



State of Utah  
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: February 3, 2016

Subject: QGC – CSSR for Year Ending December 2015, Docket No. 15-999-02

QGC's Customer Satisfaction Standards Report for Year Ended December 2015. In the Matter of Miscellaneous Correspondence and Reports Regarding Gas Utility Services; 2015

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### 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, 2016 Questar Gas Company (Company) submitted its year-end Customer Satisfaction Standards Report (CSSR) to the Commission. On January 16, 2016 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

As part of the Commission's order in Docket No.14-999-02 it discontinued Questar's requirement to file a quarterly CSSR. However, parties agreed that the Company may, but is not required to, provide an annual CSSR to the Commission. The Company's voluntary filing of January 15, 2016 is its 2015 annual CSSR filing.

### DISCUSSION

Filing an annual CSSR filing does not fulfill a specific regulatory requirement. While not required to however, the Company has filed an annual CSSR as a matter of practice for years. This filing of the 2015 CSSR is a courtesy copy for informational purposes.

**CONCLUSION**

The Division appreciates Questar's information on its survey results. The Division has reviewed the Company's CSSR filing and finds no issues of concerns. Since the Company's filing was not offered to fulfill a Commission order and is informational only, 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