



State of Utah

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March 25, 2015

Barrie L. McKay
Vice President, State Regulatory Affairs
Questar Gas Company
333 South State Street
P.O. Box 45360
Salt Lake City, Utah 84145-0360

RE: Docket No. 14-999-02, "In the Matter of the Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2014"

Dear Mr. McKay:

On January 15, 2015, Questar Gas Company filed its 2014 year-end Customer Satisfaction Standards Report (CSSR) with the Public Service Commission of Utah (Commission). On January 20, 2015, the Commission issued an action request to the Division of Public Utilities (Division) to review the CSSR for compliance with Commission orders and to make any recommendations.

On January 29, 2015, the Division filed a memorandum with review and recommendations. Specifically, the Division stated:

The Commission's order in Docket No.14-999-02 stated in part, that "[a]s of the date of this order, we discontinue Questar's requirement to file a quarterly CSSR 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.

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.

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.

The Commission has reviewed the Division's memorandum and concurs the annual year-end CSSR report is not required to be filed. Questar may file annual year-end CSSRs in the future as courtesy copies for information only.

Sincerely,

/s/ Gary L. Widerburg
Commission Secretary

DW#264884