, parties agreed that; 1) The Company should file an annual CSSR for calendar year 2014 since it already filed quarterly reports within the year, and 2) The Company may, but is not required to file annual CSSR’s in the future.

**CONCLUSION**

The Division has reviewed the Company’s CSSR filing and recommends that since it was not offered to fulfill a Commission order, it is informational only. As such the Commission need not take any action. Therefore, the Division recommends that the Commission take no action in this matter.

CC: Kelly Mendenhall, Questar Gas Company  
Maria Wright, Division of Public Service  
Michele Beck, Office of Consumer Services